

APPENDIX G -AQUA NJ'S SERVICE TRACK RECORD

Discussion with the New Jersey Bureau of Public Utilities

On January 24, 2013, Don Kuhn contacted the Division of Water, New Jersey BPU, to inquire whether that office had any information concerning the operations of Aqua NJ New Jersey that would be relevant to the MKL Water Committee's due diligence concerning a possible acquisition of the Lakeshore Company's water system by Aqua NJ.

Ken Welch in the Division of Water indicated that the Division has had no major problems with Aqua NJ. The Division of Water is specifically involved with the review of applications for rate changes.

Ken agreed to contact the Division of Consumer Assistance within the BPU to determine if they had any relevant information. He provided the following for both Aqua NJ New Jersey and for New Jersey American Water Company (to provide a basis for comparison):

	Aqua NJ New Jersey	NJ American
# Customers	37,000	612,000
# Complaints in 2012	36	611

There was no explanation for the difference in size of the customer base for Aqua NJ as compared to that shown in other information about the company that cites a NJ base of 56,000.

Report from Better Business Bureau

As of January 2013, the Better Business Bureau of New Jersey reports seven (7) complaints against Aqua NJ New Jersey during the past three years. All were related to billing/collection issues.

Complaints by date:

2/1/2012

3/1/2011

12/23/2010

9/27/2010

5/27/2010

The above were all resolved with BBB assistance. In addition two complaints (no dates furnished) were handled as follows:

- 1) BBB did not receive a response from the business
- 2) BBB found business made good faith effort to resolve complaint but customer not satisfied with business response