

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 11/29/04
8. DOCKET NO: C-20044159	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WALJS, ANTHONY & DONNA

RESPONDENT/APPLICANT: PA-AMERICAN WATER CO

COMP/APP COUNTY:

UTILITY CODE: 212285

ALLEGATION OR SUBJECT

COMPLAINANT STATES THE COMPANY USED TO BILL QUARTERLY, THE SERVICE CHARGE WAS \$7.00, NOW THEY ARE BILLING MONTHLY AND THE SERVICE CHARGE IS \$11.50. THEY WANT THE PUC TO INVESTIGATE AND SEE IF THIS IS LEGAL OR ETHICAL.

DOCUMENT
FOLDER

DOCKETED
JAN 21 2005

ORIGINAL

RECEIVED

2004 NOV 29 AM 10:58

SECRETARY'S BUREAU

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

C - 20044159

1. Your name, mailing address, telephone number and utility account number:

Name Anthony + Danna Walus

City Coatesville State Pa Zip 19320

Area Code/HOME Phone 610-384-5275 Area Code/WORK Phone

Utility Account Number 24-1272247-8

If the above mailing address differs from the address where the utility service is provided, list this information below.

Name

Street/P.O. Box

City State Zip

2. Name of utility company your complaint concerns: Penna American Water

3. Type of Utility (circle one):

GAS

WATER

MOTOR CARRIER

STEAM HEAT

ELECTRIC

SEWER

TELEPHONE - (LOCAL OR LONG DISTANCE)

4. What is your complaint? (Use additional paper if you need more space and provide copies of any relevant documentation you believe will support your complaint).

The company used to bill quarterly, The service charge was \$7.00. Now they bill monthly and the service charge is \$11.50.

That is \$138.00 a year for service charges. Our water usage is \$17.21 a month. With the service charge the bill is \$28.96. I didn't mind service charge quarterly, but this is ridiculous. We're on a fixed income.

AMENDMENT

1. Are you a victim under a "Protection from Abuse" Order?

YES

NO

2. Have you contacted the utility company regarding this complaint?

YES

NO - If No, you must contact the utility company before you can file this complaint with the Commission.

RECEIVED
2004 DEC 30 AM 8:14
SECRETARY'S BUREAU

3. You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I ANTHONY & DONNA WALUS hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Anthony & Donna Walus
(SIGNATURE)

12-28-04
(DATE)

31

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P O BOX 3265, HARRISBURG PA 17105-3265

DATE SERVED: JANUARY 24, 2005

C-20044159

PENNA AMERICAN WATER COMPANY
ROBERT M ROSS
800 W HERSHEY PARK DR
HERSHEY PA 17033

DOCUMENT
FOLDED

Dear S.r/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by ANTHONY & DONNA WALUS. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

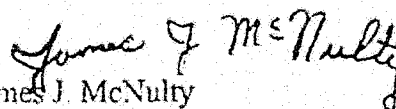
JANUARY 24, 2005

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,


James J. McNulty
Secretary

III

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 24, 2005

DOCUMENT
FOLDED

ANTHONY & DONNA WALUS
Complainant

VS.

PENNSYLVANIA AMERICAN WATER
COMPANY
Respondent

Complaint Docket
No: C-20044159

DOCKETED
JAN 21 2005

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PENNSYLVANIA AMERICAN WATER COMPANY

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

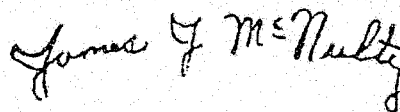
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

ORIGINAL

 Pennsylvania
American Water

February 1, 2005

VIA OVERNIGHT DELIVERY

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Keystone Commonwealth Building
400 North Street
Harrisburg, PA 17120

**DOCUMENT
FOLDER**

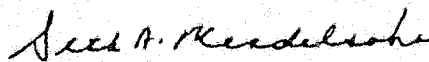
Re: Anthony and Donna Walus v. Pennsylvania-American Water Company
Docket No. C-20044159

Dear Mr. McNulty:

On behalf of Pennsylvania-American Water Company, I enclose an original and three copies of its Motion to Consolidate the above captioned matter and Certificate of Service regarding this matter. I am simultaneously filing an Answer to the Formal Complaint.

As evidenced by the enclosed Certificate of Service, all parties to this proceeding have been duly served. Please time stamp the extra copy of this letter and return it to me in the stamped self-addressed envelope.

