

CAPTION SHEET

UTILITY MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :  
2. BUREAU: ALJ :  
3. SECTION(S): : 4. PUBLIC MEETING DATE:  
5. APPROVED BY: : 00/00/00  
DIRECTOR: :  
SUPERVISOR: :  
6. PERSON IN CHARGE: : 7. DATE FILED: 12/17/04  
8. DOCKET NO: C-20044150 : 9. EFFECTIVE DATE: 00/00/00

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PARTY/COMPLAINANT: EDER, CHARLES J. JR.

RESPONDENT/APPLICANT: AQUA PENNSYLVANIA, INC.

COMP/APP COUNTY:

UTILITY CODE: 210104

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ALLEGATION OR SUBJECT

COMPLAINANT STATES HE WANTS THE PUC TO INVESTIGATE THE BILLING. HE STATES THAT HIS BILLS ARE HIGHER THAN HIS COMMERCIAL BILL WITH MORE CONSUMPTION.

DOCUMENT  
FOLDER

**DOCKETED**  
JAN 20 2005

ORIGINAL

PUBLIC UTILITY  
SECRET

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

C-20044150

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

Name CHARLES J EDER JR

Street/P.O.Box 1864 GIBSON RD SALEM MANOR BLDG F16 Apt #

City BENSLEM PA 19020 State Zip

Area Code/HOME Phone 215-788-7627 Area Code/WORK Phone \*215-752-8650

Utility Account Number 000329889 0329889

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

Name CHARLES J EDER JR

Street/P.O. Box 1929 LINCOLN ST 601 CEDAR AVE

City CROYDON State PA Zip 19021

2. Name of utility company your complaint concerns: AQUA PA

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).


12/17/04  
78

5. What do you want the Public Utility Commission to do about your complaint?  
(Use additional paper if you need more space).

INVESTIGATE THE BILLING THE BILLS  
ARE HIGHER THAN MY COMMERCIAL BILL  
WITH MORE CONSUMPTION. WHEN THE  
MUNICIPALITY SOLD THE WATER COMPANY THE BILLS  
TRIPLED + QUADRUPLED. THE MINIMUM USAGE USED TO BE  
13,000 GAL FOR 3 MONTHS

6. You must sign and date your complaint below.

MY MOM USED TO WORK FOR  
BUCKS CO W/SEWER  
The information I have placed on this form is true and correct to the best of my  
knowledge. I understand that I could be punished under Pennsylvania State Law  
if I purposely give false information.

  
Signature

12-10-04  
Date

7. If you are represented by a lawyer in this matter you must provide your lawyer's  
name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

8. Mail to:

Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105-3265

If you have additional questions about filling out this form, please contact  
the Secretary's Bureau at 717-772-7777.

AMENDMENT

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

YES

NO

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

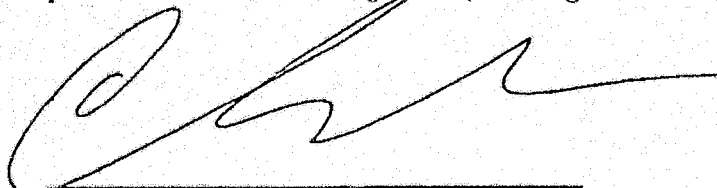
YES

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

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, CHARLES EDER 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).



(SIGNATURE)

12-28-04

(DATE)

RECEIVED  
2005 JAN - 3 11:10:03  
SECRETARY'S BUREAU

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

DATE SERVED: JANUARY 21, 2005

C-20044150

AQUA PENNSYLVANIA INC  
NICHOLAS DEBENEDICTIS CHAIRMAN  
762 LANCASTER AVE  
BRYN MAWR PA 19010

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by CHARLES J. EDER, JR.. 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.

DOCUMENT  
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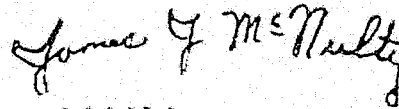
JANUARY 21, 2005

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

JH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 21, 2005

CHARLES J. EDER, JR.

