

Jacquelyn Brittingham

603 N. Jackson St.

Media, PA 19063

Tel. 610-566-6380

March 17, 2012

R-2011-2267958

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PA P.U.C.  
SECRETARY'S BUREAU

PA Public Utilities Commission

P.O. Box 3265

Harrisburg, PA 17105-3265

Dear Commission Member,

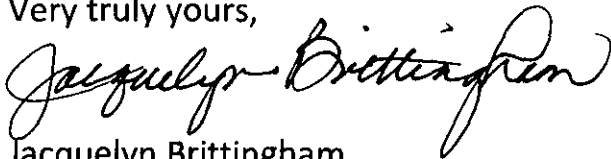
I had written to you on November 23, 2011 (copy enclosed) and attended and testified at a hearing on 3/1/12 at the Radnor Township building, Radnor, PA regarding the proposed rate increase to Aqua Water Co. and its effect on low income households.

When I testified, a representative from Aqua spoke out and said that Aqua had a program called Helping Hands and that I could speak to their representative in attendance. I sought out Thomas O'Connor who gave me his phone number. I called and left a message, no response. I waited a few days and called back and he answered. He said Oh yes Mrs. Brittingham I researched your account and the good news is you pay your bill on time. But, you need to be delinquent with your bill and then we can "help". The "help" turned out to be that if you are delinquent, we can spread out your payments! I said when I testified I spoke of PECO helping low income housing by subsidizing payments. He said we don't have any such program, which is exactly what I said when I testified. However, I feel that the representative from Aqua was just speaking out to me for the benefit of the audience in attendance. What she said for the benefit of the audience just wasn't so.

No, Aqua doesn't help low income households like PECO which I was told in my initial call to Aqua, while their executives' incomes will continue to increase.

I do not feel that Aqua deserves a rate increase during these harsh economic times. If you do not agree, then at least consider that their increase should be conditional upon Aqua providing some kind of subsidized aid to low income households. Please try to be fair, for their executives are only thinking of themselves.

Very truly yours,



Jacquelyn Brittingham

Enc.

CC: Office of Consumer Advocate

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2012 MAR 22 AH10:45  
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Jacquelyn Brittingham

603 N. Jackson St.

Media, PA, 19063

November 23, 2011

PA Public Utility Commission

P>O> Box 3265

Harrisburg, PA 17105-3265

Dear Commission members,

This letter is my opposition to the Aqua Water Co. rate hikes.

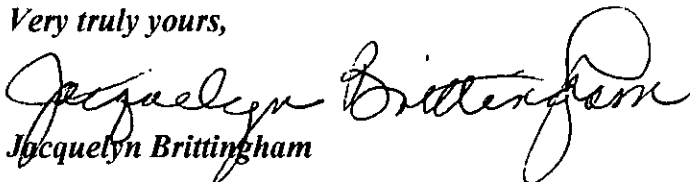
I recently contacted Aqua requesting forms for assistance for low income households like PECO does. Aqua's response was Oh we don't do that, sorry!

Certainly Aqua is doing much better than I am, existing on \$930 per month Social Security at age 73.

Can't they have a program for low income households?

*Is this fair and equitable? Please respond.*

Very truly yours,

  
Jacquelyn Brittingham

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**ADDENDUM TO LETTER TO PA Public Utilities Commission dated November 23, 2011**

**I have been a realtor for 20 years and for the past two years I have had six surgeries including a failed total ankle replacement. Most of that time was recuperation in which I could not work. No compensation whatsoever for my real estate business. On November 23, 2011 I wrote to the PUC.**

**Jacquelyn Brittingham**

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Media, PA 19063

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