

CAPTION SHEET

MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY:
  - DIRECTOR:
  - SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: C-20067236
- 4. PUBLIC MEETING DATE:
  - 00/00/00
- 7. DATE FILED: 12/26/06
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BLAKENEY, LOLA

RESPONDENT/APPLICANT: AQUA PENNSYLVANIA, INC.

COMP/APP COUNTY: DELAWARE

UTILITY CODE: 210104

ALLEGATION OR SUBJECT

COMPLAINANT STATES WATER BILLS ARE VERY HIGH. SHE WOULD LIKE THE PUC TO HELP WITH HAVING METERS CHECKED AND WITH AN AFFORDABLE PAYMENT PLAN.

DOCUMENT  
FOLDER

**DOCKETED**  
JAN 04 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Scanned

Formal Complaint Form

DEC 26 2008

Please print or type.

C-2006 7236

Linked

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Loha Biskewey

Street/P.O. Box 602 Bryson Rd Apt # \_\_\_\_\_

City Ridley Park State PA Zip 19078

County Delaware

Area Code/HOME Phone 610 461-0621

ORIGINAL

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 000388518 0078789 (Aqua)  
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

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

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Aqua of PA.

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

RECEIVED  
2008 DEC 26 PM 2:36  
PA PUBLIC UTILITY BUREAU  
SECRETARY'S OFFICE

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.

Other. My water bill is very high I had many problems (explain) with Aqua, They are very hard to deal with They will not work with you I have been paying

B. State the facts of your complaint.

\$100.00 A month my water bill are very high for one person Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint. I had my water meter taken out by Aqua and

lost The electric outside eye was not working with my meter They replaced the inside meter I don't believe both are working together I have been refused to be on the Helping Hands Program - Aqua has not passed all my payments on time they have lost my RELIEF payments I must phone my bank to see if they cash my checks. There is a list of problems

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

I would like my use checked and both meters check also my payments and bills I would

like copy's - there records as both - I want to be on Helping Hands Program for low-income person and a payment program I can afford I have been paying \$100.00 a month for total bill amount with a \$30.40 a month income bill Dec when the PUC told me to pay the month charges only.

I am very ill and doctors have fax medical notes even though I am paying on my bill. I am treated poorly - hell at - lied too about my payments

I strongly believe that I am being mis-treated

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

I am a very ill 62 year old woman that lives only

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why. I will not listen to you or work with me I have tried over and over

8. VERIFICATION AND SIGNATURE

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 Lola Blakeman, 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).

Lola Blakeman  
(Signature)

Dec 21 - 2006  
(Date)

~~I have tried over and over~~

9. **LEGAL REPRESENTATION (IF ANY)**

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 \_\_\_\_\_

10. **FILING**

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

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

**Keep a copy of your complaint for your records.**

Ridley

# 48-Hour Shut Off Notice

DATE NOTICE ISSUED: 12/15

Name: L.B.

Service Address: 602 Buxton Rd

Serial No. \_\_\_\_\_ Account No. 000388518 / 78789

For Aqua Pennsylvania, Inc. to continue supplying water service, we need your assistance. If the information marked below is not provided within the next 48 hours, we will shut off the water service at the above address on or after 8:00 A.M. on: 12/27

## THIS ACTION WILL BE TAKEN FOR THE FOLLOWING REASON:

- Your Bill For \$ 133.00 is Overdue. Call 1-800-711-4779 (press option 2).
- Need to Apply for Water Service or Give Meter Access to:
 

<input type="checkbox"/> Read Meter	<input type="checkbox"/> Install Meter	Call 1-800-711-4779 (press option 5).
<input type="checkbox"/> Inspect or Repair Meter Equipment	<input type="checkbox"/> Exchange Meter	
- Need to Meet Required Specifications for Meter Installation:
 

<input type="checkbox"/> No Heat	<input type="checkbox"/> No Pressure Reducing Valve	Call 610-328-9510.
<input type="checkbox"/> Incorrect or No Meter Space	<input type="checkbox"/> No Phone Jack	
- Other: \_\_\_\_\_ Call 1-800-711-4779 (press option 3).