Respectfully submitted,



Seth A. Mendelsohn

Enclosures

cc: Chief ALJ Veronica Smith
John Patras
Paul Diskin

Pennsylvania American Water

Seth A. Mendelsohn
Regional Associate Counsel
800 West Hersheypark Drive
Hershey, PA 17033 USA

T 717 533-5000

F 717 531-3252

E seth.mendelsohn@amwater.com

I www.pawc.com

 RWE GROUP

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ANTHONY AND DONNA WALUS,
Complainants

v.

DOCKET NO. C-20044159

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

JOHN PATRAS
Complainant

v.

DOCKET NO. C-20044158

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

DOCKETED
FEB 13 2005

MOTION TO CONSOLIDATE

NOW COMES the Respondent, Pennsylvania-American Water Company (hereinafter "PAWC" or the "Company"), by its attorney, pursuant to 52 Pa. Code §5.81, and requests the Commission to consolidate for hearing and decision in the above-captioned cases, and in support thereof sets forth the following:

1. On November 29, 2004, Anthony and Donna Walus at Docket No. C-20044159, filed a Formal Complaint against PAWC alleging excessive service charge. Said Formal Complaint was subsequently served by the Pennsylvania Public Utility Commission on PAWC on January 24, 2005.

2. On December 6, 2004, John Patras at Docket No. C-20044158, filed a Formal Complaint against PAWC alleging excessive service charge. Said Formal Complaint was subsequently served by the Pennsylvania Public Utility Commission on PAWC on January 24, 2005.

3. Answers to the aforementioned Formal Complaints, dated January 31, 2005, are simultaneously being filed with this Motion.

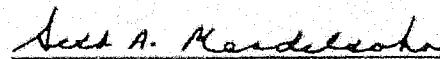
**DOCUMENT
FOLDER**

4. The two (2) aforementioned Complainants reside in Chester County, Pennsylvania. Moreover, each Complainant alleges excessive service charge.

5. It would best serve administrative economy and expediency, if these cases were consolidated for hearing, if necessary, and decision in that the legal issues and evidence to be submitted in each proceeding is identical. To consider these cases separately, would be an unnecessary and wasteful duplication of costs, resources and time for the Commission and PAWC.

WHEREFORE, Pennsylvania-American Water Company respectfully requests the Commission consolidate the Formal Complaints by Anthony and Donna Walus and John Patras for hearing and decision.

Respectfully submitted,



Seth A. Mendelsohn
Pennsylvania-American Water Company
800 West Hershey Park Drive
Hershey, PA 17033

Dated: February 1, 2005

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ANTHONY AND DONNA WALUS,
Complainants

v.

DOCKET NO. C-20044159

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

JOHN PATRAS,
Complainant

v.

DOCKET NO. C-20044158

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

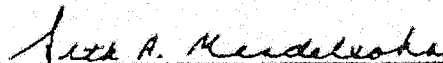
CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the participants, listed below, in accordance with the requirements of 52 Pa. Code §1.54:

VIA OVERNIGHT MAIL

Anthony and Donna Walus
419 Woodward Rd
Coatesville, PA 19320

John Patras
4 Marshall Dr
Downingtown, PA 19335



Seth A. Mendelsohn, Esquire
Pennsylvania-American Water Company
800 West Hershey Park Drive
Hershey, Pennsylvania 17033
(717) 533-5000

Dated this 1st day of February, 2005.

ORIGINAL



**DOCUMENT
FOLDER**

February 1, 2005

FEB 01 2005

VIA OVERNIGHT DELIVERY

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Keystone Commonwealth Building
400 North Street
Harrisburg, PA 17120

C-20044159

Re: John Patras v. Pennsylvania-American Water Company
Docket No. C-20044158

Dear Mr. McNulty:

On behalf of Pennsylvania-American Water Company, I enclose an original and three copies of its Motion to Consolidate the above captioned matter and Certificate of Service regarding this matter. I am simultaneously filing an Answer to the Formal Complaint.

As evidenced by the enclosed Certificate of Service, all parties to this proceeding have been duly served. Please time stamp the extra copy of this letter and return it to me in the stamped self-addressed envelope.

Respectfully submitted,

Seth A. Mendelsohn

Seth A. Mendelsohn

Enclosures

cc: Chief ALJ Veronica Smith
Anthony and Donna Walus
Paul Diskin

Pennsylvania American Water

Seth A. Mendelsohn
Regional Associate Counsel
800 West Hersheypark Drive
Hershey, PA 17033 USA
T 717 533-5000
F 717 531-3252
E seth.mendelsohn@amwater.com
I www.pawc.com

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

FEB 07 2005

JOHN PATRAS,
Complainant

v.

