

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Application for increase in water and)
wastewater rates in Alachua, Brevard, DeSoto,)
Highlands, Lake, Lee, Marion, Orange,)
Palm Beach, Pasco, Polk, Putnam,)
Seminole, Sumter, Volusia, and Washington)
Counties by Aqua Utilities Florida, Inc.)
_____)

DOCKET NO. 080121-WS
Dated: November 19, 2008

REBUTTAL TESTIMONY

OF

CHRISTOPHER H. FRANKLIN

on behalf of

Aqua Utilities Florida, Inc.

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
AQUA UTILITIES FLORIDA, INC.
REBUTTAL TESTIMONY OF CHRISTOPHER H. FRANKLIN
DOCKET No. 08121-WS

1 **Q. What is your name and business address:**

2 A. My name is Christopher H. Franklin. My business address is 762 W. Lancaster
3 Avenue, Bryn Mawr, Pennsylvania, 19010.

4 **Q. On whose behalf are you submitting rebuttal testimony in this proceeding?**

5 A. I am submitting testimony on behalf of Aqua Utilities Florida (“AUF” or the
6 “Company”).

7 **Q. Have you previously submitted testimony in this proceeding?**

8 A. Yes. I filed direct testimony as part of AUF’s initial filing in this rate case and
9 sponsored Exhibit 1.1. I also filed supplemental direct testimony and sponsored
10 Composite Exhibits CHF-1 through CHF-6.

11 **Q. What is the purpose of your rebuttal testimony?**

12 A. The purpose of my rebuttal testimony is to address issues raised by Kimberly H.
13 Dismukes, who filed testimony on behalf of the Office of Public Counsel
14 (“OPC”). I will also address issues raised by OPC’s witness Earl Poucher. My
15 rebuttal will address Commission complaints, call center and customer service,
16 meter readings and billing, customer service in other Aqua states, quality of
17 service, and some issues relating to return on equity.

18 **Q. Are you sponsoring any exhibits to your rebuttal testimony?**

19 A. Yes, I am sponsoring CHF-7, CHF-8, and CHF-9.

COMMISSION SERVICE HEARINGS

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Q. Ms. Dismukes discusses AUF customers that responded to the Company's rate request either by attending hearings or submitting written correspondence to the Commission. Can you comment on the customer response?

A. Yes I can. During the hearings, we heard complaints that originated from conditions that existed before AUF owned the company. We also heard complaints that were current and needed the Company's attention. At the conclusion of each of the hearings, AUF dutifully and thoroughly investigated and reported on each of the issues raised at the hearings. Each of those investigations (and resulting actions) was summarized in a letter to the customers and in a detailed, color-coded exhibit to my supplemental direct testimony.

Q. Can you please comment in general on Mr. Poucher's testimony?

A. Yes. Mr. Poucher disparages the work done by AUF in response to the issues raised by customers at the hearings. I particularly take issue with Mr. Poucher's baseless claims that the Company's correspondence to customers were just "form letters." While many of the letters contained similar information, it was due to the fact multiple customers raised the same question or concern. Each letter, a copy of which is attached to my supplemental direct testimony, was specifically addressed to the concerns raised by the individual customer.

As a result of sending 97 letters, I am aware only of a single customer that called the AUF customer call center, the AUF local management team, or a Commission staff member to voice a concern that their issue was not adequately addressed.

1 Instead of working to facilitate the closure of any remaining issues, Mr.
2 Poucher found it necessary to do something that I have never seen in my 20 years
3 of experience working in the regulatory arena; he mailed letters to each of the
4 customers that testified. Once those letters were received by the OPC, not a
5 single call to the Company was made by the OPC to begin to close any of what
6 OPC believes to be unresolved issues. This was a disingenuous attempt by the
7 OPC to further degrade the relationship between AUF and its customers, and was
8 in no way designed to work constructively to resolve customer issues.

9 **Q. Do you agree with Mr. Poucher’s statement that customer issues from the**
10 **PSC hearings remain unresolved?**

11 A. No. I believe Mr. Poucher’s statement that, “Aqua Florida customer responses
12 solicited by the Office of Public Counsel indicate that Aqua has failed to
13 adequately respond to the concerns of its customers,” is a gross
14 mischaracterization of the facts. Mr. Poucher received responses from only 36 of
15 the 97 customers he mailed letters to (Exhibit EP-2). After careful review of
16 those responses, I could find only 3 customers that possibly needed some level of
17 follow up. I would also note that all the follow up associated with these 3
18 customers was not to address the service issues originally raised, but revolved
19 around newly raised questions, such as fire protection ratings. Most of the
20 responses to Mr. Poucher’s letter were related to general opposition to the
21 Company’s rate filing and to known water quality issues (i.e., Chuluota), or to
22 aesthetic issues that have been discussed in great detail in previous testimony.

1 **Q. Are there instances where customers testified at the hearings or submitted**
2 **written testimony in which the Company found the customer was either**
3 **misinformed or simply did not understand?**

4 A. Yes. I stated in previous testimony that we identified 194 issues that were raised
5 by 97 customers who testified at the first 8 hearings (hearings 9 and 10 were not
6 included in the supplemental testimony because transcripts were not yet
7 available). Out of the 194 issues, AUF identified 33 or 17% that are believed to
8 be the Company's primary responsibility. However, we also identified many
9 instances where the Company was not at fault. These are a few instances:

10 a. Chuluota - premise 644287 – Ms. Rodriguez claimed her bill doubled after
11 AUF installed her new meter. AUF visited the property twice to inspect
12 the equipment and service line. After field and office investigation, AUF
13 could not identify any problems. After communicating the results to the
14 customer, the customer paid her bill and no dispute was filed.

15 b. Chuluota - premise 636650 – Mr. Diehl contacted Aqua 6 times in 2007.
16 With each conversation, his issues were addressed and no disconnection
17 took place.

18 On July 5, 2007, Mr. Diehl contacted Aqua to establish service.

19 On August 14, 2007, Mrs. Diehl contacted Aqua to correct the spelling of
20 their last name and to make a payment through Speedpay. She was having
21 issues with credit card acceptance and the issue was resolved.

22 On November 11, 2007, Mrs. Diehl called Aqua inquiring about a high
23 bill. The CSR walked the customer through the steps to identify possible

1 high consumption issue within the property and the customer confirmed
2 that she has an irrigation system.

3 On November 27, 2007, Mrs. Diehl called and requested a reread of the
4 meter.

5 On November 30, 2007 Mrs. Diehl called for an update and it was
6 confirmed that the read fell in line with the previous read.

7 c. Mt. Dora – 638964 – Mr. Tomczak disputed his high usage. The usage on
8 this account fluctuated from month to month, in March, April, May, and
9 June of 2007 consumption reached a high of 35,000 gallons. AUF had
10 continuous communication with the customer. AUF exchanged his meter
11 3 times. AUF field service representatives visited the property 4 times,
12 and AUF customer service representatives and compliance representatives
13 all have assisted the 87 year old customer. AUF worked with the
14 customer to take daily reads of the customer's meter for three weeks. This
15 was not a case of added "extra zero," as suspected by the customer. The
16 three weeks of daily reads confirmed that the customer's consumption is
17 in line with his stated usage. Mr. Tomczak's readings increased while the
18 irrigation system is operating and decreased when the irrigation system
19 was off.

20 d. Mt. Dora – 639426 – Mr. Spiker disputed a high read and ensuing bill.
21 The Company investigated his reading and discovered other spikes in his
22 billing history, although billing appears to be consistent year to year
23 outside of an infrequent spike. Mr. Spiker does operate an irrigation

1 system. No evidence of the suspected “added zero” issue. AUF offered to
2 conduct a meter test for Mr. Spiker. He did not respond to the offer.

3 e. Mt. Dora – 628641 – Ms. Iman reported high usage. After a review of her
4 consumption history, it was demonstrated that her usage fluctuates from
5 2,000 to 6,500 gallons per month. A review of this account demonstrates
6 that the usage is consistent with her usage in the previous year.

7 **Q. On page 5 of his testimony, Mr. Poucher contends that there was no**
8 **customer support for the AUF at the hearings he attended. Could you speak**
9 **to this contention?**

10 A. Mr. Poucher contends in his testimony that, “There is an absolute dearth of any
11 significant support for this company from customers that has been placed into the
12 record thus far.” I’m not aware of Mr. Poucher’s experience with rate hearings in
13 Florida or in any other state. I have been attending rate hearings for nearly 20
14 years. In my experience, customers do not come out in support of utility
15 company’s rate increases. I believe Mr. Poucher’s statement about the lack of
16 customer support to be naive and irrelevant.

17 COMMISSION COMPLAINTS

18 **Q. Ms. Dismukes’ testimony includes a summary of complaints filed with the**
19 **Commission, contained in Schedule 3. Do you agree with the conclusions Ms.**
20 **Dismukes makes regarding the data in Schedule 3?**

21 A. No, I do not agree with the conclusions made by Ms. Dismukes regarding the
22 customer complaints filed with the Commission. Our review of the complaints
23 filed during the time period of April 1, 2007 through June 2, 2008, indicates 176
24 complaints were filed.

1 Ms. Dismukes notes that 74 involved apparent violations of Commission
2 rules. I would note that these violations were primarily for failure to respond to
3 the Commission within the requisite time. The vast majority of these issues
4 occurred during 2007, which was a time period in which AUF was working with
5 the Commission Staff on transmittal problems relating to receiving complaints.
6 The issue has been resolved, and we now have a process in place to ensure that
7 we are entering all complaints into our database. We also have periodic
8 conference calls with Commission Staff to review the process and compare
9 complaint data.

10 **Q. Do you agree with Ms. Dismukes that it took an average of 60 days for a**
11 **customer's complaint to be resolved?**

12 A. No, I do not. Aqua reviewed the items contained in Ms. Dismukes' Schedule 3,
13 which she discussed briefly in pages 6 and 7 of her prefiled direct testimony. Her
14 testimony that, "on average it took 60 days, or two months, for a complaint to be
15 resolved," is intended to imply that Aqua was unresponsive, or at best slow to
16 respond, to Commission complaints. This is not the case.

17 **Q. Did you determine from your review of the complaints lodged with the**
18 **Commission that it did not take an average of 60 days for a customer's**
19 **complaint to be resolved?**

20 A. The Company's analysis of the same data on which Ms. Dismukes relied shows
21 that after the transmittal issues of 2007 were remedied, Aqua, on average,
22 responded to the Commission within 14 business days. Furthermore, on average
23 it took nearly 36 days from the date Aqua responded to these complaints for the

1 Commission to officially close the complaints listed in Schedule 3. Generally
2 utilities have 15 business days to respond.

3 Ms. Dismukes indicated that of the 179 written complaints, “seventy-four
4 of these involved violation of Commission rules.” However if you eliminate
5 those counted by Ms. Dismukes as apparent violations due to late response time,
6 then there are only nine that involved a potential violation. Aqua admits that it is
7 not perfect, but Aqua is not a poor performer, nor as slow to respond to its
8 customers and the Commission, as Ms. Dismukes’ testimony implies.

9 Aqua also believes that the Commission would agree that our performance
10 with respect to response time has continued to improve throughout 2008.

11 **Q. Ms. Rhonda Hicks of the FPSC also submitted testimony in this proceeding**
12 **regarding Commission complaints. Can you please comment on her**
13 **testimony?**

14 A. Yes, I can. I have reviewed Exhibits RLH-1 and RLH-2 which are a summary of
15 complaints filed in 2007 and 2008 against AUF. AUF’s analysis reveals the same
16 issues discussed above with respect to Ms. Dismukes’ Exhibit 3. After AUF
17 resolved the transmittal issues that occurred in 2007, the number of apparent rule
18 violations cited by the PSC decreased dramatically.

19 **CALL CENTER**

20 **Q. Ms. Dismukes testimony is critical of the metrics used by AUF’s to measure**
21 **its call center performance. Do you agree?**

22 A. I do not agree with Ms. Dismukes’ criticism or her conclusions that we are not
23 tracking the correct information. AUF tracks four primary performance metrics
24 for its call center: the average speed service level, the average speed to answer,

1 the abandoned call rate, and average handle time. These metrics are significant
2 because they measure customers' access to our Company. It is important that
3 calls are answered quickly and handled efficiently. These metrics allow AUF to
4 monitor performance and allocate resources and make adjustments as needed to
5 make sure that customers are able to reach us.

6 While certain call center metrics may have different titles and calculations,
7 they are measuring comparable performance standards. For example, Ms.
8 Dismukes indicates that AUF may not be able to judge accessibility to our call
9 centers because AUF discontinued tracking average longest wait time. Since the
10 switch to the new cell centers, AUF now employs the more commonly accepted
11 metric, which is average speed to answer. AUF is still evaluating accessibility to
12 the call centers, and measuring essentially the same thing through a different
13 metric.

14 **Q. Can you please address Ms. Dismukes' assessment of AUF's call center**
15 **performance?**

16 A. Ms. Dismukes does acknowledge that AUF's call center performance has
17 improved since 2004, when AUF took over these systems. We agree that
18 performance has and continues to improve. There are, however, fluctuations in
19 performance during this time period. This is precisely one of the reasons that
20 AUF implemented its strategy to modernize and deploy its upgraded call center
21 management system in 2006. Since implementation, the new system has proven
22 quite reliable, and call center data is analyzed regularly.

23 **Q. Ms. Dismukes claims that AUF rarely meets its targets with respect to its call**
24 **center performance metrics. Do you agree with her claim?**

1 A. No, I do not. As I stated in my direct testimony, the performance metrics in our
2 customer call centers have improved dramatically since the third quarter of 2007,
3 and we are committed to continuing to improve our call center performance. This
4 is why we set targets for these metrics. The call center management teams have
5 specific goals designed to focus the activities of themselves and their CSR teams.
6 These goals are part of their formal performance plans which include goal
7 statements typical of call centers, including goals for abandon call rate, service
8 level, and average handle time. While at times we have been challenged to attain
9 these goals, we believe it is important that we have targets and formal goals. We
10 have plans to get to these performance levels and we are moving in the right
11 direction.

12 **Q. Ms. Dismukes criticizes the performance of the Company's customer service**
13 **representatives. Do you believe this criticism is fair?**

14 A. No, I believe her criticism to be unfounded. Quality customer service and
15 customer satisfaction are important to AUF, and the Company does regularly
16 evaluate its performance. AUF conducts quarterly transactional surveys of its
17 Florida customers who have had recent contact with the Company. Transactional
18 surveys differ from traditional customer satisfaction surveys in that all customers
19 who are interviewed had some issue with the Company that needed resolution.
20 The results of the transactional survey, when reviewed over time, indicate
21 trending and impact on customers from changes or improvements put into place.
22 AUF submits that the results of its transaction survey presents a fairer picture of
23 AUF's customer service performance than that highlighted by Ms. Dismukes,
24 because it surveys more customers that have had contact with the Company.

1 According to AUF's 2008 survey from last summer, **Exhibit CHF-7**,
2 customer satisfaction has improved steadily since the third quarter of 2007.
3 While the data does confirm that satisfaction declined in the period immediately
4 following the billing system conversion, prior to conversion, overall customer
5 satisfaction for customers with recent contact was at 60%. That percentage
6 climbed to 67% by July 2008. This specifically rebuts Ms. Dismukes' assertion
7 that AUF is not proactively taking measures to provide quality customer service.

8 **Q. What proactive steps has AUF taken to improve the quality of its customer**
9 **service?**

10 A. AUF has been proactive and, according to survey results, successful in providing
11 better quality customer service. In February 2008, AUF increased staffing,
12 initiated a quality assurance program, launched an internal call center
13 communication tool, and started a new CSR training program that we directly
14 attribute to the improving customer survey results. See **Exhibit CHF-8**. Since
15 February 2008, the call quality scores have consistently improved, and AUF
16 customers should continue to see positive benefits.

17 The quality monitoring program allows for review of customer calls
18 randomly selected for each CSR in the call centers. Each CSR participates in a
19 monthly coaching session with their supervisor with specific feedback from the
20 quality assurance team. This feedback is used to identify areas of good
21 performance and areas where improvement is needed. Systemic issues are
22 identified and rolled into the new training program.

1 A new call center communications tool has been introduced on the
2 Company's intranet site to alert CSRs to training tips, procedural changes and
3 emergency information that may impact customers.

4 Training consists of both corporate and local resources. Formal new hire
5 training is conducted by a centralized team that travels quarterly to each call
6 center site. Each of the call centers has a cadre of senior CSRs who sustain the
7 knowledge transfer by providing side-by-side peer training.

8 **Q. Do the call center complaints enumerated by Ms. Dismukes and Mr. Poucher**
9 **fairly represent the typical customer interaction with the Company?**

10 A. No. AUF believes that most customers have a positive experience when they
11 contact the Company, as the customer satisfaction survey results that I referred to
12 above indicate. In fact, some have an exemplary customer experience. The
13 Company routinely receives compliments from our customers. Compliments
14 received during 2007-2008 are shown in **Exhibit CHF-9**. I note the customer-
15 and employee-sensitive information has been redacted for privacy.

