

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF DELAWARE**

**IN THE MATTER OF THE APPLICATION OF)
ARTESIAN WATER COMPANY, INC.)
FOR AUTHORITY TO INCREASE) PSC DOCKET NO. 14-132
RATES AND CHARGES FOR WATER)
SERVICE (FILED APRIL 11, 2014))**

DIRECT TESTIMONY OF

SHONA MARSHALL

ON BEHALF OF THE STAFF OF THE

DELAWARE PUBLIC SERVICE COMMISSION

SEPTEMBER 24, 2014

1 **Statement of Qualifications**

2 **Q: Please state your name and business address.**

3 A: My name is Shona Marshall. My business address is 861 Silver Lake Blvd,
4 Suite 100, Dover, DE 19904.

5
6 **Q: Who is your employer and what is your position title?**

7 A: I have been employed by the Delaware Public Service Commission as a
8 Public Utility Analyst since 2013.

9
10 **Q: Please describe your educational background and professional
11 experience.**

12
13 A: I possess a Bachelor of Science degree in Accounting from Delaware State
14 University. I have more than ten years experience in applying, analyzing,
15 reviewing, verifying, and recording financial transactions in accordance with
16 various federal, state, and third-party regulations, policies, and procedures.
17 My duties have included various A/R functions including, but not limited to:
18 third party billing, contract administration, and auditing. I also possess
19 experience in forecasting, preparing, calculating, and reconciling client
20 accounts.

21
22
23 **Q: What is your role in the docket?**

24 A: I performed a review and analysis of certain tariff changes proposed by
25 Artesian Water Company, Inc. (“Artesian”) in Docket No. 14-132.

26
27 **Q: What is the purpose of your testimony?**

28 A: The purpose of my testimony is to present the findings of my analysis
29 regarding Artesian’s (“Company”) proposed tariff changes on behalf of the
30 Delaware Public Service Commission Staff (“Staff”).

31

1 **Q: Did Staff identify issues with the proposed tariff revisions?**

2 A: Yes, Staff has identified the following eight issues:

- 3 • The Rule Number referenced in the Payment Terms Section.
- 4 • Artesian’s decision to discontinue after hours disconnection and
- 5 reconnection services.
- 6 • Billing the Property Owner for water service between tenants.
- 7 • Clarifying the language in the Seasonal Reconnection Charge.
- 8 • Increasing the Security Deposit for tenants and the retention of the
- 9 security fee when there is a discovery of a meter bar.
- 10 • Customers should be able to access their meter pits for meter reading
- 11 and maintenance purposes.
- 12 • Installation of a meter pit when renewal of a service line is initiated.
- 13 • Estimating costs for stopped or malfunctioning meters.
- 14

15 **Q: Please describe the issues identified by Staff and summarize Staff’s**
16 **position**

17 A: Below is Staff’s position on the identified issues:

18 **PAYMENT TERMS**

19 The Company’s revisions include renumbering its Rules and Regulations
20 section of the tariff. This changes the reference to Rule 46 in the current
21 tariff. The Company should update the Rule according to the final approval of
22 the tariff revisions.

23 **DISCONTINUANCE OF SERVICES**

24 The second issue references changes made to Second Revised Sheet No. 6a
25 regarding the Company’s decision to discontinue reconnection and
26 disconnection services outside of the hours of 8 a.m. and 5 p.m. In their
27 responses to data request PSC-TAR-1a and PSC-TAR-12b, the Company cites
28 security and safety concerns for employees as the reason for this change.
29 There have been a total of eight incidents over 2013 and 2014 for which the
30 Company has provided incident reports as supporting documentation for their
31 response to data request PSC-TAR-12a. The incidents all occur between

1 normal hours of operation but the Company wants to be proactive in limiting
2 risks for their employees after dark. I recommend that this be removed from
3 the proposed tariff because Staff does not feel that limiting the time frame for
4 reconnection and disconnection services is fair to customers. However, Staff
5 does support increased fees for the inconvenience; but not limiting
6 reconnection and disconnection services to normal hours of operation.

7 BILLINGS AND CHANGES IN OWNERSHIP

8 On Sixth Revised Sheet No. 9, the Company is proposing to collect a monthly
9 customer charge and a fire protection charge from a property owner in the
10 case where a tenant discontinues service and the property is not re-rented
11 within 15 days. A property owner should **not** be responsible for the fixed
12 water service charges associated with an unrented property. Once a tenant
13 discontinues service, Artesian no longer has a customer at the location – the
14 property owner is not a customer (property owner has not signed an
15 application for service which makes him/her a customer). Therefore, Staff
16 opposes this proposed tariff revision.

17 SEASONAL RECONNECTION CHARGE

18 Also, on Sixth Revised Sheet No. 9, the Company is proposing to add a Fire
19 Protection Charge during the months that the account is inactive. Staff does
20 not oppose the proposed change. In Data Request PSC-RD-16a, the Company
21 has agreed to delete the last three sentences that they were proposing to add to
22 this section.¹ Staff is in agreement with the Company to not include this
23 language.

24 SECURITY DEPOSITS

25 The Company is proposing to increase the Security Deposit for a tenant who
26 is responsible for paying the water bill to \$200. This amount is different from
27 the amount of Security Deposit other residential customers pay and the

¹ Sixth Revised Sheet No 9's additional text states: "If the Company does not receive full payment for service for the period of inactivity at the conclusion of the inactive period, the Company will restore the account to active status and institute collections procedures, which may include the curtailment of service at the curb stop and appropriate legal remedies. The customer will be responsible for any and all costs incurred to sever service and fees necessary to collect amounts owed. This provision is only intended to temporarily defer charges otherwise owed to the Company on a monthly basis for the provision of water service."

1 Company did not provide any analysis to demonstrate that the proposed
2 increase in the amount of the Security Deposit is warranted. Therefore, Staff
3 opposes this revision.

4 There is also an issue with the Company's proposed revision that allows the
5 Company to retain the security deposit upon discovery of a meter bar. The
6 Commission approved higher reconnection fees in the instances of water theft
7 due to installation of meter bars in the total amount of \$215.00. This includes
8 a \$165.00 estimate for three months of service at the rate of \$55/month as
9 referenced in the Company's response to data request DPA-TRR-10a. Artesian
10 asserts in its response to data request DPA-TRR-5a, that the
11 forfeiture of the service deposit of \$200.00 is a reasonable estimate of lost
12 revenue from unauthorized water use due to the inability to gauge water use
13 after the installation of a meter bar. The service deposit of \$200.00 would be
14 retained in addition to the \$165.00 included in the required reconnection fee
15 that is representative of three months of service, as well as separate charge in
16 correlation to the meter size, for which fees can be found on Original Tariff
17 Sheet 6b. The Company could also require an additional security deposit for
18 continued service. Staff finds the retention of the security deposit to be
19 excessive.

20 METER PIT RESPONSIBILITY

21 The sixth issue is that the Company proposes that customers be responsible
22 for the maintenance and care of meter pits. Meter pits are located on the
23 customer's private property and the customer has a duty to protect the
24 Company's meter located inside the pit. In the changes proposed by the
25 Company, after the meter pit is installed, the responsibility for the pit is the
26 customer's. In Artesian's response to data request PSC-TAR-8d, the
27 Company maintains that the responsibility of meters and pits have not been
28 changed by the addition of the language on Fifth Revised Sheet No. 11. It has
29 always been the duty of the customer to protect and allow the Company
30 access to the meter. The Company states in its response to DPA-TRR-13, in
31 providing protection for the meter, the customer must ensure that the lid

1 remains intact and the meter is free from damage or tampering. If tampering
2 has been discovered, the Company may opt to install a locking cover on the
3 meter pit. Staff is in agreement with this tariff change. However given that
4 the Company has suggested that the meter pit is owned and the responsibility
5 of the customer, customers should be allowed to access their own meter pit for
6 purposes of meter reading or maintenance of the pit. The Company
7 acknowledges this to be correct as stated in their response to data request
8 PSC-TAR-17e.

9 INSTALLATION OF METER PIT UPON RENEWAL OF SERVICE

10 The seventh issue is on Fifth Revised Sheet No. 11. The Company has the
11 sole discretion to install a meter pit when renewal of the service line is
12 initiated. The Company insists in response to data request PSC-TAR-8b, that
13 in order to maintain uniformity, customers are not given the option to approve
14 or deny the installation of meter pits on their property. According to
15 Artesian's response to data request DPA-TRR-11, the Company will bear the
16 costs of the installation of the meter, unless the installation is requested by the
17 customer, or unauthorized use of water has been discovered. In the event that
18 Artesian does decide to install a meter pit at its cost, the costs are included in
19 the rate base, as stated in response to data request PSC-TAR-17g. Staff is in
20 agreement with this change in the tariff language.

