

April 1996

RECEIVED
APR 30 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

SECRETARY'S OFFICE
Public Utility Commission

We have received notification that the Suburban Water Company has asked for a rate increase for the water they are supplying us. We feel that their reasons do not apply to us. As (a) resident(s) of Summit House Condominium, 1450 West Chester Pike, West Chester, Pa, 19382, (I, we) *protest this increase as grossly unfair.*

First, we have 426 units at Summit House: none of these units are billed separately. Instead of each unit being billed, only two are sent out, thus saving the Suburban Water Company *\$136 a quarter on mailing costs alone.*

Second, the water company has requested the rate increase on the basis of replacing old water mains, fire hydrants and similar items as they occur. This is not true in our case. As a condominium, we are responsible for everything within the confines of our property: fire hydrants, water mains and anything else the water company can think of. As an example, they broke a valve while replacing a water meter and we're excepted to replace it, per PUC regulation. Estimated costs range from \$3,000 to \$10,000. Suburban Water Company, in our estimation, has no intention of repairing or updating any of our facilities. When they want to take over our facilities (I,we) will gladly pay their rate increase.

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With all of these reasons stated, we feel it is grossly unfair for our Condominium to pay for the increase, and ask you to grant us relief. *We think it only fair that those communities that are now a part of the Suburban Water Company pay for their own upgrading of facilities.*

Maria T. Curya

Summit House Condominium
Unit 492

April 1996

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APR 30 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

SECRETARY'S OFFICE
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Sharon Lee Weber
Beverly L. Weber
Summit House Condominium
Unit *170*

RECEIVED
95 JUN 26 AM 10:00
INFO CONTROL DIV.
J.C.

April 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

RECEIVED
APR 30 1996

SECRETARY'S OFFICE
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Kathleen Rogee

Summit House Condominium
Unit 502E

RECEIVED
96 JUN 26 11:10:4
INFO CONTROL DIV

April 1996

RECEIVED
APR 30 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

SECRETARY'S OFFICE
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Rosalie M. Zubyk

Summit House Condominium
Unit 230

REC'D
JUN 2 11:40
PUC DIV.

April 1996

12
2560
RECEIVED
APR 30 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Public Utility Commission

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REC'D
U.S. MAIL
APR 21 1996
FBI CONTROL

Summit House Condominium
Unit 441

PHILADELPHIA SUBURBAN WATER COMPANY

Dear Customer,

At Philadelphia Suburban Water Company (PSW), we replace miles of older water mains and hundreds of valves, fire hydrants and similar items each year. The cost of replacing these items (millions of dollars per year) is part of the rates we charge for service.

In the past, we took all such replacement costs and made them part of our rate increase requests before the Pennsylvania Public Utility Commission (PUC). Now, however, we have filed a request with the PUC to allow us to begin recovering the cost of replacing old water mains, fire hydrants, and similar items as incurred. If the PUC approves our request, we will place a small charge on your water bill beginning July 1, 1996. If the Company's entire request is approved, your bill would increase by one half of one percent, or 36 cents per quarter on a typical \$72 bill. The charge on your water bill could be adjusted every three months as more replacements are made.

Reducing the current delay between making replacements and starting the cost recovery will allow us to begin replacing more of our aging system. This will lead to better water pressure, better water quality, and greater fire flows in the areas improved. As the program grows, it should also allow PSW to level the cost of water losses and leak repairs.

To find out more, call PSW toll-free at 800-711-4PSW.

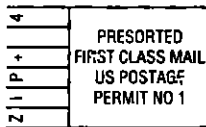
If you wish to give your comments on this request to the PUC, please do so no later than May 20, 1996, by:

- (1) calling toll-free 800-782-1110 or
- (2) writing to the PUC, PO Box 3265, Harrisburg, PA 17105-3265

**Philadelphia
Suburban
Water Company**

762 W. Lancaster Avenue
Bryn Mawr, Pennsylvania 19010-3489
Return Postage Guaranteed

08-101794



|||||
FOGEL, ROBERT & PAMELA
2221 E DEERFIELD DR
MEDIA PA 19063-1833

So what is new - the little guy
PHILADELPHIA SUBURBAN WATER COMPANY

Dear Customer,

gets screwed again
Shucks
At Philadelphia Suburban Water Company (PSW), we replace miles of older water mains and hundreds of valves, fire hydrants and similar items each year. The cost of replacing these items (millions of dollars per year) is part of the rates we charge for service. *at least 98 APR, though so.*

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This is a license to spend without any approval

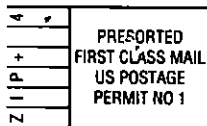
**Philadelphia
Suburban
Water Company**

762 W. Lancaster Avenue

Bryn Mawr, Pennsylvania 19010-3489

Return Postage Guaranteed

01-081740



|||||
MEEHAN, JAMES J
534 BETHLEHEM PK
FORT WASHINGTON PA 19034-2107

P/ Phula Suburban Water

April 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Summit House Condominium
Unit F651

RECEIVED
PUC
APR 19 1996
HARRISBURG, PA

April 1996

PSA

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Carl & Mary Williams

Summit House Condominium
Unit 102W

75-731
75-731-1
75-731-2

1450-102 W.C.PK
19302

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

PHILADELPHIA SUBURBAN WATER COMPANY

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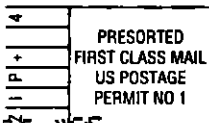
Philadelphia Suburban Water Company

762 W. Lancaster Avenue

Bryn Mawr, Pennsylvania 19010-3489

Return Postage Guaranteed

01-174718



PHILA PA 17:37 04/02/96 #25

INFO. CONTROL DIV.
PA. P. U. C.