16 In describing their experiences, customers have used words like: pleased,
17 helpful, professional, empathetic, resolution, impressed, "above and beyond,"
18 attention to detail, jubilant, amazing, closure, compassion, knowledge, follow-
19 through, empowerment, dedicated, caring, eager, appreciate, fantastic, and
20 delightful. You will notice that compliments are celebrated with the employees,
21 their co-workers, and executives. CSRs appreciate and respond when
22 management recognizes good performance on behalf of our customers.

METER READINGS/BILLING

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Q. Ms. Dismukes indicates in her testimony that there are problems with the accuracy of the meter readings. Does she provide any evidence that the reads are not accurate?

A. No, Ms. Dismukes does not provide any evidence that the reads are not accurate. In 2007, AUF began a meter exchange in various systems. In 2008, Aqua undertook a massive meter change out program that resulted in changing all AUF meters that fall under the jurisdiction of the Commission. The project also included the installation of a radio frequency (RF) device with each meter.

The Company installed Neptune Pro-Read Meters and Itron 60W ERT units, each of which was tested by the manufacturer prior to delivery with a copy of the test results attached to the meter for our records. The manufacturer is well established and a national provider of meters to electric, water and gas utilities. The radio frequency units that are being installed by the Company are a product of Itron Inc., another national company with a well-established product used in gas, water and electric utilities across the country. Together these products have an accuracy rate that is nearly perfect.

I outlined in my previous testimony that, early in the meter change out project, AUF's installation contractor had some difficulties in providing all necessary information (address, RF device number, meter serial number, meter reading on the old meter, meter reading on the new meter) to the Company after the installation was completed. When incorrect information comes back from a contractor, the Company must issue an estimated bill, and then must visit the customer's property to obtain all of the necessary information so that a bill based

1 on an actual meter read can be delivered in the future. Once correct information
2 is input into the billing system, the bills are highly accurate. I have not seen any
3 evidence that proves that the meters or the RF devices are anything but accurate.

4 Current statistical information indicates that AUF is estimating between 1
5 percent and 1.5 percent of its customer bills. AUF expects that estimate rate to
6 continue to drop as it finishes installing all new meters and RF devices by the end
7 of November 2008. I stated in earlier testimony that after noting some of the data
8 issues in the early stages of our meter replacement program, we instituted an
9 internal audit process. The audit is completed once the contractor finishes work
10 in a particular water system. As a result of the Company's audit and improved
11 information exchange with the contractor, we have improved our results which
12 demonstrate fewer errors and faster response when an error does occur.

13 The final component that ensures that our billing estimate rate will
14 continue to fall is our continuous effort to keep a bill from being estimated more
15 than two consecutive months. On a weekly basis, we review all accounts that
16 have been estimated for consecutive months. These accounts are considered high
17 priority and receive the attention of both office and field staff.

18 **Q. Are customer service representatives trained to respond to customer**
19 **questions regarding the installation of new meters and RF devices?**

20 **A.** Yes. All customer service representatives are trained to know how a meter and
21 RF device operate. Additionally, and in accordance with our standard call center
22 procedure, when the call centers became aware of the calls concerning the Florida
23 meter exchange, a review session was conducted for all CSRs during refresher
24 training sessions.

1 Despite the training and communication processes, it is difficult for a CSR
2 to diagnose a problem via telephone if limited information is given by the
3 customer. At the customer service hearings, some customers who experienced
4 months with usage spikes believed that it was due to either the meter or the billing
5 system. AUF CSRs, in many cases, asked the customer appropriate questions
6 about whether they filled pools, experienced leaks, or operated irrigation systems.
7 Some customers admitted to these activities; others did not. However, in some
8 cases, similar spikes existed in the same months of previous years indicating that
9 the customer was unaware of the amount of water consumed by their activities.
10 All of the activities mentioned above may cause spikes in consumption of water,
11 but are difficult for a CSR to diagnose during a telephone conversation. Much of
12 the research done by AUF has indicated that customers who called the call center
13 often do not fully understand the amount of water they consume, thinking instead
14 the meter or the billing system is the culprit.

15 **Q. In Ms. Dismukes' testimony, on page 23 of her prefiled direct testimony, she**
16 **discusses a customer who possesses limited English language skills who was**
17 **allegedly given misinformation by the AUF call center. Could you discuss**
18 **what AUF knows about this customer and the situation?**

19 A. A customer who testified at the Palatka service hearing, Mr. Hoffman, alleged
20 mistreatment of a Vietnamese family, which an AUF customer service
21 representative later determined was regarding a man named Mr. Nguyen. AUF
22 investigated this case and the results are as follows:

23 04-30-08: Mr Nguyen called questioning a high water bill.

1 Customer Service Representative created a service order for a high consumption
2 meter reading to be taken in accordance with AUF procedures.

3 05-07-08: Mr. Nguyen called AUF for results.

4 The meter reading was consistent with the prior read. AUF CSR advised the
5 customer to check within property for possible issues including silent leaks.

6 (AUF frequently asked questions document submitted with original testimony.)

7 AUF did not advise customer to have plumbing redone in their property.

8 05-14-08: Mr. Nguyen sent email about meter reads and adjusted bills.

9 05-19-08: Mr. Nguyen called and reported all plumbing redone on 05-16-08
10 and that he was taking daily reads and the usage was still high on
11 his meter. Mr. Nguyen believed meter to be faulty. AUF
12 scheduled a meter test.

13 05-20-08: Mr. Nguyen called and the meter read process was explained to
14 customer; reviewed meter testing process also.

15 05-29-08: Consultation with Aqua President Jack Lihvarcik and Sue Gildea
16 determined a meter configuration problem. Issue and bills
17 corrected.

18 07-02-08: Nguyen case was raised at Palatka hearing.

19 07-24-08: Aqua Compliance team member T. Bellamy contacted customer
20 advising of updates and corrections completed.

21 07-28-08: T. Bellamy left another message for customer.

22 There has been no additional contact with the customer and we have not received
23 any confirmation that any plumbing work was done. In fact, the customer never
24 attended a hearing or filed a complaint.

1 **Q. In Ms. Dismukes' testimony, on page 26, she indicates that a customer**
2 **received a shut off notice before her dispute was resolved. Could you provide**
3 **details on what happened with this customer?**

4 A. Yes.

5 01-10-08: Ms. Burns called Aqua to have her meter reread and check for
6 leaks due to higher than normal bill.

7 01-15-08: E. Ortiz (tech) visited property and obtained read. Noted "no leaks
8 shown" in Service Order notes.

9 01-22-08: Ms Burns called AUF to advise that her check payment was placed
10 in mail.

11 02-05-08: Ms Burns called about shutoff notice received. Customer was
12 advised to disregard notice.

13 Ms. Burns' January bill was paid after the due date, resulting in the past due
14 amount. This automatically generated a shut off notice which she received. The
15 customer was not in dispute when she received the notice and was told to
16 disregard it.

17 **CUSTOMER SERVICE ISSUES IN OTHER AQUA STATES**

18 **Q. Ms. Dismukes testifies that there have been customer services issues in other**
19 **states where Aqua operates. Do you agree with Ms. Dismukes' statements?**

20 A. No, I do not.

21 **Q. What evidence does Ms. Dismukes cite for this proposition?**

22 A. Beginning with Pennsylvania, Ms. Dismukes cuts and pastes references from
23 allegations made by the Pennsylvania Office of Consumer Advocate (OCA), and
24 not the ultimate findings of the Pennsylvania Public Utility Commission. She

1 claims that the customers of Aqua Pennsylvania (“Aqua PA”) had complained of
2 low water pressure, dirty water, and inadequate service, and that the OCA’s
3 engineer has investigated the complaints and found that: (1) one of AP’s water
4 sources has exceeded one of the Safe Drinking Water Primary Maximum
5 Contaminant Levels (“MCLs”); (2) seventeen of AP’s water sources have
6 exceeded some of the Safe Drinking Water Secondary MCLs; and (3) some of
7 AP’s systems supply extremely hard water that causes customers’ extraordinary
8 expense and inconvenience.

9 **Q. Do you agree with Ms. Dismukes’ allegations?**

10 A. No. Ms. Dismukes’ testimony only includes positions argued by the OCA and
11 does not include the ultimate decision in the case. A review of the entire record
12 shows that Aqua PA rebutted the testimony provided by the OCA. In fact, a
13 review of the entire record shows that the witness for Aqua PA, Dr. Hertz, stated
14 in his rebuttal testimony that over 600 Mineral Reports conducted during the 2006
15 and 2008 period were turned over as part of Aqua PA’s interrogatory responses.
16 Mr. Fought, the OCA witness, found one sample for 2006 that showed high test
17 results for nitrate. Upon further review, Dr. Hertz found that the sample was, in
18 fact, in compliance.

19 **Q. Did the tribunal in the Pennsylvania case opine on the water quality issues
20 brought up by the OCA and its engineer?**

21 A. Yes. In the recommended decision, on page 72, Judges Rainey and Koster stated
22 that Aqua PA provided persuasive testimony that the sample taken showed nitrate
23 levels well below the MCL for nitrates.

1 **Q. Did the tribunal in the Pennsylvania case opine on the assertion that some of**
2 **Aqua PA's water sources exceeded secondary MCLs under the Safe Drinking**
3 **Water Act and that some of Aqua PA's water supply contained hard water?**

4 A. The recommended decision found that Aqua PA was in compliance with the
5 Pennsylvania Public Utility Code in regard to secondary MCLs for TDS and
6 water hardness, and the Pennsylvania Public Utility Commission agreed, finding
7 the recommended decision reasonable and in accordance with the record
8 evidence.

9 **Q. Is it appropriate for Ms. Dismukes to claim in her testimony that she has**
10 **seen evidence in Pennsylvania that Aqua America has had problems**
11 **providing adequate water quality and customer service?**

12 A. No, it is not. I believe that Ms. Dismukes has made statements in her direct
13 testimony regarding water quality and customer service provided by Aqua PA that
14 are simply not supported by any evidence filed in the Pennsylvania case prior to
15 decision, which can be determined by reading the Recommended Decision and
16 Final Order in that case.

17 I would add that during the public input hearings during the Pennsylvania
18 rate case, only 10 customers in the Aqua Pennsylvania service territory (out of
19 420,000 customers in Pennsylvania) raised water quality issues. In fact, the
20 Pennsylvania Public Utility Commission awarded Aqua PA a return on equity of
21 11 percent, which I believe is reflective of the high water quality and customer
22 service provided.

23 **Q. Can you comment on Ms. Dismukes' reference to providing adequate service**
24 **in Ohio?**

1 A. Yes. While I am not in charge of operations in Ohio, I can report that Aqua Ohio
2 filed a rate case in its Lake Division that was approved in May 2008. Aqua Ohio
3 received 82.5 percent of its filed request and the Ohio Commission approved a
4 return on equity of 10.48 percent. I am aware that Aqua Ohio did have a targeted
5 issue with estimated bills. Upon checking, Aqua Ohio now has only 124
6 remaining estimated bills out of 90,000 customers.

7 **Q. Can you comment on Ms. Dismukes' reference to Aqua Missouri's**
8 **operations?**

9 A. Yes. While I am not in charge of operations in Missouri, I can report that Aqua
10 Missouri filed a rate case in December of 2007. The Consumer Advocate,
11 Missouri Staff and Aqua Missouri reached a settlement that was approved by the
12 Missouri Public Service Commission granting an overall increase in rates of
13 approximately 50 percent. As part of the small filing rate case, the Missouri Staff
14 performed a study in which the purpose is to promote and encourage efficient and
15 effective utility management. The Commission Staff made five recommendations
16 which Aqua Missouri implemented or is in the process of implementing. While I
17 am not claiming any of our subsidiaries have reached a level of perfection, and
18 knowing that there is always room for improvement, I do not think that cutting
19 and pasting blurbs of investigative reports from other jurisdictions is credible
20 evidence or substantiates Ms. Dismukes' portrayal of Aqua's customer service.

21 **QUALITY OF SERVICE AND REDUCTION TO ROE**

22 **Q. Do you agree with Ms. Dismukes' recommendation that the Commission**
23 **adjust AUF's return on equity due to poor customer service?**

1 A. No, I do not agree. First, I would like to note that the Commission's interim rate
2 order contains a substantial error which has penalized Company. The error amounts
3 to \$588,239 on an annualized basis of revenues which AUF is legally entitled to.
4 This is explained further in Mr. Szyzgiel's testimony. Second, I believe that the
5 record shows that AUF is providing quality customer service. There should be no
6 reduction to the return on equity attributable to AUF's customer service
7 performance. I am also informed by counsel that that this proposed adjustment is
8 contrary not only to past Commission precedent, but also to prior court decisions
9 within Florida.

10 Specifically, in Order No. PSC-96-1320-FOF-WS, issued October 30,
11 1996, the Commission stated:

12 Pursuant to Section 367.081(2)(a), Florida Statutes, this Commission
13 must consider the value and quality of the utility's service when fixing
14 rates. While we have elected not to impose sanctions upon SSU for its
15 quality of service, we have considered whether SSU's return on equity
16 should be adjusted.

17 This Commission has the authority to reduce a utility's return on
18 equity, and in certain situations has done so. We begin by observing
19 that, pursuant to Section 367.121(1)(g), Florida Statutes, in the
20 exercise of our jurisdiction, we are empowered to exercise all judicial
21 powers, issue all writs, and do all things necessary or convenient to the
22 full and complete exercise of our jurisdiction and the enforcement of
23 our orders and requirements.

24 In *Gulf Power Co. v. Wilson*, 597 So. 2d 270 (Fla. 1992), we
25 determined that Gulf Power's fair rate of return was between 11.75
26 percent and 13.50 percent and set its rate of return at 12.55 percent.
27 Because of several years of corrupt practices such as theft and misuse
28 of company property and inappropriate political contributions, we
29 reduced Gulf Power's rate of return by 50 basis points to 12.05
30 percent. On appeal, **the Supreme Court held that so long as the**
31 **final number remains within the authorized range, the**
32 **Commission could adjust the rate of return for mismanagement.**
33 The Supreme Court stated that what constitutes a fair rate of return for
34 a utility depends upon the facts and circumstances of each utility, and
35 that it has expressly recognized that the Commission must be allowed

1 broad discretion in setting a utility's appropriate rate of return. *Id.* at
2 273. The Court held that the adjustment of Gulf Power's rate of return
3 **within the fair rate of return range falls within those powers**
4 **expressly granted by statute** or by necessary implication, and that
5 inherent in the authority to adjust for management efficiency is the
6 authority to reduce the rate of return for mismanagement, **as long as**
7 **the resulting rate of return falls within the reasonable range.**

8 In *United Tel. Co. v. Mann*, 403 So. 2d 962, 966 (Fla. 1981), the
9 Supreme Court ruled that while a utility is entitled to a fair or
10 reasonable rate of return, once this Commission establishes a rate of
11 return, further adjustments may be made for areas such as accretion,
12 attrition, inflation and management efficiency.

13 Again, referencing another order cited in Ms. Dismukes' testimony on
14 page 43, the Commission has found that, based on further court decisions
15 in Florida, it is prohibited to go below the allowed return on equity.
16 Specifically, the Commission stated,

17 To answer the question, we must start with the principle set forth in
18 *Bluefield Co. v. Public Service Commission*, 262 U.S. 679 (1923). In
19 that case, the United States Supreme Court held:

20 The just compensation safeguarded to the utility by the
21 Fourteenth Amendment is a reasonable return on the property
22 used at the time that it is being used for the public service.
23 And rates not sufficient to yield that return are confiscatory.

24 *Bluefield* at 692.

25 There are limitations and caveats associated with this principle. We
26 have on several occasions reduced a utility's return on equity or denied
27 a rate increase for mismanagement or inefficient service. For instance,
28 in *Gulf Power v. Wilson*, 597 So. 2d 270 (Fla. 1992), we reduced Gulf
29 Power's return on equity by 50 basis points from the midpoint of the
30 approved range because of a finding of utility mismanagement. With
31 the reduction, the return was still well within the authorized range.
32 The utility argued that this reduction was an unauthorized penalty and
33 was in contravention of the holdings in *Florida Tel. Corp. v. Carter*,
34 70 So. 2d 508 (Fla. 1954), and *Deltona Corp. v. Mayo*, 342 So. 2d 510
35 (Fla. 1977). The Supreme Court disagreed and found that this
36 reduction was neither a penalty nor confiscatory, but was merely a
37 recognition of management inefficiency. The Court noted that in both
38 *Carter* and *Mayo* the Commission had improperly attempted to deny
39 rates such that the rate of return was "well below the range found by

1 the Commission as being fair and reasonable,” and that this was not
2 the case in *Gulf Power*. *Gulf Power* at 273. According to the Florida
3 Supreme Court, “it is well established that all a regulated public utility
4 is entitled to is ‘an opportunity to earn a fair or reasonable rate of
5 return on its invested capital.’” *Gulf Power* at 273, citing *United Tel.*
6 *Co. v. Mann*, 403 So. 2d 962, 966 (Fla. 1981).