21 USE OF ESTIMATES

22 The eighth issue is in reference to Fourth Revised Sheet No. 19, the use of
23 estimates to determine costs for customers in the event that the meter
24 malfunctions or ceases to function. The addition to the tariff reads "In the
25 event that usage for the customer is not known, the company may utilize an
26 estimate of the customer's consumption based on average consumption from
27 the same period in the previous year, based on average consumption from the
28 immediately prior billing period, or an estimate based on detail from similar
29 accounts." The Company has provided documentation describing the read
30 types and number of reads associated with each type from the period of
31 August 2013 to July 2014 in response to data request PSC-TAR-5. Artesian

1 referenced its response to data request DPA-TRR-18a, which detailed steps
2 that its system -- Oracle Customer Care and Billing -- uses to estimate
3 consumption. The system has three methods of estimation. The first method
4 uses the mid-period date of the prior billing period from a prior year. The
5 system will attempt to find a bill segment beginning on/after the mid-point
6 and ending on/before the last day of the billing period. If this method is
7 unsuccessful, the second method will commence. Using the second method,
8 the system will attempt to locate a bill segment for the same account type and
9 service point for the previous period's billing cycle. If the second method is
10 also unsuccessful, the system will attempt to estimate consumption using
11 trends among accounts that the Company consider similar. The Company
12 identifies criteria as "trend areas" and "trend classes." Trend areas refer to the
13 location of the system that can be separated into seven sub-categories. Trend
14 classes are service points that have can be classified in one of three sub-
15 categories. Staff feels that it is unfair to estimate the usage based on average
16 consumption from the previous occupant of the property due to the fact that
17 every occupant will have different usage. Staff recommends that estimation
18 be made based on the average consumption of gallons per month (quarter) for
19 a typical class of customer.

20
21 **Q. Does the PSC Staff have any other issues with the other proposed tariff**
22 **revisions that have not addressed in your testimony?**

23 A. No it does not.

24 **Q: Does this conclude your testimony in this proceeding?**

25 A: Yes.

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In the Matter of the Application of
Artesian Water Company, Inc.
For a Revision of Rates
(Filed April 11, 2014)
PSC Docket No. 14-132
RESPONSES TO INITIAL DATA REQUESTS

PSC-TAR-1a See Second Revised Sheet No. 6. Please explain the company's decision to no longer provide disconnection and reconnection services outside of the company's regular working hours. What does the Company consider emergency service appointments?

Response: The Company has moved to perform disconnections and reconnections only during regular work hours for the safety and security of its employees. As noted in the Company's proposed tariff, emergency service is defined as any service call performed outside of the Company's regular work hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding Company holidays. An emergency situation involves damage to property or potential safety issues that may result from a broken service.

Provided by: David L. Valcarenghi
Manager of Rates and Regulations

Date: August 8, 2014

In the Matter of the Application of
Artesian Water Company, Inc.
For a Revision of Rates
(Filed April 11, 2014)
PSC Docket No. 14-132
RESPONSES TO SECOND SET OF DATA REQUESTS

PSC-TAR-12b (Second Revised Sheet 6a) Please explain the safety and security incidents that the company's staff has encountered while connecting or disconnecting services. b. Are a significant amount of the incidents occurring after the company's specified regular work hours? If so, how many?

Response: The requested incidents are discussed in response to PSC-TAR-12a. The Company has taken a proactive step toward assuring the safety of its personnel by not permitting customer requested appointments after regular working hours. Since the incidents described above happened during normal daylight working hours, the Company determined that it would not subject its personnel to unnecessary risk after hours when darkness could prevent employees from fully assessing dangerous situations and there are fewer Company personnel to respond in case of an incident.

Provided by: David L. Valcarengi
Manager of Rates and Regulations

Date: August 27, 2014

In the Matter of the Application of
Artesian Water Company, Inc.
For a Revision of Rates
(Filed April 11, 2014)
PSC Docket No. 14-132
RESPONSES TO SECOND SET OF DATA REQUESTS

PSC-TAR-12a (Second Revised Sheet 6a) Please explain the safety and security incidents that the company's staff has encountered while connecting or disconnecting services. a. How many incidents have occurred over the last year?

Response: The Company has experienced 8 incidents over the past year- 4 in 2013 and 4 in 2014 which are documented in the attached exhibit labeled PSC-TAR-12a-0001 to PSC-TAR-12a-0009. All information identifying specific customers has been redacted.

Provided by: David L. Valcarenghi
Manager of Rates and Regulations

Date: August 27, 2014



INCIDENT REPORT
Artesian Resources

*All incidents are to be reported on the day on which they occur. This report must be prepared and sent to all required departments within 24 hours of the incident.

Name: Christine Manjerico Employee # 7020 Department: Customer Service
Date of Report: 01 / 24 / 2013 Time of Report: 8:21 am p.m. (circle one)
Date of Incident: 01 / 23 / 2013 Time of Incident: 1:45 pm a.m. p.m. (circle one)

Location of Incident: Newark Office

Supervisor: George Davis Injury/Illness: n/a
Customer at [redacted] Magnolia, DE 19962 called re shutoff. Very angry and argumentative. At one point, he stated, "I happened to be walking my dog and saw your guy shutting off my water! What if I had met your guy with a gun? He's on my property..."



received
1/28/13
[Signature]

The information provided above is true and correct.

I, the undersigned, do release my medical information, records, and reports relative to the issues pertinent to the condition(s) alleged in this claim, to my employer or their authorized representatives. I authorize my physician, medical attendant, insurance company, employer's managed care organization, and state or federal agency, to provide Artesian Resources and their authorized representatives any medical information, records, and reports they may have acquired.

I understand that a positive post-accident drug screen may affect my employment status as well as my workers compensation eligibility.

I agree that a copy of this document shall serve as the original.

Employee Signature: [Signature] Date: 1/25/13

REV 5/01

February 2011



SECURITY INCIDENT REPORT

All incidents are to be reported on the day on which they occur. This report must be prepared and sent to all required departments within 24 hours of the incident.

Name: <u>Michael Argoe</u>	Employee#: <u>7027</u>	Department: <u>Shut Offs</u>
Date of Report: <u>2/7/13</u>	a.m. <u>11:43</u> Time of Report: <u>(p.m.)</u> (circle one)	
Date of Incident: <u>2/7/13</u>	a.m. <u>11:55</u> Time of Incident: <u>p.m.</u> (circle one)	
Location of Incident: <u>Phone</u>		
Type of Incident: <u>Conversation about incident at [redacted] with officer</u>		
Narrative: (tell in your own words what happened): <u>I told the officer my story as on previous report.</u> <u>He then asked if I want to press charges I told</u> <u>him I didn't feel that was necessary because they</u> <u>were just yelling at me and didn't put any hands on me.</u> <u>He (officer) asked if I was scared or threatened, I told</u> <u>him I wasn't didn't feel threatened but I was told to</u> <u>just avoid confrontation, which I felt like there would</u> <u>be one if I stayed there any longer or didn't turn</u> <u>them on.</u>		
received <u>2/8/13</u>		

The information provided above is true and correct.

Employee Signature: Michael Argoe Date: 2-7-13



SECURITY INCIDENT REPORT

All incidents are to be reported on the day on which they occur. This report must be prepared and sent to all required departments within 24 hours of the incident.

Name: Anthony Gaspar	Employee#: 7018	Department: shot off
Date of Report: 2/22/13	a.m. 10:58	p.m. (circle one)
Date of Incident: 2/22/13	a.m.	p.m. (circle one)
Location of Incident: on phone; AWC		
Type of Incident:		
Narrative: (tell in your own words what happened):		
I talked to Officer Martin on the phone. He told me that he could not put in an incident report without pressing charges on the lady that almost hit me with her ear. I asked him to meet me in the office at AWC when he got here.		
I took my incident report after saying he could not just take a report. Case # 153d1301920 Cop's name is MARTIN.		

The information provided above is true and correct.

Employee Signature: [Signature] Date: 2/22/13

William E. Jennings

From: Patricia Lawson
Sent: Thursday, October 03, 2013 11:24 AM
To: William E. Jennings
Subject: [REDACTED]

[REDACTED]
Wilmington, DE 1988

This is the customer I discussed with Rick earlier. I just found out that when he went to the window to pay his water bill, after being shut off, he told Jeannette he wasn't going to take his anger out on her, but he knew what he was going to do.

So, I don't know if he did any damage or anything in the parking lot or if he plans of fooling with his meter. It's anyone's guess.

Patricia Lawson
Artesian Water
664 Churchman's Rd
Newark, DE 19702
(302) 453-6900
plawson@artesianwater.com



SECURITY and/or MISCELLANEOUS REPORT

Type of Incident _____

All incidents are to be reported on the day on which they occur.