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

DOCKET NO. C-20044158

DOCKETED
APR 03 2005

ANTHONY AND DONNA WALUS
Complainants

v.

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

DOCKET NO. C-20044159

**DOCUMENT
FOLDER**

MOTION TO CONSOLIDATE

NOW COMES the Respondent, Pennsylvania-American Water Company (hereinafter "PAWC" or the "Company"), by its attorney, pursuant to 52 Pa. Code §5.81, and requests the Commission to consolidate for hearing and decision in the above-captioned cases, and in support thereof sets forth the following:

1. On December 6, 2004, John Patras at Docket No. C-20044158, filed a Formal Complaint against PAWC alleging excessive service charge. Said Formal Complaint was subsequently served by the Pennsylvania Public Utility Commission on PAWC on January 24, 2005.

2. On November 29, 2004, Anthony and Donna Walus at Docket No. C-20044159, filed a Formal Complaint against PAWC alleging excessive service charge. Said Formal Complaint was subsequently served by the Pennsylvania Public Utility Commission on PAWC on January 24, 2005.


3. Answers to the aforementioned Formal Complaints, dated January 31, 2005, are simultaneously being filed with this Motion.

4. The two (2) aforementioned Complainants reside in Chester County, Pennsylvania. Moreover, each Complainant alleges excessive service charge.

5. It would best serve administrative economy and expediency, if these cases were consolidated for hearing, if necessary, and decision in that the legal issues and evidence to be submitted in each proceeding is identical. To consider these cases separately, would be an unnecessary and wasteful duplication of costs, resources and time for the Commission and PAWC.

WHEREFORE, Pennsylvania-American Water Company respectfully requests the Commission consolidate the Formal Complaints by John Patras and Anthony and Donna Walus for hearing and decision.

Respectfully submitted,


Seth A. Mendelsohn
Pennsylvania-American Water Company
800 West Hershey Park Drive
Hershey, PA 17033

Dated: February 1, 2005

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

FEB 01 2005

JOHN PATRAS,
Complainant

v.

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

ANTHONY AND DONNA WALUS,
Complainants

v.

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

DOCKET NO. C-20044158

DOCKET NO. C-20044159


CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the participants, listed below, in accordance with the requirements of 52 Pa. Code §1.54:

VIA OVERNIGHT MAIL

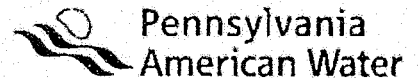
John Patras
4 Marshall Dr
Downingtown, PA 19335

Anthony and Donna Walus
419 Woodward Rd
Coatesville, PA 19320


Seth A. Mendelsohn, Esquire
Pennsylvania-American Water Company
800 West Hershey Park Drive
Hershey, Pennsylvania 17033
(717) 533-5000

Dated this 1st day of February, 2005.

ORIGINAL



February 1, 2005

VIA OVERNIGHT MAIL

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120

Re: Anthony and Donna Walus v. Pennsylvania-American Water Company
Docket No. C-20044159

Dear Secretary McNulty:

On behalf of Pennsylvania-American Water Company, I enclose an original and three copies of its Answer to the Formal Complaint of Anthony and Donna Walus, an Entry of Appearance and Certificate of Service regarding this matter.

As evidenced by the enclosed Certificate of Service, all parties to this proceeding have been duly served. Please time stamp the extra copy of this letter and return it to me in the stamped self-addressed envelope.

Respectfully submitted,

A handwritten signature in cursive script that reads "Seth A. Mendelsohn".

Seth A. Mendelsohn

Enclosures

cc: Anthony and Donna Walus
Paul Diskin

DOCUMENT FOLDER

Pennsylvania American Water

Seth A. Mendelsohn
Regional Associate Counsel
800 West Hersheypark Drive
Hershey, PA 17033 USA

T 717 533-5000

F 717 531-3252

E seth.mendelsohn@amwater.com

I www.pawc.com



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

In the matter of:

Re: Anthony and Donna Walus v. Pennsylvania-American Water Company
Docket No. C-20044159

NOTICE OF APPEARANCE

Please enter my appearance in the above-designated matter on behalf of Respondent, Pennsylvania American Water Company. I am authorized to accept service on behalf of said participant in this matter. I am already receiving or have access to a copy of each document issued by the Pennsylvania Public Utility Commission in this matter and do not on the basis of this notice require an additional copy.