Complainant

VS.

PENNSYLVANIA SUBURBAN WATER  
COMPANY

Respondent

Complaint Docket

No: C-20044150

DOCUMENT  
FOLDER

**DOCKETED**  
JAN 20 2005

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PENNSYLVANIA SUBURBAN 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,

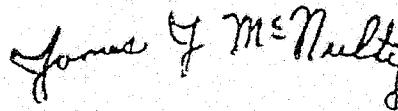
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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

AQUA  
Pennsylvania.

Aqua Pennsylvania, Inc  
762 W Lancaster Avenue  
Bryn Mawr, PA 19010

Frances P. Orth, Esquire  
Assistant General Counsel

T. 610.645.1126  
F. 610.520.9127  
fpo-orth@aquaaamerica.com  
www.aquapennsylvania.com

February 11, 2005

VIA FEDERAL EXPRESS

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

ORIGINAL

Re: Complaint Docket No C-20044150  
Charles J. Eder, Jr. v. Aqua Pennsylvania, Inc.

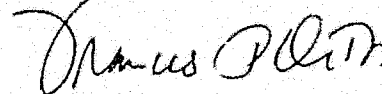
Dear Mr. McNulty:

Enclosed for filing, please find the original and three copies of the Answer of Aqua Pennsylvania, Inc. to the above-captioned complaint.

A copy of the Answer has been served upon Complainant, as evidenced by the enclosed Certificate of Service.

Please acknowledge receipt of this filing by date-stamping the extra copy of this letter and returning it to me in the self-addressed envelope that is enclosed.

Sincerely,



Frances P. Orth

Enclosure

cc: Charles J. Eder, Jr.

DOCUMENT  
FOLDER

RECEIVED  
FEB 11 2005  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

29

An Aqua America Company

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

CHARLES J. EDER, JR.

v.

AQUA PENNSYLVANIA, INC.

COMPLAINT DOCKET

No. C-20044150

ANSWER

NOW COMES the Respondent, Aqua Pennsylvania, Inc. (the "Company"), by its attorney, who hereby files its response to the Complaint of Charles J. Eder, Jr. ("Complainant"):

1. Admitted.
2. Admitted
3. Admitted
4. Complainant has not provided any allegations for which a response may be provided.
5. Denied in part and admitted in part.

DOCUMENT  
FOLDER

The Complainant's Complaint arises from water service to two properties: (a) 601 Cedar Avenue, Bensalem, Pennsylvania; and (b) 1929 Lincoln Street, Bensalem, Pennsylvania (collectively, the "Properties"). Attached hereto as Exhibit A are the account statements reflecting the billing and usage history for the Properties.

Upon service of the Complaint, the Company contacted Complainant to schedule

MAR 21 2005

FEB 17 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY

an appointment to remove the meters from the Properties in order to perform bench tests on the meters to determine whether the meters are operating properly. At that time, the Complainant indicated that he is not disputing usage or the operation of the meter. Rather, Complainant is disputing the rates charged by the Company. Should Complainant later dispute usage or the operation of the meters, the Company reserves its right to bench test the meters located at the Properties.

Complainant's Properties are located within the Company's Bristol Division. The Company currently charges the rates approved for that Division by the Pennsylvania Public Utility Commission ("PUC") effective August 5, 2004 ("Current Rates") as shown on Exhibit B attached hereto and incorporated herein. Prior to the implementation of the Current Rates and in accordance with the PUC's regulations, in November 2003, the Company provided notice of the proposed rate change to the Current Rates to the customers in the Bristol Division ("Notice"). A copy of the Notice is attached hereto as Exhibit C and incorporated herein. That Notice was sent to Complainant, as well as the Company's other customers in the Bristol Division, which Notice provided Complainant with instructions for challenging the proposed rate increase, presenting testimony at public hearings or filing a formal complaint in that rate case. Based upon information and belief, it appears that the Complainant failed to take any of these actions.

