



May 6, 2003

Adjusters International
133 Rollins Avenue
Suite One
Rockville, MD 20852-4004
Attn: Harvey Goodman

Dear Mr. Goodman:

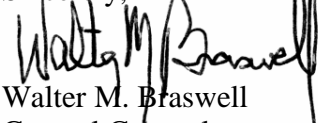
On September 16, 1999, Elizabethtown Water Company (EWC) suffered an extreme disaster when Tropical Storm Floyd flooded and severely damaged our primary water treatment plant that serves over a million customers.

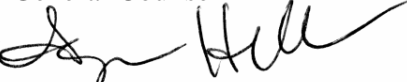
The primary objective of EWC was to get its plant back on line as quickly as possible because many of our customers were without water service. After meeting with our property insurance carrier, we realized that the copious documentation requirements associated with this loss required the assistance of an insurance claims expert. At that juncture, we engaged the services of Harvey Goodman from Adjusters International.

Mr. Goodman and his group diligently assisted us in the preparation of our claim and represented our interests in the ongoing three years of negotiations with the insurance carrier. Without their professional assistance, we would never have been able to reach an amicable settlement of our claim.

We highly recommend the services of Adjusters International.

Sincerely,


Walter M. Braswell
General Counsel


Sylvia Hellman
Risk Manager

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Elizabethtown Water Company

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RWE GROUP