Name: Jamal Foster 7046	Department: Collection
Date of Report: 7/31/14	Time of Report: 8:00am
Date of Incident: 7/30/14	Time of Incident: 10:38am
Type of Incident: Threat	
Location of Incident: meadowbrook	
Photos of Incident (circle one): YES NONE TAKEN	
Narrative (tell in your own words what happened):	
<p>ON 7/30/14 at 10:38am while doing my shutoff a customer came up to me and ask me what was I doing. I informed him where I was from and that he has a past due bill. He got in my face and told me I am not turning him off today. He started cursing and went in the house. I contacted Arthur he told me just leave. I then called Bill Jennings and left him a message explaining to him what happened.</p>	

Employee Signature:	Date: 7/31/14
Supervisor Signature:	Date:

Please forward this form to the Security Department along with photos.



SECURITY and/or MISCELLANEOUS REPORT

Type of Incident _____

All incidents are to be reported on the day on which they occur.

Name: J. Foster 7046	Department: Collections.
Date of Report: 4/10/14	Time of Report: 12:53pm
Date of Incident: 4/9/14	Time of Incident: 12:25
Type of Incident: Rude Customer.	
Location of Incident: [REDACTED]	
Photos of Incident (circle one): YES NONE TAKEN	
Narrative (tell in your own words what happened):	
<p>on 4/9/14 at [REDACTED] at 12:25 while doing my shift^{Shut-off}. A male customer approach me. asking me if I can do him a favor and dont shut him off. I informed him that I cant do that. While trying to open up the meter pit. the custome wife came to me and said she doesnt know why I have to shut her off. Then she told me when the other three white guys came they gave her a chance. So she doesnt know why my black g-- cant give her a chance. Then she walked off and said I just want this ugly black g-- offⁱⁿ her property. so I slo off the pit and left the property.</p>	

Employee Signature:	Date: 4/10/14
Supervisor Signature:	Date:

Please forward this form to the Security Department along with photos.



SECURITY and/or MISCELLANEOUS REPORT

Type of Incident _____

All incidents are to be reported on the day on which they occur.

Name: J. Foster	Department: Collections
Date of Report: 4/8/14	Time of Report: 5:22 pm
Date of Incident: 4/8/14	Time of Incident: 1:43 pm.
Type of Incident: Threat	
Location of Incident: [REDACTED]	
Photos of Incident (circle one): YES NONE TAKEN	
Narrative (tell in your own words what happened):	
<p>At 1:43 while doing a s/o at [REDACTED]. The female customer ask me if she can just pay me. I told her unfortunately we don't except payments. She will need to call the office. Her son said to me while while going back inside he will be wrong if he blew brains out. So I called Richie. He told me before going back over there to turn it on I will need to have a Police escort. So I called the police and they arrived at 2:58 for the escort. The customer didn't come out.</p>	

Employee Signature:	Date: 4/8/14.
Supervisor Signature:	Date:

Please forward this form to the Security Department along with photos.



SECURITY and/or MISCELLANEOUS REPORT

Type of Incident _____

All incidents are to be reported on the day on which they occur.

Name: Nick Hurst	Department: Collections
Date of Report: 5/13/14	Time of Report: 600pm
Date of Incident: 5/13/14	Time of Incident: 123pm
Type of Incident:	
Location of Incident: [Redacted]	Townsend
Photos of Incident (circle one):	YES <u>NONE TAKEN</u>
Narrative (tell in your own words what happened):	
I went to above address to disconnect service. When I arrived the guy said he paid the bill and will show me his confirmation number. He showed me the confirmation number and I called Ritchie to see what he wants me to do. Ritchie said the guy paid but not enough to prevent disconnection. I told the guy that I had to disconnect his water. He said "he won't let me shut off his water." He also stated "that if I try there will be issues. So I left the location and called Ritchie back to notify him what took place.	

Employee Signature:	Date: 5/13/14
Supervisor Signature:	Date:

Please forward this form to the Security Department along with photos.

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(Filed April 11, 2014)
PSC Docket No. 14-132
RESPONSES TO INITIAL DATA REQUESTS

PSC-TAR-5 See Ninth Revised Sheet No. 21. What are the criteria for determining which accounts are similar?

Response: The Company assumes this question should refer to Sheet No. 19 instead of Sheet 21. Please refer to the Company's response to DPA-TRR-18a.

Provided by: David L. Valcarenghi
Manager of Rates and Regulations

Date: August 8, 2014

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DPA-TRR-18a Re: AWC's proposed revision on R&R Fourth Revised Sheet No. 19, paragraph 33: (a) What would be the source of the "average consumption from the same period in the previous year"?

Response: The Oracle Customer Care and Billing system estimates consumption using three different methods (stopping at the first successful method). It works as follows:

Step 1: First, the mid-period date of the estimation period is calculated. The system then retrieves the previous year's bill segment whose "start date" is prior to the mid-period date, and whose "end date" is after the mid-period date. For example, if the estimation period is 15 Jan 2002 through 16 Feb 2002, the mid-period date is 31 Jan 2002 and therefore the system attempts to find a bill segment whose start date is on/before 31 Jan 2001 and whose end date is on/after 31 Jan 2001 for the service point. If the year-old bill segment is for the same account AND the end read is not a "No Read" AND the number of days in this bill segment is greater than or equal to 27 days, the system calculates the average amount of consumption per day on the historical bill segment and multiplies this by the number of days in the current estimation period.

Step 2: If the system is not successful in estimating using the first step, the system performs the exact logic described above. However, rather than looking for the bill segment from a year ago, it looks for the bill segment for the account and service point that immediately precedes the start date of the estimation period (and again, the end read is not a "No Read" and it must be for at least as many days as 27 days).

Step 3: If the system is still unsuccessful in estimating consumption based on the above 2 steps, the system estimates consumption based on detail for similar accounts.

"Similar accounts" are determined by the use of trend area and trend classes, the combination of which is used to determine which grouping the customer falls into. Trend areas are associated with the premises to differentiate the area where the service is located. Trend class is associated with the type of service point at the location.

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The premises are classified as being in one of the following trend areas:

- Kent County DE
- Large Meters - Do not estimate
- Northern New Castle County DE
- Not applicable (The premises in this trend area consist mainly of premises where the only active services are non-metered services)
- Private Fire Protection - System Wide
- Southern New Castle County DE
- Sussex County DE

The service points at the premises are classified into one of the following trend classes:

- Delaware Non-Residential
- Delaware Residential
- Private Fire Protection

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Manager of Rates and Regulations

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RESPONSES TO INITIAL DATA REQUESTS

PSC-TAR-3 See Fifth Revised Sheet No. 10. In what instances would fire lines be used for domestic services?

Response: When a request is made for multiple services the Company typically taps the smaller service off the larger service. Usually the larger service is a fire line. The Company does this for several reasons, including:

1. Labor and material costs are less. If the water main is 15' from the property line the Company is able to run one service that is 15' long and one service that is 2' for a total of 17', rather than 30'.

2. Future maintenance cost. If the water main is under the roadway and we are able to tap one service under the blacktop and one service in the grass, our future restoration costs will be lower.

3. Insufficient space. There is usually insufficient to space in the State's Right of Way to run multiple lines due to the existence of other utility lines or structures.

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Manager of Rates and Regulations

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RESPONSES TO INITIAL DATA REQUESTS

PSC-TAR-8d See Second Revised Sheet No. 6. d. Why is the responsibility of the meter shifting to the customer?

Response: The responsibility for the meter is not shifting or changing. The Company has always provided the meter and the customer has always been responsible for assuring the care and access to the meter. The changes in the tariff relate solely to the apparatus connecting the meter to the customer's property and assuring access by the Company to its equipment.

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DPA-TRR-13 Re: AWC's proposed revision on R&R Fifth Revised Sheet No. 11, paragraph 11, and Fifth Revised Sheet No. 18, paragraph 28: Would AWC agree that the vast majority of its residential customers are not familiar with caring for and maintaining a meter pit? If not, why not?

Response: Artesian has no way of ascertaining the general familiarity customers have or do not have with respect to the care and maintenance of a meter pit. Meter pits are located on private property with only the lid to the pit exposed at the surface. The primary care includes assuring the lid remains in place and intact. In the event of any work by the property owner in the vicinity of the meter pit, the property owner must take care to assure that pit is not damaged and that the Company's meter located within the pit is not damaged. As the meter pit is located on the customer's private property and the customer could perform work that would damage the pit as well as be most readily be able to recognize and repair any damage, the Company believes it is appropriate for the customer to be responsible for the meter pit.

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RESPONSES TO SECOND SET OF DATA REQUESTS

PSC-TAR-17e (Fifth Revised Sheet No. 11) Will the company only opt to install a meter pit when there is unauthorized use of water discovered? e. Not including intent to tamper or damage, is the customer allowed to open the meter pit? If not, why?