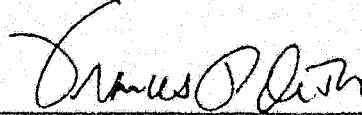
The documents attached to the Complaint as exhibits speak for themselves. After reasonable investigation, the Company is without sufficient information or knowledge so as to form a belief as to the truth or falsity of the remaining averments contained in this paragraph, and as such, denies same.

Finally, the relief requested should be denied. The Company is charging the tariff rates approved by the PUC effective August 5, 2004. The Company denies all allegations related

to entities other than Aqua Pennsylvania, Inc.

**WHEREFORE**, for the foregoing reasons, Aqua Pennsylvania, Inc., denies that Charles J. Eder, Jr. is entitled to the relief requested and prays that the Complaint be dismissed with prejudice.

Respectfully submitted,



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Frances P. Orth, Esquire  
Counsel for Aqua Pennsylvania, Inc.  
762 Lancaster Avenue  
Bryn Mawr, PA 19010  
(610) 645-1126

DATED: February 11, 2005

COMMONWEALTH OF PENNSYLVANIA :  
: :  
COUNTY OF MONTGOMERY :

A F F I D A V I T

Heather S. D. Harrison, being duly sworn according to law, deposes and says that she is the Paralegal for Compliance at Aqua Pennsylvania, Inc.; that she is authorized to and does make this Affidavit for it; and that the facts set forth above are true and correct to the best of her knowledge, information and belief, and she expects the said Aqua Pennsylvania, Inc., to be able to prove the same at any hearing hereof.

*Heather S. D. Harrison*  
Heather S. D. Harrison

Sworn and subscribed before  
me this 11th day of February, 2005

*Elia M. Miller*  
\_\_\_\_\_  
Notary Public

Notarial Seal  
Elia M. Miller, Notary Public  
Lower Merion Twp., Montgomery County  
My Commission Expires Nov. 12, 2006  
Member, Pennsylvania Association Of Notaries

[SEAL]

EXHIBIT A  
ACCOUNT STATEMENTS

PA PUBLIC UTILITY  
SECRETARY'S OFFICE

FEB 11 2005

PA PUBLIC UTILITY  
SECRETARY'S OFFICE



Customer's Name: Eder, Charles  
 PUC Docket # C-20044 150  
 Aqua Pennsylvania, Inc. Account# 333648-333648 1929 Lincoln Street