## TO STOP THE SHUT OFF, YOU MUST DO THE FOLLOWING AT ONCE:

- Billing:** Pay the total amount due or call 1-800-711-4779 (press option 2) to request a payment arrangement; let us know that you made the payment; or dispute the overdue bill. If we shut off your water, you may have to pay the following charges to have your water turned back on. Overdue Amount \$ \_\_\_\_\_; Turn-on Charge \$ 30; Security Deposit \$ \_\_\_\_\_; Total Amount Due \$ \_\_\_\_\_. Payments will not be accepted by our representative, it must be paid at an authorized payment location (call us for the nearest payment location's address).
- To Give Meter Access or Apply for Water Service:** Call 1-800-711-4779 (press option 5) to apply for service or make an appointment so our representative can gain access to the water meter.
- To Meet Required Meter Installation Specifications:** Call the builder or plumber and have them correct the problem. Then call our Senior Administrative Clerk at 610-328-9510 to schedule an inspection appointment.
- Call 1-800-711-4779 (press option 2) if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice shown (on the back).
- If you need water to heat your property, please contact the company immediately at 1-800-711-4779 (press option 2) so we can arrange a service visit to verify that need. The company will act in accordance with public utility law with respect to water service shut offs.

If you have any questions or need more information, please call us. If you are not satisfied after you talk to us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 toll free, or by writing to P.O. Box 3265, Harrisburg, PA 17105-3265. The Public Utility Commission will delay the shut off if you file a complaint before the shut off date.

1717-  
987 6641

**AQUA**  
Pennsylvania.  
762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

RECEIVED  
2004 DEC 26 PM 2:36  
SECRETARY'S BUREAU  
PA PUC

AN 1-000 100 0901 0301

Att's Collection Dept

Pennsylvania PUC

DEC 26 2006

Consumer Services  
CAC Division

Nov 15-

LOWS IN COLLECTION

### MEDICAL EMERGENCY NOTICE

If someone living in your home is seriously ill, we will not shut off your water service during this illness if you do two (2) things:

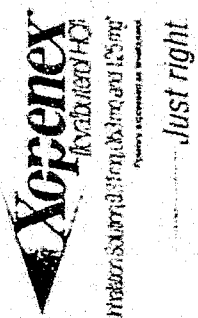
- 1. Have a doctor certify by phone or in writing that the illness exists and that the person will be in danger if you do not have water service;

AND

- 2. Call Aqua Pennsylvania, Inc at 1-800-711-4779 (press option 2) to let us know about your medical emergency

12/20/06

I found  
this notice  
on my door  
TODAY!



602 clymore lane



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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: JANUARY 4, 2007

C-20067236

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

DOCUMENT  
FOLDER

Dear Mr. DeBenedictis:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by LOLA BLAKENEY. 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.

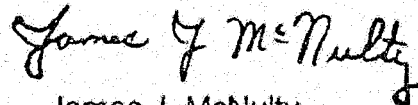
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

JANUARY 4, 2007

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

SS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 4, 2007

LOLA BLAKENEY  
Complainant

v.

AQUA PENNSYLVANIA, INC.  
Respondent

Complaint Docket  
No: C-20067236

**DOCKETED**  
JAN 04 2007

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: AQUA PENNSYLVANIA, INC.

**DOCUMENT  
FOLDER**

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).

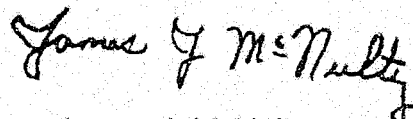
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
January 26, 2007

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20067236

MARY M HOPPER ESQUIRE  
AQUA PENNSYLVANIA INC  
762 LANCASTER AVENUE  
BRYN MAWR PA 19010

Lola Blakeney v. Aqua Pennsylvania, Inc.

DOCUMENT  
FOLDER

NOTICE

Please be advised that your request for extension of time to file an answer on the above-captioned complaint has been granted.

An answer must be filed on or before February 9, 2007. Failure to submit an answer by that date may result in the scheduling of a hearing.

If you have any questions regarding this response, please contact the scheduling office at (717) 787-1399.

pc: Lola Blakeney  
Mediator Nurick  
Docket Section

**DOCKETED**  
FEB 01 2007



HN

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

Mary McFall Hopper, Esquire  
Assistant General Counsel

T 610 645 1170  
F 610 520 9127  
mmhopper@aquaaamerica.com  
www.aquapennsylvania.com

January 19, 2007

VIA FACSIMILE AND FIRST CLASS MAIL

Mr. Eric Rohrbaugh  
Office of Administrative Law Judge  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor West  
Harrisburg, PA 17120

DOCUMENT  
FOLDER

Request Approved  
Mark Advise  
PART. 81.

Worley  
Civ.  
1/24/07

Re: Complaint Docket No. C-20067236  
Lola Blakeney v. Aqua Pennsylvania, Inc.

Dear Mr. Rohrbaugh:

I am writing to request a two week extension of time for Aqua Pennsylvania, Inc. ("Aqua") to file its answer in the above docket. This Formal Complaint was served on Aqua on January 4, 2007 and the answer is currently due on January 24, 2007.

The basis for my request is that, in reviewing the Complaint, Aqua would like to schedule a field visit with Complainant and attempt to resolve this matter. I have attempted to contact Complainant to make arrangements for a field visit and have not been able to reach her. I will continue my attempts to reach Complainant and arrange the field visit as soon as possible.

I thank you for your consideration.

DOCKETED  
FEB 01 2007

Sincerely,

Mary McFall Hopper

cc: Lola Blakeney  
James J. McNulty, Secretary

67J  
IN FILE  
2/3/07

ORIGINAL

AQUA  
**DOCKETED**  
FEB 12 2007

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

Mary McFall Hopper, Esquire  
Assistant General Counsel

T: 610.645.1170  
F: 610.520.9127  
mmhopper@aquaaamerica.com  
www.aquapennsylvania.com

DOCUMENT  
FOLDER

February 9, 2007

VIA FEDERAL EXPRESS

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

RECEIVED

FEB 09 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Complaint Docket No C-20067236  
Lola Blakeney v Aqua Pennsylvania, Inc.

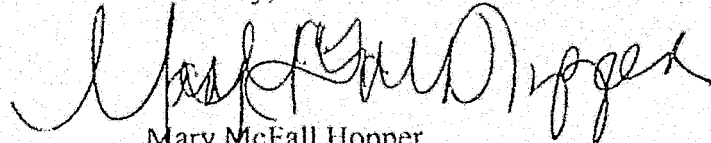
Dear Mr. McNulty:

Enclosed for filing, please find the original and three copies of the Answer in the above-captioned complaint.

A copy of the Answer has been served upon the 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,



Mary McFall Hopper

Enclosure

cc: Lola Blakeney

BA

43



August, September, and November, 2006. Based upon information and belief, the Company specifically denies that it has not credited payments made by Complainant and strict proof is demanded at the time of the hearing.

Admitted that Complainant's water meter was changed in 2004 . Denied that the water meter is not working properly. By way of further answer, the Company avers that all meter readings obtained since the meter exchange have been actual readings, as reflected in Exhibit A. The Company further avers that is has offered to schedule a field visit with Complainant to check the water meter and evaluate the usage at the Property. Complainant has stated that she will contact the Company with a date and time that are convenient for her.

Admitted that Complainant was on the Company's "A Helping Hand" program in 1996 but is no longer on the program.

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.

5. Admitted in part, denied in part. Admitted that Complainant has requested for her meter and water use to be checked and that a field visit will be conducted. By way of further answer, the Company has contacted Complainant to arrange a visit on a date and time acceptable to Complainant. Admitted that Complainant has requested a record of payments made on this account and that a copy of the billing and payments for this account are attached as Exhibit A. Admitted that Complainant has provided the Company with medical certifications from her doctor. Denied that the Company's billings are incorrect or that it has not properly credited payments to this account. By way of further answer, the Company avers that Complainant has made payments on this account but that the payments have not been enough for the usage billed

on this account, as shown in the Account Statement (Exhibit A). The Company further avers that in order for the Company to continue to provide water service to this Complainant, she must pay for the service provided in a timely manner and in accordance with the approved Company tariff.

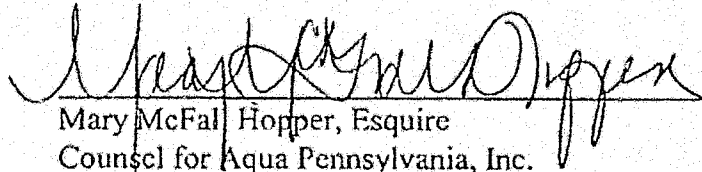
6. The Company has no knowledge of this information.

7. Admitted that the Complainant has contacted the Company on numerous occasions to discuss the past due balance on her account.

8-10. No response necessary.

**WHEREFORE**, for the foregoing reasons, Aqua Pennsylvania, Inc., denies that Lola Blakeney is entitled to the relief requested, prays that the Complaint be dismissed with prejudice and the Complainant be ordered to pay all outstanding charges due to the Company.

Respectfully submitted,



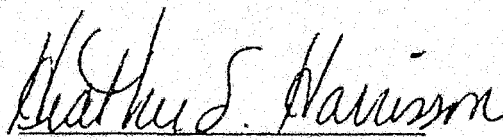
Mary McFal Hopper, Esquire  
Counsel for Aqua Pennsylvania, Inc.  
762 W. Lancaster Avenue  
Bryn Mawr, PA 19010  
(610) 645-1170

DATED: February 9, 2007

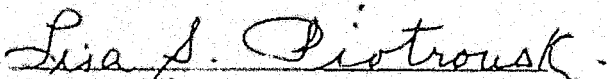
COMMONWEALTH OF PENNSYLVANIA :  
: :  
COUNTY OF MONTGOMERY :

AFFIDAVIT

Heather S. 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. Harrison

Sworn and subscribed before  
me this 9th day of February, 2007

  
Notary Public

[SEAL]

COMMONWEALTH OF PENNSYLVANIA  
Notarial Seal  
Lisa S. Piotrowski, Notary Public  
Lower Merion Twp., Montgomery County  
My Commission Expires Jan 19, 2008  
Member, Pennsylvania Association Of Notaries

RECEIVED  
FEB 09 2007  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**EXHIBIT A**

**Account Statement**

**RECEIVED**

FEB 09 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Customer's Name: Blekeney, Lola  
 PUC Docket #: C-2006/236  
 Aqua Pennsylvania, Inc. Account#: 388518-78789

Bill Date	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
10/16/2002	10/10/2002	87	5197	A	23,200	0.0	\$144.90	11/11/02	\$2.75	\$87.00	\$0.00	8/12/02	\$230.95	
							Previous Balance						\$291.50	
1/17/2003	1/14/2003	96	5428	A	23,100	240.6	\$151.12	2/13/03	\$0.00	\$71.98	\$0.00	10/3/02	\$219.82	
										\$71.92	\$0.00	11/4/02	\$298.82	
										\$75.00	\$0.00	12/4/02	\$223.82	
										\$75.00	\$0.00	1/7/03	\$148.82	
4/16/2003	4/10/2003	86	5640	A	21,200	246.5	\$141.46	5/13/03	\$1.86	\$150.68	\$0.00	4/3/03	\$141.46	
7/17/2003	7/12/2003	93	5880	A	24,000	258.1	\$157.94	8/13/03	\$1.77	\$70.73	\$0.00	7/3/03	\$230.44	
10/16/2003	10/13/2003	93	6129	A	24,900	267.7	\$165.39	11/11/03	\$1.97	\$70.73	\$0.00	8/5/03	\$327.07	
										\$100.00	\$0.00	9/11/03	\$227.07	
										\$61.88	\$0.00	10/6/03	\$165.19	
1/19/2004	1/13/2004	92	6367	A	23,800	258.7	\$159.41	2/12/04	\$4.12	\$100.00	\$0.00	1/6/04	\$228.72	
4/16/2004	4/12/2004	90	6617	A	25,000	277.8	\$166.01	5/13/03	\$3.96	\$67.00	\$0.00	2/6/04	\$331.69	
										\$65.00	\$0.00	3/5/04	\$266.69	
										\$50.00	\$0.00	4/5/04	\$216.69	
7/19/2004	7/15/2004	94	6854	E	23,700	252.1	\$158.81	8/16/04	\$2.61	\$50.00	\$0.00	5/10/04	\$328.11	Bill Canceled
										\$70.00	\$0.00	7/9/04	\$258.11	
10/19/2004	10/13/2004	90	7090	E	23,600	262.2	\$165.20	11/11/04	\$5.46	\$97.00	\$0.00	8/2/04	\$331.77	Bill Canceled
										\$70.00	\$0.00	9/3/04	\$261.77	
										\$96.00	\$0.00	10/5/04	\$165.77	
1/7/2005	1/3/2005	82	7218	E	12,800	156.1	\$102.67	2/2/05	\$3.26	\$70.00	\$0.00	12/2/04	\$201.70	Bill Canceled
										\$100.00	\$0.00	1/3/05	\$101.70	
1/25/2005	7/15/2004	94	6858	A	24,100	256.4							\$101.70	Meter Exchange Out Read
1/25/2005	7/15/2004	0	38	A	0	0.0							\$101.70	Meter Exchange In Read
1/25/2005	1/22/2005	191	525	A	48,700	255.0	\$510.22	2/17/05	\$0.00	\$0.00	\$438.01	1/24/05	\$173.91	Adjustment Canceled
2/4/2005	2/1/2005	10	552	A	2,700	270.0	\$19.51	3/2/05	\$0.00	\$65.00	\$0.00	2/2/05	\$128.42	
3/4/2005	3/1/2005	28	623	A	7,100	253.6	\$52.39	3/29/05	\$0.49	\$70.00	\$0.00	3/1/05	\$111.30	
4/7/2005	4/4/2005	34	710	A	8,700	255.9	\$52.62	4/28/05	\$0.73	\$68.00	\$0.00	4/4/05	\$106.65	
5/6/2005	5/3/2005	29	763	A	5,300	182.8	\$41.63	6/3/05	\$0.54	\$75.00	\$0.00	5/2/05	\$73.82	
6/7/2005	6/2/2005	30	838	A	7,500	250.0	\$55.21	6/27/05	\$0.39	\$75.00	\$0.00	6/2/05	\$54.42	
7/7/2005	7/1/2005	29	901	A	6,300	217.2	\$48.04	7/28/05	\$0.00	\$0.00	\$0.00	N/A	\$102.46	
8/4/2005	8/2/2005	32	964	A	6,300	196.9	\$48.04	8/25/05	\$0.00	\$55.00	\$0.00	7/11/05	\$95.50	
										\$50.00	\$0.00	8/1/05	\$45.50	
9/6/2005	9/1/2005	30	1029	A	6,500	216.7	\$49.27	9/29/05	\$0.00	\$0.00	\$0.00	N/A	\$94.77	
10/5/2005	10/3/2005	32	1115	A	8,600	268.8	\$62.94	10/28/05	\$0.00	\$50.00	\$0.00	9/7/05	\$107.71	
11/4/2005	11/1/2005	29	1201	A	8,600	296.6	\$62.94	11/29/05	\$0.56	\$55.00	\$0.00	11/2/05	\$116.21	
12/6/2005	12/2/2005	31	1275	A	7,400	238.7	\$55.41	12/27/05	\$0.66	\$0.00	\$0.00	N/A	\$172.28	
1/6/2006	1/3/2006	32	1361	A	8,600	268.8	\$62.94	1/27/06	\$1.45	\$0.00	\$0.00	N/A	\$236.67	
2/2/2006	2/1/2006	29	1435	A	7,400	255.2	\$55.41	2/27/06	\$0.00	\$79.00	\$0.00	2/2/06	\$213.08	

Customer's Name: Blakeney, Lola  
PUC Docket #: C-20067236  
Aque Pennsylvania, Inc. Account#: 388518-78789

Bill Date	Read Date	# of Days	Meter Read	Read Type	Consump	Avg. Daily Usage	TL Current Chrges.	Due Date	Late Penalty	Payments	Adjustments	Date of Fymt or Adj	Balance	Comments
3/6/2006	3/1/2006	28	1498	A	6,300	225.0	\$48.52	3/28/06	\$0.00	\$0.00	\$0.00	N/A	\$261.60	
4/5/2006	3/31/2006	30	1565	A	6,700	223.3	\$51.02	4/27/06	\$21.61	\$70.00	\$0.00	3/9/06	\$264.23	
										\$26.00	\$0.00	3/16/06	\$238.23	Return Item Fee Included in Penalties
											(\$70.00)	3/29/06	\$308.23	Payment Reversal
5/4/2006	5/1/2006	31	1632	A	6,700	216.1	\$51.02	5/26/06	\$2.31	\$0.00	\$0.00	N/A	\$361.56	
6/6/2006	6/1/2006	31	1711	A	7,900	254.8	\$58.55	6/28/06	\$0.00	\$15.00	\$0.00	5/12/06	\$405.11	
7/7/2006	7/3/2006	32	1795	A	8,400	262.5	\$61.64	8/1/06	\$0.00	\$0.00	\$0.00	N/A	\$466.75	
8/4/2006	8/2/2006	30	1850	A	5,500	183.3	\$47.40	8/28/06	\$11.34	\$115.00	\$0.00	7/17/06	\$410.49	
										\$100.00	\$0.00	7/24/06	\$310.49	
9/6/2006	9/1/2006	30	1918	A	6,800	226.7	\$56.25	9/26/06	\$0.00	\$100.00	\$0.00	8/24/06	\$266.74	
10/5/2006	10/2/2006	31	2018	A	10,000	322.6	\$78.81	10/27/06	\$0.00	\$100.00	\$0.00	9/29/06	\$245.55	
11/7/2006	11/1/2006	30	2085	A	6,700	223.3	\$56.10	11/29/06	\$1.79	\$100.00	\$0.00	11/6/06	\$203.44	
12/8/2006	12/4/2006	33	2166	A	8,100	245.5	\$66.65	12/28/06	\$3.42	\$70.00	\$0.00	12/5/06	\$203.51	
1/5/2007	1/2/2007	29	2226	A	6,000	206.9	\$52.66	1/29/07	\$2.47	\$0.00	\$0.00	N/A	\$258.64	
2/6/2007	2/1/2007	30	2298	A	7,200	240.0	\$61.13	2/28/07	\$0.00	\$70.00	\$0.00	1/8/07	\$249.77	
										\$70.00	\$0.00	2/7/07	\$179.77	

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

LOLA BLAKENEY

v.

AQUA PENNSYLVANIA, INC.

COMPLAINT DOCKET

No. C-20067236

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 person and in the manner set forth below:

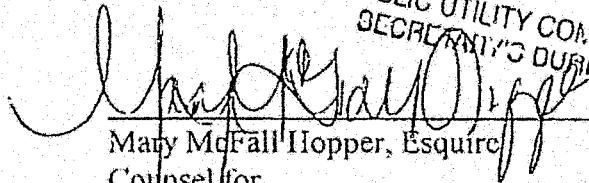
FIRST CLASS MAIL:

Lola Blakeney  
602 Braxton Road  
Ridley Park, PA 19078

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FEB 09 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE



Mary McFall Hopper, Esquire  
Counsel for  
Aqua Pennsylvania, Inc.  
762 Lancaster Avenue  
Bryn Mawr, PA 19010  
(610) 645-1170

Dated: February 9, 2007