MOODY, T
907 CLOVERHILL RD
WYNNEWOOD PA 19096-1503

56 JUN 26 AM 10:42

RECEIVED



April 19, 1996

Leo and Ronnie Dadone
298 Summit House
West Chester, PA 19382-6551

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 1 1996

Phyla Sabau

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

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

To Whom It May Concern:

We have been notified that the Suburban Water Company has requested a rate hike to pay for ongoing replacement costs of water mains, fire hydrants, and other equipment. We Summit House residents contend that these charges are inappropriate in our case for several reasons.

First, Suburban Water Company is asking the Public Utility Commission to assess us for these costs, while Suburban obligates Summit House to pay the costs of maintaining and replacing these same parts on our property. (Please note that Summit House is paying for the valve that Suburban Water Company broke while its workers replaced a water meter, at a cost to us of up to \$10,000.)

Second, Suburban Water Company has purchased many water companies in this region and now appears to be attempting to shift the burden from itself (and from those customers) to us, while continuing to hold us accountable for maintaining and upgrading our own facilities.

Finally, Suburban Water Company billing costs to Summit House are \$136 less quarterly (and \$544 less annually) because they bill us as a unit twice a year, instead of separately and quarterly.

We ask you to recognize the unfairness of Suburban Water Company's request and grant us relief from any increase.

Thank you.

Sincerely,

Leo Dadone
Ronnie Dadone

Leo Dadone
Ms Ronnie Dadone

RECEIVED
MAY 26 11:41
CONTROL DIV.

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

P
PSW
09

April 27, 1996

MAY 1 1996

Attention: PUC

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

Subject: Rate Increase Request by PSWCO

I am writing this letter to stress my opposition to increase current rates charged by the Philadelphia Suburban Water Company. Last year PSWCO was granted a rate increase which has increased my water bill fees significantly, considering my usage has not increased. I can not afford another increase. I know there must be a better alternative than to place the cost of replacing water mains or fire hydrants on the consumer. If they are granted another increase this year, I'm sure they will continue asking for hand outs every year, instead of implementing better money management policies.

Sincerely,

Darby, PA Resident

RECEIVED
96-JUN-26-AM-10:41
P.A. P. U. C.
INFO. CONTROL DIV.

J. J. C.

PSW /

503-96.

Harrisberg, Pa.

REC
INFORMAT

000382

95 MAY -

Sirs:

Phila Suburban
water co. just
purchased another
water company.

We have had a rate
increase each year
for 35 years to my
knowledge.

When do PSW get
an increase in rates
to pay for replacing
~~100 year~~ 100 year water pipes
& hydrants? I'm
tired of 40 years of
increases.!!

H. B. Hatfield

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

JSW

MAY 2 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

PUC
P.O. BOX 3265
Harrisburg, PA. 17105-3265

RECEIVED
- APR 30 1996

SECRETARY'S OFFICE
Public Utility Commission

Dear Sir

I am opposed to the Phila. Suburban water company rate increase request. We now pay for the upkeep of the water system which should include the repair of aged pipes.

The water is from the Heavens above for free, they must purify it and put into the system. If they did not have pipes to put the water to the homes they would not have a water company.

They can not be hurting for money as they keep buying out other water companies. They pay out a good dividend on their stock and keep selling more stock which means more dividend to pay.

As a retired person with a limited income I say NO to this way of getting more money. This will mean an increase every three months because we need ten or more feet or pipe replaced.

This in my opinion is a real ripoff.

Yours truly

Mrs. F. Petroni
121 Cypress St.
Broomall PA-19008

REC'D
REG. DIV.
APR 25 11:10:42

PENNSYLVANIA
PUBLIC UTILITY COMMISSION
April 1996

MAY 7 1996

P
PSW

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

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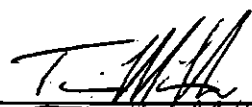
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96 JUN 26 11:10:11
INFOCEN
PUC
ROL
DN



Timothy Miller
Summit House Condominium
Unit 435

p/Phila Sub.

J. A. BUCOVETSKY

703 Beacom Lane,
Merion Station, PA 19066

RECEIVED
INFORMATION CONTROL

000530

96 MAY 20 PM 9: 23

May 15, 1996

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

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 21 1996

Dear PUC;

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

RE: Philadelphia Suburban Water Company latest rate increase request (copy attached)

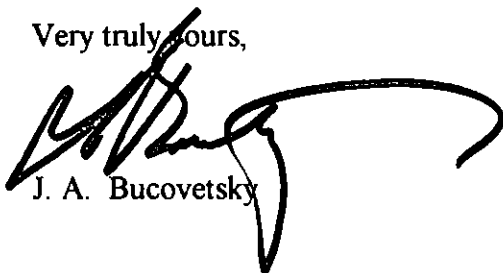
This rate increase request should be denied.

This latest request for a rate increase by Philadelphia Suburban Water Company (PSW) adds insult to injury. Since 1992, the Consumer Price Index (CPI) for this area has risen an average of less than four percent (4%) per year, yet PSW's rates for residential consumers of water have gone up an average of ten percent (10%) per year, more than 2 1/2 times the CPI! Either PSW is an incredibly inefficient organization or one that just finds it comfortably rewarding, so to speak, to pile up a nice big cash flow.

In either case, gross inefficiencies or gross markup, PSW provides a textbook demonstration of the practices of a business monopoly. We all pay the price for letting monopolies have their way with us.

Under the current system of exclusive water-supply franchises, it would seem that we have few weapons against monopolies such as PSW. We do, however, have the right to expect our Public Utility Commission to show a little backbone now and then. The PUC should deny this latest rate increase request by PSW and, in the future, limit all of their rate increases to the annual rise in the Consumer Price Index.

Very truly yours,



J. A. Bucovetsky

RECEIVED
INFORMATION CONTROL
MAY 21 1996
BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

22 Apr 4/96

PHILADELPHIA SUBURBAN WATER COMPANY

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95 JUN 26 AM 10:43
I.A.P.U.
INFO. CONTROL DIV.