7 Therefore, I believe it is inappropriate for OPC to now be recommending an
8 unlawful 150 basis point reduction.

9 **Q. Ms. Dismukes also quotes from the above cited order (PSC-96-1320), when**
10 **referencing prior quality of service complaints from customers of Southern**
11 **States Utilities, Inc., do you agree that these problems existed prior to AUF’s**
12 **purchase of the same systems addressed in that order?**

13 A. Yes. As pointed out by Ms. Dismukes on page 113 of her testimony, a majority
14 of these systems were previously owned by Southern States Utilities, Inc. The
15 name of this utility was subsequently changed to Florida Water Services Corp.,
16 and the remaining systems were purchased by AUF. It is evident by Ms.
17 Dismukes’ testimony that many of these customers in these purchased systems
18 brought forth the same complaints in the past. Specifically, on pages 46 and 47,
19 these complaints were identified. It should be pointed out that these same
20 customer groups brought forth these complaints more than 12 years ago at these
21 systems.

22 However, since purchasing these systems, AUF has invested more than
23 \$30 million upgrading these poorly capitalized systems. AUF has consciously
24 made an effort to address its customer complaints. Ms. Dismukes appropriately
25 references Rule 25-30.433(1), F.A.C., on page 5 of her testimony. This Rule
26 specifically states that the Commission will consider “the utility’s **attempt** to

1 address customer satisfaction.” (Emphasis added.) Ms. Dismukes states that the
2 Commission must follow this Rule in determining the quality of service.

3 In the above cited order, the Commission did lower the utility’s return on
4 equity 25 basis points for less than efficient management, and an additional 25
5 basis points for the utility’s marginally satisfactory quality of service. This 50
6 basis point reduction was put in place for a period of 2 years. The rates were then
7 subsequently raised to remove this reduction. Since purchasing these systems,
8 AUF has been aggressive in its efforts to address customer satisfaction, and has
9 been proactive in addressing the quality of service in Florida. Notably, AUF has
10 replaced or will replace all of its water meters with RF meters. AUF has
11 instituted an aggressive program to significantly reduce, if not eliminate,
12 estimated bills. Also, AUF has instituted a program to significantly reduce its
13 delinquent accounts.

14 **Q. On page 6 of her testimony, Ms. Dismukes addresses an exhibit, Schedule 3,**
15 **which is a schedule of complaints received by the Commission since the last**
16 **rate case. Ms. Dismukes indicates that there were 179 written complaints**
17 **filed. Does that number appear unusually high?**

18 No, I do not believe so. In answering this question, I will again refer to an
19 order that Ms. Dismukes cites, Order No. PSC-02-0593-FOF-WS. Concerning
20 the number of complaints received by Aloha Utilities, the Commission states:

21 Staff witness Durbin testified that during the period between January
22 1, 1999, and October 31, 2001, the Commission logged 193
23 complaints against Aloha Utilities. This number of complaints
24 constituted the highest number of complaints per 1,000 customers of
25 any of the similarly sized water and wastewater utility companies
26 reviewed. The similarly sized companies included other Class A and
27 B water and wastewater companies in Pasco County plus other
28 selected Class A companies outside of Pasco County. The review

1 indicated that Aloha had 15.16 complaints per 1,000 customers for the
2 period January 1, 1999, through November 13, 2001. The other
3 companies reviewed ranged from a low of .024 complaints per 1,000
4 customers by Florida Cities Water Company Lee County Division, to a
5 high for the other companies of 13.45 complaints per 1,000 customers
6 by Jasmine Lakes Utility Corporation.

7 I bring this up to draw a comparison using Staff witness Rhonda Hicks' Exhibit
8 RHL-1, which refers to complaints received by the Commission. If you compare
9 the number of complaints received in 2007—193—to the number of water and
10 wastewater customers in this rate case served by AUF—24,991—this equates to
11 7.72 complaints per 1,000 customers. AUF serviced 24,991 customers during
12 2007. This comparison based on complaints per 1,000 customers is well within
13 the range cited by the Commission in the Aloha order.

14 **Q. Do you agree with Ms. Dismukes' investigation and conclusion concerning**
15 **the 2007 Aqua Annual Report statement that "During certain periods in**
16 **2007, we temporarily discontinued collection efforts in some of our divisions**
17 **in connection with the installation of a new billing system which resulted in**
18 **increased amounts written off and higher bad debt expense," which Ms.**
19 **Dismukes discussed on page 121 of her direct testimony?**

20 **A.** No. Ms. Dismukes has claimed that this change will lead to higher bad debt
21 expense and should not be included in expenses to set rates. Ms. Dismukes,
22 however, has incorrectly interpreted the statement in the annual report on which
23 her conclusion is based. The annual report comment referred to Aqua activities in
24 states other than Florida, where conversions took place during 2007. The 2007
25 conversions, which did not include Florida, experienced extraordinary
26 complications related to system structure variability and legacy system data
27 quality. Collection activities in states other than Florida were suspended for a

1 longer period of time (4-5 months). These complications were not experienced in
2 Florida during the 2006 conversions. The Florida conversion took place in
3 November 2006. Collection activities in Florida were suspended for
4 approximately three months around the time of system conversion. Collection
5 activities slowed in the month prior to conversion (October 2006) and for two
6 month afterwards (November and December 2006). By January 2007, Florida
7 collections processes were back in place and customer late notices and service
8 terminations had resumed. The suspension of collection activities for this short
9 period of time is normal practice during system conversions. The purpose is to
10 minimize the number of accounts in an active collection mode during the actual
11 conversion (therefore, the suspension before conversion) and to allow the
12 accounts to bill and re-age on the new system to trigger appropriate automatic
13 collections activities. See the following table for service termination counts by
14 month that demonstrates this point.

15	<u>Year</u>	<u>Month</u>	<u>Service Terminations for Collections</u>	<u>Comment</u>
16	2006	October	Low or zero (old billing system)	Billing system conversion
17		November	0 (new billing system)	Billing system conversion
18		December	1	Billing system conversion
19	2007	January	106	Begin normal collection activity
20		February	123	
21		March	121	
22		April	321	
23		May	298	
24		June	641	
25		July	241	
26		August	260	
27		September	467	
28		October	92	Interim rate refund period
29		November	103	Interim rate refund period
30		December	35	Interim rate refund period
31	2008	January	238	
32		February	137	
33		March	468	
34		April	156	
35		May	256	
36		June	160	
37		July	337	
38		August	380	

1 September 310
2 October456

3 The Florida systems' billing conversion occurred in November 2006. Normal
4 monthly cycle billing on Florida accounts resumed quickly after the billing
5 conversion. Due dates assigned to balances converted were actually in November
6 and early December 2006. The first bills post-conversion were issued with due
7 dates in mid December. AUF delinquency processes resumed based on the first
8 bills issued on the new system which had due dates during December 2006.

9 In January of 2007, we shut off 106 Florida customers for delinquent bills,
10 and throughout 2007, shut offs averaged 234 per month. In the first 6 months of
11 2008, shut offs averaged 236 per month. On a per-customer basis, these
12 termination rates are roughly double the average termination rate in Aqua. This
13 indicates that AUF customers, on average, are more delinquent than Aqua
14 customers as a whole (and perhaps more than other water and sewer systems in
15 Florida experience); that AUF is appropriately scaling the collection activities to
16 address the higher delinquency; and the resultant bad debt is representative of the
17 AUF customer base, and not a lack of effort or abnormalities related to system
18 conversion.

19 Our current delinquency processes, final billing, and collection agency
20 assignment of uncollected accounts has been consistently applied since December
21 2006 to date. Therefore, our bad debt expense realized during these periods are
22 actual, are unaffected by the system conversion, and are representative of the
23 reasonably expected bad debt expense in the future.

CITY OF OVEIDO

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Q. Can you please provide a update on AUF’s negotiations with the City of Oveido?

A. Yes. At the Chuluota public service hearing, Mayor Andrews made it clear that she was willing to help AUF address the water quality issues in Chuluota. She stated that “we want to see what assistance we may be able to provide.” (Tr. Page, 60, Lines 15-16). She went on to state in her sworn testimony that,

The City of Oveido stands po[i]sed to work with and assist Aqua Utilities, but as I’ve said, our negotiation[s] have never been fruitful. As we will extend our hand again if you need an alternative source, but you need to come to the table and we need to negotiate and we need to talk. But if there’s something that the City can do to be of assistance to Aqua Utilities, please contact us and let’s see what we can work out, because we don’t want our fellow community in Chuluota going through this anymore.

See Oveido Service Hearing, Transcript p. 63, lines 11-18.

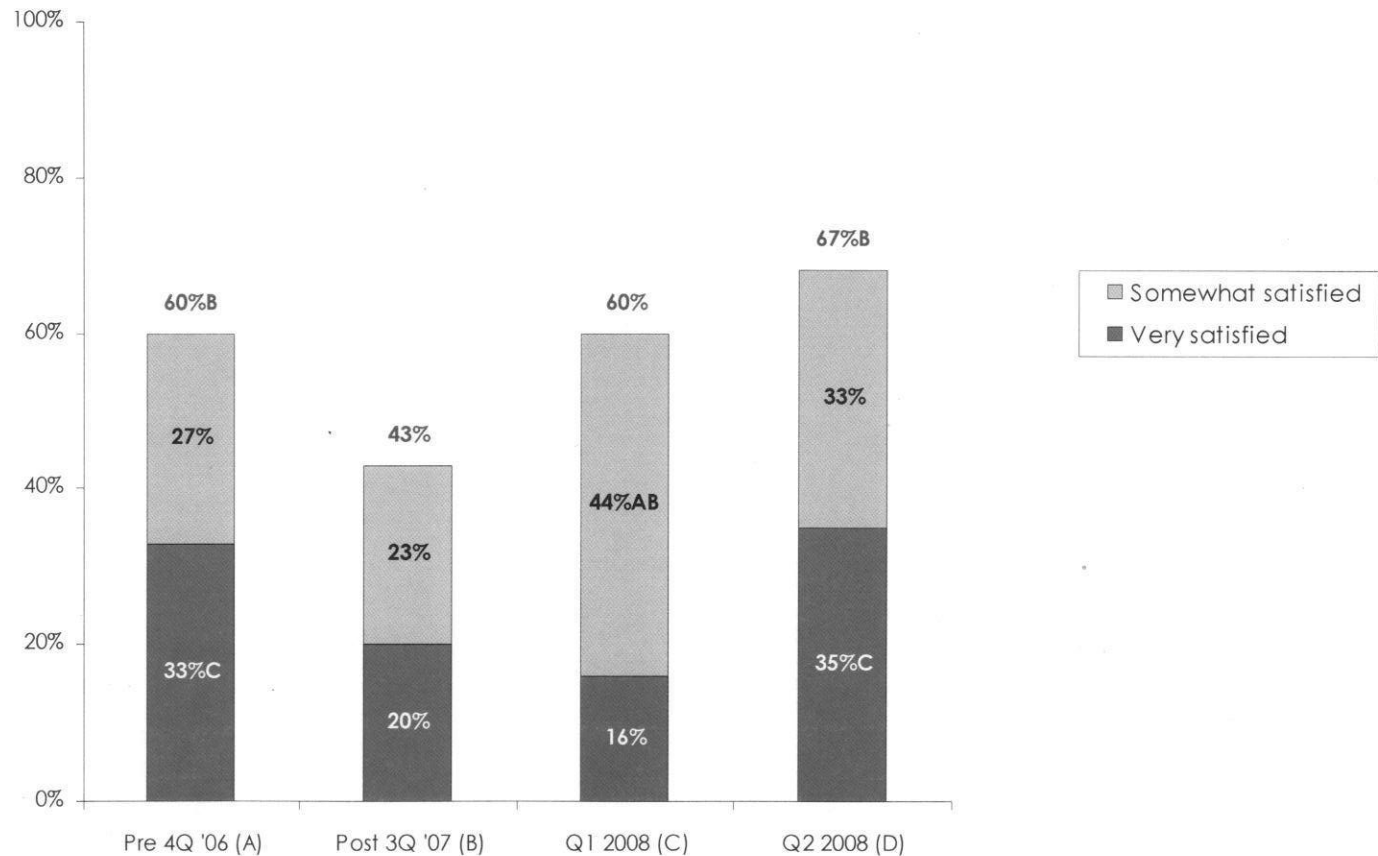
Aqua has been working proactively with the City on possible solutions. The City’s engineers – CHP Engineers – will be evaluating a potential interconnection to pipe drinking water to residents in nearby Chuluota. The proposed water connection could potentially replace Chuluota’s community wells which are the current source of drinking water. The evaluation will determine the financial and technical feasibility of a new pipeline. Oveido staff have agreed to help oversee and coordinate the work that will be done by CPH Engineers.

Q. Does this conclude your direct testimony?

A. Yes, it does.

Water Customer Satisfaction

- Two-thirds of Florida customers interviewed are very (33%) or somewhat (35%) satisfied with the service provided by Aqua America. This represents a discernible increase in very satisfied customers over the first quarter of 2008.



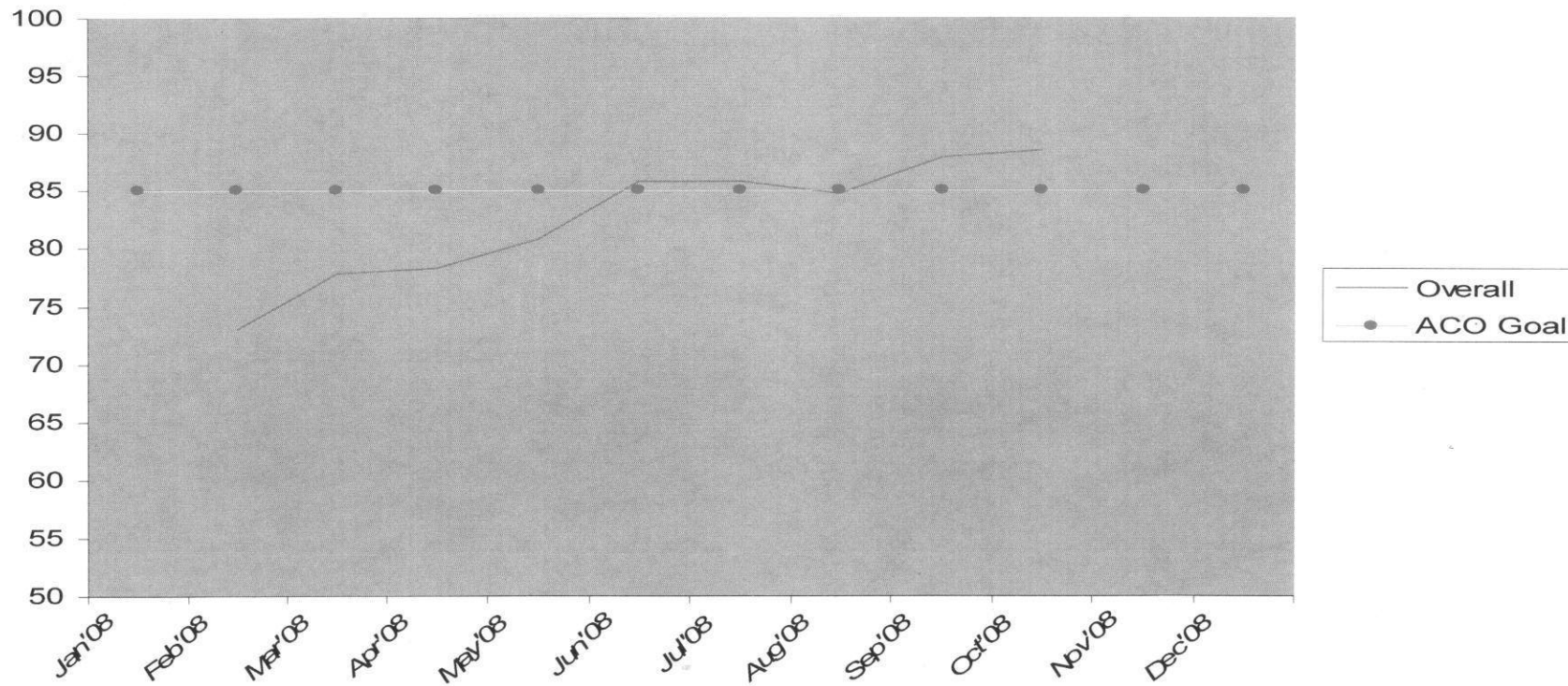
(Q:1 Base=Total respondents, n=82/75/50/52)

Florida Q2 2008

Letter indicates discernibly higher value compared to time period associated with that letter, at 95% confidence level



CSR Call Quality Scores



From: Gildea, Suzanne L.
Sent: Tuesday, May 22, 2007 3:47 PM
To: *All ECC; *All NCC
Cc: Pantoja, Charlotte; Fox, Rick; Franklin, Chris
Subject: FW: Prem# [REDACTED] BROOMALL, PA

Rose...BRAVO! on providing the WOW! factor for Mr. Perchetti.

Charlotte...THANK YOU! for taking the time to recognize a job well done.

Great job everyone!!!

Sue

-----Original Message-----

From: Pantoja, Charlotte
Sent: Tuesday, May 22, 2007 3:22 PM
To: Doughty, Rosezina N.
Cc: Gildea, Suzanne L.
Subject: Prem# [REDACTED] BROOMALL, PA

***Mr. Perchetti called to say THANK YOU! to whoever helped last week get the repairs made to his property. He is very pleased with the outcome!!
He could not remember your name but I saw it was you who helped him by the notes, so Good Job!***

.....