Response: A customer is afforded unfettered access to the meter pit as this item is considered a component of customer property. However, should the customer tamper with or attempt to circumvent the Company's meter in order to steal water, then the Company may install a locking cover to protect its assets (i.e., meter and water).

Provided by: David L. Valcarenghi
Manager of Rates and Regulations

Date: August 27, 2014

In the Matter of the Application of
Artesian Water Company, Inc.
For a Revision of Rates
(Filed April 11, 2014)
PSC Docket No. 14-132
RESPONSES TO INITIAL DATA REQUESTS

PSC-TAR-8b See Second Revised Sheet No. 6. b. Why would the customer not have the option to approve or deny the addition of a meter pit?

Response: The Company assumes the request reference should be Fifth Revised Sheet No. 11, paragraph 11. A standard policy must be maintained. Exceptions will be discussed on a case by case basis.

Provided by: David L. Valcarenghi
Manager of Rates and Regulations

Date: August 8, 2014

In the Matter of the Application of
Artesian Water Company, Inc.
For a Revision of Rates
(Filed April 11, 2014)
PSC Docket No. 14-132
RESPONSES TO INITIAL DATA REQUESTS

DPA-TRR-11 Re: AWC's proposed revision on R&R Fifth Revised Sheet No. 11, paragraph 11: Explain the circumstances under which AWC will install a meter pit.

Response: AWC may elect to install a meter pit at its cost during a renewal. During new construction meter pit installation costs are charged to the builder. A customer may be assessed the cost of a meter pit if installation is requested by the customer or in situations involving unauthorized use of water as outlined in the Company's response to DPA-TRR-3.

Provided by: David L. Valcarenghi
Manager of Rates and Regulations

Date: August 8, 2014

In the Matter of the Application of
Artesian Water Company, Inc.
For a Revision of Rates
(Filed April 11, 2014)
PSC Docket No. 14-132
RESPONSES TO SECOND SET OF DATA REQUESTS

PSC-TAR-17g (Fifth Revised Sheet No. 11) Will the company only opt to install a meter pit when there is unauthorized use of water discovered? g. Is labor for installation of the meter pit included in rate base?

Response: Where the cost of installation is borne by Artesian, such as in the case of service renewals, then the cost is included in rate base. Otherwise, where the cost is paid for by the customer the Company records no investment.

Provided by: David L. Valcarengi
Manager of Rates and Regulations

Date: August 27, 2014

In the Matter of the Application of
Artesian Water Company, Inc.
For a Revision of Rates
(Filed April 11, 2014)
PSC Docket No. 14-132
RESPONSES TO INITIAL DATA REQUESTS

DPA-TRR-10a Re: AWC's R&R First Revised Sheet No. 9a, first full paragraph: (a)
What is the cost justification for increasing the security deposit for
tenants from \$100 to \$200?

Response: Generally, the Company's severance process for unpaid accounts
involves a termination of service that occurs in the third month of
service. During that period an account can rise to approximately \$165
given an average monthly bill of \$55/month.

The \$165 plus a \$50 charge for disconnection equals \$215. The
increased deposit is intended to address a significant problem caused
by tenants that leave the system with balances that remain unpaid.
During the period January 2012 to October 2013, Artesian absorbed
approximately \$53,000 in losses from unpaid tenant obligations.
Please see the attached document labeled DPA-TRR-10a-0001 –
DPA-TRR-10a-0013.

Provided by: David L. Valcarengi
Manager of Rates and Regulations

Date: August 8, 2014

ARTESIAN WATER COMPANY
TENANT WRITE-OFFS
For the Period January 2012 through October 2013
Response to DPA-TRR-10a

	ACCOUNT ID	WRITE-OFF DATE	ACCOUNT CHARGES	DEPOSIT APPLIED	FINAL WRITE_OFF
1	3725498144	01/03/2012	488.08	-300.66	187.42
2	6594100000	01/03/2012	117.62		117.62
3	7939971125	01/03/2012	268.25		268.25
4	9157431013	01/03/2012	256.41		256.41
5	5592500000	01/04/2012	291.05		291.05
6	5840247666	01/04/2012	133.88	-100	33.88
7	6495471776	01/04/2012	360.69	-104.29	256.40
8	8029623148	01/04/2012	142.42	-103.51	38.91
9	8499344874	01/04/2012	407.61	-300.71	106.90
10	2755723298	01/05/2012	322.58	-100.82	221.76
11	1150089410	01/09/2012	1,101.16	-115.02	986.14
12	1255161598	01/09/2012	482.55	-109.29	373.26
13	1842000000	01/09/2012	283.79	-109.39	174.40
14	4894538945	01/09/2012	648.16	-109.82	538.34
15	9034202022	01/09/2012	114.02	-111.87	2.15
16	0453583190	01/11/2012	389.67	-300.79	88.88
17	1006599269	01/11/2012	775.92	-301.14	474.78
18	1244285968	01/11/2012	287.81	-100	187.81
19	1521600000	01/11/2012	264.23	-231.40	32.83
20	1733387593	01/11/2012	314.37	-301.61	12.76
21	3032300000	01/11/2012	526.55	-308.38	218.17
22	3990446960	01/11/2012	322.27	-109.11	213.16
23	4191350324	01/11/2012	261.94		261.94
24	9496400000	01/11/2012	145.52	-135.12	10.40
25	3024302384	01/12/2012	223.66	-100.57	123.09
26	6452876087	01/12/2012	239.00	-151.87	87.13
27	6736206611	01/12/2012	412.15	-300.19	111.96
28	2436000000	01/18/2012	233.02		233.02
29	6337400000	01/18/2012	212.26		212.26
30	6428869116	01/18/2012	394.30		394.30
31	9809442369	01/18/2012	317.21	-301.42	15.79
32	2873000000	01/24/2012	414.50		414.50
33	1959413209	01/26/2012	293.97		293.97
34	3575708603	01/26/2012	350.60	-300.65	49.95
35	5443602299	01/26/2012	467.42	-101.19	366.23
36	6485035980	01/26/2012	265.55	-113.18	152.37
37	8264413760	01/26/2012	142.66	-109.86	32.80
38	1453957600	02/02/2012	462.50	-104.43	358.07
39	1598874167	02/02/2012	139.35	-105.12	34.23
40	5958284884	02/02/2012	1,061.42	-300	761.42
41	6758455704	02/02/2012	443.89	-108.09	335.80
42	7739217636	02/02/2012	504.38	-113.56	390.82
43	8227602531	02/02/2012	109.82	-109.82	0
44	9908300000	02/02/2012	371.97	-135.27	236.70
45	2522303913	02/06/2012	153.73	-116.37	37.36

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	ACCOUNT ID	WRITE-OFF DATE	ACCOUNT CHARGES	DEPOSIT APPLIED	FINAL WRITE_OFF
46	4533520718	02/08/2012	337.61	-103.32	234.29
47	4901887580	02/08/2012	290.83	-100	190.83
48	2216546728	02/09/2012	76.69		76.69
49	1924000000	02/16/2012	175.68	-130.33	45.35
50	1945100000	02/16/2012	18.59		18.59
51	2122300000	02/16/2012	277.01	-140.69	136.32
52	3272312651	02/16/2012	1,334.84	-104.79	1,230.05
53	5833300000	02/16/2012	201.14	-123.29	77.85
54	9185649944	02/16/2012	620.28	-300	320.28
55	2681954622	02/22/2012	187.56	-100	87.56
56	1240081023	02/29/2012	165.89	-103.69	62.20
57	5253400000	02/29/2012	213.30	-147.72	65.58
58	6262672804	02/29/2012	175.21	-110.71	64.50
59	6554898065	02/29/2012	330.67	-301.17	29.50
60	6843916848	02/29/2012	133.33	-101.23	32.10
61	7110380743	02/29/2012	517.33	-110.44	406.89
62	0840432578	03/01/2012	226.22	-104.32	121.90
63	3082499653	03/05/2012	53.36		53.36
64	8061461277	03/05/2012	67.94		67.94
65	2313209209	03/07/2012	350.15	-300.72	49.43
66	5229923956	03/07/2012	211.95	-50	161.95
67	6112821591	03/07/2012	506.43	-200	306.43
68	8744487333	03/07/2012	330.07		330.07
69	4414588878	03/08/2012	531.54	-100	431.54
70	2268286493	03/14/2012	102.19		102.19
71	3861924847	03/14/2012	261.89	-103.40	158.49
72	4002045480	03/14/2012	144.67	-121.34	23.33
73	8723299892	03/14/2012	290.01	-214.65	75.36
74	6590000000	03/15/2012	348.26	-325.96	22.30
75	8340727771	03/15/2012	513.70	-100	413.70
76	7782598485	03/20/2012	117.51	-100	17.51
77	0122835401	03/22/2012	364.60	-300.27	64.33
78	4246675801	03/22/2012	395.73	-301.28	94.45
79	4731424283	03/22/2012	444.04	-301.62	142.42
80	6418216649	03/22/2012	266.94	-109.76	157.18
81	8230300000	03/22/2012	296.34	-153.64	142.70
82	2318651258	03/26/2012	517.66	-300.13	217.53
83	8229418032	03/26/2012	597.78	-100	497.78
84	6674468422	03/28/2012	330.53	-300.29	30.24
85	9900378088	03/28/2012	343.10	-300.18	42.92
86	2266036876	03/29/2012	377.90	-300.64	77.26
87	6145009581	03/29/2012	15.65		15.65
88	9690919840	04/02/2012	88.53		88.53
89	2233325365	04/04/2012	896.89	-300.91	595.98
90	4372559338	04/04/2012	245.09	-100.59	144.50