Read Date	# of Days	Meter Read	Read Type	Consump	Avg Daily Usage	TL Current Chrges.	Due Date	Late Penalty	Payments	Adjustments	Date of Pymt or Adj	Balance	Comments
Previous Balance													
8/15/2001	98	1636	A	14100	1439	\$49.74	9/13/01	\$0.00	\$48.54	\$0.00	6/22/01	\$48.54	
11/12/2001	89	1781	E	14500	1629	\$51.64	12/13/01	\$0.00	\$48.74	\$0.00	9/17/01	\$49.74	
2/12/2002	92	1931	E	15000	1630	\$53.14	3/14/02	\$0.00	\$51.64	\$0.00	12/17/01	\$51.64	
5/8/2002	85	2062	A	13100	154.1	\$47.40	6/1/02	\$0.00	\$53.14	\$0.00	3/15/02	\$47.40	
8/12/2002	96	2238	A	17600	183.3	\$61.02	9/10/02	\$0.00	\$47.40	\$0.00	6/13/02	\$61.02	
11/11/2002	91	2383	A	14500	159.3	\$67.34	12/13/02	\$0.00	\$61.02	\$0.00	9/13/02	\$67.34	
1/29/2003	79	2531	A	14800	187.3							\$67.34	Meter Exchange Out Read
1/29/2003	0	0	A	0	0.0							\$67.34	Meter Exchange In Read
2/11/2003	13	21	A	2100	161.5	\$78.97	3/17/03	\$0.00	\$67.34	\$0.00	12/13/02	\$78.97	
5/7/2003	85	169	A	14800	174.1	\$70.24	6/11/03	\$0.00	\$78.97	\$0.00	3/21/03	\$70.24	
7/2/2003	56	267	A	9800	175.0	\$46.65	8/4/03	\$0.88	\$0.00	\$0.00	N/A	\$117.77	
8/4/2003	33	308	A	4100	124.2	\$20.00	9/4/03	\$0.88	\$0.00	\$0.00	N/A	\$138.65	
9/3/2003	30	354	A	4600	153.3	\$22.17	10/3/03	\$0.00	\$117.77	\$0.00	8/15/03	\$43.05	
10/2/2003	29	398	A	4400	151.7	\$21.64	11/3/03	\$0.25	\$0.00	\$0.00	N/A	\$64.94	
11/3/2003	39	437	A	3900	100.0	\$19.42	12/4/03	\$0.00	\$43.05	\$0.00	10/16/03	\$41.31	
12/2/2003	29	481	A	4400	151.7	\$21.64	1/6/04	\$0.27	\$64.94	\$0.00	11/21/03	\$1.72	
1/5/2004	34	536	A	5500	161.8	\$26.50	2/3/04	\$0.00	\$0.00	\$0.00	N/A	\$24.78	
2/3/2004	29	580	A	4400	151.7	\$21.65	3/3/04	\$0.00	\$0.00	\$0.00	N/A	\$46.43	
3/2/2004	28	606	A	2600	92.9	\$13.70	3/29/04	\$0.00	\$24.78	\$0.00	2/13/04	\$35.35	
4/2/2004	31	652	A	4600	148.4	\$22.52	4/30/04	\$0.00	\$35.35	\$0.00	3/11/04	\$22.52	
5/4/2004	32	704	A	5200	162.5	\$25.17	6/4/04	\$0.00	\$0.00	\$0.00	N/A	\$47.69	
6/3/2004	30	759	A	5500	183.3	\$26.49	7/2/04	\$0.28	\$22.52	\$0.00	5/14/04	\$51.94	
7/1/2004	28	811	A	5200	185.7	\$25.17	8/3/04	\$0.00	\$47.69	\$0.00	6/11/04	\$29.42	
8/2/2004	32	873	A	6200	193.8	\$29.58	9/2/04	\$0.05	\$29.42	\$0.00	7/16/04	\$29.63	
9/1/2004	30	932	A	5900	196.7	\$33.40	9/29/04	\$0.00	\$29.63	\$0.00	8/13/04	\$33.40	
10/1/2004	30	995	A	6300	210.0	\$36.48	10/28/04	\$0.00	\$33.40	\$0.00	9/20/04	\$36.48	
11/1/2004	31	1056	A	6100	196.8	\$35.39	11/30/04	\$0.00	\$0.00	\$0.00	N/A	\$71.87	
12/3/2004	32	1113	A	5700	178.1	\$33.20	12/30/04	\$0.46	\$71.87	\$0.00	11/19/04	\$33.66	
1/3/2005	31	1168	A	5500	177.4	\$32.58	1/31/05	\$0.00	\$0.00	\$0.00	N/A	\$66.24	
2/1/2005	29	1213	A	4500	155.2	\$27.03	3/1/2005	0.42	\$66.24	\$0.00	1/13/05	\$27.45	