From: Abney Raven, Rochelle
Sent: Wednesday, May 30, 2007 8:26 AM
To: Gildea, Suzanne L.; *All ECC
Cc: Fox, Rick; Franklin, Chris
Subject: RE: Compliment for one of our newest associates!

Congrats Christine

Rochelle Abney-Raven
Customer Service Team Lead
Aqua Pennsylvania

-----Original Message-----

From: Gildea, Suzanne L.
Sent: Tuesday, May 29, 2007 3:03 PM
To: *All ECC
Cc: Fox, Rick; Franklin, Chris
Subject: Compliment for one of our newest associates!

CHRISTINE LEWIS - You get the first WOW! of the week.

Customer called me to let me know that you were very helpful, professional, and empathetic with her as she explained her ordeal. You took control of the situation and obtained resolution for the customer.

Thank you for making the customer's day and putting our customer service mission statement into real life action!

Thanks! Sue
Sue Gildea
Supervisor, Customer Service
Aqua Pennsylvania
762 W. Lancaster Avenue
Bryn Mawr, PA 19010

T: [REDACTED]
[REDACTED]@aquaamerica.com

Practicing member of the FISH! Philosophy
Play...Be present...Make Their Day...Choose Your Attitude!

.....

From: Gildea, Suzanne L.
Sent: Thursday, June 14, 2007 1:26 PM
To: *All ECC
Cc: Fox, Rick; Franklin, Chris
Subject: BRAVO!!! Compliment for one of our newest!

Congrats goes out to SALWA SHABAZZ! Salwa had a customer with an issue needing immediate attention. The customer was so impressed with Salwa's "above and beyond effort and attention to detail" that he wanted to compliment her performance!

Thank you for your dedication to our customers and fulfilling our commitment to them!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....

From: Gildea, Suzanne L.
Sent: Tuesday, June 19, 2007 12:45 PM
To: *All ECC
Cc: Fox, Rick; Franklin, Chris
Subject: Compliments for another newbie!

Greetings all!

I had the pleasure of speaking with a jubilant customer today. Jubilant why you ask...she could not stop talking about the amazing customer service provided by one of our newest associates, Bea Jones!

In the customer's words, "Bea was amazing, professional, very helpful, and a great impression of Aqua".

Bea – thank you for making a lasting impression with this customer and your commitment to our customer mission statement!

Not bad for your 2nd full day on the phones!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

From: Gildea, Suzanne L.
Sent: Tuesday, June 26, 2007 9:51 AM
To: *All ECC
Cc: Fox, Rick; Franklin, Chris
Subject: Compliments for an ECC rep!

Good morning all,

Earlier I had the pleasure of speaking with a customer who was impressed with the efforts of our own CAROLYN FRANK!

The customer's mother had passed away and the customer was working through a number of issues, including managing her mother's home from over 5 hours away.

Carolyn ensured that everything went well with the account transfer, turning on of the water, and most important to the customer, providing ownership and direction for the customer.

Carolyn - You made a lasting impression with this customer and strengthened her relationship with Aqua. You certainly delivered the WOW! Factor for this customer. Thank you for applying our customer commitment statement to your everyday actions!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

From: Gildea, Suzanne L.
Sent: Thursday, June 28, 2007 3:34 PM
To: *All ECC

Cc: Fox, Rick; Franklin, Chris
Subject: Compliment #2 for a newBea...

Bea Jones...THANK YOU for making one of our newest customer's (OHIO) day!

According to the customer, Bea went above and beyond the call of duty as she researched the customer's issue and provided closure and resolution.

Bea, on behalf of one of our many Ohio customers and your Aqua family...ATTA GIRL!!!!!!

Thank you for delivering WOW and living our customer mission statement!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....
From: Gildea, Suzanne L.
Sent: Friday, June 29, 2007 5:00 PM
To: *All ECC
Cc: Fox, Rick; Franklin, Chris
Subject: WAY TO GO FOR ANOTHER NEWBIE!

Good afternoon!

Can we feel the positive energy overtaking our Call Center?

Today, I spoke with a customer who needed guidance, had questions, and needed some empathy. It was delivered in the form of **JOCELYN ADAMS – BUREMS** who came to her rescue!

The customer wanted to thank Jocelyn for her compassion, knowledge, follow - through, and empowerment of the issue. She commented that professionalism like this is not often experienced in this day and age. The customer stated that we are lucky to have Jocelyn, obviously a long time associate. I chuckled and informed her that this is her first month at Aqua. The customer was astonished.

Jocelyn, thank you for delivering the WOW! Factor and living our customer mission statement!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....
From: Gildea, Suzanne L.
Sent: Friday, June 29, 2007 5:12 PM
To: *All ECC
Cc: Fox, Rick; Franklin, Chris
Subject: Another thank you!!!!

Way to go TRISH PASTORE!!!!

Quote from the customer "Without a dedicated and helpful person like you, my experience would have been only negative. Thank you for caring about my account!"

Trish, you made this customer's day through your dedication and care...WOW!

Thank you!!!!!!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....
From: Brown, Kevin W.
Sent: Monday, July 02, 2007 10:59 AM
To: *All SCC
Cc: Fox, Rick; Kephart, William; Ryan, Amy T.
Subject: FW: My customer experience ~ [REDACTED] Massillon!

Please read the kind words that one of our customers has to say about Melanie Lee. Melanie thanks for showing "Our Commitment to Our Customers" in your everyday interactions

Congrats

Kevin W. Brown
Supervisor - Southern Call Center
Phone [REDACTED]
Fax: [REDACTED]
E-mail: [REDACTED]@aquaamerica.com

From: Pinkney, Ossietta
Sent: Monday, July 02, 2007 10:56 AM
To: Dix, Lesley M.; Odeneal, Miriam A.; Sykes, Pamela V.; Brown, Kevin W.; Gildea, Suzanne L.;

Harris, Miyoshi L.

Subject: FW: My customer experience [REDACTED] Massillon!

Good Morning,

I'm not sure who this person works for so I forwarded it to all of you.

Have a great day,

Ossie

Ossie Pinkney

Administrative Support

AQUA Customer Operations

[REDACTED]@aquaamerica.com

Fax [REDACTED]

Customer Service - (877)-987-2782

Please Respond with Original E-mail

From: WILLIG32@nationwide.com [mailto:WILLIG32@nationwide.com] **On Behalf Of**
Williams/Nationwide/NWIE@nationwide.com

Sent: Friday, June 15, 2007 8:35 AM

To: custserv

Subject: My customer experience ~ [REDACTED] Massillon!

Hello ,

Just an fyi , I called the service center this morning and talked to a young lady(melanie) she was very professional and very eager to assist me in helping me to understand my bill, she advised me that the money had not yet posted, thanks for your service, just wanted to let the company know how much i appreciate your customer service .and how your associate handle the situaton

Have A Good Day!

Gwendolyn Williams

EXT - [REDACTED]

From: Mullins, Jane B.

Sent: Monday, July 09, 2007 7:45 AM

To: Harris, Miyoshi L.; Correa, Chris J.

Cc: Brown, Kevin W.; Fox, Rick

Subject: RE: Customer Compliment * Judy Huggins

CONGRATULATIONS CHRIS - Thanks so much for impressing our customers with your great Customer Service!!!!

Thanks,

Jane

Jane Mullins
Manager - Southern Call Center
Phone: [REDACTED]
Fax: [REDACTED]
[REDACTED]@aquaamerica.com

From: Harris, Miyoshi L.
Sent: Friday, July 06, 2007 5:43 PM
To: Correa, Chris J.
Cc: Mullins, Jane B.; Brown, Kevin W.
Subject: Customer Compliment * Judy Huggins

Big Congrats to Chris,

Miss Judy Huggins stated you were fantastic with answering her many of questions concerning her bill and she stated that you were a great Asset to Aqua Ohio.

Way to go!!!!!!!!!!!!!!

Miyoshi L.C. Harris
Supervisor - Southern Call Center
Phone: [REDACTED]
Fax: [REDACTED]
[REDACTED]@aquaamerica.com

From: Gildea, Suzanne L.
Sent: Wednesday, July 11, 2007 8:56 AM
To: *All ECC
Cc: Fox, Rick; Franklin, Chris
Subject: The compliments keep coming...let's see who is next!

"She was delightful and took ownership of my call. You need more reps like her" – a direct quote from a customer for **SALWA SHABAZZ!!!!**

"He is wonderful and took the time to review my account and bill. I feel more educated due to his efforts." – a direct quote from a customer for **JOHN KENNEDY!!!!**

Salwa and John, you are making a difference with our customers and building their confidence in us. Thank you for living our customer mission statement!

Thanks!

Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....
From: Gildea, Suzanne L.
Sent: Tuesday, July 17, 2007 11:08 AM
To: *All ECC
Cc: Franklin, Chris; Fox, Rick; Schulman, Sharon E.
Subject: A compliment from an NJ customer...
Importance: High

Good morning all!

Nothing gets your day going like a compliment...oh wait...yes, I have one here...

"She went above and beyond the call. I asked for a call back, did not receive one, and was connected to voice mail. When I called back again, KATHY did not send me to voice mail. She put me in touch with a person who explained and resolved my questions".

KATHY KUFUSS, thank you for being there for our NJ customer and making his issue a top priority for me.

On behalf of our customers and our team, thank you Kathy!!!! Bravo!!!!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....
From: Brown, Kevin W.
Sent: Thursday, August 02, 2007 1:27 PM
To: *All SCC
Cc: Fox, Rick; Kephart, William; Ryan, Amy T.
Subject: Above and Beyond Customer Service - Prem [REDACTED]

Please read what one of our customers has to say about Shonta Blue.

Mrs. Tucker (prem [REDACTED]) was shut off for Non-Payment, she paid via speedpay but failed to get her confirmation number. She called customer service and got Shonta Blue (one of our new hires) Shonta tried numerous times to locate Ms. Tuckers payment to get the confirmation

number but with no success. She then called Speedpay and with some assistance was able to retrieve the confirmation number.

According to Mrs. Tucker "Shonta is a tremendous asset just going above and beyond for customer service!"

Again Thanks Shonta for providing excellent customer service.

Kevin W. Brown
Supervisor - Southern Call Center
Phone [REDACTED]
Fax: [REDACTED]
E-mail: [REDACTED]@aquaamerica.com

.....

From: Gildea, Suzanne L.
Sent: Tuesday, August 07, 2007 10:07 AM
To: Abney Raven, Rochelle; Adams-Burems, Jocelyn; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Carmack, George K.; Davis, Maureen S.; Davis, Michelle; Doughty, Rosezina N.; Dowe, Renee S.; Farley, DyWaine A.; Ferrer, Diego M.; Frank, Carolyn E.; Gonzalez, Francis D.; Gormley, Clare M.; Heckstall, Aleshia M.; Jackson-Davis, Harriet; James, Mezgeron O.; Jones, Beatrice; Kaufmann, William; Kennedy, John W.; Kuhfuss, Kathy; Lauderdale, Cherie M.; Leslie T. Neal; Lewis, Christine M.; Major, Antone; McCoy Nichols, Tracey; Myers-Pittman, Quiana; Parker, Debbie; Pastore, Patricia M.; Pinkney, Ossietta; Shabazz, Salwa N.; Smith, Terry; Spino, Michael L.; Walls, Kymyatta; Wineberg, Mary Jo
Cc: Kephart, William; Fox, Rick; Franklin, Chris
Subject: Congrats!

KATHY KUHFUSS... On behalf of the customer who took the time out of her day to commend your professionalism, THANK YOU!

Kathy, you exemplified our customer mission statement to one of our customers today and the compliment for you was tremendously flattering.

Thanks for making the day of this customer and for leaving her with great confidence in our abilities!

BRILLIANT!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....

From: Gildea, Suzanne L.

Sent: Wednesday, August 08, 2007 10:37 AM

To: Abney Raven, Rochelle; Adams-Burems, Jocelyn; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Carmack, George K.; Davis, Maureen S.; Davis, Michelle; Doughty, Rosezina N.; Dowe, Renee S.; Farley, DyWaine A.; Ferrer, Diego M.; Frank, Carolyn E.; Gonzalez, Francis D.; Gormley, Clare M.; Heckstall, Aleshia M.; Jackson-Davis, Harriet; James, Mezgeron O.; Jones, Beatrice; Kaufmann, William; Kennedy, John W.; Kuhfuss, Kathy; Lauderdale, Cherie M.; Leslie T. Neal; Lewis, Christine M.; Major, Antone; McCoy Nichols, Tracey; Myers-Pittman, Quiana; Parker, Debbie; Pastore, Patricia M.; Pinkney, Ossietta; Shabazz, Salwa N.; Smith, Terry; Spino, Michael L.; Walls, Kymyatta; Wineberg, Mary Jo

Cc: Fox, Rick; Franklin, Chris

Subject: More compliments on a job well done!

Diego Ferrer! This morning you received a customer compliment because you took ownership of an ongoing issue and completed the customer's request in that single call. You eliminated unnecessary callbacks and angst for the customer.

Diego, thank you for being there for the customer and making her day! BRILLIANT!

Thanks!

Sue Gildea

Supervisor - Customer Service

Aqua America

762 W. Lancaster Ave

Bryn Mawr, PA 19010

phone: [REDACTED]

fax: [REDACTED]

.....
From: Gildea, Suzanne L.

Sent: Friday, August 10, 2007 9:49 AM

To: Abney Raven, Rochelle; Adams-Burems, Jocelyn; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Carmack, George K.; Davis, Maureen S.; Davis, Michelle; Doughty, Rosezina N.; Dowe, Renee S.; Farley, DyWaine A.; Ferrer, Diego M.; Frank, Carolyn E.; Gonzalez, Francis D.; Gormley, Clare M.; Heckstall, Aleshia M.; Jackson-Davis, Harriet; James, Mezgeron O.; Jones, Beatrice; Kaufmann, William; Kennedy, John W.; Kuhfuss, Kathy; Lauderdale, Cherie M.; Leslie T. Neal; Lewis, Christine M.; Major, Antone; McCoy Nichols, Tracey; Myers-Pittman, Quiana; Parker, Debbie; Pastore, Patricia M.; Pinkney, Ossietta; Shabazz, Salwa N.; Smith, Terry; Spino, Michael L.; Walls, Kymyatta; Wineberg, Mary Jo

Cc: Franklin, Chris; Fox, Rick; Kephart, William

Subject: Breaking news...this just in...MORE COMPLIMENTS!!!!

Renee Sermons – Dowe of ECC Customer Service...Janice Bohlin and Diego Ferrer of ECC Collections!!!!

Each of you received a compliment from customers for your "professionalism, empathy, and dedication to the customer".

You listened, calmed the customer, and obtained resolution for their issues...thank you!

One customer told me that if there was another water company, she would switch if she could, but our reps changed her perception of Aqua.

Thank you for leading by example and living our customer operations mission statement!
BRAVO!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....
From: Brown, Kevin W.
Sent: Friday, August 10, 2007 4:41 PM
To: *All SCC
Cc: Fox, Rick
Subject: Customer Compliment

Let's congratulate Melanie Whitley on the stellar service she provided to one of our customers. Melanie received a call from Amanda Homan (Prem [REDACTED]). ms. Homan said that "Melanie was a pleasure to speak with and that she turned what could have been a 30 minute call into a 2 minute call" Furthermore she said that Melanie is unlike any Customer Service Representative that I have ever encountered.

Let's Congratulate Melanie on a job well done!!!

Kevin W. Brown
Supervisor - Southern Call Center
Phone [REDACTED]
Fax: [REDACTED]
E-mail: [REDACTED]@aquaamerica.com

.....
From: Gildea, Suzanne L.
Sent: Monday, August 13, 2007 8:12 AM
To: *All Aqua America Officers
Subject: Breaking news...this just in...MORE COMPLIMENTS!!!!

Good morning all,
What a wonderful way to start your day! Great examples of the Aqua Customer Mission Statement in action! Make it a great day!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

From: Gildea, Suzanne L.
Sent: Friday, August 10, 2007 9:49 AM
To: Abney Raven, Rochelle; Adams-Burems, Jocelyn; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Carmack, George K.; Davis, Maureen S.; Davis, Michelle; Doughty, Rosezina N.; Dowe, Renee S.; Farley, DyWaine A.; Ferrer, Diego M.; Frank, Carolyn E.; Gonzalez, Francis D.; Gormley, Clare M.; Heckstall, Aleshia M.; Jackson-Davis, Harriet; James, Mezgeron O.; Jones, Beatrice; Kaufmann, William; Kennedy, John W.; Kuhfuss, Kathy; Lauderdale, Cherie M.; Leslie T. Neal; Lewis, Christine M.; Major, Antone; McCoy Nichols, Tracey; Myers-Pittman, Quiana; Parker, Debbie; Pastore, Patricia M.; Pinkney, Ossietta; Shabazz, Salwa N.; Smith, Terry; Spino, Michael L.; Walls, Kymyatta; Wineberg, Mary Jo
Cc: Franklin, Chris; Fox, Rick; Kephart, William
Subject: Breaking news...this just in...MORE COMPLIMENTS!!!!