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91	4487455229	04/04/2012	134.71	-110.58	24.13
92	4828000000	04/04/2012	343.95		343.95
93	5174993631	04/04/2012	400.86	-300	100.86
94	8157676671	04/04/2012	405.37	-100	305.37
95	9758862098	04/04/2012	192.83	-105.15	87.68
96	0952111895	04/05/2012	380.66	-109.04	271.62
97	0706098316	04/09/2012	847.00	-300	547
98	8911300000	04/09/2012	335.41	-123.20	212.21
99	9010502311	04/09/2012	109.88	-109.88	0
100	9246400000	04/11/2012	575.30	-128.26	447.04
101	9425200000	04/11/2012	207.80		207.80
102	4687060085	04/12/2012	279.09	-103.69	175.40
103	5165165714	04/12/2012	340.09	-150	190.09
104	1499300000	04/18/2012	127.74	-127.74	0
105	1670819919	04/18/2012	1,805.94	-300	1,505.94
106	1823053004	04/18/2012	278.79	-100.97	177.82
107	2516598897	04/18/2012	214.90	-103.80	111.10
108	5311300000	04/18/2012	462.11	-123.01	339.10
109	9639176872	04/18/2012	349.68		349.68
110	6619698056	04/19/2012	167.28	-116.80	50.48
111	0368703698	04/23/2012	412.65	-116.65	296
112	1883000000	04/23/2012	186.86	-100.30	86.56
113	6905175603	04/25/2012	2.99		2.99
114	2497300000	04/26/2012	647.30		647.30
115	0122588620	05/31/2012	146.26		146.26
116	0127300000	05/31/2012	188.99		188.99
117	0195837573	05/31/2012	361.41	-300	61.41
118	0513058965	05/31/2012	399.24	-300	99.24
119	0621799538	05/31/2012	321.50	-301.53	19.97
120	0727373793	05/31/2012	20.79		20.79
121	1001500000	05/31/2012	229.43		229.43
122	4220200000	05/31/2012	266.00	-127.27	138.73
123	4460000000	05/31/2012	446.30	-119.92	326.38
124	5510010000	05/31/2012	172.60	-120.61	51.99
125	5956579508	05/31/2012	145.00	-116.68	28.32
126	6289100000	05/31/2012	270.22	-127.80	142.42
127	6775542087	05/31/2012	191.99		191.99
128	7911786003	05/31/2012	508.80	-300.44	208.36
129	8986100000	05/31/2012	99.87		99.87
130	9023945612	05/31/2012	497.00	-107.74	389.26
131	9143839788	05/31/2012	1,236.69	-300.49	936.20
132	7652300000	06/04/2012	201.83	-151.49	50.34
133	8621592708	06/04/2012	481.04	-300.63	180.41
134	0519592188	06/06/2012	318.40	-300	18.40
135	1774400629	06/06/2012	125.90	-100	25.90

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	ACCOUNT ID	WRITE-OFF DATE	ACCOUNT CHARGES	DEPOSIT APPLIED	FINAL WRITE_OFF
136	8195500000	06/06/2012	243.97	-100	143.97
137	0881957398	06/08/2012	333.74	-300.82	32.92
138	1361740053	06/08/2012	123.29	-100	23.29
139	3428182188	06/08/2012	169.16	-138.64	30.52
140	7574188473	06/08/2012	286.41	-103.91	182.50
141	9063300000	06/08/2012	15.97		15.97
142	5246061617	06/11/2012	147.01	-114.29	32.72
143	5683685843	06/11/2012	208.75	-108.48	100.27
144	6177500000	06/11/2012	180.51	-148.52	31.99
145	3312400000	06/15/2012	180.77	-143	37.77
146	6566318318	06/20/2012	151.77	-100	51.77
147	5618110438	06/22/2012	335.25	-300.59	34.66
148	6514885436	06/25/2012	313.21	-133.45	179.76
149	5896100000	06/26/2012	266.68	-123.34	143.34
150	1079289805	06/28/2012	128.53	-108.31	20.22
151	1493068100	06/28/2012	149.50	-103.15	46.35
152	5869510984	06/28/2012	309.44	-300	9.44
153	7552100000	06/28/2012	194.80		194.80
154	8057264006	06/28/2012	393.30	-300	93.30
155	2916937669	07/02/2012	568.01		568.01
156	0732400000	07/05/2012	261.93	-140.94	120.99
157	6065254605	07/11/2012	224.80		224.80
158	1690000000	07/18/2012	284.61		284.61
159	6386074309	07/18/2012	978.14	-300.35	677.79
160	5048143349	08/01/2012	369.41	-100	269.41
161	0869361493	08/02/2012	230.75	-101.21	129.54
162	1880036807	08/02/2012	554.16	-200	354.16
163	3600562015	08/02/2012	194.72	-103.07	91.65
164	4639232427	08/02/2012	183.08	-108.40	74.68
165	5502440401	08/02/2012	242.47	-112.75	129.72
166	5723109379	08/02/2012	459.76	-301.04	158.72
167	6574290813	08/02/2012	456.52	-300.21	156.31
168	8578178994	08/02/2012	665.80	-301.54	364.26
169	6157712157	08/06/2012	269.97	-107.55	162.42
170	0019509252	08/08/2012	327.40	-300	27.40
171	2662287639	08/08/2012	42.25		42.25
172	1919371103	08/09/2012	294.21	-116.27	177.94
173	5686997012	08/09/2012	342.22	-300.83	41.39
174	4067565990	08/13/2012	359.63	-302.33	57.30
175	2181129298	08/15/2012	1,088.62	-210.85	877.77
176	2393089418	08/15/2012	80.77		80.77
177	2508299358	08/15/2012	99.46		99.46
178	4994128604	08/15/2012	1,043.84	-300.61	743.23
179	7927845803	08/15/2012	333.63	-300.13	33.50
180	0135196775	08/22/2012	142.68	-110.51	32.17

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	ACCOUNT ID	WRITE-OFF DATE	ACCOUNT CHARGES	DEPOSIT APPLIED	FINAL WRITE_OFF
181	3189516721	08/29/2012	201.93	-131.98	69.95
182	4914989977	08/29/2012	109.16	-100	9.16
183	3117500000	08/30/2012	165.55	-110.59	54.96
184	3591534091	08/30/2012	340.82	-300.30	40.52
185	2210110968	09/04/2012	124.27	-100	24.27
186	6010248405	09/04/2012	121.85	-103.15	18.70
187	6699264587	09/05/2012	426.11	-300.88	125.23
188	9041395214	09/05/2012	296.47	-115.41	181.06
189	1063313692	09/12/2012	348.86	-300.46	48.40
190	7429312745	09/13/2012	265.13		265.13
191	7708387883	09/13/2012	264.23	-115.99	148.24
192	9191232079	09/13/2012	169.92	-110.25	59.67
193	8042200000	09/17/2012	163.53	-137.18	26.35
194	0428500000	09/19/2012	231.68	-110.87	120.81
195	3194325150	09/19/2012	168.34	-100	68.34
196	3851019216	09/19/2012	317.47	-300.33	17.14
197	8019402219	09/19/2012	448.57	-118.76	329.81
198	9224839581	09/19/2012	401.05	-300.06	100.99
199	2154743057	09/20/2012	555.45	-300.45	255
200	6263932283	09/20/2012	404.87	-300.52	104.35
201	1986646563	09/24/2012	35.25		35.25
202	5826919627	09/26/2012	326.50	-104.26	222.24
203	5887941003	09/26/2012	473.61	-301.44	172.17
204	7983273230	09/26/2012	169.14		169.14
205	7500558815	09/27/2012	118.12	-55	63.12
206	8018193474	09/27/2012	320.62	-300.36	20.26
207	2413000000	09/28/2012	277.75		277.75
208	0608895033	10/04/2012	122.99	-100	22.99
209	3730072858	10/04/2012	124.27	-106.79	17.48
210	4223479120	10/04/2012	550.89	-300.90	249.99
211	4487386713	10/04/2012	188.57	-100.04	88.53
212	7080200000	10/04/2012	423.93		423.93
213	7323181737	10/04/2012	1,006.40	-601.28	405.12
214	7692335727	10/04/2012	364.33	-300	64.33
215	5420275079	10/08/2012	137.51	-100.03	37.48
216	2954569424	10/10/2012	216.98	-101.08	115.90
217	5264666679	10/10/2012	536.11	-100.04	436.07
218	3049656468	10/15/2012	219.38	-113.51	105.87
219	5940100000	10/15/2012	262.41	-127.67	134.74
220	7245813914	10/15/2012	4.00		4
221	7598264176	10/15/2012	507.01	-300.17	206.84
222	5187163160	10/17/2012	117.05	-100.03	17.02
223	5734541428	10/17/2012	211.72	-103.74	107.98
224	3634739732	10/18/2012	478.85	-300.15	178.70
225	1667531548	10/24/2012	166.68	-104.96	61.72