Seth A. Mendelsohn

Seth A. Mendelsohn
Pennsylvania-American Water Company
800 West Hershey Park Drive
Hershey, Pennsylvania 17033
(717) 533-5000

Dated. February 1, 2005

DOCUMENT
FOLDER

DOCKETED
FEB 22 2005

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ANTHONY AND DONNA WALUS,
Complainants

v.

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

DOCKET NO. C-20044159

ANSWER TO FORMAL COMPLAINT OF ANTHONY AND DONNA WALUS

NOW COMES the Respondent, Pennsylvania American Water Company ("Company"), by its attorney, and answers the Formal Complaint of Anthony and Donna Walus follows:

1. Admitted.
2. Admitted.
3. Admitted.
4. Admitted in part and denied in part. Pennsylvania American Water Company

admits the service charge increased for customers located in Rate Zone 24. The Pennsylvania Public Utility Commission, at Docket No. R-00038304, authorized the Company to increase the rates of customers located in the Coatesville area effective March 22, 2004. A copy of the current effective tariff is included, herein, as Attachment A.

On or about April 29, 2003, the Company mailed all customers a Notice of Proposed Rate Changes. A copy of the notice is included, herein, as Attachment B. Two public input hearings were held before an Administrative Law Judge on August 14, 2003.

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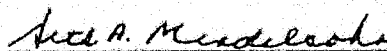
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FEB 01 2005
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
DOCKETED
FEB 22 2005

The Company's records indicated that the Complainants contacted the Company on or about June 23, 2004 and November 18, 2004. Moreover, the records indicate the customer service representative provided responses to the Complainant's inquiry.

5. Paragraph No. 4 of the Complaint is a prayer for relief to which no response is required. To the extent that any of the remaining averments in Paragraph No. 4 are construed as allegations for which a response is required, the Company denies any and all such allegations.

WHEREFORE, Pennsylvania American Water Company requests your Honorable Commission to dismiss the Formal Complaint of Anthony and Donna Walus at Docket No. C-20044159

Respectfully submitted,



Seth A. Mendelsohn
Pennsylvania-American Water Company
800 West Hershey Park Drive
Hershey, Pennsylvania 17033

Dated: February 1, 2005

SCHEDULE OF RATES APPLICABLE TO RATE ZONE 1
FOR ALL RATE CLASSES EXCEPT INDUSTRIAL

METER RATES

All water supplied by the Company for any and all purposes, except Industrial, Qualified Private Fire Hydrants and Public Fire Hydrants, shall be metered as hereinafter set forth. All meters shall be read monthly or bimonthly and the water used shall be paid for in accordance with the following schedule of rates.

Service Charges
For All Rate Classes Except Industrial

All metered customers shall be subject to a monthly or bimonthly service charge, based on the size of meter required to render adequate service. (I)

<u>Size of Meter</u>	<u>Service Charge</u> <u>Per Month Except</u> <u>Other Water Utilities</u>	<u>Service Charge</u> <u>Per Month</u> <u>Other Water Utilities</u>	
		<u>Group A & B</u>	<u>Coatesville</u>
5/8 inch	\$ 11.50	\$ 14.50	\$ 9.50
3/4 inch	17.30	22.00	13.30
1 inch	28.80	36.00	20.30
1-1/2 inch	47.20	73.00	38.90
2 inch	75.50	116.00	60.50
3 inch	141.00	218.00	111.90
4 inch	177.00	363.00	187.00
6 inch	265.00	725.00	369.00
8 inch	513.00	1,160.00	588.70
10 inch	743.00	1,668.00	834.00
12 inch	1,162.00	2,610.00	1,305.00

Consumption Charges For all Rate Classes Except Industrial

The following rates shall apply per 100 gallons.

(I)

	<u>FIRST</u> <u>16,000/MONTH</u>	<u>NEXT</u> <u>584,000/MONTH</u>	<u>ALL IN EXCESS</u> <u>OF 500,000/MONTH</u>
Residential	.5735	.5735	.5735
Commercial	.5735	.4611	.4611
Municipal	.5735	.4770	.4770
Other Water Utilities			
Group A	.4390	.4390	.4390
Other Water Utilities			
Group B	1.3400	1.3400	1.3400
Other Water Utilities			
Coatesville	.4390	.4390	.4390

Actions You Can Take *(continued)*

request and if there is enough interest in the case. At these hearings you may present your views in person to the PUC judge and to company representatives. Testimony under oath becomes part of the rate case record. The PUC holds these hearings in the service area of the company. For more information, call the PUC at (800) 782-1110.