Renee Sermons – Dowe of ECC Customer Service...Janice Bohlin and Diego Ferrer of ECC Collections!!!!

Each of you received a compliment from customers for your "professionalism, empathy, and dedication to the customer".

You listened, calmed the customer, and obtained resolution for their issues...thank you!

One customer told me that if there was another water company, she would switch if she could, but our reps changed her perception of Aqua.

Thank you for leading by example and living our customer operations mission statement!
BRAVO!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....

From: Gildea, Suzanne L.
Sent: Thursday, August 16, 2007 5:02 PM
To: Abney Raven, Rochelle; Adams-Burems, Jocelyn; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Carmack, George K.; Davis, Maureen S.; Davis, Michelle; Doughty, Rosezina N.; Dowe, Renee S.; Farley, DyWaine A.; Ferrer, Diego M.; Frank, Carolyn E.; Gonzalez, Francis D.; Gormley, Clare M.; Heckstall, Aleshia M.; Jackson-Davis, Harriet; James, Mezgeron O.; Jones, Beatrice; Kaufmann, William; Kennedy, John W.; Kuhfuss, Kathy; Lauderdale, Cherie M.; Lewis, Christine M.; Major, Antone; McCoy Nichols, Tracey; Myers-Pittman, Quiana; Neal, Leslie T.; Parker, Debbie; Pastore, Patricia M.; Pinkney, Ossietta; Shabazz, Salwa N.; Smith, Terry; Spino, Michael L.; Walls, Kymyatta; Wineberg, Mary Jo
Cc: Kephart, William; *All Aqua America Officers
Subject: The latest customer compliment goes to....

CAROLYN FRANK of the Eastern Call Center!

I had the pleasure of speaking with a customer who could not stop complimenting Carolyn on "her great attitude, insight, willingness to assist, and positive aura".

Carolyn - thank you for making this customer's day, allowing your enjoyment of job to be heard through the phone, and your commitment to our Customer Mission Statement. Thanks for walking the talk and leading by example!

BRAVO!!!!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....

From: Gildea, Suzanne L.
Sent: Thursday, August 16, 2007 5:11 PM
To: Abney Raven, Rochelle; Adams-Burems, Jocelyn; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Carmack, George K.; Davis, Maureen S.; Davis, Michelle; Doughty, Rosezina N.; Dowe, Renee S.; Farley, DyWaine A.; Ferrer, Diego M.; Frank, Carolyn E.; Gonzalez, Francis D.; Gormley, Clare M.; Heckstall, Aleshia M.; Jackson-Davis, Harriet; James, Mezgeron O.; Jones, Beatrice; Kaufmann, William; Kennedy, John W.; Kuhfuss, Kathy; Lauderdale, Cherie M.; Lewis, Christine M.; Major, Antone; McCoy Nichols, Tracey; Myers-Pittman, Quiana; Neal, Leslie T.; Parker, Debbie; Pastore, Patricia M.; Pinkney, Ossietta; Shabazz, Salwa N.; Smith, Terry; Spino, Michael L.; Walls, Kymyatta; Wineberg, Mary Jo
Cc: Kephart, William; *All Aqua America Officers
Subject: It is contagious! More customer compliments!
Importance: High

TRISH PASTORE and RENEE SERMONS – DOWE of the Eastern Call Center!

Trish was complimented by a VA customer as she was "absolutely awesome and I really appreciated her helping me"

Renee "caught" Trish in the act as she had the pleasure of sharing in the customer's gratitude and passing this compliment upstream.

Trish and Renee, each of you are an integral part of our continuous effort to improve our service to customers.

THANK YOU!!!!!!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America

762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....

From: Gildea, Suzanne L.
Sent: Monday, August 20, 2007 11:41 AM
To: Abney Raven, Rochelle; Adams-Burems, Jocelyn; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Carmack, George K.; Davis, Maureen S.; Davis, Michelle; Doughty, Rosezina N.; Dowe, Renee S.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; Heckstall, Aleshia M.; Jackson-Davis, Harriet; Jones, Beatrice; Kaufmann, William; Kennedy, John W.; Kuhfuss, Kathy; Lewis, Christine M.; Major, Antone; McCoy Nichols, Tracey; Myers-Pittman, Quiana; Neal, Leslie T.; Parker, Debbie; Pastore, Patricia M.; Pinkney, Ossietta; Segarra, Edwin; Shabazz, Salwa N.; Smith, Terry; Spino, Michael L.; Walls, Kymyatta; Wineberg, Mary Jo
Cc: Kephart, William; *All Aqua America Officers
Subject: It is contagious, so who wants to catch it???...CUSTOMER COMPLIMENTS!
Importance: High

This just in... MARY JO WINEBERG of the Eastern Call Center was "caught" practicing the Aqua Customer Operations Mission Statement!

According to the customer, who I had the pleasure of speaking with this morning, "Mary Jo was great! She provided instructions, generated a duplicate bill, and was incredibly polite".

Mary Jo, thank you for leading the way as we strive to make our customers' day in a timely manner. You truly made this customer's day!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....

From: Mullins, Jane B.
Sent: Wednesday, August 22, 2007 2:10 PM
To: Jones, Tammy C.
Cc: Fox, Rick; Kephart, William; Ryan, Amy T.; Brown, Kevin W.; Harris, Miyoshi L.
Subject: FW: Compliment for Tammy Jones
Importance: High

Tammy, thanks so much for assisting this customer and providing that excellent customer care that made her stop to give you a compliment.

THANKS FOR ALL YOU DO!!!!

Jane

Jane Mullins
Manager - Southern Call Center
Phone [REDACTED]
Fax: [REDACTED]
[REDACTED]@aquaamerica.com

From: Brown, Kevin W.
Sent: Wednesday, August 22, 2007 1:17 PM
To: *All SCC
Subject: Compliment for Tammy Jones
Importance: High

Today at approximately 1:00 PM, Tammy Jones received a call from Carol Sicilia (prem [REDACTED]) and she had these kind words for the level of service she received from Tammy Jones.

"Tammy was outstanding, she was so technical and detailed in explaining by bills to me. She answered every question as if it were her own water bill. She provided the best service that I have ever received." "Tammy is remarkable, after speaking with her I can get of the phone and feel satisfied and confident in knowing that my account is in good hands." "Tammy is the BEST!!!!"

Let's take a moment out to congratulate Tammy on provide excellent customer service.

Kevin W. Brown
Supervisor - Southern Call Center
Phone [REDACTED]
Fax: [REDACTED]
E-mail: [REDACTED]@aquaamerica.com

From: Gildea, Suzanne L.
Sent: Monday, September 10, 2007 2:49 PM
To: Abney Raven, Rochelle; Adams-Burems, Jocelyn; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frank, Carolyn E.; Gormley, Clare M.; Jackson-Davis, Harriet; Jones, Beatrice; Kennedy, John W.; Kuhfuss, Kathy; Lewis, Christine M.; Major, Antone; McCoy Nichols, Tracey; Neal, Leslie T.; Parker, Debbie; Pastore, Patricia M.; Shabazz, Salwa N.; Smith, Terry; Walls, Kymyatta; Wineberg, Mary Jo; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Carmack, George K.; Ferrer, Diego M.; Heckstall, Aleshia M.; Humphrey, Sharon L.; Kaufmann, William; Myers-Pittman, Quiana; Rodriguez, Maria E.; Segarra, Edwin
Cc: *All Aqua America Officers
Subject: Great way to start the week! A compliment for an associate!

Mary Jo Wineberg...on behalf of Mrs. Thorne in SE PA...thank you for taking ownership, being professional, and delivering not great news in an empathetic manner.

You listened to her concerns and although the outcome was not what she had anticipated, you educated and enlightened our customer.

Thank you for making the customer's day and for living our customer mission statement, Mary Jo!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]

fax: [REDACTED]

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From: Gildea, Suzanne L.
Sent: Friday, September 28, 2007 1:21 PM
To: *All ECC; Dean, Linda A.; Rooney, Donna L.
Cc: *All Aqua America Officers; McGee, Nancy L.; Patterson, John R.
Subject: Two external customer compliments AND two internal customer compliments!

Greetings and Happy Friday to everyone! Let's spread some good news and sunshine!

External customer compliment #1 (Bea Jones): "I do not know what I would have done without Bea! She assisted me through quite an issue and was most helpful to me".

External customer compliment #2 (Salwa Shabazz): "Salwa was amazing. She took the time to explain and help me understand the problem. Your staff needs more Salwas!"

Internal customer compliment #1 (Linda Dean - Billing / Christine Lewis - ECC): Linda described Christine as very thorough in her work which helps everyone in the long run. She thanked Christine for her efforts in assisting other teams.

Internal customer compliment #2 (Carolyn Frank - ECC / Donna Rooney – Aqua NJ Southern Division): "I (Carolyn) just wanted to say something really good happened. I sent an email to Donna Rooney this morning because this customer was VERY anxious about a bill. I sent Donna an email that in turn responded almost immediately and advised me that the customer lives right down the street and she would send someone out to get a

corrected read. She not only got the read BUT she also corrected the bill. I was able to call this very upset anxious customer back and you could hear the relief in the customer's voice."

Real time examples of assisting customers outside and inside of AQUA!

Bea, Salwa, Linda, Christine, Carolyn, and Donna – thank you for performing amazing work and for taking the time to recognize great efforts of your fellow peers!

You should be quite proud as we are of you!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]

fax: [REDACTED]

.....

From: Gildea, Suzanne L.
Sent: Tuesday, October 09, 2007 2:12 PM
To: *All ECC
Cc: *All Aqua America Officers
Subject: Our latest customer compliment goes to...

...Bill Kauffman of the Eastern Call Center Collections team!

On behalf of Mr. Cullen in SE PA, thank you Bill for being a man of your word! Mr. Cullen complimented you on your ownership and diligence in resolving his issue.

Mr. Cullen had moved out and continued to get bills. You told Mr. Cullen that you would get this resolved for him. He told me at the time, he did not believe you and stated that if you did get this resolved, he would call back to compliment you.

I thanked Mr. Cullen for being a man of his word and the same thanks goes to you, Bill Kauffman!

Bravo on a job well done and for meeting our customers expectations!

Thanks!

Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]

fax: [REDACTED]

.....
----- Original Message -----
From: Kephart, William
To: Roberts, Tom
Cc: Franklin, Chris; Fox, Rick
Sent: Sat Oct 13 11:50:13 2007
Subject: FW: Customer compliment.

Tom,
Below is a customer e-mail complimenting your field crews' work and wishing them a "pat on the back". Goodness knows we hear enough about what goes wrong...it's nice to hear about the good work we do too!
Bill

From: Dix, Lesley M.
Sent: Saturday, October 13, 2007 10:30 AM
To: Kephart, William
Subject: FW: Customer compliment.

FYI...

From: Brown, Yolanda A.
Sent: Saturday, October 13, 2007 8:46 AM
To: Dix, Lesley M.; Gildea, Suzanne L.
Subject: FW: Customer compliment.

FYI

Thank you,

Yolanda Brown
Administrative Support Group
Aqua America Inc.
Fax: [REDACTED]

-----Original Message-----
From: Scott Carter [mailto:[REDACTED]@earthlink.net]
Sent: Thursday, October 11, 2007 2:45 PM
To: custserv

Subject: Customer compliment.

Customer Service-My name is Scott Carter.I live in North Carolina.My address is [REDACTED] Taylorsville N.C.Last Thursday night an Aqua water line serving my home broke.The guys worked all day to fix the leak.I would like to compliment them.

Today a contractor for Aqua filled in the hole and graded it.He put straw on top.He did a great job.I hope he'll get some positive feed back.The name of his company is Don's grading and brush cutting.Please let him know the home owner did e-mail you.A pat on the back is in order.

Thank you Scott Carter.

Scott Carter
[REDACTED]@earthlink.net
EarthLink Revolves Around You.

.....

From: Gildea, Suzanne L.
Sent: Monday, October 22, 2007 10:02 AM
To: *All ECC
Cc: *All Aqua America Officers
Subject: Customer compliment - what a way to start a Monday!
Importance: High

Christine Lewis from the Eastern Call Center...thank you for assisting Ms. Brown from Toll Brothers with their questions!

Ms. Brown was so impressed with your extensive knowledge and ability to resolve her issues on the first call that she wanted to share her experience with me ☺

Thank you Christine for being present with Ms. Brown in her time of need and for living our Aqua Customer Operations Mission Statement!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....

From: Gildea, Suzanne L.
Sent: Friday, October 26, 2007 10:35 AM
To: *All ECC
Cc: *All Aqua America Officers
Subject: Congrats on making a customer's day!

George Carmack of the Eastern CC Collections Team...thank you on behalf of Mr. Jerecki in Sicklerville, NJ!

Mr. Jerecki complimented you on your professionalism and ability to answer his questions quickly.

George, he said you were a "good man" and we agree!

Bravo, George!!!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

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From: Gildea, Suzanne L.
Sent: Monday, October 29, 2007 12:01 PM
To: *All ECC
Cc: *All Aqua America Officers; Seilus, Joe; Chambers, Sue C.
Subject: Compliments for 3 of our Aqua Customer Operations team members!
Importance: High

Carolyn Frank and Trish Pastore of the ECC and Denise Abrams of Billing...thank you on behalf of Mrs. Murray from Glenside, PA!

Mrs. Murray had a lot on her mind lately due to [REDACTED].
When she submitted her Aqua payment, she made a significant accounting error, causing a great overpayment.

When she contacted our Call Center, Mrs. Murray spoke with Carolyn and Trish who recognized her sense of urgency and the situation at hand.

Carolyn and Trish worked with Denise Abrams to expedite the process and ease Mrs. Murray's mind and stress level. The issue was resolved very quickly, much to the jubilation of Mrs. Murray.

Mrs. Murray requested that we "Please express my thanks once again for their kindness, concern, and promptness in handling my error during a difficult time".

Carolyn, Trish, and Denise...you proudly provided industry leading service to Mrs. Murray in her time of need.

On behalf of Mrs. Murray and your fellow Aqua associates, thank you for being simply amazing!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

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From: Gildea, Suzanne L.
Sent: Monday, October 29, 2007 2:08 PM
To: *All ECC
Cc: *All Aqua America Officers
Subject: Great job!

Clare Gormley of the ECC team...Mr DiLuzio from Springfield, PA was so impressed with your assistance and great service that he called me to tell me!

Your "professionalism, good nature, and attention to detail" made his day and Mr. D. wanted to thank you for your efforts.

Thank you for making Mr. D's day and for a job well done!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....
From: Gildea, Suzanne L.
Sent: Friday, November 09, 2007 10:35 AM
To: *All ECC
Cc: *All Aqua America Officers
Subject: Compliments are in the air...every time I look around...

KYSHA DAVIS...one of our newest reps...thank you for making this customer's day and meeting her expectations! We agree...we are very fortunate to have you as an employee and acknowledgement...OF COURSE!

Kysha,

You have been wonderful to work with. You are very professional. You were able to calm me down and focus on the issue and the details and explain what happened in a clear & concise manner. They are fortunate to have you as an employee. I hope you are acknowledged for this.

Again thank you so very much for your assistance.

Sharon Loftus Stonehenge Advisor, Inc.

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....
From: Mullins, Jane B.
Sent: Tuesday, November 20, 2007 4:28 PM
To: Murray, Lauren G.
Cc: Franklin, Chris; Fox, Rick; Kephart, William; Brown, Kevin W.; Harris, Miyoshi L.
Subject: FW: EXCELLENT CUSTOMER SERVICE
Importance: High

Lauren,
Thanks so much for providing excellent customer service which was recognized by the customer. It is so rare that a customer takes the time to recognize an

employee - so we know it was excellent service when they do take the time to compliment!!!

Thanks again!!
Jane

Jane Mullins
Manager - Southern Call Center
Phone: [REDACTED]
Fax: [REDACTED]
[REDACTED]@aquaamerica.com

From: Brown, Kevin W.
Sent: Tuesday, November 20, 2007 4:20 PM
To: *All SCC
Cc: Mullins, Jane B.; Harris, Miyoshi L.
Subject: FW: EXCELLENT CUSTOMER SERVICE
Importance: High

Please read the wonderful words that Lauren Murray received from one of our customers!!! Let's congratulate her on a job well done

Kevin W. Brown
Supervisor - Southern Call Center
Phone [REDACTED]
Fax: [REDACTED]
E-mail: [REDACTED]@aquaamerica.com

From: Helton, Bonnie **On Behalf Of** custserv
Sent: Tuesday, November 20, 2007 1:56 PM
To: Brown, Kevin W.
Subject: FW: EXCELLENT CUSTOMER SERVICE

Kevin,

FYI.