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	ACCOUNT ID	WRITE-OFF DATE	ACCOUNT CHARGES	DEPOSIT APPLIED	FINAL WRITE_OFF
226	6580100000	10/24/2012	228.35	-134.97	93.38
227	9108354686	10/24/2012	111.83		111.83
228	9323856617	10/24/2012	201.43	-120.30	81.13
229	3764452222	10/25/2012	91.34		91.34
230	8994277941	10/25/2012	29.41		29.41
231	7658300000	10/31/2012	324.94	-129.34	195.60
232	4452455973	11/01/2012	146.57	-104.52	42.05
233	5712300000	11/01/2012	119.80		119.80
234	6078577650	11/01/2012	136.48	-111.93	24.55
235	9069807383	11/01/2012	151.03	-117.84	33.19
236	9152719674	11/01/2012	134.32	-100	34.32
237	9156070496	11/01/2012	405.00	-114.39	290.61
238	7486725453	11/05/2012	241.54		241.54
239	2712110000	11/07/2012	186.12	-100	86.12
240	9595521389	11/07/2012	155.71		155.71
241	1665503446	11/12/2012	538.67	-300.84	237.83
242	9154400000	11/12/2012	148.93	-126.53	22.40
243	1772482187	11/13/2012	443.15	-301.32	141.83
244	4732875152	11/16/2012	517.60		517.60
245	7903227306	11/19/2012	308.26	-301.12	7.14
246	0319253229	11/28/2012	131.75	-112	19.75
247	2413419264	11/28/2012	189.47	-100.05	89.42
248	3923300000	11/28/2012	276.72	-130.11	146.61
249	5061000000	11/28/2012	183.92	-103.06	80.86
250	5640760283	11/28/2012	364.60	-300.17	64.43
251	7140141636	11/28/2012	397.11		397.11
252	7556577899	11/28/2012	175.20	-100	75.20
253	8421956605	11/28/2012	392.59	-300.22	92.37
254	9766795178	11/28/2012	126.93	-101.09	25.84
255	7246548235	11/30/2012	196.78	-102.28	94.50
256	0584539555	12/03/2012	131.35	-100	31.35
257	0997276351	12/03/2012	353.09	-107.23	245.86
258	6291000000	12/03/2012	135.81		135.81
259	0644817832	12/04/2012	345.54	-110.72	234.82
260	1897625241	12/07/2012	168.81		168.81
261	2729426218	12/07/2012	316.48	-108.67	207.81
262	4027236561	12/07/2012	401.53	-300	101.53
263	5197320046	12/07/2012	1,075.92	-100	975.92
264	8965564349	12/07/2012	67.09		67.09
265	0938011291	12/10/2012	130.08	-100.03	30.05
266	4098460915	12/10/2012	713.83	-300.10	413.73
267	4394983062	12/10/2012	170.32		170.32
268	9418000000	12/10/2012	95.41		95.41
269	9884832714	12/11/2012	695.71	-300.19	395.52
270	0149673309	12/14/2012	212.24	-100	112.24

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	ACCOUNT ID	WRITE-OFF DATE	ACCOUNT CHARGES	DEPOSIT APPLIED	FINAL WRITE_OFF
271	2047500000	12/17/2012	72.79		72.79
272	3628100000	12/17/2012	394.58		394.58
273	3485802256	12/18/2012	261.36	-213.36	48
274	4715767405	12/18/2012	195.13	-120.46	74.67
275	6197439424	12/26/2012	119.50	-101.75	17.75
276	6413641904	12/26/2012	134.47	-100	34.47
277	7003730620	12/26/2012	270.89	-118.94	151.95
278	7565293282	12/26/2012	291.63	-107.41	184.22
279	1212847840	12/28/2012	284.91	-102.75	182.16
280	9226076664	12/28/2012	304.58	-301	3.58
			87,565.82	(38,523.68)	49,042.14
1	0377347826	01/02/2013	199.59		199.59
2	1690352872	01/02/2013	267.85	-104.82	163.03
3	2832240324	01/02/2013	469.89	-300	169.89
4	3673359121	01/02/2013	126.53	-100.03	26.50
5	6689052172	01/02/2013	312.80	-219.93	92.87
6	9250447584	01/02/2013	227.04		227.04
7	9604564375	01/02/2013	234.37	-112.06	122.31
8	2762039817	01/04/2013	310.14	-100	210.14
9	6024480304	01/04/2013	331.74	-300.95	30.79
10	0247328364	01/07/2013	348.53	-301.16	47.37
11	0305823552	01/07/2013	328.24	-209.77	118.47
12	1387500000	01/07/2013	223.73	-100	123.73
13	2072615982	01/07/2013	355.23	-100.05	255.18
14	2611634876	01/07/2013	234.91	-115.59	119.32
15	2884979626	01/07/2013	892.92	-300	592.92
16	5954300000	01/07/2013	358.16	-137.34	220.82
17	7163637895	01/07/2013	372.67	-118.12	254.55
18	8612092628	01/07/2013	402.59	-300.75	101.84
19	4939500183	01/11/2013	539.58	-100.01	439.57
20	7380222363	01/11/2013	181.44	-100	81.44
21	7868600000	01/11/2013	651.44		651.44
22	3437180267	01/14/2013	458.48	-300.81	157.67
23	4117810945	01/14/2013	533.23	-300.21	233.02
24	7032400000	01/14/2013	524.34	-356.82	167.52
25	7285544925	01/14/2013	391.71	-300.23	91.48
26	9653176835	01/14/2013	461.95	-300.97	160.98
27	8384698253	01/18/2013	445.60		445.60
28	0098260145	01/23/2013	511.35	-300.82	210.53
29	0699042202	01/23/2013	349.98	-104.24	245.74
30	0782921236	01/23/2013	242.58		242.58
31	2113450341	01/23/2013	157.21		157.21
32	2141115051	01/23/2013	348.41	-107.11	241.30
33	6593775814	01/23/2013	169.98	-108.44	61.54

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	ACCOUNT ID	WRITE-OFF DATE	ACCOUNT CHARGES	DEPOSIT APPLIED	FINAL WRITE_OFF
34	6718171349	01/23/2013	398.52	-300.28	98.24
35	8193907795	01/25/2013	207.04	-101.01	106.03
36	1630741143	01/30/2013	245.28	-100.03	145.25
37	4620268068	01/30/2013	203.17	-100.02	103.15
38	7679174437	01/30/2013	420.07	-100	320.07
39	9737000000	02/01/2013	197.46	-150.02	47.44
40	0197092231	02/04/2013	114.19	-100	14.19
41	0551532535	02/04/2013	210.66	-100.05	110.61
42	2421000000	02/04/2013	259.63		259.63
43	5030241449	02/04/2013	374.87		374.87
44	5977000000	02/04/2013	236.42		236.42
45	2335974331	02/05/2013	112.85	-100.04	12.81
46	4538485267	02/05/2013	152.86	-100.02	52.84
47	9855705236	02/05/2013	211.64	-100.06	111.58
48	4844300000	02/11/2013	60.74		60.74
49	5036400000	02/11/2013	246.66	-123.70	122.96
50	6523199681	02/19/2013	272.80	-200.06	72.74
51	6963216055	02/19/2013	284.01	-107.43	176.58
52	8417100000	02/19/2013	144.73		144.73
53	2151953798	02/25/2013	272.03	-100	172.03
54	4591816420	02/25/2013	108.77	-100.03	8.74
55	6223205801	02/25/2013	102.04	-100	2.04
56	0109965000	02/26/2013	535.00	-300.38	234.62
57	0507643874	03/01/2013	122.12	-110.29	11.83
58	2238212378	03/01/2013	117.41	-100	17.41
59	9069000000	03/01/2013	91.52		91.52
60	1479313516	03/04/2013	199.25	-100	99.25
61	4792555417	03/04/2013	251.93	-100.04	151.89
62	9149010761	03/04/2013	281.22	-100	181.22
63	9711000000	03/04/2013	375.40	-126.16	249.24
64	7132464697	03/11/2013	318.70		318.70
65	7598100000	03/12/2013	422.83		422.83
66	2866383441	03/19/2013	177.55	-100.02	77.53
67	3531789700	03/19/2013	268.92	-100.09	168.83
68	5777200000	03/19/2013	9.92		9.92
69	7089396806	03/19/2013	185.57	-109.84	75.73
70	8585221059	03/19/2013	137.39	-100	37.39
71	0297383305	03/26/2013	132.81		132.81
72	0987722880	03/26/2013	235.85	-100	135.85
73	1808154054	03/26/2013	119.43		119.43
74	8343791513	03/26/2013	113.41	-105.24	8.17
75	9615095616	03/26/2013	301.01	-100.07	200.94
76	9830402714	03/26/2013	153.38	-100	53.38
77	2612300000	04/01/2013	171.14		171.14
78	3859134778	04/01/2013	322.99	-100	222.99