**EXHIBIT B**

**AQUA PENNSYLVANIA, INC.**

**SCHEDULE OF RATES  
FOR BRISTOL DIVISION**

RECEIVED  
FEB 11 2005  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

## SCHEDULE OF RATES

## Meter Service

Size of Meter	Minimum Charge			Allowance			(I)(C)
	Quarterly	Bi-Monthly	Monthly	Quarterly	Bi-Monthly	Monthly	
5/8 inch	25.80	17.20	8.60	3,000	2,000	1,000	
3/4 Inch	42.30	28.20	14.10	3,000	2,000	1,000	
1 Inch	68.25	45.50	22.75	5,100	3,400	1,700	
1-1/2 Inch	136.50	91.00	45.50	9,900	6,600	3,300	
2 Inch	198.45	132.30	66.15	18,000	12,000	6,000	
3 Inch	386.25	257.50	128.75	39,900	26,600	13,300	
4 Inch	618.00	412.00	206.00	69,900	46,600	23,300	
6 Inch	1,264.50	843.00	421.50	192,000	128,000	64,000	
8 Inch	2,164.20	1,442.80	721.40	285,900	190,600	95,300	
10 Inch	3,137.40	2,091.60	1,045.80	410,100	273,400	136,700	

<u>Consumption Charges – Residential</u>		(I)
Water consumed will be charged for at the following rates: For all water consumed in excess of the minimum allowance, up to 2,000 gallons per month	\$4.200	per thousand gallons
For water consumed in excess of 2,000 gallons per month	\$5.400	per thousand gallons
<u>Consumption Charges – Commercial &amp; Public</u>		(I)
Water consumed will be charged for at the following rates: For water consumed in excess of the minimum allowance, Up to 10,000 gallons per month	\$5.400	per thousand gallons
For water consumed in excess of 10,000 gallons per month, up to 33,300 gallons per month.	\$4.360	per thousand gallons
For water consumed in excess of 33,300 gallons per month, up to 333,300 gallons per month	\$3.250	per thousand gallons
For water consumed in excess of 333,300 gallons per month	\$2.600	per thousand gallons

(I) Indicates Increase

(C) Indicates Change

SCHEDULE OF RATES

Meter Service

<u>Consumption Charges – Industrial</u>		(I)(C)
Water consumed will be charged for at the following rates:		
For water consumed in excess of the minimum allowance, up to 10,000 gallons per month	\$5.400	per thousand gallons
For water consumed in excess of 10,000 gallons per month, up to 33,300 gallons per month	\$4.360	per thousand gallons
For water consumed in excess of 33,300 gallons per month, up to 333,300 gallons per month	\$3.250	per thousand gallons
For water consumed in excess of 333,300 gallons per month, up to 3,333,300 gallons per month	\$2.600	per thousand gallons
For water consumed in excess of 3,333,300 gallons per month up to 10,000,000 gallons per month	\$2.300	per thousand gallons
For water consumed in excess of 10,000,000 gallons per month	\$2.300	per thousand gallons

<u>Consumption Charges – Other Utilities</u>		(I)(C)
Water consumed will be charged for at the following rates.		
For water consumed in excess of the minimum allowance	\$2.300	per thousand gallons

(I) Indicates Increase  
(C) Indicates Change

<u>SCHEDULE OF RATES</u>					
<u>Fire Service</u>					
			Rate Per Month		
<u>Fire Hydrants</u>					
For each public fire hydrant (outside borough)			7.00	(I)	
For each public fire hydrant (inside borough)			25.25		
For each private fire hydrant			52.00		
<u>Metered and Unmetered Fire Service</u>					
For 1" connection			4.57		
For 1-1/2" connection			10.64		
For 2" connection			26.27		
For 3" connection			42.58		
For 4" connection			72.31		
For 6" connection			145.00	(I)	
For 8" connection			235.00	(I)	
For 10" connection			422.58		
<u>Water Allowance</u>			0		
Rate per thousand gallons (metered service only)			\$5.400	(I)	
<u>Residential Multiple Meter Service</u>					
Domestic Meter	Fire Meter		Minimum Charge Monthly	Allowance Monthly	(I)(C)
5/8"	1/4"		12.21	0	
5/8"	1"		12.56	0	
5/8"	1-1/2"		15.89	0	
5/8"	2"		18.00	0	
3/4"	1"		18.36	0	
3/4"	1-1/2"		21.69	0	
3/4"	2"		23.80	0	
1"	1"		29.46	0	
1"	1-1/2"		32.69	0	
1"	2"		34.90	0	
1-1/2"	1"		57.46	0	
1-1/2"	1-1/2"		60.79	0	
1-1/2"	2"		62.90	0	
2"	1-1/2"		83.89	0	
2"	2"		86.00	0	

Water usage will be the consumption registered on both meters and will be billed at the residential metered water consumption rates.