- 3) Becoming a party by filing a formal complaint. If you want to be a party to the case, you must file a formal complaint. You then have an opportunity to take part in all hearings about the rate increase request. You can receive copies of all materials distributed by the other parties. Formal complaints should be filed with the PUC before June 29, 2003. If no one files a formal complaint, the Commission may grant all, some or none of the request without holding a hearing before a PUC judge. You can request a formal complaint form by writing to the Pennsylvania Public Utility Commission, Post Office Box 3265, Harrisburg, PA 17105-3265, or by going to its website: www.puc.paonline.com

Rate Zone 24 - Coatesville
CTV

Notice of Proposed Rate Changes

To Our Customers:

On April 30, 2003, Pennsylvania American Water filed a request with the Pennsylvania Public Utility Commission (PUC) to increase your water service rates. Full investigation of this request would delay the change in rates until January 29, 2004. The rate change for Coatesville area customers, however, will not go into effect until March 22, 2004. This notice describes our request, the PUC's role, and what actions you can take.

Rate Request

We asked for an overall rate increase of \$64,946,533 per year. Below are some examples of the changes for a typical customer's bill.

Customer Type	Current Bill	Proposed Bill
Residential	\$ 29.31	\$ 40.61
Commercial	\$ 163.77	\$ 176.78
Industrial	\$3,067.40	\$2,745.84

To find out how the request may change your water bill, or to address any other questions you may have, contact us at (800) 565-7292.

You can find the rates we asked for in Supplement No. 141 Tariff Water-PA PUC No. 4, filed with the PUC or on our website at www.pawc.com. You may review the material we filed with the PUC at our office in Hershey, Pennsylvania. You can also ask us to send you a copy of our Statement of Reasons, which is a plain language summary of why we need to raise our rates.

PUC Role

The state agency that approves rates for public utilities is the PUC. The PUC will

review and investigate the requested rate increase. The company must prove that the requested rates are reasonable. After examining the evidence, the PUC may grant all, some, or none of the request, or may reduce existing rates. As a result, the final effect on your bill may be different than the company's request.

Actions You Can Take

You may challenge the company's request by:

- 1) Sending a letter to the PUC. You can tell the PUC why you object to the requested rate increase in your letter. You can also tell the PUC about any other concerns you have about the company. This information can be helpful when it investigates the rate request. Send your letter to the Pennsylvania Public Utility Commission, Post Office Box 3265, Harrisburg, PA 17105-3265.
- 2) Attending or presenting testimony at PUC Public Input Hearings. You can attend or be a witness at a PUC public hearing. The PUC holds public input hearings if it opens an investigation of the company's rate increase.

(continued on reverse)

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ANTHONY AND DONNA WALUS,

Complainants

v.

PENNSYLVANIA-AMERICAN WATER
COMPANY,

Respondent

DOCKET NO. C-20044159

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document, Pennsylvania American Water Company's Answer to the Formal Complaint, upon the participants listed below, in accordance with the requirements of §1.54:

VIA OVERNIGHT MAIL

Anthony and Donna Walus
419 Woodward Rd.
Coatesville, PA 19320



Seth A. Mendelsohn

Pennsylvania-American Water Company
800 West Hershey Park Drive
Hershey, Pennsylvania 17033
(717) 533-5000

Dated this 1st day of February, 2005.



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

February 28, 2005

In Re: C-20044158
C-20044159

(SEE ATTACHED LIST)

DOCUMENT
FOLDER

C-20044158 - John Patras v. Pennsylvania-American Water Company
C-20044159 - Anthony & Donna Walus v. Pennsylvania-American Water
Company

Service Charge Dispute

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the
above-captioned case will be held as follows:

Type: Initial Telephonic Hearing
Date: Thursday, May 5, 2005
Time: 10:00 a. m.
Presiding: Administrative Law Judge Charles E. Rainey, Jr.
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

DOCKETED
MAR 17 2005

If you have not provided a current telephone number where
you can be reached for participation in the hearing OR YOUR AREA
CODE HAS CHANGED, then you must contact the presiding officer at
least 7 days before the actual hearing and provide the necessary
information.

At the above date and time, the Presiding Officer will contact the parties as follows:

John Patras	610.269.7264
Anthony & Donna Walus	610.384.5275
Seth Mendelsohn, Esquire	717.533.5000

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing impaired: 1-800-654-5988.

pc. Judge Rainey
Ona Lester
Beth Plantz
Docket Section
Calendar File