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

*P/Phila
Suburban*

MAY 14 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

1315 Greentree Lane
West Chester, PA 19380
May 8, 1996

Pennsylvania Public Utility Commission
P.O.Box 3265
Harrisburg, PA 17120

RE: Petition of Philadelphia Suburban Water Company for
Approval to Implement a Tariff Supplement Establishing
a Distribution System Improvement Charge, Docket No.
P-00961036

With this letter we again register our protest of yet
another rate increase by PSW.

The surcharge proposed to be effective July 1, 1996,
and which would allegedly increase our rates 0.5% as of that
date, is nothing but pure unadulterated subterfuge on the
part of PSW. This for the following reasons:

1. The new charge would enable the PSW to begin charging for the cost of water main replacements without filing a rate case.
2. This surcharge, which would be adjusted quarterly without impunity for PSW, could increase our bills by as much as 5%.
3. The charge would enable the PSW to recover certain costs, including depreciation and a return on investment related to main replacements, between rate cases. And, the PSW would only have to make quarterly filings with the FUC showing how much it spent on such projects since its last filing for a rate increase, which has become an annual affair.
4. PSW reported a handsome profit in its last quarter and rewarded its shareholders accordingly. It also upgraded its fleet of cars and we PSW customers should not have to further enhance the profitability of PSW.

Please use the authority of your good office to deny this underhanded request for yet another rate increase by PSW.

Respectfully yours

Robert Willey
Elizabeth M. Willey

96 JUN 26 AM 10:43
A. C. TROTT
INFO CONTROL DIV.
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INFORMATION CONTROL

0000 April 1996

PENNSYLVANIA 9:50
PUBLIC UTILITY COMMISSION

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

MAY 8 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

We have received notification that the Suburban Water Company has asked for a rate increase for the water they are supplying us. We feel that their reasons do not apply to us. As (a) resident(s) of Summit House Condominium, 1450 West Chester Pike, West Chester, Pa, 19382, (I, we) protest this increase as grossly unfair.

First, we have 426 units at Summit House: none of these units are billed separately. Instead of each unit being billed, only two are sent out, thus saving the Suburban Water Company \$136 a quarter on mailing costs alone.

Second, the water company has requested the rate increase on the basis of replacing old water mains, fire hydrants and similar items as they occur. This is not true in our case. As a condominium, we are responsible for everything within the confines of our property: fire hydrants, water mains and anything else the water company can think of. As an example, they broke a valve while replacing a water meter and we're excepted to replace it, per PUC regulation. Estimated costs range from \$3,000 to \$10,000. Suburban Water Company, in our estimation, has no intention of repairing or updating any of our facilities. When they want to take over our facilities (I, we) will gladly pay their rate increase.

Third, Suburban Water Company has recently bought out many water companies in our geographic area and quite frankly, it looks like all of us who are already customers are asked to foot the bill for the replacement of these various companies water mains, hydrants and other sundry problems.

With all of these reasons stated, we feel it is grossly unfair for our Condominium to pay for the increase, and ask you to grant us relief. We think it only fair that those communities that are now a part of the Suburban Water Company pay for their own upgrading of facilities.

Alan M. Shuter

Summit House Condominium
Unit 211

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JUN 26 11:04 AM '96
INFORMATION CONTROL DIV.

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96 MAY -7 AM 9:50

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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B.R. Shuler

Summit House Condominium
Unit 494

96 JUN 25 11:10:14
INFORMATION CONTROL DIV.

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April 1996

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96 MAY -8 AM 10:17

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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96 MAY 8 AM 10:39
INFORMATION CONTROL DIV.
RECORDED

Alvin J. Kelly
James D. DeLong
Summit House Condominium
Unit 458

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 09 1995

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

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April 1996
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96 MAY -8 AM 10:17

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 09 1995

Summit House Condominium
Unit _____

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

P.
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April 1996

96 MAY 7 AM 9:50
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 8 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

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96 JUN 26 10:04 AM
PUC DIVISION

Valerie Gottschall

*Summit House Condominium
Unit 250 L*

6
P
PSW

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INFORMATION CONTROL
April 1996
96 MAY -8 AM 10:17

000120

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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JUN 26 11:39 AM '96
P.O. CONTROL DIV.

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 09 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

Deborah Zupalla
Summit House Condominium
Unit 268

April 1996

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INFORMATION CONTROL

000121

96 MAY -8 AM 10:17

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Marie T. O'Toole
for Patricia K. Clark
Summit House Condominium
Unit 308K

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MAY 26 AM 10:39
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INFORMATION CONTROL

April 1996

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96 MAY -8 AM 10:18

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Carol A. Crumley

Summit House Condominium
Unit 621

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INFORMATION CONTROL

April 1996
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96 MAY -8 AM 10:18

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Summit House Condominium
Unit 542 F

April 1996

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96 MAY -8 AM 10:18

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

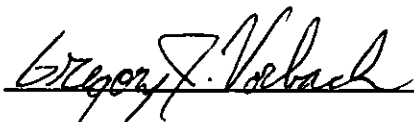
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Summit House Condominium
Unit 544F

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April 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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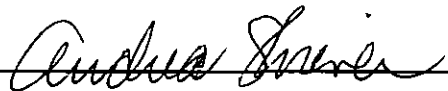
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Summit House Condominium
Unit 538

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95 MAY 27 AM 10:00
U.S. DEPT. OF JUSTICE

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0 April 1995

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98 MAY -8 AM 10:17

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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U.C.
CONTROL DIV.
MAY 10 1995
AM 10:39