Bonnie Helton
Administrative Support
Customer Solutions

[REDACTED]@aquaamerica.com

Fax [REDACTED]

PLEASE RESPOND WITH ORIGINAL EMAIL

-----Original Message-----

From: Hagan, Carrie [mailto:CHagan@mahoningcountyoh.gov]

Sent: Tuesday, November 20, 2007 10:00 AM

To: custserv

Subject: EXCELLENT CUSTOMER SERVICE

To whom it may concern:

I spoke with Lauren this morning concerning a question on an invoice. I don't know her last name, but please know that she was extremely helpful. It's not very often these days that one actually speaks to a helpful and courteous customer service representative. Please let her know that her help and kindness was greatly appreciated.

Thank you,

Carrie Hagan

Fiscal Account Clerk

Mahoning County Board of MRDD
[REDACTED]

.....
From: Gildea, Suzanne L.

Sent: Wednesday, November 28, 2007 12:53 PM

To: *All ECC

Cc: *All Aqua America Officers

Subject: A compliment for thanks and giving from a SE PA customer!

Importance: High

Christine Lewis from the Eastern Call Center...Ms Baylor of Clifton Heights PA is very grateful for your assistance with her account and so are we!

Ms. Baylor is legally blind and needed assistance to sign up for ZipCheck. You spent the extra time with her to complete her needs, including filing out the paperwork and taking it to Billing. When I called her back this morning per her request, Ms. Baylor could not stop talking about the difference that you made in her day. Ms. Baylor's compassion and gratitude came through clearly on the phone towards you, Christine.

Christine, thank you for making Ms. Baylor's day and for going above and beyond to meet her expectations of Aqua!

Thanks!

Sue Gildea

Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....
From: Gildea, Suzanne L.
Sent: Thursday, November 29, 2007 2:48 PM
To: *All ECC
Cc: *All Aqua America Officers
Subject: Thank you from a SE PA customer!
Importance: High

Clare Gormley of the Eastern Call Center... a thank you note was mailed to the Correspondence group from Rittenhouse Electric Supply on your behalf!

The letter reads "Please say 'thank you' to Clare in customer service. She helped us find a silent leak when no one else could give us any help. Roz Ellins.

Clare, thank you for educating our customers through your conversation and our water consumption kits, and for living the Aqua Customer Mission Statement!

Bravo Clare!!!!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....
From: Brown, Kevin W.
Sent: Friday, November 30, 2007 12:46 PM
To: *All SCC
Cc: Kephart, William; Fox, Rick
Subject: Prem [REDACTED] - Compliment for Melanie Whitley

Let congratulate Melanie for a job well done for going the extra mile to service one of our New Customers!!!

Mr. and Mrs. Wiggins called to just say thanks to Melanie Whitley for take extra steps to make sure that her Move-in request has been completed. She said "Melanie is just great she was sweet and helpful in understanding my issue!!! She is wonderful!!! I'm just happy that she was able to help me and made my moving to North Carolina better!!!"

Kevin W. Brown
Supervisor - Southern Call Center
Phone ([REDACTED])
Fax: ([REDACTED])
E-mail: [REDACTED]@aquaamerica.com

From: Brown, Kevin W.
Sent: Thursday, November 29, 2007 5:12 PM
To: *All SCC
Subject: Compliment for John Chambers

Please congratulate John "JC" Chambers for providing excellent customer service.

JC received a call from Christina Defruscio on 11/28/07. Ms. Defruscio said that "JC did an exceptional job!!! he took the time to explain my bill. It's rare when you can get a CSR that is so informative and kind and patient; you should have more CSR just like him"

Kevin W. Brown
Supervisor - Southern Call Center
Phone [REDACTED]
Fax: [REDACTED]
E-mail: [REDACTED]@aquaamerica.com

From: Gildea, Suzanne L.
Sent: Tuesday, December 11, 2007 6:19 PM
To: *All ECC
Cc: *All Aqua America Officers
Subject: Two ECC Customer Compliments!
Importance: High

HARRIET JACKSON – DAVIS and DEBBIE PARKER of the ECC, thank you for making a difference to our customers in Ruther Glen, VA and Mercer, PA!

Harriet, in the words of Custom Touch Builders (Derek Hammerle), YOU ROCK! You assisted the customer with his questions and needs. You exceeded his expectations and Mr. Hammerle sent a wonderful thank you letter to us.

Debbie, these kind words are from Mr. Floyd Graham "Especially in light of the fact that Aqua is a publicly listed company in the customer service business, it is with great pleasure that I take this opportunity to inform you of one specific indication of the level of service provided by the company you play a key role in and manage...Debbie at the Bryn Mawr office needs to be recognized and promoted; she does an excellent job, both in terms of customer service and getting things done!"

Harriet and Debbie, we could not agree more with these customers who recognized you. Thank you for making their day and for demonstrating the Aqua Customer Operations Mission Statement.

Please see John K. for he has something for each of you!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

.....
From: Gildea, Suzanne L.
Sent: Wednesday, January 02, 2008 7:45 AM
To: *All ECC
Cc: *All Aqua America Officers
Subject: The first customer compliment of 2008!

Greetings to all and Happy New Year!

I am holding our first customer compliment of 2008 and want to share it with you. A thank you note was mailed to Maureen Davis of the Eastern Call Center. It reads:

"Dear Maureen, Thanks so much for your help to resolve this matter – finally! Your pleasant manner, sense of humor, and going above and beyond for us is very much appreciated. Sincerely, Rosalie and Dan Breslin – Coal Township, PA"

Maureen, Mrs. Breslin summed it up the best. Thank you for meeting and exceeding her expectations. You are a great asset to our team and our customers! The year of YES WE C.A.N. (Courteous, Accurate, and Nimble!) has officially begun!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

2008 - the year of YES WE C.A.N. (Courteous, Accurate, and Nimble!)

.....

From: Gildea, Suzanne L.
Sent: Friday, January 11, 2008 9:13 AM
To: *All ECC
Cc: *All Aqua America Officers
Subject: A great way to start a Friday...customer compliment!
Importance: High

HARRIET JACKSON – DAVIS of the ECC CS team...thank you for providing Mr. Christopher Decker, CEO of the Business Institute of Pennsylvania, with a great experience and closure to his ongoing issue.

Mr. Decker mailed a thank you letter on your behalf to us and complimented you on "...Harriet's polite demeanor, great listening skills, and ownership of resolving my issue."

Harriet, you turned Mr. Decker's frown upside down and restored his confidence in Aqua. Thank you for being an integral part of our continuous efforts to improve the service to our customers!

Thanks!
Sue Gildea
Supervisor - Customer Service
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

2008 - the year of YES WE C.A.N. (Courteous, Accurate, and Nimble!)

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From: Gildea, Suzanne L.
Sent: Monday, January 21, 2008 3:24 PM
To: *All ECC
Cc: *All Aqua America Officers
Subject: ECC Customer compliment for....
Importance: High

MAUREEN DAVIS of the Customer Service team!

Maureen, on behalf of Mr. Frazer Hilder of Lake Holiday, VA, thank you for your amazing efforts each and every day!

Mr. Hilder expressed his heartfelt thanks for you thorough the form of an email - "I very much appreciate the efforts that Maureen and others in your office have taken to straighten out my problem".

Maureen, you made Mr. Hilder's day and resolved his issue. BRILLIANT! Thank you, thank you, thank you!

Thanks!
Sue Gildea
Director - Quality Assurance & Training
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

2008 - the year of YES WE C.A.N. (Courteous, Accurate, and Nimble!)

.....

From: Gildea, Suzanne L.
Sent: Thursday, February 28, 2008 4:19 PM
To: *All ECC; *All SCC
Cc: *All Aqua America Officers
Subject: Compliments for ECC and SCC associates!

Congratulations go out to Carolyn Frank and Trish Pastore of the Eastern Call Center and Chris Correa of the Southern Call Center for their recent customer compliments!

Carolyn received an internal compliment from one of our PA divisions for her great efforts and exceptional follow-through on several complex issues.

Trish's compliment came from a NJ customer for her exceptional customer service and great attitude.

Chris's compliment was submitted from a bilingual Texas customer who was impressed with his professional demeanor and ability to resolve the issue on the first call.

Carolyn, Trish, and Chris...thank you for your ongoing commitment to our customers, both internal and external!

Thanks!
Sue Gildea
Director - Quality Assurance & Training
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

2008 - the year of YES WE C.A.N. (Courteous, Accurate, and Nimble!)

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From: Gildea, Suzanne L.
Sent: Monday, March 10, 2008 12:30 PM
To: *All NCC
Cc: *All Aqua America Officers
Subject: Customer compliment for a Call Center Associate!

Greetings all!

A long distance congratulation goes out to SARAH CAMARGO of the Northern Call Center from Maxine Marlowe, Vice President of the Beaver Hill Condominium Association in Havertown, PA!

Sarah assisted Ms. Marlowe with simplifying the pay process for their multiple accounts and had many kind words for Sarah's professionalism and ownership of the issue.

Sarah, thank you for leading by example and providing industry leading service to our customers! Way to go!

Thanks!
Sue Gildea
Director - Quality Assurance & Training
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

2008 - the year of YES WE C.A.N. (Courteous, Accurate, and Nimble!)

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From: Sykes, Pamela V.
Sent: Monday, March 10, 2008 1:21 PM
To: Autman, Tamara L.; Balli, Erika J.; Brewton, Katherine A.; Buckley, Brittany R.; Caldwell, Wakeelah R.; Camargo, Sarah; Chambers, Isiha; Elder, Barbara S.; Fisher, Demesha; Jimenez, Maria C.; Johnson, Jessica; Kruse, Roxanna; Lyles, Salihah K.; Martinez, Pamela P.; Moore, Jackie M.; Odeneal, Miriam A.; Ponton, Michelle L.; Post, Melissa S.; Riley, Sonya R.; Ryan, Amy T.; Villagomez, Maria G.; Washington, Jorgina D.; Wiley, Adonis P.
Cc: *All Aqua America Officers
Subject: Compliment Call ~ Prem # [REDACTED]

Good Afternoon!,
I received a compliment call for BARBARA ELDER regarding the above premise number. Janice wanted to let us know that Barbara did an outstanding job and how it's been a pleasure working with our staff! Janice stated she was hesitant to call but is so very glad that she did! Thank you Barb for providing Excellent Customer Service!! Great Job!!!

Pamela Sykes
Supervisor - Customer Service
Northern Call Center
[REDACTED]@aquaamerica.com

.....

From: Sykes, Pamela V.
Sent: Wednesday, March 12, 2008 4:43 PM
To: Autman, Tamara L.; Balli, Erika J.; Brewton, Katherine A.; Buckley, Brittany R.; Caldwell, Wakeelah R.; Camargo, Sarah; Chambers, Isiha; Elder, Barbara S.; Fisher, Demesha; Jimenez, Maria C.; Johnson, Jessica; Kruse, Roxanna; Lyles, Salihah K.; Martinez, Pamela P.; Moore, Jackie M.; Odeneal, Miriam A.; Ponton, Michelle L.; Post, Melissa S.; Riley, Sonya R.; Ryan, Amy T.; Villagomez, Maria G.; Washington, Jorgina D.; Wiley, Adonis P.
Cc: *All Aqua America Officers
Subject: Compliment Call ~ Prem # [REDACTED]

Good Afternoon,

I received a compliment call today on ADONIS WILEY. The customer's name is Rod Goodall. He wanted to let us know that Adonis did a very good job in handling his inquiry! He mentioned how Adonis was very professional and took the initiative to go above and beyond! Way to go Adonis!

Pamela Sykes
Supervisor - Customer Service
Northern Call Center
[REDACTED]@aquamerica.com

.....
From: Gildea, Suzanne L.
Sent: Friday, March 14, 2008 3:33 PM
To: *All ECC
Cc: *All Aqua America Officers
Subject: Compliments for one of our own...

CAROLYN FRANK from the Eastern Call Center...big thanks to you from Mrs. McNeely in Mineola, TX!

You assisted in straightening out payment errors between Mrs. McNeely and Capital One. In her thank you note, Mrs. McNeely commended you for your courtesy and suggestions on how to rectify the situation.

Carolyn, thank you for handling the situation with direction, logic, and a very satisfied customer! BRILLIANT!

Thanks!
Sue Gildea
Director - Quality Assurance & Training
Aqua America
762 W. Lancaster Ave
Bryn Mawr, PA 19010

phone: [REDACTED]
fax: [REDACTED]

2008 - the year of YES WE C.A.N. (Courteous, Accurate, and Nimble!)

.....
From: Keyes, Gregoray
Sent: Tuesday, April 01, 2008 5:25 PM
To: *All Aqua America Officers
Subject: FW: Compliment for Randy Jackson - Prem [REDACTED]

Customer Christy Moore called to say that Randy Jackson was very helpful, courteous and pleasant.

Great job!!!! Keep up the good work...

Regards,

Greg Keyes
Customer Service Supervisor

.....

From: Keyes, Gregoray
Sent: Wednesday, April 09, 2008 3:41 PM
To: Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frederick, Kimberly P.; Jackson, Randy D.; Kuhfuss, Kathy; Lewis, Christine M.; Rodriguez, Maria E.
Cc: All SouthEast PA Officers; Blanchette, Craig L.; Broussard, Sue; Chain, Leon K.; Cocco, Ronald A.; DeBenedictis, Nick; Donatoni, Anthony; Fox, Rick; Franklin, Chris; Kelley, Judy W.; Kopas, Robert A.; Kropilak, Mark; Kyriss, Karl; Laughman, Robert L.; Lihvarcik, John M.; Liptak, Robert G.; Lucca, Marc A.; Luitweiler, Preston; Luning, Christopher; Nargang, Michael; Odell, Gregory K.; Pishkur, Walter J.; Piszker, William M.; Rakocy, Terry J.; Riegler, Dick; Roberts, Tom; Ross, Bill; Rubin, Bob; Smeltzer, Dave; Stahl, Roy; Tagert, Steve
Subject: KUDOS for Renee

Ms. Maureen Pody wrote a letter to the CEO of the company commending Renee Sermon-Dowe for providing her with exceptional customer service. She wrote, "I would like you to recognize Renee who I spoke to on Monday March 31, 2008. She was wonderful, and indicative of how customers should be treated if a problem arises. She was respectful, with a calming and kind voice on the other end of the line. This is exactly what I needed, considering I was so upset."

Great job Renee!! Keep up the good work.

Greg Keyes
Customer Service Supervisor

.....

From: Keyes, Gregoray
Sent: Thursday, April 17, 2008 12:35 PM
To: Kephart, William; Bohlin, Janice N.; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frederick, Kimberly P.; Jackson, Randy D.; Kuhfuss, Kathy; Lewis, Christine M.; Rodriguez, Maria E.
Cc: *All Aqua America Officers; Keyes, Gregoray; Gildea, Suzanne L.; Kennedy, John W.
Subject: KUDOS for Janice Bohlin

Janice ~

Mrs. Price called to say that you provided her with great customer service. She went on to say that you were a “wonderful breathe of fresh air” and that you should be commended for your efforts.

Thank you for doing your part,

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

.....
From: Kennedy, John W.
Sent: Friday, April 25, 2008 3:57 PM
To: *All Aqua America Officers
Cc: Kephart, William; Pastore, Patricia M.
Subject: ECC Customer Service Compliment!

Ms. Smith from Ingram Texas called in to say....

“Too often people pass on negative comments but I wanted to make sure someone knew about your rep Trish in Customer Service. She has always been incredibly helpful every time I have called. I hear her smile through the phone. Trish made it a pleasure to pay my bill.”

Thank you Trish for making Ms. Smith's day and honoring our commitment to our customers!

Thank you,

John Kennedy
Aqua America
ECC Credit & Collections Supervisor
Bryn Mawr, Pa. 19010
[REDACTED]

.....

From: Keyes, Gregoray
Sent: Friday, May 02, 2008 9:58 AM
To: Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frederick, Kimberly P.; Jackson, Randy D.; Kuhfuss, Kathy; Lewis, Christine M.; Rodriguez, Maria E.; Carmack, George K.; Dillon, LEEANORA; Donahue, Stephanie C.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; Pastore, Patricia M.; Robinson, Shawna A.; Smith, Terry; Suters, Dawn L.; Walls, Kymyatta; Wineberg, Mary Jo; Davis, Michelle; Gildea, Suzanne L.; Parker, Debbie; Powers, Lyn; Whitaker, Jermaine
Cc: *All Aqua America Officers
Subject: Kudos for Tracey McCoy Nichols

Margaret McNulty () called to say that Tracey was PROFESSIONAL, COURTEOUS, and ATTENTIVE to her high consumption problem.

Great job Tracey – Keep up the good work.

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH)
(FX)
@aquaamerica.com

.....
From: Kennedy, John W.
Sent: Friday, May 09, 2008 10:14 AM
To: *All Aqua America Officers
Cc: Kephart, William; Keyes, Gregoray; Walls, Kymyatta
Subject: ECC Customer Compliment!

Mrs. Yvette Spruill called to give praise to Kym Walls!

"Aqua is blessed to have employees like Kym! She was kind, courteous and patient. Kym even educated me on my bill"

We agree Kym. An educated customer is our best customer. Thank you for honoring our commitment to them.

Thank you,

John Kennedy
Aqua America
ECC Credit & Collections Supervisor
Bryn Mawr, Pa. 19010

.....
From: Kennedy, John W.
Sent: Monday, May 12, 2008 3:27 PM
To: *All Aqua America Officers
Cc: Kephart, William; Keyes, Gregoray; Bohlin, Janice N.; Pastore, Patricia M.
Subject: ECC Compliments keep rolling in!