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	ACCOUNT ID	WRITE-OFF DATE	ACCOUNT CHARGES	DEPOSIT APPLIED	FINAL WRITE_OFF
79	7043871793	04/01/2013	172.52	-100.03	72.49
80	0858300000	04/02/2013	161.73	-107.20	54.53
81	5247029039	04/02/2013	224.47	-100.07	124.40
82	5660678300	04/02/2013	675.82	-300.35	375.47
83	7390061853	04/02/2013	2,007.26	-58.69	1,948.57
84	0797139649	04/05/2013	181.40	-100	81.40
85	6366203369	04/05/2013	332.65	-100	232.65
86	0265387418	04/08/2013	460.85	-100	360.85
87	1025008993	04/08/2013	298.73	-100	198.73
88	1917751066	04/08/2013	889.05	-300.35	588.70
89	3508000000	04/08/2013	43.15		43.15
90	3615352322	04/08/2013	123.25	-100	23.25
91	6476103985	04/08/2013	287.40	0	287.40
92	7287876094	04/08/2013	608.09	-300.36	307.73
93	7478805003	04/08/2013	1,495.37	0	1,495.37
94	6477639841	04/09/2013	78.21		78.21
95	7774878587	04/09/2013	454.50	-300.19	154.31
96	4507771813	04/15/2013	195.83	-106.99	88.84
97	7041200000	04/15/2013	620.68	-130.25	490.43
98	7443386871	04/15/2013	236.49		236.49
99	9838100000	04/16/2013	194.06	-135.84	58.22
100	2818942931	04/19/2013	122.70	-108.24	14.46
101	9032523548	04/19/2013	1,809.07	-300.69	1,508.38
102	9145850099	04/19/2013	328.36	-100.10	228.26
103	2599548633	04/22/2013	291.00	-100	191
104	6232082727	04/22/2013	600.69	-300.89	299.80
105	9886454275	04/22/2013	126.57	-103.69	22.88
106	3175661038	04/23/2013	360.17	-100	260.17
107	4584600393	04/23/2013	112.23	-109.77	2.46
108	5086067214	04/23/2013	232.80	-120.43	112.37
109	2442967914	04/29/2013	303.30	-300.37	2.93
110	2762163466	04/29/2013	115.17	-115.17	0
111	3579384099	04/29/2013	379.53	-101.35	278.18
112	3805486469	04/29/2013	504.97	-300.30	204.67
113	3966991124	04/29/2013	110.91	-100	10.91
114	4071321547	04/29/2013	127.85	-105.31	22.54
115	4641096736	04/29/2013	221.77	-100.09	121.68
116	4943954859	04/29/2013	300.81	-100	200.81
117	5400327971	04/29/2013	164.67	-100	64.67
118	5617197860	04/29/2013	434.22	-302.15	132.07
119	6734636048	04/29/2013	231.73	-100.09	131.64
120	7118531019	04/29/2013	1,296.97	-300.33	996.64
121	7327771951	04/29/2013	21.52		21.52
122	8257633364	04/29/2013	278.76		278.76
123	8464038808	04/29/2013	682.30	-300.26	382.04

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	ACCOUNT ID	WRITE-OFF DATE	ACCOUNT CHARGES	DEPOSIT APPLIED	FINAL WRITE_OFF
124	0935998609	04/30/2013	292.72	-221.17	71.55
125	2369500000	04/30/2013	375.17	-232.91	142.26
126	2826028828	04/30/2013	310.54	-302.94	7.60
127	3443590232	04/30/2013	431.64	-100.09	331.55
128	3448459272	04/30/2013	341.34	-100	241.34
129	3891199450	04/30/2013	358.70	-100.05	258.65
130	8582289648	04/30/2013	349.08	-300.76	48.32
131	9089100000	04/30/2013	126.64		126.64
132	8126783941	05/03/2013	161.25	-119.93	41.32
133	0999592373	05/06/2013	356.42	-100	256.42
134	1250902460	05/06/2013	430.61	-100.07	330.54
135	3469240498	05/06/2013	50.71		50.71
136	5937389307	05/06/2013	308.71	-226.65	82.06
137	7833276930	05/06/2013	174.48	-122.64	51.84
138	8941866989	05/06/2013	130.48	-112.23	18.25
139	7578281095	05/10/2013	382.02	-100.05	281.97
140	0203744053	05/13/2013	131.12	-100.10	31.02
141	1124830220	05/13/2013	1,021.88	-100	921.88
142	3820148562	05/13/2013	513.10	-100.12	412.98
143	3948286532	05/13/2013	587.98	-107.15	480.83
144	5480997961	05/13/2013	20.92		20.92
145	2428203639	05/21/2013	176.21	-100.05	76.16
146	4556005425	05/28/2013	200.22	-100	100.22
147	5716352072	05/28/2013	133.20	-100.01	33.19
148	8372381045	05/28/2013	171.11	-115.80	55.31
149	1531809811	05/31/2013	83.73		83.73
150	2146460207	05/31/2013	232.40	-100	132.40
151	3523719477	05/31/2013	554.11	-100.13	453.98
152	0792986517	06/03/2013	243.27		243.27
153	5648172055	06/03/2013	229.41	-103.66	125.75
154	8525400000	06/03/2013	53.72		53.72
155	9574830731	06/03/2013	408.72	-300.65	108.07
156	2543130560	06/04/2013	417.97	-302.10	115.87
157	4557696970	06/04/2013	146.25	-100	46.25
158	5125716514	06/04/2013	134.52	-114.55	19.97
159	7081756942	06/04/2013	304.98	-301.93	3.05
160	7961215988	06/07/2013	421.97	-301.17	120.80
161	5067883658	06/10/2013	148.12	-100	48.12
162	6170158305	06/10/2013	290.15	-100	190.15
163	7568364040	06/10/2013	127.54	-100	27.54
164	1351200000	06/13/2013	2.32		2.32
165	0242140114	06/14/2013	435.74	-100	335.74
166	1073200000	06/14/2013	10.06		10.06
167	0703729287	06/17/2013	135.26	-100	35.26
168	4287265991	06/21/2013	384.86		384.86