(I) Indicates Increase

(C) Indicates Change

**EXHIBIT C**

**AQUA PENNSYLVANIA, INC.**

**NOTICE OF PROPOSED RATE CHANGES  
FOR BRISTOL DIVISION**

RECEIVED  
FEB 11 2005  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

## NOTICE OF PROPOSED RATE CHANGES

To Our Bristol Customers:

On November 14, 2003, Pennsylvania Suburban Water Company ("PSW" or "Company") is filing a request with the Pennsylvania Public Utility Commission ("PUC") to increase your water rates as of January 14, 2004. A full investigation of this request could delay the change until August 14, 2004. This notice describes our request, the PUC's role, and what actions you can take.

### RATE REQUEST

PSW is requesting an overall rate increase of \$25.3 million per year. This rate increase is the result of the Company's investment of \$192 million to improve water quality, service, and reliability for more than 383,000 customers throughout Pennsylvania since the last rate request. This amounts to an average capital investment of \$500 per customer—more than what most residential customers pay for a full year's worth of water. Our capital improvements in Bristol include the replacement or rehabilitation of water mains, hydrants, service lines and valves. PSW's capital program is consistent with the type of capital improvement the federal government says is required of the country's aging drinking water systems. According to the Environmental Protection Agency, over the next 20 years, the nation's water systems need about \$150 billion in repairs to pipes, tanks, valves and treatment plants.

Your proposed increase is consistent with PSW's multi-year plan to equalize rates with those of the Company's other customers, while also improving your level of service. The increase complies with the rate plan agreed upon when PSW acquired your water facilities. Until complete, your rates will remain below the average PSW rates.

Below are some examples of the changes for a typical customer's bill. To find out how the request may change your water bill, or to address any other questions you may have, contact PSW at 1-800-711-4779.

<u>Customer Type</u>	<u>Current Monthly Bill</u>	<u>Proposed Monthly Bill</u>
Residential	\$22.07	\$26.30
Commercial	\$14.57	\$18.32
Industrial	\$38.37	\$47.59

You can find the rates we asked for in Supplement No. 30 to Water - PA P.U.C. No. 1, filed with the PUC or on our Web site at [www.suburbanwater.com](http://www.suburbanwater.com). You may review the material we filed with the PUC at our office in Bryn Mawr, 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 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 1-800-782-1110.

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 January 14, 2004. 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, 3254, Harrisburg, PA 17105-3265, or by going to its Web site: [www.puc.paonline.com](http://www.puc.paonline.com)

**Pennsylvania Suburban Water Company**  
**2003 Rate Filing**  
**Comparative Schedule of Present and Proposed Rates**  
**Bristol Service Area**

Minimum Charges	Present Rates Per Month			Proposed Rates Per Month	
	Size	Amount	Allowance Gallons	Amount	Allowance Gallons
	5/8	8.00	1,400	8.60	1,000
	3/4	13.40	1,400	14.10	1,000
	1	21.00	2,600	22.75	1,700
	1 1/2	41.40	5,000	45.50	3,300
	2	61.30	9,000	66.15	6,000
	3	118.30	20,000	128.75	13,300
	4	184.40	35,000	206.00	23,300
	6	375.40	95,000	421.50	64,000
	8	633.40	143,000	721.40	95,300
	10	920.60	205,000	1,045.80	136,700

Consumption Charges	Present Rates Per Month				
	Residential	Commercial	Industrial	Public	Other Utilities
Gallons of Water per Month					
From Min. Allow. Up To 10,000 Gallons	4.200	4.200	4.200	4.200	1.850
Next 23,300 Gallons	4.200	3.520	3.520	3.520	1.850
Next 300,000 Gallons	3.680	2.620	2.620	2.620	1.850
Next 3,000,000 Gallons	3.680	2.100	2.100	2.100	1.850
Over 3,333,300 Gallons	3.680	2.100	1.850	2.100	1.850