Mr. Peidel – Sharon, Pa

"I just wanted to let you know what a phenomenal job Patricia did. She listened and took ownership."
Great job Trish!

Mr. Holbrook – Haverford, Pa

"Janice was wonderful and very helpful."
Way to go Janice!

Thank you both for leading the way and honoring our commitment to our customers!

John Kennedy
Aqua America
ECC Credit & Collections Supervisor
Bryn Mawr, Pa. 19010
[REDACTED]

.....
From: Mullins, Jane B.
Sent: Tuesday, May 13, 2008 10:34 AM
To: Brice, Sidney A.
Cc: Kephart, William; Harris, Miyoshi L.; Fox, Rick
Subject: FW: Compliment for Sidney Brice

Sidney,
Thanks so much for impressing this customer with your customer service skills. It's always great to hear these positive comments from our customers regarding the service provided to them. Thanks for being patient with her.
Way to go!!

Jane

Jane Mullins
Manager - Southern Call Center
Phone [REDACTED]
Fax: [REDACTED]
[REDACTED]@aquaamerica.com

.....
From: Brown, Kevin W.
Sent: Tuesday, May 13, 2008 10:31 AM
To: *All SCC
Subject: Compliment for Sidney Brice

Angela Walker called in today and expressed her pleasure in being serviced by Sidney Brice, She said that Sidney was loving, caring and kind. She is extremely grateful in the service that he provided to her today. He allowed her to ask the same question over and over again until she

understood what was going on in regards to her account. She further said that it is rare when a CSR shows the empathy and concern that Sidney showed her today and that his professionalism and caring was expressed in his tone and demeanor. "Thanks for having the insight to hiring him" was her finishing quote.

Let's congratulate Sidney for a job well done!!!!

Kevin W. Brown
Supervisor - Southern Call Center
Phone [REDACTED]
Fax: ([REDACTED])
E-mail: [REDACTED]@aquaamerica.com

From: Keyes, Gregoray
Sent: Friday, May 16, 2008 12:51 PM
To: Kennedy, John W.; Kephart, William; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frederick, Kimberly P.; Jackson, Randy D.; Kuhfuss, Kathy; Lewis, Christine M.; Rodriguez, Maria E.; Carmack, George K.; Dillon, Leeanora; Donahue, Stephanie C.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; Pastore, Patricia M.; Robinson, Shawna A.; Smith, Terry; Suters, Dawn L.; Walls, Kymyatta; Wineberg, Mary Jo
Cc: *All Aqua America Officers
Subject: Compliments for Randy Jackson - [REDACTED]

Mr. Watkins called back in to thank Randy Jackson for going above and beyond the call of duty. Mr. Watkins said he made a big mistake and over paid his account by \$1,800. He said he spoke to Randy last Friday and he was professional and courteous. He assured Mr. Watkins that he would work to get the credit applied back onto his bank account. Mr. Watkins said he followed through and he wanted Aqua to know that they have an exceptional employee.

Awesome job – Randy!!!!

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

From: Keyes, Gregoray
Sent: Tuesday, May 20, 2008 10:43 AM
To: Wineberg, Mary Jo
Cc: Kennedy, John W.; *All Aqua America Officers; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frederick, Kimberly P.; Jackson, Randy D.; Kuhfuss, Kathy; Lewis, Christine M.; Rodriguez, Maria E.; Carmack,

George K.; Dillon, LEEANORA; Donahue, Stephanie C.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; Pastore, Patricia M.; Robinson, Shawna A.; Smith, Terry; Suters, Dawn L.; Walls, Kymyatta
Subject: Compliment for Mary Jo Wineberg

Mary Jo ~

Mr. Robinson called to say that you did an excellent job of explaining the bill so that he could understand it.

Nice way to make a difference ☺

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

From: Keyes, Gregoray
Sent: Tuesday, May 20, 2008 10:54 AM
To: McCoy Nichols, Tracey
Cc: Kennedy, John W.; *All Aqua America Officers; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frederick, Kimberly P.; Jackson, Randy D.; Kuhfuss, Kathy; Lewis, Christine M.; Rodriguez, Maria E.; Carmack, George K.; Dillon, LEEANORA; Donahue, Stephanie C.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; Pastore, Patricia M.; Robinson, Shawna A.; Smith, Terry; Suters, Dawn L.; Walls, Kymyatta
Subject: RE: Compliment for Tracey McCoy Nichols ([REDACTED])

Tracey ~

Mr. Oduma called to say that you were a tremendous help and did all you could to resolve his issues.

Continue to demonstrate a commitment to provide all of our customers with excellent customer service. ☺

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

From: Keyes, Gregoray
Sent: Thursday, June 05, 2008 12:30 PM

To: *All Aqua America Officers
Subject: FW: Kudos for Mary Jo Wineberg

Mr. Stein (Prem [REDACTED]) called to say that Mary Jo was so nice and knowledgeable that she was able to handle his problem in a matter of seconds.

Great job, Mary Jo.

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

.....

From: Keyes, Gregoray
Sent: Tuesday, June 10, 2008 10:31 AM
To: *All Aqua America Officers; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frederick, Kimberly P.; Jackson, Randy D.; Kuhfuss, Kathy; Lewis, Christine M.; Rodriguez, Maria E.; Carmack, George K.; Dillon, Leeanora; Donahue, Stephanie C.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; Pastore, Patricia M.; Robinson, Shawna A.; Smith, Terry; Suters, Dawn L.; Walls, Kymyatta; Wineberg, Mary Jo
Cc: Kennedy, John W.; Kephart, William; Gildea, Suzanne L.
Subject: KUDOS for Christine Lewis - [REDACTED]

Christine:

Sheri McIntosh called to say that you were “wonderful”. She also stated that you helped her out so much and that you took the time out to assist her and answer all of her questions.

Great way to make a positive impact on our customers ☺

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

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From: Keyes, Gregoray
Sent: Wednesday, June 11, 2008 4:24 PM
To: *All Aqua America Officers; Kennedy, John W.; Kephart, William; Gildea, Suzanne L.; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frederick, Kimberly P.; Jackson, Randy D.; Kuhfuss, Kathy; Lewis, Christine M.; Rodriguez, Maria E.; Carmack, George K.; Dillon, Leeanora; Donahue, Stephanie C.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; Pastore, Patricia M.;

Robinson, Shawna A.; Smith, Terry; Suters, Dawn L.; Walls, Kymyatta; Wineberg, Mary Jo
Subject: Kudos for Janice Bohlin [REDACTED]

Janice:

I spoke to Jason and he said you did a great job handling his account and answering his questions. He really appreciates all the help you gave him.

Continue to make our customers happy.

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

.....
From: Keyes, Gregoray
Sent: Wednesday, June 11, 2008 4:57 PM
To: *All Aqua America Officers; Kephart, William; Gildea, Suzanne L.; Kennedy, John W.; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frederick, Kimberly P.; Jackson, Randy D.; Kuhfuss, Kathy; Lewis, Christine M.; Rodriguez, Maria E.; Carmack, George K.; Dillon, LEEANORA; Donahue, Stephanie C.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; Pastore, Patricia M.; Robinson, Shawna A.; Smith, Terry; Suters, Dawn L.; Walls, Kymyatta; Wineberg, Mary Jo
Subject: FW: Premise [REDACTED]

Malik:

I just spoke with Monica Mackley who stated that you were very patient and gave very good customer service. She also does this job and stated she looks for great customer service and was given that from you.

Good job!!!

.....
From: Keyes, Gregoray
Sent: Wednesday, June 18, 2008 8:40 AM
To: *All Aqua America Officers; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frederick, Kimberly P.; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Dillon, LEEANORA; Donahue, Stephanie C.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; Pastore, Patricia M.; Robinson, Shawna A.; Smith, Terry; Suters, Dawn L.; Walls, Kymyatta; Wineberg, Mary Jo
Cc: Kennedy, John W.
Subject: Kudos for Christine Lewis

Christine:

Kathy Heaps (██████) called to say that you were a fantastic help with guiding her through the moving in and out process. She went on to say that you were "awesome, special and nice".

Keep up the great work you are doing --

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) ██████████
(FX) ██████████
██████████@aquaamerica.com

.....
From: Gildea, Suzanne L.
Sent: Friday, June 27, 2008 2:46 PM
To: *All ECC
Cc: *All Aqua America Officers
Subject: A Customer Compliment to share!
Importance: High

Happy Friday everyone!

On behalf of John Kennedy, Carolyn Frank's supervisor who is on vacation, I share the following compliment...

Carolyn Frank, thank you for making Mr. Sam Forman's day! Mr. Forman called to thank me for the fine job that you did in educating him about his bill. He could not stop talking about your friendliness and insight into breaking his bill down for him. He is thankful for you, Carolyn, and so are we!

NICE JOB!

Thank you!
Sue Gildea
Director - Quality Assurance & Training
Aqua America, Inc.
762 W. Lancaster Ave.
Bryn Mawr, PA 19010

phone ██████████
fax ██████████

"You see things and you say 'Why?' But I dream things that never were and say 'Why not?' " - George Bernard Shaw

.....

From: Keyes, Gregoray

Sent: Tuesday, July 01, 2008 1:55 PM

To: *All Aqua America Officers; Gildea, Suzanne L.; Whitaker, Jermaine; Davis, Michelle; Parker, Debbie; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Gonzales, Augustine; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Dillon, LEEANORA; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; O'Neill, Melida C.; Robinson, Shawna A.; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo

Subject: Compliment

George:

Mr. Christopher Allen ([REDACTED]) left me a message stating that you were very helpful and sympathetic to his needs. He said that you were very patient and understanding throughout the call.

Thanks for making a great Aqua connection with the customer.

Greg Keyes

Customer Service Supervisor – Bryn Mawr

(PH) [REDACTED]

(FX) [REDACTED]

[REDACTED]@aquaamerica.com

.....
From: Keyes, Gregoray

Sent: Tuesday, July 01, 2008 2:04 PM

To: *All Aqua America Officers; Gildea, Suzanne L.; Whitaker, Jermaine; Davis, Michelle; Parker, Debbie; Powers, Lyn; Kephart, William; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Gonzales, Augustine; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Dillon, LEEANORA; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; O'Neill, Melida C.; Robinson, Shawna A.; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo

Subject: Compliment for Ashley Bentley

Ashley:

Mr. Sigall ([REDACTED]) called to say that you were very courteous and polite throughout the call.

This is another example of a wonderful Aqua connection with the customer.

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

.....

From: Keyes, Gregoray
Sent: Thursday, July 03, 2008 11:47 AM
To: *All Aqua America Officers; Kennedy, John W.; Gildea, Suzanne L.; Kephart, William; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Gonzales, Augustine; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Dillon, LEEANORA; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; O'Neill, Melida C.; Robinson, Shawna A.; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo
Cc: Davis, Michelle; Parker, Debbie; Whitaker, Jermaine; Powers, Lyn
Subject: Compliment for Maria and Janice

Janice and Maria:

Elizabeth Adair ([REDACTED], Flourtown PA) called to state that the two of you were very helpful. She stated that she received some high bills and that the two of you were very patient by going through her account step by step until she understood how to resolve the matter.

Janice – she specifically stated that you were WONDERFUL...

Great team work!! Thanks for making the customer's experience with AQUA a great one.

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

.....

From: Keyes, Gregoray
Sent: Friday, July 11, 2008 9:38 AM
To: *All Aqua America Officers; Kennedy, John W.; Gildea, Suzanne L.; Kephart, William; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Gonzales, Augustine; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Robinson, Malik K.; Rodriguez,

Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Dillon, LEEANORA; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; O'Neill, Melida C.; Robinson, Shawna A.; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo
Subject: Kudos for Christine Lewis

Christine:

Nancy from Baldwin, IL (Prem # [REDACTED]) called to say that she was very happy with the service you provide. She stated that you were very patient and took your time to explain every detail of the account to her. Although she was dealing with a difficult situation, she felt like you made it easier for her.

Thank you for making a wonderful connection with another Aqua customer.

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

.....

From: Keyes, Gregoray
Sent: Monday, July 14, 2008 5:03 PM
To: Lewis, Christine M.; Kennedy, John W.; Gildea, Suzanne L.; Kephart, William; *All Aqua America Officers; Abney Raven, Rochelle; Al-Ansari, Taqiyyah; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Gonzales, Augustine; Kuhfuss, Kathy; Nicole Nelson; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Dillon, LEEANORA; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; McCoy Nichols, Tracey; O'Neill, Melida C.; Robinson, Shawna A.; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo
Subject: Kudos for Christine Lewis

Christine:

I have another compliment for you. This time Mr. Cellini from Broomall, PA (Prem# [REDACTED]) called and stated, "In a time when customers and customer service have gone down I want to commend Christine on her service." He also said, "Christine exudes a positive attitude over the phone when dealing with the customers and she should be a role model to other customer service representatives."

Thanks for making a positive connection with another Aqua customer.

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

.....
From: Kennedy, John W.
Sent: Wednesday, July 30, 2008 3:16 PM
To: *All Aqua America Officers
Cc: Kephart, William; Keyes, Gregoray; Abney Raven, Rochelle; Rosa, Cynthia
Subject: ECC Customer compliment / Cynthia Rosa

Ms. Adrienne Ervin called to compliment Cynthia Rosa on her professionalism during her difficult call:

"I admittedly was not the easiest customer to handle. Cynthia listened, reacted calmly and took care of my situation. Please thank her for a job well done".

Great job Cynthia! 28 days on the job and getting compliments already!

Thank you for upholding our commitment to our customers – every call, every time.

John Kennedy
Aqua America
ECC Credit & Collections Supervisor
Bryn Mawr, Pa. 19010
[REDACTED]

.....
From: Kennedy, John W.
Sent: Wednesday, July 30, 2008 4:00 PM
To: *All Aqua America Officers
Cc: Kephart, William; Keyes, Gregoray; Simms, Anita L.
Subject: ECC Customer Compliment / Anita Simms

Mr. Reyes of Houston, TX called to compliment Anita Simms:

"Anita kept informed throughout the call on what was going to happen with my reconnection. Anita did exactly what she said she would. A true pro"

We agree Anita!

Thank you for upholding our commitment to our customers – every call, every time.

John Kennedy
Aqua America
ECC Credit & Collections Supervisor
Bryn Mawr, Pa. 19010
[REDACTED]

.....
From: Keyes, Gregoray
Sent: Thursday, July 31, 2008 11:42 AM
To: *All Aqua America Officers; Kennedy, John W.; Kephart, William; Gildea, Suzanne L.; Abney Raven, Rochelle; Bailey, Geivonnice R.; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.;

Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Ortiz, Evelyn D.; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; Lancaster, Cash; McCoy Nichols, Tracey; O'Neill, Melida C.; Robinson, Shawna A.; Rosa, Cynthia; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo
Subject: Compliment for Cynthia Rosa Prem#357708

Mr. Matkowski from Chester Springs, PA called to compliment Cynthia Rosa. He said:

“Cynthia went above and beyond the call of duty. I had a unique situation and she cleaned it up nicely. She was very patient.”

Great job Cynthia!

Thank you for upholding our commitment to our customers – every call, every time.

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) 610-520-6326
(FX) 866-780-8293
gkeyes@aquaamerica.com

.....
From: Keyes, Gregoray
Sent: Wednesday, August 06, 2008 10:28 AM
To: *All Aqua America Officers; Kephart, William; Kennedy, John W.; Abney Raven, Rochelle; Bailey, Geivonnie R.; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Ortiz, Evelyn D.; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; Lancaster, Cash; McCoy Nichols, Tracey; O'Neill, Melida C.; Robinson, Shawna A.; Rosa, Cynthia; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo
Subject: Kudos for Rose Doughty Prem# [REDACTED]

Heather from St. David, PA called to say that Rose handled her account accordingly and should be complimented on a job well done.

Thank you, Rose.

Regards,

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

.....

From: Keyes, Gregoray
Sent: Wednesday, August 06, 2008 4:06 PM
To: *All Aqua America Officers; Kennedy, John W.; Kephart, William; Abney Raven, Rochelle; Bailey, Geivonnie R.; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Ortiz, Evelyn D.; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; Lancaster, Cash; McCoy Nichols, Tracey; O'Neill, Melida C.; Robinson, Shawna A.; Rosa, Cynthia; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo
Subject: FW: PREMISE [REDACTED]

I spoke with Karen Brouse from Elysburg, PA this morning who complimented Nicole Nelson for being very calming and helping her with her billing issue. She expressed she was very upset over her bill and Nicole was very helpful with addressing her concerns.

Thank you, Nicole.

Greg Keyes

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From: Gildea, Suzanne L.
Sent: Thursday, August 14, 2008 4:48 PM
To: *All ECC
Cc: *All Aqua America Officers; Post, Melissa S.; Ryan, Amy T.; Sykes, Pamela V.; Odeneal, Miriam A.
Subject: FW: A COMPLIMENT! PREMISE [REDACTED] CUSTOMER [REDACTED] -
Importance: High

Kathy Kuhfuss...thank you for making Mr. Weiss's day! You made a great impression on him and he called back to thank you! See below...

Melissa Post of the NCC, thank you for sharing this compliment and making Kathy's day!

I agree, let's focus on getting more of these calls everyday! Great job everyone!

Thank you!
Sue Gildea
Director - Quality Assurance & Training
Aqua America, Inc.
762 W. Lancaster Ave.
Bryn Mawr, PA 19010

phone [REDACTED]
fax [REDACTED]

"You see things and you say 'Why?' But I dream things that never were and say 'Why not?' " -
George Bernard Shaw



Please consider the environment before printing this e-mail

From: Post, Melissa S.
Sent: Thursday, August 14, 2008 4:42 PM
To: Kuhfuss, Kathy
Cc: Keyes, Gregoray; Gildea, Suzanne L.
Subject: PREMISE [REDACTED] CUSTOMER [REDACTED]

Mr. Weiss called to say THANK YOU so much for the great service !!!!

We wish we could get these kind of calls everyday

Melissa Post Ext [REDACTED]
Customer Service Rep.
Aqua America Inc.
[REDACTED] Phone
[REDACTED] Fax

When the well is dry, that is when we know the worth of water~Ben Franklin
.....

From: Keyes, Gregoray
Sent: Monday, August 18, 2008 10:52 AM
To: *All Aqua America Officers; Kephart, William; Kennedy, John W.; Gildea, Suzanne L.; McCoy Nichols, Tracey; Abney Raven, Rochelle; Bailey, Geivonnie R.; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Ortiz, Evelyn D.; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; Lancaster, Cash; O'Neill, Melida C.; Robinson, Shawna A.; Rosa, Cynthia; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo
Subject: Kudos for Tracey (Prem#[REDACTED])

Tracey:

Shawn Leahey from Woolwich, NJ called to let me know what a great job you did on the phone call. He said you were very professional and helped him through his problem.

Thanks for making a connection with our customers.

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com
.....

From: Keyes, Gregoray
Sent: Friday, August 22, 2008 4:30 PM
To: *All Aqua America Officers; Kennedy, John W.; Kephart, William; Gildea, Suzanne L.; Abney Raven, Rochelle; Bailey, Geivonnie R.; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Ortiz, Evelyn D.; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; Lancaster, Cash; McCoy Nichols, Tracey; O'Neill, Melida C.; Robinson, Shawna A.; Rosa, Cynthia; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo
Subject: Kudos for Aleshia Heckstall

Dr. John Bashian from Mentor, OH (Prem# [REDACTED]) called to say that he was frustrated that her power of attorney information was not documented on the account. However, he was pleased with Aleshia who showed patience, courtesy and support.

Thanks for making a positive connection with our customer.

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

.....

From: Keyes, Gregoray
Sent: Friday, September 12, 2008 10:50 AM
To: *All Aqua America Officers; Kennedy, John W.; Gildea, Suzanne L.; Kephart, William; Abney Raven, Rochelle; Bailey, Geivonnie R.; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Kuber, Hollie E.; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Ortiz, Evelyn D.; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; Lancaster, Cash; McCoy Nichols, Tracey; O'Neill, Melida C.; Robinson, Shawna A.; Rosa, Cynthia; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo
Subject: Compliment for Shawna Robinson

Shawna:

Paula Grzych from Kankakee, IL ([REDACTED]) called to say that you were great. He stated that he received a 10 day shut off notice and that you understood his problem and walked him through a solution that was good for him and our company.

Thanks for making another positive connection with out customers.

Regards,

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

.....

From: Keyes, Gregoray
Sent: Friday, September 12, 2008 11:11 AM
To: *All Aqua America Officers; Kennedy, John W.; Gildea, Suzanne L.; Kephart, William; Abney Raven, Rochelle; Bailey, Geivonnie R.; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Kuber, Hollie E.; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Ortiz, Evelyn D.; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; Lancaster, Cash; McCoy Nichols, Tracey; O'Neill, Melida C.; Robinson, Shawna A.; Rosa, Cynthia; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo
Subject: Compliment for Anita Simms

Anita:

Mr. Parker from Wallingford, Pa ([REDACTED]) called to say that you do a wonderful job setting up new service for him. He was very pleased with your kindness and professionalism.

Thanks for making a positive connection with our customer.

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

.....

From: Keyes, Gregoray
Sent: Thursday, September 18, 2008 3:47 PM
To: *All Aqua America Officers; Abney Raven, Rochelle; Bailey, Geivonnie R.; Bentley, Ashley; Bohlin, Janice N.; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Foster, Yolonda R.; Frederick, Kimberly P.; Kuber, Hollie E.; Kuhfuss, Kathy; Lewis, Christine M.; Nicole Nelson; Ortiz, Evelyn D.; Robinson, Malik K.; Rodriguez, Maria E.; Thurwanger, Bryan P.; Carmack, George K.; Ferrer, Diego M.; Frank, Carolyn E.; Gormley, Clare M.; Lancaster, Cash; McCoy Nichols, Tracey; O'Neill, Melida C.; Robinson, Shawna A.; Rosa, Cynthia; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Wineberg, Mary Jo
Cc: Kennedy, John W.; Kephart, William; Gildea, Suzanne L.
Subject: Compliment for Christine Lewis

Christine:

Irma Berry from University Park, IL ([REDACTED]) called to say that you were wonderful and helped her with her problem.

Thanks for making a connection with our customer.

Greg Keyes
Customer Service Supervisor – Bryn Mawr
(PH) [REDACTED]
(FX) [REDACTED]
[REDACTED]@aquaamerica.com

.....
From: Keyes, Gregoray
Sent: Thursday, September 25, 2008 9:11 AM
To: *All Aqua America Officers; Kennedy, John W.; Gildea, Suzanne L.; Kephart, William
Subject: FW: Compliment for Nicole
Importance: High

Nicole:

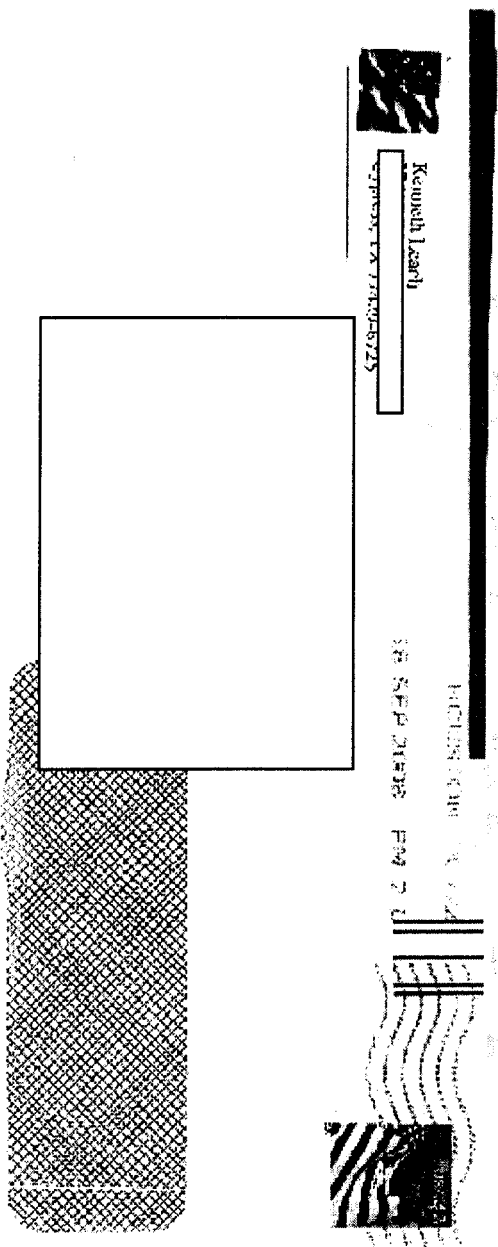
I just had the pleasure of speaking with Letty Holden calling for Premise [REDACTED] to pay the bill. She stated that you were very professional and patient and is an asset to Aqua. She also complimented the training by the way you handle the call and she thinks more people should compliment and not always complain. She was very nice to speak with.

Thanks,

Greg

.....
From: Kephart, William
Sent: Wednesday, October 01, 2008 2:31 PM
To: DeBenedictis, Nick; Franklin, Chris; Laughman, Robert L.; Fox, Rick; Bolin, Troy R.
Cc: Ryan, Amy T.
Subject: A Thank You note from a Texas customer

We hear the complaints...I wanted to share a compliment



*A Special Thanks from
a Customer*

*Despite loss of power to
houses, great debris, and
other hardships during
Ike, we never lost
water pressure. A great
relief much appreciated
Thanks to Aqua Texas!!*

Ken Leach

ASG
SEP 21 2008

*Please pass up to appropriate
level - Thanks*

From: Kennedy, John W.
Sent: Tuesday, October 07, 2008 2:00 PM

To: *All Aqua America Officers

Cc: Kephart, William; Keyes, Gregoray; Bailey, Geivonnie R.; Bohlin, Janice N.; Carmack, George K.; Ferrer, Diego M.; Lancaster, Cash; Nicole Nelson; O'Neill, Melida C.; Robinson, Malik K.; Robinson, Shawna A.; Rodriguez, Maria E.; Rosa, Cynthia; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Thurwanger, Bryan P.; Workman, Shakia M.; Abney Raven, Rochelle; Bentley, Ashley; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frank, Carolyn E.; Frederick, Kimberly P.; Gormley, Clare M.; Kuhfuss, Kathy; Lewis, Christine M.; McCoy Nichols, Tracey; Ortiz, Evelyn D.; Wineberg, Mary Jo

Subject: FW: Compliment for Nicole Nelson

Nicole:

Mrs. Dana Tait, prem [REDACTED] (Chalfont, Pa) called to say that you were the nicest person she has dealt with while making her move. She went on to say that she has had to call a lot of utility companies over the past few days and of everyone she has spoken to, you were by far the most pleasant to talk to.

Thanks for making another AQUA connection.

Gregoray Keyes

ECC Supervisor

Tel: [REDACTED]

Fax: [REDACTED]

[REDACTED]@aquaamerica.com

.....
From: Kennedy, John W.

Sent: Tuesday, October 07, 2008 2:02 PM

To: *All Aqua America Officers

Cc: Kephart, William; Keyes, Gregoray; Bailey, Geivonnie R.; Bohlin, Janice N.; Carmack, George K.; Ferrer, Diego M.; Lancaster, Cash; Nicole Nelson; O'Neill, Melida C.; Robinson, Malik K.; Robinson, Shawna A.; Rodriguez, Maria E.; Rosa, Cynthia; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Thurwanger, Bryan P.; Workman, Shakia M.; Abney Raven, Rochelle; Bentley, Ashley; Davis, Maureen S.; Doughty, Rosezina N.; Dowe, Renee S.; Frank, Carolyn E.; Frederick, Kimberly P.; Gormley, Clare M.; Kuhfuss, Kathy; Lewis, Christine M.; McCoy Nichols, Tracey; Ortiz, Evelyn D.; Wineberg, Mary Jo

Subject: More ECC Compliments!

Malik:

Janice Salvino Honey Brook, PA ([REDACTED]) called to say that you were very patient with her. Janice stated that she [REDACTED]

[REDACTED]. However, she stated that you took the time to listen and helped her work through her issue.

Great work on your part.

Gregoray Keyes

ECC Supervisor

Tel: [REDACTED]
Fax: [REDACTED]
[REDACTED]@aquaamerica.com

.....

From: Keyes, Gregoray
Sent: Thursday, October 09, 2008 11:44 AM
To: Keyes, Gregoray; Abney Raven, Rochelle; Bailey, Geivonnie R.; Bentley, Ashley; Bohlin, Janice N.; Carmack, George K.; Davis, Maureen S.; Davis, Michelle; Doughty, Rosezina N.; Dowe, Renee S.; Erdlen, Marge; Ferrer, Diego M.; Frank, Carolyn E.; Frederick, Kimberly P.; Gildea, Suzanne L.; Gormley, Clare M.; Harmon, Rasheda A.; Kennedy, John W.; Kephart, William; Kuber, Hollie E.; Kuhfuss, Kathy; Lancaster, Cash; Lewis, Christine M.; McCoy Nichols, Tracey; Nicole Nelson; O'Neill, Melida C.; Ortiz, Evelyn D.; Robinson, Malik K.; Robinson, Shawna A.; Rodriguez, Maria E.; Rosa, Cynthia; Simms, Anita L.; Smith, Terry; Suters, Dawn L.; Thurwanger, Bryan P.; Wineberg, Mary Jo; Workman, Shakia M.; *All Aqua America Officers; Kephart, William; Gildea, Suzanne L.
Cc: Kennedy, John W.
Subject: Compliment for Nicole Nelson

Nicole:

Sharon White from Lansdowne, PA ([REDACTED]) called to say that you helped a great deal with her accounts.

Keep up the good work.

Thanks,

Gregoray Keyes
ECC Supervisor
Tel: [REDACTED]
Fax: [REDACTED]
[REDACTED]@aquaamerica.com

.....

From: Keyes, Gregoray
Sent: Wednesday, October 15, 2008 11:40 AM
To: *All ECC; *All Aqua America Officers
Subject: Compliment for Nicole Nelson

Nicole:

Olivia Ballard from Mechanicsville, VA ([REDACTED]) called to say that she works in customer service and understands how hard it is to do your job. She said that you did not get frustrated with her when she could not find her account number and that she really appreciated your patients. Lastly, she said that you helped a lot to resolve her issue.

Thanks,

Gregoray Keyes
ECC Supervisor
Tel: [REDACTED]
Fax: [REDACTED]
[REDACTED]@aquaamerica.com

From: Keyes, Gregoray
Sent: Thursday, October 16, 2008 3:36 PM
To: *All ECC; *All Aqua America Officers
Cc: Kennedy, John W.; Kephart, William; Gildea, Suzanne L.
Subject: Compliment for Shawna Robinson

Shawna:

John Deneen from Villanova, PA ([REDACTED]) called to say thank you for having his water turned on today. He stated that you understood his issue and worked very quickly to have his services restored.

Gregoray Keyes
ECC Supervisor
Tel: [REDACTED]
Fax: [REDACTED]
[REDACTED]@aquaamerica.com

From: Keyes, Gregoray
Sent: Friday, October 17, 2008 1:34 PM
To: *All ECC; *All Aqua America Officers
Subject: Compliment for Clare Gormley

Clare:

Jocelyn Crenshaw from Concord, OH ([REDACTED]) called to say that you did a wonderful job helping resolve her issues.

Thanks,

Gregoray Keyes
ECC Supervisor
Tel: [REDACTED]
Fax: [REDACTED]
[REDACTED]@aquaamerica.com

From: Keyes, Gregoray
Sent: Friday, October 24, 2008 4:50 PM
To: *All ECC; *All Aqua America Officers
Subject: Compliment for Shawna Robinson

Shawna:

Julia Williams of Bryn Mawr, PA () called to commend you on a job well done.

Keep up the good work!!

Gregoray Keyes
ECC Supervisor
Tel: ()
Fax: () 93
()@aquaamerica.com

.....
From: Keyes, Gregoray
Sent: Tuesday, November 04, 2008 12:53 PM
To: *All ECC; *All Aqua America Officers
Subject: Compliment for Hollie Kuber

Hollie:

Diane Bottjer from Hawley, PA () called and stated that you were "good, professional, and fast." She went on to add that she normally gets very frustrated when things don't go the way she likes. However, you remained calm and patient with her throughout the call.

Good job!!!!

Gregoray Keyes
ECC Supervisor
Tel: ()
Fax: ()
()@aquaamerica.com

.....
From: Keyes, Gregoray
Sent: Thursday, November 06, 2008 1:24 PM
To: *All ECC; *All Aqua America Officers
Cc: Kennedy, John W.; Gildea, Suzanne L.; Kephart, William
Subject: Compliment for Cash Lancaster

Cash:

Lamont Brown of Girardville, PA ([REDACTED]) called to say that although he was very hard on you, he felt like you handle him very well and never got rattled. He said that you were "great".

Way to go!!!!

Gregoray Keyes
ECC Supervisor
Tel: [REDACTED]
Fax: [REDACTED]
[REDACTED]@aquaamerica.com

From: Keyes, Gregoray
Sent: Monday, November 10, 2008 11:04 AM
To: *All ECC; *All Aqua America Officers
Subject: Compliment for Tracey McCoy Nichols

Tracey:

Jeremie Cotton of Livingston, TX ([REDACTED]) called to say that you were successful in helping with his situation. He said that he was having a rough time trying to get moved in until you looked into his problem. He was very pleased with your service.

Gregoray Keyes
ECC Supervisor
Tel: [REDACTED]
Fax: [REDACTED]
[REDACTED]@aquaamerica.com

From: Keyes, Gregoray
Sent: Monday, November 10, 2008 11:44 AM
To: *All ECC; *All Aqua America Officers
Subject: Compliment for Renee Sermon Dowe

Renee:

Francis Colombo of Tafton, PA ([REDACTED]) called to say that "you handled her situation very well and that you should train everyone else to do the same".

Thanks for the good work.

Gregoray Keyes

ECC Supervisor

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