PENNSYLVANIA
PUBLIC UTILITY COMMISSION
MAY 09 1995

Maura Aliano
Summit House Condominium
Unit 657

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

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INFORMATION CONTROL

April 1996

000118

96 MAY -8 AM 10:17

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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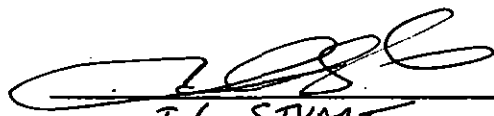
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96 MAY 26 AM 10:59
PUC INFORMATION CONTROL



J. C. STUART
Summit House Condominium
Unit 281

April 1996

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95 MAY -8 AM 10:17

Public Utility Commssion 000119
P.O. Box 3265
Harrisburg, Pa. 17105-3265

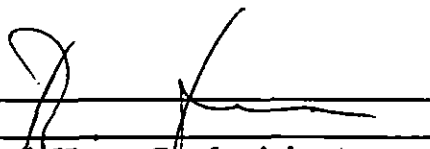
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Summit House Condominium
Unit *K 433*

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PUC DIV.
MAY 26 AM 10:39

PENNSYLVANIA
PUBLIC UTILITIES COMMISSION

MAY 17 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

000233

JSW

510 Edgewood Dr.
Elton PA, 19341

RECEIVED
INFORMATION CONTROL
May 13 1996
96 MAY 16 7 15:07

To Whom It May Concern,

We have tried for weeks to reach you via the toll free number sent to us by PSWC. Finally being connected we got a Sprint advertisement! What is going on? Is PUC not responsible?

We want to go on record with an emphatic negative response to the request for a rate increase filed by PSWC. This is not the first increase it has received in the short time we have been customers. It is using monopolistic tactics since we have no other choice as to water supply. We expect PUC to thoroughly investigate the rate of increase in the administration of PSWC as well as other areas of its business.

Sincerely,

Mr. & Mrs. W. J. Walker

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

April 1996
000200

RECEIVED
INFORMATION CONTROL
96 MAY 16 PM 1:06

We have received notification that the Suburban Water Company has asked for a rate increase for the water they are supplying us. We feel that their reasons do not apply to us. As (a) resident(s) of Summit House Condominium, 1450 West Chester Pike, West Chester, Pa, 19382, (I, we) *protest this increase as grossly unfair.*

First, we have 426 units at Summit House: none of these units are billed separately. Instead of each unit being billed, only two are sent out, thus saving the Suburban Water Company *\$136 a quarter on mailing costs alone.*

Second, the water company has requested the rate increase on the basis of replacing old water mains, fire hydrants and similar items as they occur. This is not true in our case. As a condominium, we are responsible for everything within the confines of our property: fire hydrants, water mains and anything else the water company can think of. As an example, they broke a valve while replacing a water meter and we're excepted to replace it, per PUC regulation. Estimated costs range from \$3,000 to \$10,000. Suburban Water Company, in our estimation, has no intention of repairing or updating any of our facilities. When they want to take over our facilities (I,we) will gladly pay their rate increase.

Third, Suburban Water Company has recently bought out many water companies in our geographic area and quite frankly, it looks like all of us who are already customers are asked to foot the bill for the replacement of these various companies' water mains, hydrants and other sundry problems.

With all of these reasons stated, we feel it is grossly unfair for our Condominium to pay for the increase, and ask you to grant us relief. *We think it only fair that those communities that are now a part of the Suburban Water Company pay for their own upgrading of facilities.*

Ronald W. Hill

Summit House Condominium
Unit B-267

RECEIVED
INFORMATION CONTROL
96 MAY 16 PM 1:06

PI Phika Sub.

RECEIVED
April 1996 INFORMATION CONTROL

96 MAY 10 PM 3:05

Public Utility Commission 000501
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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[Signature]

Sody Townd
Summit House Condominium
Unit 617E

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INFORMATION CONTROL DIV.
MAY 10 11 10 AM '96

1036
P.O. 96

John
Do you see
a need to call?
Pat No

May 13, 1996
19 Elm Ave
Upper Merion, Pa 19082
P/PSW

RECEIVED
INFORMATION CONTROL
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

96 MAY 16 PM 1:06

MAY 17 1996

P.U.C.
P.O. 2085
Harrisburg, Pa. 17105-3265

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

Dear Sir,

* This is the second time that I have written in reference to the right increase requested by Phila. Suburban Water Company. Why did they buy the miles of bad mains, valves + fire hydrants in three different water systems, and then ask for an increase in their rates? After I complained for two (2) years that was in the dirt. Instead of rust, it was finally analyzed as such. It cost me 2 replacement of

RECEIVED
MAY 15 1996
DIVISION OF FIELD SERVICES

2/
* and I didn't even get a thank you letter for mentioning the cause of the trouble. Also, I noticed that the rates have risen some already. So what else do they want? Blood?

John J. Di. Jacklin

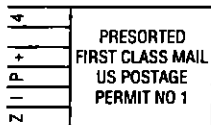
**Philadelphia
Suburban
Water Company**

762 W. Lancaster Avenue

Bryn Mawr, Pennsylvania 19010-5488

Return Postage Guaranteed

01-140146



PHILA PA 191 17:19 04/02/96 #23



DIJACKLIN, MRS JOHN
19 ELM AV
UPPER DARBY PA 19082-2101

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3535
1414

17,675
28



PHILADELPHIA SUBURBAN WATER COMPANY

Dear Customer,

At Philadelphia Suburban Water Company (PSW), we replace miles of older water mains and hundreds of valves, fire hydrants and similar items each year. The cost of replacing these items (millions of dollars per year) is part of the rates we charge for service.

In the past, we took all such replacement costs and made them part of our rate increase requests before the Pennsylvania Public Utility Commission (PUC). Now, however, we have filed a request with the PUC to allow us to begin recovering the cost of replacing old water mains, fire hydrants, and similar items as incurred. If the PUC approves our request, we will place a small charge on your water bill beginning July 1, 1996. If the Company's entire request is approved, your bill would increase by one half of one percent, or 36 cents per quarter on a typical \$72 bill. The charge on your water bill could be adjusted every three months as more replacements are made.