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	ACCOUNT ID	WRITE-OFF DATE	ACCOUNT CHARGES	DEPOSIT APPLIED	FINAL WRITE_OFF
169	6628177662	06/21/2013	124.92	-100	24.92
170	3710901346	06/25/2013	132.78	-101.21	31.57
171	6618711755	06/25/2013	187.66	-109.39	78.27
172	7399481333	06/25/2013	118.59	-101.64	16.95
173	6871877753	06/26/2013	194.42	-100	94.42
174	1269591564	06/28/2013	129.61	-103.74	25.87
175	3206220643	06/28/2013	170.45	-67.65	102.80
176	6991074009	06/28/2013	286.96	-100	186.96
177	1788162535	07/01/2013	439.56	-100	339.56
178	3622821323	07/01/2013	281.36	-100	181.36
179	5024762394	07/01/2013	599.56	-100.09	499.47
180	6223652369	07/01/2013	138.29	-108.75	29.54
181	7086000000	07/01/2013	164.16	-132.36	31.80
182	7543051191	07/01/2013	159.55	-100	59.55
183	3345760232	07/02/2013	18.12		18.12
184	0496000000	07/08/2013	171.39	-161.78	9.61
185	0990689269	07/08/2013	116.89	-100.05	16.84
186	4023657487	07/08/2013	117.91	-100	17.91
187	9981630906	07/08/2013	250.58	-100.06	150.52
188	3052518994	07/09/2013	832.63	-300.43	532.20
189	8802169827	07/09/2013	298.48	-100.11	198.37
190	5039705120	07/12/2013	673.10	-107.66	565.44
191	7003476569	07/12/2013	443.32	-103.41	339.91
192	9493628309	07/12/2013	159.21		159.21
193	9807241523	07/12/2013	334.47	-100.05	234.42
194	1249540593	07/15/2013	116.54	-103.80	12.74
195	3320442978	07/15/2013	332.80		332.80
196	7316500000	07/15/2013	652.89	-131.58	521.31
197	1091303842	07/22/2013	322.65	-100	222.65
198	9958460252	07/22/2013	259.16	-100	159.16
199	0573057029	07/29/2013	102.82	-100.03	2.79
200	2035600152	07/29/2013	205.27	-100	105.27
201	8525943081	07/29/2013	158.43	-100.09	58.34
202	0962569399	07/30/2013	426.03	-100	326.03
203	2921039692	07/30/2013	464.88	-100	364.88
204	7533595973	07/30/2013	175.31	-100	75.31
205	2888467076	08/05/2013	401.78	-100	301.78
206	5091688637	08/05/2013	172.74	-100.12	72.62
207	7358678488	08/05/2013	445.75	-120.90	324.85
208	8085000000	08/05/2013	409.19	-158.78	250.41
209	8663521141	08/05/2013	586.52	-100.02	486.50
210	1196300000	08/09/2013	490.50	-186.77	303.73
211	1196466782	08/09/2013	372.39	-100	272.39
212	2322846414	08/09/2013	107.11	-101.16	5.95
213	3884141562	08/09/2013	415.04	-100	315.04

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ACCOUNT ID	WRITE-OFF DATE	ACCOUNT CHARGES	DEPOSIT APPLIED	FINAL WRITE_OFF	
214	5809338290	08/09/2013	241.02	-108.24	132.78
215	9036183960	08/09/2013	628.17	-100	528.17
216	0328367803	08/12/2013	485.16	-100	385.16
217	5943897527	08/12/2013	198.08	-100	98.08
218	5990087721	08/12/2013	269.49	-108.18	161.31
219	9069232757	08/12/2013	305.07	-100	205.07
220	8895508599	08/15/2013	350.06	-300	50.06
221	4397887651	08/16/2013	4.56		4.56
222	3985111470	08/19/2013	336.67	-103.83	232.84
223	5225969221	08/19/2013	756.27	-600.20	156.07
224	7046857294	08/19/2013	118.12	-100	18.12
225	9314459463	08/19/2013	217.38	-101.08	116.30
226	3243454426	08/20/2013	143.86	-100	43.86
227	7472759662	08/20/2013	924.81	-100.07	824.74
228	2159783485	08/26/2013	125.41	-100.13	25.28
229	5976100000	08/26/2013	128.96		128.96
230	6199956838	08/26/2013	206.10	-100.14	105.96
231	7747575645	08/26/2013	344.28	-100.08	244.20
232	0178734417	09/03/2013	337.84	-301.03	36.81
233	3203027707	09/03/2013	143.04	-100.04	43
234	4489835338	09/03/2013	159.35	-100	59.35
235	5514708914	09/03/2013	139.68	-101.15	38.53
236	5631046998	09/03/2013	199.61	-100.17	99.44
237	7213007292	09/03/2013	260.84	-100.11	160.73
238	0540149264	09/06/2013	211.03	-115.92	95.11
239	2809734304	09/06/2013	112.71	-100	12.71
240	2837273358	09/09/2013	196.98	-100.14	96.84
241	3819759480	09/09/2013	677.06	-100	577.06
242	6817681614	09/11/2013	190.66		190.66
243	5582611465	09/13/2013	107.87	-100	7.87
244	1375551186	09/16/2013	267.02	-100.18	166.84
245	1495200000	09/16/2013	145.90		145.90
246	2579240012	09/16/2013	186.12	-100.14	85.98
247	1267745415	09/17/2013	258.25	-100	158.25
248	3741176820	09/17/2013	377.66	-100.18	277.48
249	3672084265	09/20/2013	347.16	-300.63	46.53
250	0441462468	09/23/2013	218.69	-100	118.69
251	1676200000	09/23/2013	8.71		8.71
252	1870301842	09/23/2013	288.25	-100.09	188.16
253	2049665146	09/23/2013	351.49	-100.18	251.31
254	2338004608	09/23/2013	492.15	-301.07	191.08
255	3508469136	09/23/2013	18.61		18.61
256	4667397013	09/23/2013	108.86	-100.16	8.70
257	6662364703	09/23/2013	356.06	-100	256.06
258	7324948848	09/23/2013	51.05		51.05

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	ACCOUNT ID	WRITE-OFF DATE	ACCOUNT CHARGES	DEPOSIT APPLIED	FINAL WRITE_OFF
259	7509909784	09/23/2013	766.87	-300.53	466.34
260	7699246548	09/23/2013	358.80	-301.70	57.10
261	8100934746	09/23/2013	281.94	-202.99	78.95
262	9364119877	09/23/2013	275.72	-115.86	159.86
263	8712994025	09/27/2013	171.06	-114.42	56.64
264	1608698876	10/01/2013	310.77	-300.59	10.18
265	1916010282	10/01/2013	277.80	-120.32	157.48
266	2048171938	10/01/2013	254.04	-100	154.04
267	2550782326	10/01/2013	127.56		127.56
268	3995643986	10/01/2013	184.82	-100	84.82
269	6415405065	10/01/2013	270.62	-100	170.62
270	6983767203	10/01/2013	125.89	-100	25.89
271	0750953763	10/07/2013	186.65	-104.63	82.02
272	1264353152	10/07/2013	247.17	-100	147.17
273	2426021689	10/07/2013	337.54	-100.15	237.39
274	2494031379	10/07/2013	383.96	-300.65	83.31
275	3734368861	10/07/2013	383.52	-111.50	272.02
276	4379462913	10/07/2013	137.41	-100	37.41
277	6163441538	10/07/2013	831.51		831.51
278	7626028884	10/07/2013	165.67	-100	65.67
279	8307100000	10/07/2013	134.72	-130.59	4.13
280	9942845574	10/07/2013	239.55	-103.42	136.13
281	2168389926	10/11/2013	216.72	-100	116.72
282	2960585610	10/11/2013	213.48	-100.18	113.30
283	3288802579	10/11/2013	113.53	-100	13.53
284	6412048501	10/11/2013	214.37	-100.19	114.18
285	1454582370	10/14/2013	230.63	-107.13	123.50
286	9954510144	10/14/2013	146.01	-100.13	45.88
287	3475929666	10/15/2013	375.81	-300.62	75.19
288	4969535247	10/15/2013	288.22	-100.10	188.12
289	7678826180	10/15/2013	218.10		218.10
290	8680978990	10/15/2013	452.72	-207.24	245.48
291	9399697104	10/18/2013	195.21	-100	95.21
			\$ 87,322.61	\$ (34,799.28)	\$ 52,523.33

In the Matter of the Application of
Artesian Water Company, Inc.
For a Revision of Rates
(Filed April 11, 2014)
PSC Docket No. 14-132
RESPONSES TO INITIAL DATA REQUESTS

DPA-TRR-5a Re: AWC's proposed revision on R&R 5th Revised Sheet No. 8, paragraph 3: (a) Why is AWC proposing the forfeiture of service deposits if it finds evidence of the use of a meter bar when the Commission recently approved higher reconnection fees for such circumstances?

Response: The forfeiture of deposits is intended to compensate the Company for the cost of water used at a location where unapproved and illegal equipment have been used to obtain unmetered water service. It also acts as a deterrent for failure to follow required procedures before initializing service to a customer. A meter bar prevents the Company from knowing precisely what consumption has occurred and how long the unapproved consumption has taken place. The Company believes the forfeiture of the \$200 service deposit is a reasonable estimate of lost revenue from illegal water connections. The Company, in its request for an increase in security deposit, estimated that the \$200 fee accounts for three months of service including a shut-off fee. Please refer to the Company's response at DPA-TRR-10a.

Provided by: David L. Valcarengi
Manager of Rates and Regulations

Date: August 8, 2014

In the Matter of the Application of
Artesian Water Company, Inc.
For a Revision of Rates
(Filed April 11, 2014)
PSC Docket No. 14-132
RESPONSES TO SECOND SET OF DATA REQUESTS

PSC-TAR-21 (Ninth Revised Sheet No. 21) What legal basis does the company have for including the addition to paragraph 40 (Responsibility For Service) absolving the company of liability and civil action for injuries and damages that the company feels is beyond their control?

Response: The basis is the "filed rate doctrine". See, e.g., Brown v. United Water Del., Inc., 3 A. 3d 272 (Del. 2010).

Provided by: David L. Valcarenghi
Manager of Rates and Regulations

Date: August 27, 2014