Gallons of Water per Month:	Proposed Rates Per Month				
	Residential	Commercial	Industrial	Public	Other Utilities
From Min. Allow. Up To 2,000 Gallons	4.200	5.400	5.400	5.400	2.300
Next 8,000 Gallons	5.400	5.400	5.400	5.400	2.300
Next 23,300 Gallons	5.400	4.360	4.360	4.360	2.300
Next 300,000 Gallons	5.400	3.250	3.250	3.250	2.300
Next 3,000,000 Gallons	5.400	2.600	2.600	2.600	2.300
Next 6,668,700 Gallons	5.400	2.600	2.300	2.600	2.300
Over 10,000,000 Gallons	5.400	2.600	2.300	2.600	2.300

Fire Protection:	Present Monthly Rates		Proposed Monthly Rates	
	Present Monthly Rates	Proposed Monthly Rates	Present Monthly Rates	Proposed Monthly Rates
Public Fire Hydrants (outside boro)	5.00	7.00		
" " (inside boro)	25.25	25.25		
Private Fire Hydrants	52.00	52.00		
Metered Fire				
1"	4.57	4.57		
1 1/2"	10.64	10.64		
2"	26.27	26.27		
3"	42.58	42.58		
4"	72.31	72.31		
6"	94.43	126.94		
8"	133.72	205.51		
10"	422.58	422.58		
Rate per thousand gallons	4.200	5.400		

PENNSYLVANIA SUBURBAN WATER COMPANY  
 BRISTOL DIVISION  
 2003 RATE FILING  
 COMPARISON OF RESIDENTIAL CUSTOMER BILLS  
 PRESENT AND PROPOSED RATES  
 5/8" METER

CONSUMPTION IN GALLONS MONTHLY	PRESENT RATES	PROPOSED RATES	PERCENT INCREASE	APPROXIMATE \$ INCREASE PER:	
				DAY	MONTH
0	8.40	8.60	2.4%	0.01	0.20
1,000	8.40	8.60	2.4%	0.01	0.20
2,000	11.05	12.80	15.9%	0.06	1.75
3,000	15.46	18.20	17.8%	0.09	2.74
4,000	19.87	23.60	18.8%	0.12	3.73
4,500 *	22.07	26.30	19.2%	0.14	4.23
6,000	28.69	34.40	19.9%	0.19	5.71
7,000	33.10	39.80	20.3%	0.22	6.70
8,000	37.51	45.20	20.5%	0.26	7.69
9,000	41.92	50.60	20.7%	0.29	8.68
10,000	46.33	56.00	20.9%	0.32	9.67
11,000	50.74	61.40	21.0%	0.36	10.66
12,000	55.15	66.80	21.1%	0.39	11.65

\* AVERAGE RESIDENTIAL MONTHLY CONSUMPTION

Commercial 5/8*					
2,800	14.57	18.32	25.7%	0.12	3.75
Industrial 1*					
6,300	38.37	47.59	24.0%	0.31	9.22

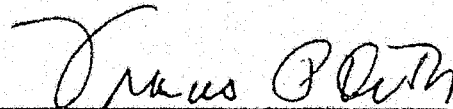
Re: Charles J. Eder, Jr.  
PUC Docket No. C-20044150

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document, Aqua Pennsylvania, Inc.'s Answer to the Complaint, upon the persons and in the manner set forth below.

FIRST CLASS MAIL:

Mr. Charles J. Eder, Jr.  
1864 Gibson Road  
Salem Manor Bldg F16  
Bensalem, PA 19020



Frances P. Orth, Counsel for  
Aqua Pennsylvania, Inc  
762 Lancaster Avenue  
Bryn Mawr, PA 19010  
(610) 645-1126

Dated: February 11, 2005

FEB 11 2005  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUILDING