

AA 00084.00000 (40/40)

CAPTION SHEET

CASE 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: 11/09/06  
8. DOCKET NO: C-20067070 : 9. EFFECTIVE DATE: 00/00/00

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PARTY/COMPLAINANT: LIE, CHANG H.

RESPONDENT/APPLICANT: AQUA PENNSYLVANIA, INC.

COMP/APP COUNTY:

UTILITY CODE: 210104

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ALLEGATION OR SUBJECT

COMPLAINANT STATES HIS COMPLAINT IS THE ERRONEOUSLY CREATED NEW ACCOUNT. HE WANTS THE PUC TO RESCIND THE NEW FIRE SERVICE ACCOUNT (#000136734 0404312) BECAUSE THE ACCOUNT IS ERRONEOUSLY CREATED WITHOUT ANY BASIS FOR A NEW OR ADDITIONAL SERVICE TO THE PROPERTY.

DOCUMENT  
FOLDER

DOCKETED  
NOV 15 2006

**ORIGINAL**

Formal Complaint Form

Please print or type.

C-20067070

1. CUSTOMER NAME (COMPLAINANT)

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

Name Chang H. Lie

Street/P.O. Box 1430 Lady Bird Dr. Apt # \_\_\_\_\_

City McLean State VA Zip 22101

County Fairfax

Area Code/HOME Phone 703-356-3923

Area Code/WORK Phone 202-246-0300

Utility Account Number 000136734 0404312  
(from your bill)

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

Name HATBORO INDUSTRIAL PARK

Street/P.O. Box 244 E. County Line Rd.

City Hatboro State PA Zip 19040

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Aqua PA

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER  
(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

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. *An erroneously created new account.*  
(explain)

B. **State the facts of your complaint.**

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.

*Please see the attached paper.*

5. **RELIEF**

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

*Please see the attached paper.*

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

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.

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 Chang H. Lie, 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).

Chang H. Lie  
(Signature)

11-17-2006  
(Date)

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 N/A

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
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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.**

4. **COMPLAINT**

**B. State the facts of your complaint.**

I own a warehouse/industrial property in Hatboro, Montgomery County, Pennsylvania. The property is a large building, consisting of several rental units.

There is one 6" service line that originates from the water main in Park Road, crosses the street, enters the property, and connects to the sprinkler systems in the units Nos. 1 through 4. Just outside of the building, where the line connects to the first sprinkler systems, the line splits and extends to the second sprinkler systems in the unit No. 5.

In other words, there is only one service line connected to the building from the water main. This line is covered by the existing Fire Service account (#000136734 0136734) for which I have been paying since I purchased the property in 1985. (See **Exhibit A**)

However, in early 2005, I received a new billing statement from Aqua under a new account number. Aqua claimed that it had created a new Fire Service account (#000136734 0404312) based on a claim that

"[A] fire line was discovered which provides fire protection service to the property believed to be 244 E. County Line Rd., Unit #5, Hatboro, PA 19040. As a result of this discovery, 244 E. County Line Rd., Unit #5, is required to render payment to Aqua Pennsylvania, Inc. for fire protection services." (See **Exhibit B and C**: Aqua's letter of October 7, 2005 and its Sketch)

The Exhibit C is a sketch made by Aqua and shows that there is a second service line connected from the water main to the building (unit #5). But I did not believe the existence of the second service line, because there is only one valve that controls the water supply to the whole building (units # 1 through 5), and the valve is located where the existing service line is connected to the water main in Park Road.

I proposed an on-site inspection jointly by Aqua, a fire service maintenance contractor (Don from Tilley Fire Protection), and my resident manager (Michael Clark). The inspection was conducted in March 2006, and it was confirmed that there is only one 6" service line which "originates from the water main in Park Road, crosses the street, and continues toward the building. Prior to entering the building, the line splits and enters the building at two (2) separate locations." (See **Exhibit D and E**) It is further confirmed that there is no second service line which provides fire protection service to the property (unit #5). It is also confirmed that the "Post Indicator Valve" in Exhibit E is an inoperative antique and is not connected to any service line for the property.

In short, there is only one 6" service line which originates from the water main and provides fire protection service to the property at 244 E. County Line Road, Hatboro, PA 19040.

**5. RELIEF**

I respectfully request the Public Utility Commission to rescind the new fire service account (#000136734 0404312), because the account is erroneously created without any basis for a new or additional service to the property.