Reducing the current delay between making replacements and starting the cost recovery will allow us to begin replacing more of our aging system. This will lead to better water pressure, better water quality, and greater fire flows in the areas improved. As the program grows, it should also allow PSW to level the cost of water losses and leak repairs.

To find out more, call PSW toll-free at 800-711-4PSW.

If you wish to give your comments on this request to the PUC, please do so no later than May 20, 1996, by:

- (1) calling toll-free 800-782-1110 or
- (2) writing to the PUC, PO Box 3265, Harrisburg, PA 17105-3265

P/PTA Phila Sub.

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

April 1996

MAY 14 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

BUREAU OF CONSUMER SERVICE
DIVISION OF FIELD SERVICES

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Third, Suburban Water Company has recently bought out many water companies in our geographic area and quite frankly, it looks like all of us who are already customers are asked to foot the bill for the replacement of these various companies' water mains, hydrants and other sundry problems.

With all of these reasons stated, we feel it is grossly unfair for our Condominium to pay for the increase, and ask you to grant us relief. *We think it only fair that those communities that are now a part of the Suburban Water Company pay for their own upgrading of facilities.*

REC'D
MAY 14 1996
DIVISION OF FIELD SERVICES
BUREAU OF CONSUMER SERVICE
PUC

Deanna M. Mayot

Summit House Condominium
Unit 408

Phila. Sub.

April 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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PUBLIC UTILITY COMMISSION
APR 26 11:03 AM '96

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 14 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

Elaine B. Geary

Summit House Condominium
Unit 400

Jimmy

Phila Suburban

P-00961036

RECEIVED
INFORMATION CONTROL

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

April 18, 1996

96 MAY 10 PM 3:06

MAY 13 1996

Public Utility Commission

000529

BUREAU OF CONSUMER SERVICES

DIVISION OF PUBLIC UTILITIES, Harrisburg, Pennsylvania, 17105-3265

Gentlemen:

We have received notification that the Suburban Water Company has asked for a rate increase for the water they are supplying us. We feel that their reasons do not apply to us. As a resident of Summit House Condominium, 1450 West Chester Pike, West Chester, 19382, I protest this increase as grossly unfair.

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With all of these reasons stated, we feel it is grossly unfair for our Condominium to pay for the increase, and ask you to grant us relief. I think it is only fair that those communities that are now a part of the suburban Water Company pay for their own upgrading of facilities.

Shirley Ann Morris
Shirley Ann Morris
649 Summit House Condominium

95 JUN 11 11:06 AM '96

RECEIVED
INFORMATION CONTROL

April 1996

000201

96 MAY 16 PM 1:06

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Victoria M. Robinson

Summit House Condominium
Unit 299

RECEIVED
INFORMATION CONTROL

April 1996

000153

96 MAY 15 PM 12:57

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

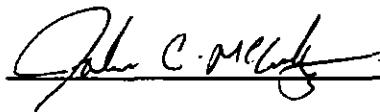
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Summit House Condominium
Unit 482

April 1996

RECEIVED
INFORMATION CONTROL

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

000152

96 MAY 15 PM 12:56

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Nancy Zentl

Summit House Condominium
Unit 350

6 JUN 15 10:47
PUC INFORMATION CONTROL DIV.

RECEIVED
INFORMATION CONTROL

Mary Ellen Jones Rachor
1516 Lynnewood Drive
Haverstown, PA 19083

96 MAY 15 PM 12:56

May 11, 1996

PUC
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: Philadelphia Suburban Water Company
Request to Increase Rates

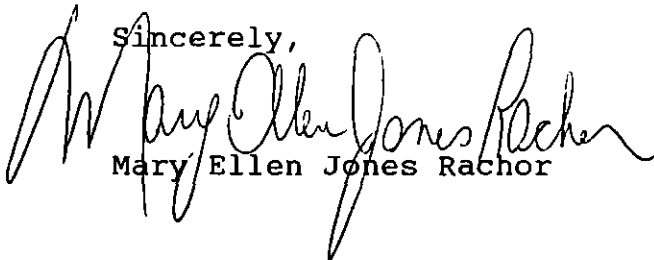
To Whom It May Concern:

This letter is written in response to PSWC's request for customer comments to be directed to your commission relevant to their wanting to increase their rates to pay for equipment replacement.

I am totally against the Water Company being permitted to do this. The utilities, in general, must be made to live within budgets as every other business is compelled to do. I strenuously object to the allowance of rate increases because a utility has to make expenditures for usual and customary necessities of running a business.

I would suggest that the utilities all take a look at where they might cut their costs (perhaps they can look at their ten highest paid executives and trim a little fat there) before relying on a public that literally has no place else to go to purchase these services.

Sincerely,



Mary Ellen Jones Rachor

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MAY 18 4 7
U. S. C.
INFORMATION CONTROL DIV.

RECEIVED
INFORMATION CONTROL

April 1996
000166

96 MAY 22 PM 12:29

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Leslie E. Decker

Summit House Condominium
Unit 563

P/SUBURBAN WATER

PENNSYLVANIA

PUBLIC UTILITY COMMISSION
INFORMATION CONTROL

April 1996

MAY 23 1996
96 MAY 22 PM 12:29

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

000165

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

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NO. 10. CON. FIELD DIV.
JUN 20 1996
11:48

Martin C. Gray, CPA
Summit House Condominium
Unit / 00

5/14/96

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

RECEIVED
MAY 16 1996

Phila. Sub.

MAY 20 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

SECRETARY'S OFFICE
Public Utility Commission

I am one of the sorry sucker
 tax payers of Pennsylvania
 who pay your wages
 for the last (6) weeks I
 have been calling 1800 782 1110
 You people + get a continuous
 busy signal, I guess that way
 when you have the utility company
 ask if you had any negative replies
 you can say "No" & then proceed to
 give away the public's money.
 Now I am going to get a petition
 up to have people (working people) that
 is voted into the P.U.C + Do
 away with the shieving politicians
 appointing you characters -
 But I am against your giving
 the working people's money away
 to Phila Suburban Water Company
 for any reason (over)

Mr. J. Roy Horgan

424 Bristant Ave

Marion Pa 19074

Another American in the line

of you & this morning

Government, which should

be done away with &

Don't forget have working

people vote into office.

Phila. Sub.

April 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

000523

RECEIVED
INFORMATION CONTROL

96 MAY 20 PM 3:22

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PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 21 1996

BUREAU OF CONSUMER SERVICE
REGULATORY SERVICES

Howard C. Doctor

Summit House Condominium
Unit 419

96 MAY 26 11:00 AM
INFORMATION CONTROL

P
SUBURBAN
WATER

April 1996

RECEIVED
INFORMATION CONTROL

96 MAY 21 PM 3:01

000072

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Kathryn E. Russell

Summit House Condominium
Unit 6806

RECEIVED
INFORMATION CONTROL
MAY 25 11 16 AM '96

000174

REC
INFORMAT

96 MAY 2

000175

P
PSWC

RECEIVED
INFORMATION CONTROL

96 MAY 22 PM 12:30

PUC
PO Box 3265
Harrisburg, Pa. 17105-3265

May 18, 1996

5 Cutler Ln
Farmington, Ct 06032

Re: PSWC/ Rate Increase
1711 Riverview Rd
Gladwyne, PA 19035

Dear Sir/ Madam

As a major rate payer , it is appreciated that the regulatory authority involved evens requests comments.

PSWC has budgeted and depreciated all capital plant, any further costs are for their account alone.

The answer lies in decreasing management incompetence and excessive compensation, including retirement and consulting costs.

With the highest rates in the area and the third most inefficient service, PSWC should reduce their rates by \$1 plus.

Where is the consumer savings from computerization, streamlining, downsizing, and all the new modern technology? Larger consumption and much larger consumer base , are indicative of rate decrease not increase.

No increase whatsoever! Full audit by other than retired utility executives, and a legitimate comparison to other suppliers in the region.

RECEIVED
96 MAY 26 AM 11:46
INFO. CONTROL DIV.

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 23 1996

BUREAU OF CONSUMER SERVICE
DIVISION OF FIELD SERVICES

Yours truly,

Michael Young

Michael Young

p | phila Sub.

Christine Houghton
547 Summit House
West Chester PA 19382

RECEIVED
INFORMATION CONTROL

May 15, 1996

000542

96 MAY 20 PM 3: 23

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


We at Summit House have received notification that the Suburban Water company has asked for a rate increase for the water they are supplying us. I feel that their reasons do not apply to us. As a resident of Summit House condominium, 1450 West Chester Pike, West Chester, PA 19382, **I protest this increase as grossly unfair.**

First, we have 426 units at Summit House; none of these units are billed separately. Instead of each unit being billed, only two bills are sent out thus saving the Suburban Water Company **\$136 a quarter on mailing costs alone.**

Second, the water company has requested the rate increase on the basis of replacing old water mains, fire hydrants and similar items as they occur. This is not true in our case. As a condominium, we are responsible for everything within the confines of our property: fire hydrants, water mains and anything else the water company can think of. As an example, they broke a value while replacing a water meter, and we are expected to replace it, per PUC regulation. Estimated costs range from \$3,000 to \$10,000. Suburban Water Company, in my estimation, has no intention of repairing or updating any of our facilities. When they want to take over our facilities, I will gladly pay their rate increase.

Third, Suburban Water Company has recently bought out many water companies in our geographic area, and quite frankly, it looks like all of us who are already customers are asked to foot the bill for the replacement of these various companies' water mains, hydrants and other sundry problems.

With all of these reasons stated, I feel it is grossly unfair for our condominium to pay for the increase, and ask you to grant Summit House relief. **I think it only fair that those communities that are now a part of Suburban Water Company pay for their own upgrading of facilities.**

Sincerely,

Christine Houghton

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 21 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

96 JUN 11 10 00 AM
INFORMATION CONTROL
PHILA SUB

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 8 1996

P
PSW

BUREAU OF CONSUMER SERVICES
APR 1996 OF FIELD SERVICES RECEIVED
INFORMATION CONTROL

000043

96 MAY -7 AM 9:50

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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REC'D CONTROL DIV
MAY 20 AM 10:41
95

Kathryn A. Moran, Owner

Summit House Condominium
Unit ~~28~~ 735 Longwood

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 8 1996

P
PSW

000
APR 19 1996
RECEIVED
DIVISION OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES
REGULATION CONTROL
MAY -7 AM 9:50

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Anna Ruberti

Summit House Condominium
Unit 128

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 8 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

April 1996

RECEIVED
CONTROL
MAY 8 11:33

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

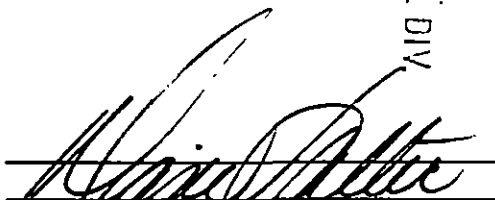
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Summit House Condominium
Unit 5796

MAY 8 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

APR 1996

RECEIVED
INFORMATION CONTROL

96 MAY -3 PM 3:53

PSW

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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INFORMATION CONTROL
RECEIVED
MAY 6 AM 1996



Summit House Condominium
Unit 244

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 8 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES
Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

April 1996

000322

RECEIVED
INFORMATION CONTROL

96 MAY -3 PM 3:53

P
PSW

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5 JUN 1996 10:44
PUC DIV.

Yvonne Webster

Summit House Condominium
Unit 670 G

MAY 8 1996

DEPARTMENT OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

RECEIVED
INFORMATION CONTROL

P
PSW

000323 April 1996

96 MAY -3 PM 3:53

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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RECEIVED
MAY 21 10:45
INFO. COMM. P.U. DIV.

SUSAN MCLARNON
Susan McLarnon
Summit House Condominium
Unit 264

MAY 8 1996

JSW

BUREAU OF CONSUMER SERVICES
DIVISION OF PUBLIC UTILITIES

April 1996
000319

RECEIVED
INFORMATION CONTROL
96 MAY -3 PM 3: 53

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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96 JUN 11 10:44
PUC
WFO, CHAMBLISS DIV.
RECEIVED

Joseph D. Angeles
Sharon L. DiAngelo
Summit House Condominium
Unit 481

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 8 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

April 1996
000320

RECEIVED
INFORMATION CONTR

96 MAY -3 PM 3:51

BSW

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Toni + Rich Lasso
Summit House Condominium
Unit 180

RECEIVED
INFORMATION CONTR
JUN 26 AM 10:11
DIVISION OF FIELD SERVICES

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 8 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

April 1996

000321

PSW

RECEIVED
INFORMATION CONTROL

96 MAY -3 PM 3:53

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Richard A. Kulekotta
Richard L. Klekotka

Summit House Condominium
Unit 512E

5-1-96 RECEIVED INFORMATION CONTR

000342

96 MAY -3 PM 3:5

I object to charging us more each quarter

Why don't you use material that can hold up (PCV?)

How about reducing CEO's

pays instead of always milking the small man

PSW. seems always to enough money to buy up smaller water companies → use that extra cash flow to do your repairs!

REC'D. COMMUNICATIONS DIV. JUN 11 26 1996

TUFTS
c/o 731 PHEASANT RUN
WEST CHESTER, PENNSYLVANIA
P. C. 19382, AMERICA

RECEIVED
INFORMATION CONTROL
1 MAY 1996

96 MAY -3 PM 3:53

PUC

000325

P.O. Box 3265

Harrisburg, Pa 17105 - 3265

Gentlemen -

This is in response to ~~your~~ ^{PSW's} card (attached), concerning the request to PUC to add an a charge for "maintenance" of water lines which service my community. I find this increase, as I have also found the recent water rate increases, very difficult to justify.

- a) We do not have firehydrants. Do I have to pay for what I do not have?
- b) Is there going to be an adjustment of 5% every quarter? is there no limit to the adjustment increases?
- c) It seems that maintenance and new investment should come out of profits, and/or stock sales, and partly by price increases. If we had a non-regulated, not-an utility, but a competitive free enterprise business, our water prices and services would be more appropriately managed - more efficient and would have to maintain a competitive price structure.

Sincerely,
Edgar Tufts

PHILADELPHIA SUBURBAN WATER COMPANY

Dear Customer,

At Philadelphia Suburban Water Company (PSW), we replace miles of older water mains and hundreds of valves, fire hydrants and similar items each year. The cost of replacing these items (millions of dollars per year) is part of the rates we charge for service.

In the past, we took all such replacement costs and made them part of our rate increase requests before the Pennsylvania Public Utility Commission (PUC). Now, however, we have filed a request with the PUC to allow us to begin recovering the cost of replacing old water mains, fire hydrants, and similar items as incurred. If the PUC approves our request, we will place a small charge on your water bill beginning July 1, 1996. If the Company's entire request is approved, your bill would increase by one half of one percent, or 36 cents per quarter on a typical \$72 bill. The charge on your water bill could be adjusted every three months as more replacements are made.

Reducing the current delay between making replacements and starting the cost recovery will allow us to begin replacing more of our aging system. This will lead to better water pressure, better water quality, and greater fire flows in the areas improved. As the program grows, it should also allow PSW to level the cost of water losses and leak repairs.

To find out more, call PSW toll-free at 800-711-4PSW.

If you wish to give your comments on this request to the PUC, please do so no later than May 20, 1996, by:

- (1) calling toll-free 800-782-1110 or
- (2) writing to the PUC, PO Box 3265, Harrisburg, PA 17105-3265

• We do not have fire hydrants - must I pay for what I do not have? • Adjust (upward) every 3 months? • Take profits and pay for replacements as all good businesses do.

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 3 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICE April 1996

RECEIVED
MAY 1 1996

D
PSW

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

SECRETARY'S OFFICE
Public Utility Commission

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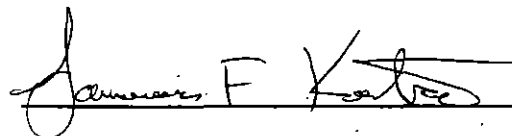
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INFORMATION CONTROL
U.S. MAIL
MAY 10 1996



Summit House Condominium
Unit 506E

April 1996

RECEIVED
MAY 1 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Public Utility Commission

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John Lewis
Summit House Condominium
Unit # 766

RECEIVED
56 JUN 25 AM 10:15
INFO. CONTROL

April 1996

RECEIVED
MAY 11 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Jac. B. Sr.

Summit House Condominium
Unit 252

620 Hey Lane
Springfield, PA 17064
4 May 1996

PSW

RECEIVED
INFORMATION CONTROL
96 MAY -6 AM 11:05

000390

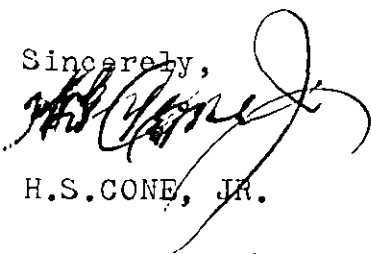
Public Utilities Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

Gentlemen:

I note that the Philadelphia Suburban Water Company is asking for a rate increase to replace water mains, fire hydrants, etc. Such replacements are no more than the normal maintenance that they should expect during a normal year. I am sure that such costs are already factored into any customers' bills. I see no reason to give this company a rate increase every time they have to replace part of their equipment. Cutting the excessive salaries that some of their executives receive would help recover the cost of maintenance.

Further, I do not believe that a \$72.00 quarterly bill is typical. A more typical bill is probably a few dollars above \$100.00. This company should be more honest.

Sincerely,



H.S. CONE, JR.

RECEIVED
96 JUN 26 AM 10:42
PA. P. U. C.
INFO. CONTROL DIV.

RECEIVED
INFORMATION CONTROL
95 MAY -6 AM 11:04

00038 April 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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expected

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INFORMATION CONTROL
95 JUN 26 AM 10:22

Judith L. Mills

Summit House Condominium
Unit 306

psw

RECEIVED
INFORMATION CONTROL

April 1996
000378

96 MAY -6 AM 11:04

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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RECEIVED
INFORMATION CONTROL
JUN 26 AM 11:04

Charlotte M. Kern

Summit House Condominium
Unit 297B

FSW

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INFORMATION CONTROL
96 MAY -6 AM 11:04

000377 April 1996

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Lorraine C Testa

Summit House Condominium
Unit 503 E

RECEIVED
INFORMATION CONTROL
MAY 5 AM 11:04

Mo. 2. 1996

FSW

RECEIVED
INFORMATION CONTROL

Dear Sir 000394 M^s.

96 MAY -6 11:11:05

I am writing relative to Phlo. Suburban Water Co's applying for increase in fees.

This is a disgrace I have been retired for Thirteen years and in that time I have not received any Cost of living Allowance and in the same time period I have not received any increase Now where am I supposed to get the money for these increases.

JUN 26 11:10:05
INFORMATION CONTROL DIV.

Respectfully
Jim Barnd

RECEIVED
INFORMATION CONTROL

April 1996

000376

96 MAY -6 AM 11:04

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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Tom M. Dukeman
Tom M. DUKEMAN
Summit House Condominium
Unit 106

PSW

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

000338 April 1996
MAY 1995

RECEIVED
INFORMATION CONTROL

96 MAY -2 PM 3:32

Public Utility Commission
P.O. Box 3265 BUREAU OF CONSUMER SERVICES
Harrisburg, Pa. 17105-3265 DIVISION OF FIELD SERVICES

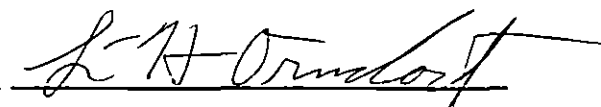
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Summit House Condominium
Unit 651

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 3 1995

PSW

DEPT. OF CONSUMER SERVICES April 1996
DIVISION OF FIELD SERVICES
Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

000339

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INFORMATION CONTROL
96 MAY -2 PM 3:32

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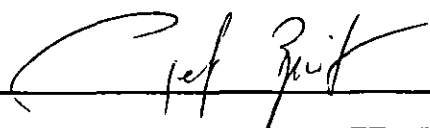
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RECEIVED
96 JUN 26 PM 11:45
PA. UTIL. COM. DIV.


Summit House Condominium
Unit 419

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

PSW

MAY 3 1996

BUREAU OF CONSUMER SERVICES
DIVISION OF UTILITIES SERVICES
APR 19 1996

RECEIVED
INFORMATION CONTROL
95 MAY -2 PM 3:32

Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

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95 JUN 6 10:45
INFO. CONTROL DIV.

Susan Y. D'Antonio

Summit House Condominium
Unit #532

PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MAY 3 1995

BUREAU OF CONSUMER SERVICES
DIVISION OF FIELD SERVICES

Public Utility Commission 000336
P.O. Box 3265
Harrisburg, Pa. 17105-3265

RECEIVED
April 1996 INFORMATION CONTROL

96 MAY -2 PM 3: 32

PSW

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Joe Paul
Rajeshwari Dewl
Summit House Condominium
Unit 276B

DEAR PUC COMMISSIONERS :

MAY 2 1996

BUREAU OF CONSUMER SERVICE
DIVISION OF FIELD SERVICES

This letter is written to inform you that I disagree with raising my water bill at all. I don't want to pay more water that I do not feel safe drinking.

RECEIVED
APR 30 1996

My family has been on bottled water for over a year, because of problems in our neighborhood & a lot of my neighbors are also drinking bottled water. Instead of raising my rates, I would like to see the PUC take action that would either make the PSW Co reimburse us for our bottled water or make them install good filters on some houses to assure that we're not drinking the rust laden water that had been coming into our houses. I assure you that as a father of four children (one with gastrointestinal problems) I am not happy with the treatment I've received dealing with PSW Co. Being told to not let the children drink the water when the turbidity is high is what I would think to be an unsafe practice.

(OVER)

YOU CAN REFERENCE SOME OF MY
REASONS FOR NOT WANTING TO DRINK THIS
WATER IN YOUR ^(PUC) CLOSED CASES FILE
PUC FILE # C-00957359
THOMAS & ANNE TOLAND "ET AL"

I ALSO THINK THAT IF IT'S IN THE
PUC'S POWER THAT THERE SHOULD BE
SOME SORT OF WATCHDOG GROUP THAT
MAKES SURE PSW Co + DEP INFORM THE
PUBLIC WHEN THERE ARE HIGH TURBIDITY
PROBLEMS IN A NEIGHBORHOOD. THIS NEEDS
TO BE ADDRESSED, FROM WHAT I HAVE SEEN.

Thank you,
Thomas Toland
5257 Apache Lane
Drexel Hill, Pa. 19026