**Enclosures.**

- Exhibit A: Complainant's letter to Aqua, dated 9-28-2005
- Exhibit B: Aqua's reply, dated 10-7-2005
- Exhibit C: Aqua's sketch, attached to its reply, showing a second service line
- Exhibit D: Aqua's letter, as to the site inspection results, confirming that there is no second service line, dated 3-31-2006
- Exhibit E: Aqua's revised sketch, attached to its letter, showing no second service line but an extension service line

## Hatboro Industrial Park

Property address:  
244 E. County Line Rd.  
Hatboro, PA 19040

Tel: (703) 506-6702  
Fax: (703) 556-6960

Management Office  
1430 Lady Bird Dr.  
McLean, VA 22101

September 28, 2005

Mr. D McBride  
Supervisor of Collections  
Aqua PA, Inc.  
762 W. Lancaster Avenue  
Bryn Mawr, PA 19010

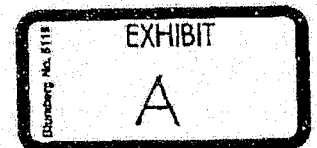
RE. APA Account Number: 00001367340404312  
Balance Overdue: \$9,712.06  
Your letter of September 20, 2005

Dear Mr. McBride:

This is to advise you that Hatboro Industrial Park is not the ratepayer of the above-referenced APA Account Number.

When I received your Billing Statement, dated May 02, 2005, on this account for the first time, followed by your 10 Day Shut Off Notice, dated May 13, 2005, I have taken the following actions in order to notify you of your mistaken records on this account:

- (1) On or about May 20, 2005, I returned the 10 Day Shut Off Notice to you with a hand-written note on the notice saying that "Not My Account: I do not owe for this account."
- (2) On June 29, 2005, I called APA (at 1-800-711-4779) and first told Robin that this account did not belong to my property located at 244 East County Line Road, Hatboro, PA 19040. Robin referred me to Bill, who in turn referred me again to Derrick. Derrick was not available at that time and I left message for him to call me back.
- (3) On June 30, 2005, Derrick called me back and told me that he would check on this account and would call me back. He further told me that I did not have to worry about the 10 Day Shut Off Notice.
- (4) On August 10, 2005, I attempted to call Derrick in order to ascertain that the account had been corrected. But he was not available and his secretary, Morlene, told me that either Bill or Derrick would call me back. I did not receive any call back from APA as of today.

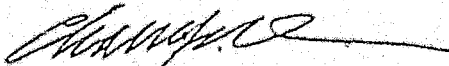


(5) On September 27, 2005, I received the above-referenced certified mail from you, notifying that nonpayment of the overdue balance would result in the shutoff of water service and APA's contacting the borough manager, which might affect the occupancy status of the subject property with the local authorities.

I have contacted APA for the past several months in order to bring your attention to correcting your billing records on this account.

Hatboro Industrial Park (HIP) has its own Fire Service account (No. 000136734 0136734) for the only water line serving its property located at 244 East County Line Road. HIP has not received any benefit of the above-referenced fire service account. I understand that the above-referenced account may belong to another property located at 246 East County Line Road.

Sincerely,



Chang H. Lie  
Owner, Hatboro Industrial Park

cc: Tom Roberts, Distribution  
Alan Geiger, Customer Service (Via Fax: 610-520-2168)  
Rick Fax, Customer Service (Via Fax: 610-520-2168)  
Chris Franklin, Corporate and Public Affairs

Mr. Joseph Pantano, Hatboro Borough Manager

**AQUA**  
Pennsylvania.

Service to:

HATBORO INDUSTRIAL PA  
0244 E COUNTY LINE RD  
HATBORO, PA 19040

Account Number

**000136734 0404312**  
HATBORO

Aqua Pennsylvania, Inc.  
762 W Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Tel: 800.711.4779  
Fax: 610.645.1160  
e Mail: custserv@aquapa.com

Questions about your fire service? ... Contact us before the due date.  
Bill Date: September 01, 2005  
Total Amount Due: \$ 9,763.30  
Due Date: September 26, 2005

**Billing Detail**

For period beginning July 29, 2005 and ending August 31, 2005

Amount Owed From Last Bill	\$ 9,485.13
Total Payments Received	0.00
Balance	9,485.13
Total Water Charges	159.44
DSIC Charge	6.30
Late Charge	112.43
Amount Due 09/26/05	\$ 9,763.30

**Message Center**

- Effective July 1, 2005 the allowable DSIC charge is 3.95%. This reflects \$78.1 million in system improvements made by the company since July 2004. These improvements include the replacement of aging water pipes and other infrastructure as well as improvements to the quality of the water that we serve.
- To pay by phone, simply call our toll free number at (800) 285-8325.
- New security standards have made it necessary for Aqua PA to discontinue walk-in service to customers at our Bryn Mawr office. Please call 1-800-711-4779, a representative will address your concerns and schedule an appointment if necessary.

**IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION**

**Return this portion with your payment. Keep top portion for your records.**

**AQUA**  
Pennsylvania.

762 W Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Address Service Requested  
58731 CH920 229313 AFAP F BLMY  
1 APA Service

\*\*AUTO\*\*MIXED AADC 233 C B P B  
HATBORO INDUSTRIAL PA  
HATBORO INDUSTRIAL PK  
1430 LADY BIRD DR  
MCLEAN VA 22101-3227

Service to:  
HATBORO INDUSTRIAL PA  
0244 E COUNTY LINE RD  
HATBORO, PA 19040

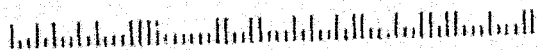
**Fire Service**

Account Number  
**000136734 0404312**

Total Amount Due: **\$ 9,763.30**  
Due Date: **September 26, 2005**

Amount Enclosed  
\$

Please make check payable to Aqua PA  
Print your account number on your check,  
then mail to address on back.



00013673404043120000009763300

AQUA  
Pennsylvania

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

www.aquapennsylvania.com

October 7, 2005

Mr. Chang H. Lie  
Owner, Hatboro Industrial Park  
1430 Lady Bird Dr.  
McLean, VA 22101

RE: Fire Line, 244 E County Line Rd., Hatboro PA 19040  
Account Number 000136734 0404312; \$9,712.06

Dear Mr. Lie,

In response to our conversation earlier today, the following attachment illustrates the water and fire service mapping for the property located at 244 E County Line Rd., Hatboro PA 19040.

Additionally, our records reflect that a fire line was discovered which provides fire protection service to the property believed to be 244 E County Line Rd., Unit #5, Hatboro PA 19040. As a result of this discovery, 244 E County Line Rd., Unit #5, is required to render payment to Aqua Pennsylvania, Inc. for fire protection services.

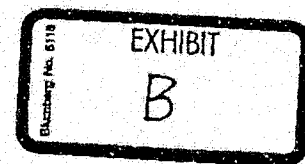
Should you wish to cease being billed for fire protection service at this premises, you must obtain written authorization from the County, Borough, or Township Fire Marshall that fire protection services are no longer required and notify Aqua Pennsylvania, Inc. of such authorization. Upon proper notification we will terminate fire protection service to the premises and cease billing account number 000136734 0404312.

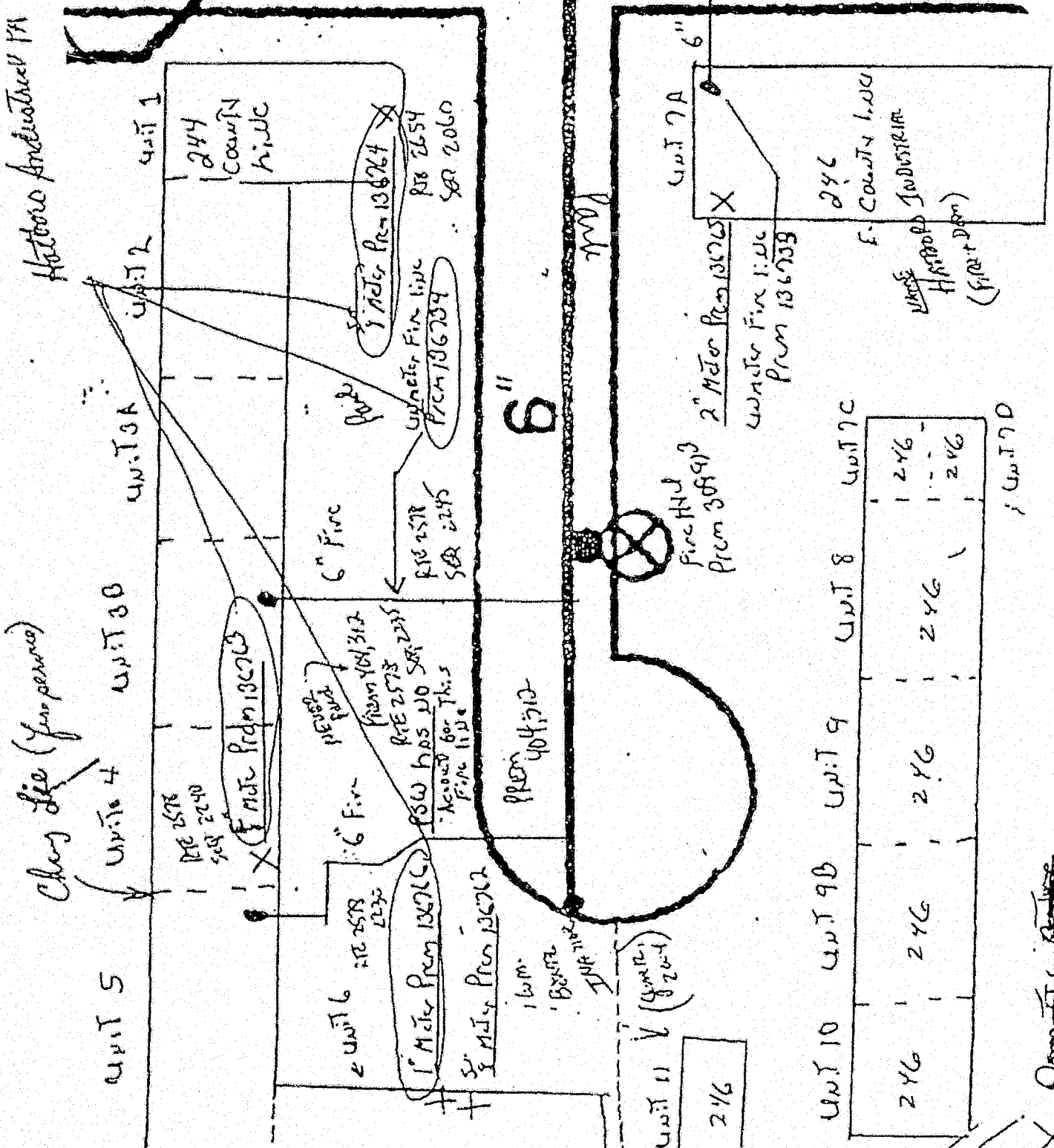
Please review the attached diagram. Should you have additional concerns or if I can be of assistance, please contact me at 610-645-4254. Thank you.

Sincerely



Derrick McBride  
Supervisor Collection Operations

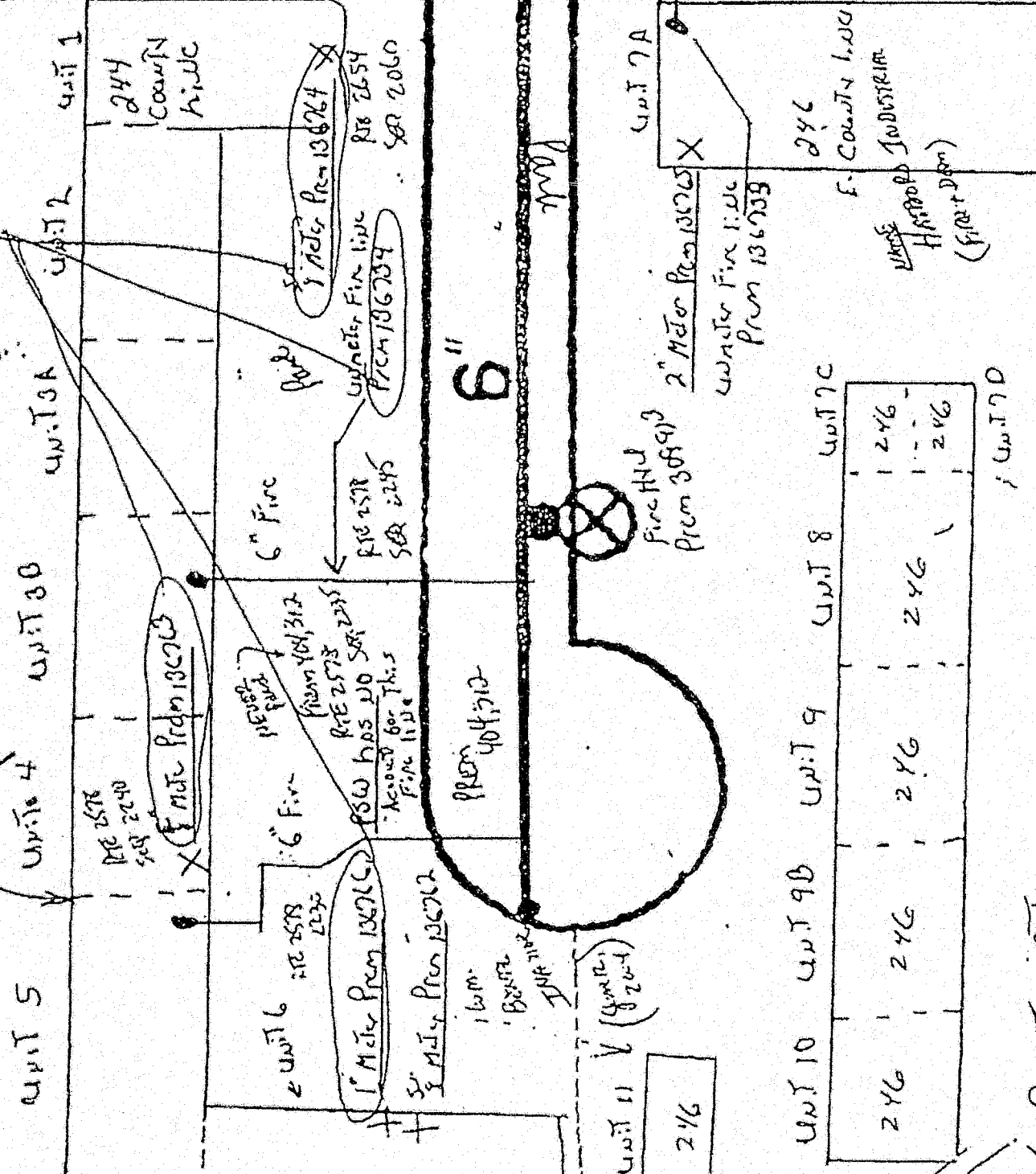




12"  
10"  
8"

Hottel and Johnson PA

Chas Lee (for person)



UNIT 10	UNIT 9	UNIT 8	UNIT 7C
246	246	246	246

UNIT 7D

EXHIBIT  
C

Discontinued

# AQUA Pennsylvania.

Aqua Pennsylvania, Inc.  
700 W. Sproul Road  
Springfield, PA 19064

www.aquapennsylvania.com

Hatboro Industrial Park  
% Chang H. Lie  
1430 Lady Bird Drive  
MCLAIN, VA 22101

March 31, 2006

Service Address: 244 E. County Line Road 244 E. County Line Road  
Premises: 136734 (6" Fire Service) 404312 (6" Fire Service)

REF: Fire Service Lines – Metering, Backflow, Balance Due

Mr. Chang Lie,

On March 8, 2006, an Aqua Pennsylvania (Aqua) employee met your Fire Sprinkler Contractor (Don from Tilley Fire Protection) to verify the piping layout of the 6" fire service lines at the above referenced property. Upon inspection of these lines, it was confirmed that a 6" service line originates from the water main in Park Road, crosses the street, and continues toward the building. Prior to entering the building, the line splits and enters the building at two (2) separate locations. See points "A" and "B" on attached sketch. Since the service line is not metered before it splits, each distinct entrance into the building is considered a service line, and each have an associated water account.

Aqua's Rules and Regulations, as approved by the Public Utility Commission, require that each of these services have a meter and an approved backflow device by the following rules:

Paragraph 28 states: "A meter shall be installed on each domestic and fire service line owned by the customer ..."

Paragraph 54 states: "... If in the Company's opinion an approved backflow prevention, cross-connection control, or other special device is necessary to prevent possible contamination of the water supply, the Company shall require the Customer to furnish, install and maintain such a device at such Customer's expense in accordance with the Company's specifications, and at a location and in a manner approved by the Company..."

On May 6, 2005, notices to install backflow devices on these lines (and the domestic lines at this location) were sent. An extension on this requirement was given pending on the outcome of this investigation. The backflow devices must be installed on all fire and domestic services at this location by July 1, 2006.



To accomplish both the metering and backflow requirements, the following options are available:

OPTION A: Install a 6" DCDA backflow device (includes a meter) at both locations where the fire lines enter the building. Refer to points "A" and "B" on the attached sketch. The existing unmetered accounts will be converted to metered accounts. If this option is selected, the devices must be installed by July 1, 2006.

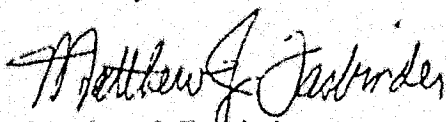
OPTION B: Install a 6" DCDA backflow device (includes a meter) in a meter vault at an approved location before the service line splits. Refer to point "C" on the attached sketch. This will consolidate the existing fire services into one metered account once the work is complete and the meter is set. If this option is selected, the meter vault must be installed by July 1, 2006.

*Regardless of which option you choose, the Customer is responsible for the cost to furnish, install, and maintain the backflow device(s) and the piping fixtures (including meter vault if needed) to receive a meter. Aqua is responsible to furnish, install, and maintain the meter.*

In addition, the balance on the Fire Service line to Premises 404312 must be paid. The sum of \$11,484.26 was due on March 24, 2006 for this account; the due date on this amount has been extended to July 1, 2006. All future charges should be satisfied by their normal due dates. You can contact Derrick McBride @ 610-645-4254 for any billing issues.

I can be contacted @ 610-328-9430 during normal business hours if you need further information on the backflow, meter, or meter vault installation.

Sincerely,

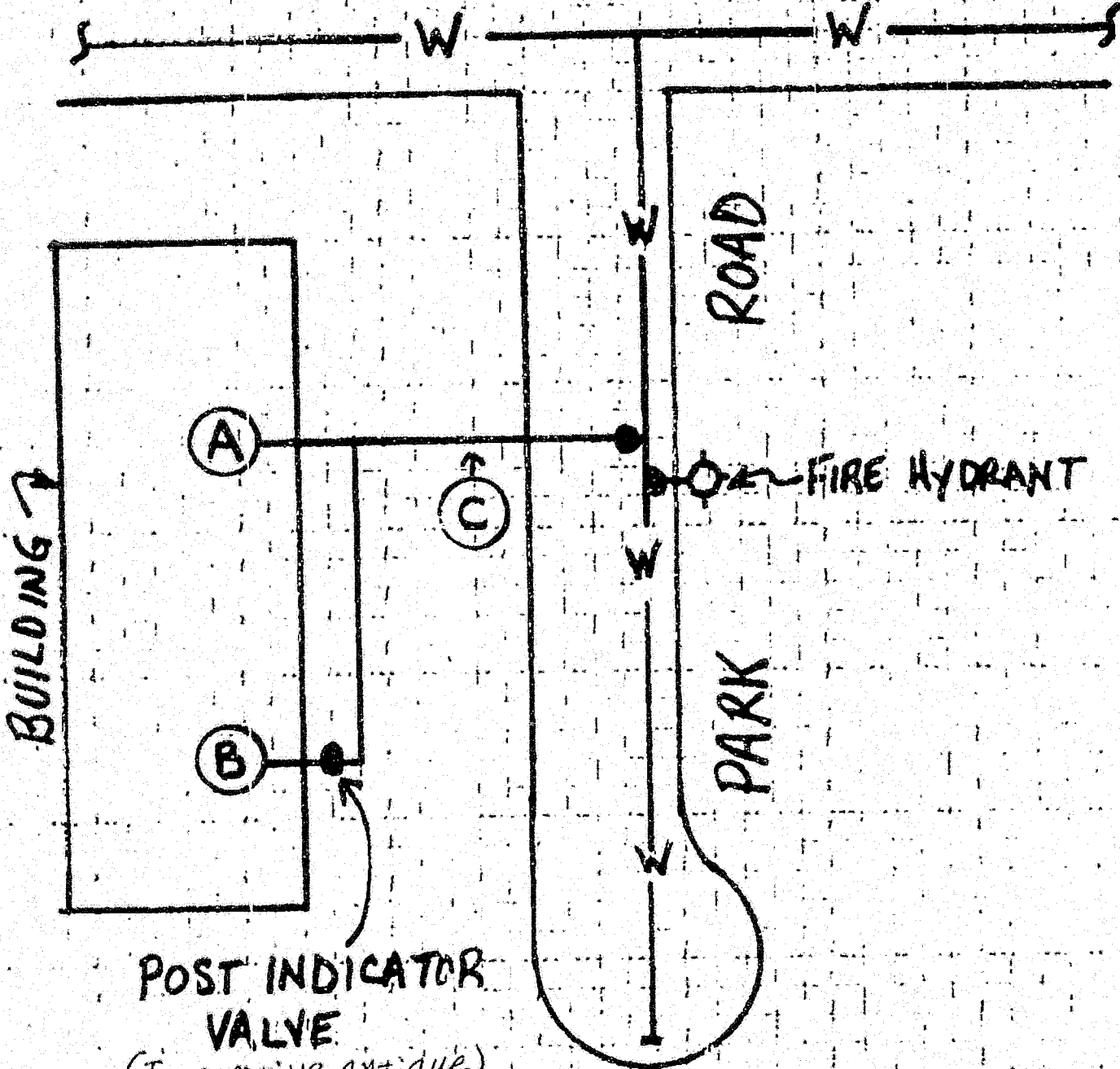


Matthew J. Fasbinder  
Customer Field Services  
Cross-Connection Control  
Phone: 610-328-9430  
Fax: 610-328-9549

Subject 244 E. COUNTY LINE ROAD, HATBORO

Checked by \_\_\_\_\_

COUNTY LINE ROAD



POST INDICATOR VALVE  
(Inoperative antique)

EXHIBIT  
E



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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: NOVEMBER 16, 2006

C-20067070

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 CHANG H. LIE. 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.

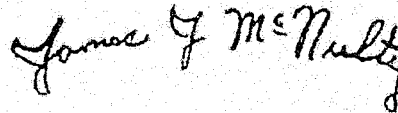
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

NOVEMBER 16, 2006

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,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the typed name.

James J. McNulty  
Secretary

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: NOVEMBER 16, 2006

CHANG H. LIE  
Complainant

v.

AQUA PENNSYLVANIA, INC.  
Respondent

Complaint Docket  
No: C-20067070

DOCUMENT  
FOLDER

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: AQUA PENNSYLVANIA, INC.

DOCKETED  
NOV 15 2006

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).

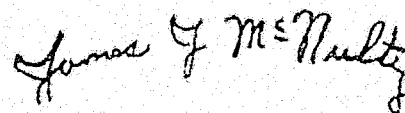
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

www.aquapennsylvania.com

Direct Dial 610-645-1170

December 7, 2006

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

**RECEIVED**

DEC 12 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Complaint Docket No. C-20067070  
Chang H. Lie v. Aqua Pennsylvania, Inc.

**DOCUMENT  
FOLDER**

Dear Mr. Rohrbaugh:

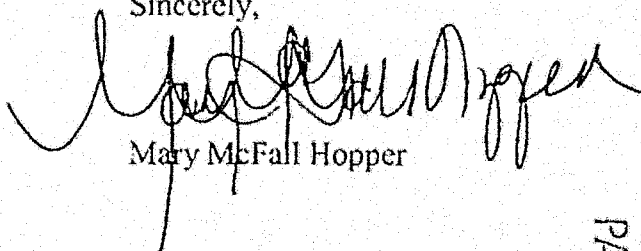
I am writing to request a two week extension of time for Aqua Pennsylvania, Inc ("Aqua") to file its answer in the above docket. This Formal Complaint was served on Aqua on November 16, 2006 and the answer is currently due on December 11, 2006.

The basis for my request is that I recently joined Aqua as Assistant General Counsel and have been assigned this matter. I am requesting additional time to allow me to further review the issues and discuss the matter with the Complainant.

I thank you for your consideration.

**DOCKETED**  
DEC 18 2006

Sincerely,



Mary McFall Hopper

cc: Chang H. Lie  
James J. McNulty, Secretary

05 DEC 11 AM 9:19  
PA PUC



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
December 12, 2006

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20067070

MARY MCFALL HOPPER ESQUIRE  
AQUA PENNSYLVANIA, INC.  
762 W LANCASTER AVENUE  
BRYN MAWR PA 19010

Chang H. Lie  
v.  
Aqua Pennsylvania, Inc.

NOTICE

DOCUMENT  
FOLDER

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 December 26, 2006. 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: Chang H.Lie  
Mediator Bigelow  
Docket Section

**DOCKETED**  
DEC 20 2006

BTL

AQUA.  
Pennsylvania

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

www.aquapennsylvania.com

Direct Dial 610-645-1170

December 7, 2006

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

Re: Complaint Docket No. C-20067070  
Chang H. Lie v. Aqua Pennsylvania, Inc.

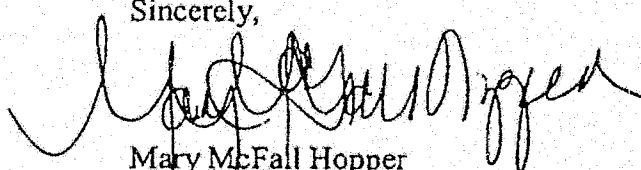
Dear Mr. Rohrbaugh:

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 November 16, 2006 and the answer is currently due on December 11, 2006.

The basis for my request is that I recently joined Aqua as Assistant General Counsel and have been assigned this matter. I am requesting additional time to allow me to further review the issues and discuss the matter with the Complainant.

I thank you for your consideration.

Sincerely,



Mary McFall Hopper

cc: Chang H. Lie  
James J. McNulty, Secretary

RECEIVED  
OFFICE OF C.A.L.J.  
06 DEC 11 AM 9:19  
PA PUC

An Aqua America Company

AQUA  
Pennsylvania

ORIGINAL

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

www.aquapennsylvania.com

Direct Dial  
610-645-1170

December 18, 2006

VIA FEDERAL EXPRESS

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

RECEIVED

DEC 18 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Complaint Docket No. C-20067070  
Chang H. Lie v. Aqua Pennsylvania, Inc.

Dear Mr. McNulty:

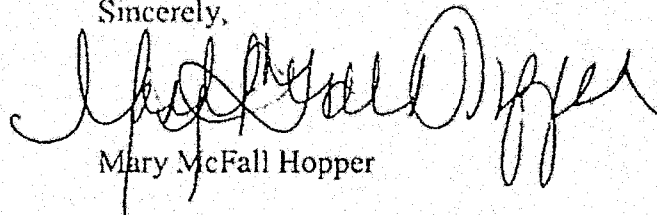
Please be advised that the above-captioned complaint has been resolved pursuant to an agreement reached between Chang H. Lie and Aqua Pennsylvania, Inc.

This letter shall serve as a certification pursuant to 52 Pa. Code 5.24(b) that there is satisfaction with the manner in which we have resolved this complaint. By copy of this letter, Complainant is advised of the right to object to this Certificate of Satisfaction within 10 days from the date of this letter by communicating that objection to the Secretary of the Commission.

If the Complainant does not object, please mark this matter closed and consider the complaint as having been withdrawn.

DOCUMENT  
FOLDER

Sincerely,



Mary McFall Hopper

cc: Chang H. Lie

DOCKETED  
DEC 20 2006

BTL

An Aqua America Company

43

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

**DATE:** December 22, 2006

**SUBJECT:** Chang H. Lie v. Aqua Pennsylvania, Inc.  
C-20067070

**TO:** Wanda Zeiders  
Docket Management

**FROM:** Linda Salome, ALJ Support Staff  
Office of Administrative Law Judge

On December 18, 2006, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of the filing, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: Bruce Bigelow, Mediator  
Beth Plantz  
Case File

DOCUMENT  
FOLDER

**DOCKETED**  
DEC 29 2006

**COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION**

**DATE:** December 22, 2006

**SUBJECT:** Chang H. Lie v. Aqua Pennsylvania, Inc.  
C-20067070

**TO:** Wanda Zeiders  
Docket Management

**FROM:** Linda Salome, ALJ Support Staff  
Office of Administrative Law Judge

On December 18, 2006, a Petition to Withdraw was filed in the above-captioned proceeding. If no objection is filed to this petition within 20 days of the filing, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: Bruce Bigelow, Mediator  
Beth Plantz  
Case File



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

IN REPLY PLEASE  
REFER TO OUR FILE

February 1, 2007

C-20067070

CHANG H. LIE  
1430 LADY BIRD DRIVE  
MCLEAN VA 22101

DOCUMENT  
FOLDER

CHANG H. LIE  
v.  
AQUA PENNSYLVANIA INC

**DOCKETED**  
FEB 01 2007

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,

James J. McNulty  
Secretary

cc: All parties of Record

nvl

BTL