

THE PUBLIC UTILITIES COMMISSION OF OHIO

Respondent.

Case No. 09-236-WW-CSS

ENTRY

(1) On March 20, 2009, Raytanda Yates (Ms. Yates) filed a complaint against Ohio American Water Company (OAW), alleging errors in her bill. Ms. Yates explained that she occupied her residence at 1616 West Prospect Road (Prospect Road), Ashtabula, Ohio, in June 2008, at which time she had water service billed to her name. She adds that shortly thereafter she was contacted by OAW about water service for a prior tenant named Terry Cicco (Mr. Cicco), about whom she knew nothing, and she informed OAW of this. According to Ms. Yates, OAW has persisted in contending that Ms. Yates is responsible for Mr. Cicco's bill. Ms. Yates asserts that she did pay OAW \$274.00, but meanwhile OAW added the expense of Mr. Cicco's service to Ms. Yates' bill.

(2) OAW filed its answer on April 13, 2009. OAW explains that Mr. Cicco asked for and received service in his name at Prospect Road in October 2007. OAW adds that service was nearly disconnected when Mr. Cicco failed to pay his bill, but the bill was partially paid in January 2008. OAW contends that disconnection of Mr. Cicco's service was imminent several other times during subsequent months which ended in May 2008, but the account was placed on hold each time when OAW received medical certificates from Mr. Cicco's physician. In addition, adds OAW, a resident at Prospect Road named Nakkia had contacted OAW about high bills, and the company eventually determined that there was a leak on the customer's side of the meter.

This is to certify that the images appearing are an accurate and complete reproduction of a case file delivered in the regular course of business.

Technician _____ Date Processed _____

APR 30 2009

OAW further contends that Ms. Yates called for service at Prospect Road in June 2008 and provided the same telephone number for the account as did Mr. Cicco. In November 2008, states OAW, given that Ms. Yates and Mr. Cicco had provided the same telephone number and research indicated that Nakkia and Ms. Yates were sisters, the balance owed by Mr. Cicco was transferred to Ms. Yates' account. OAW states that Ms. Yates disputed the transfer and, through her landlord, provided information indicating that she had not lived at Prospect Street until June 2008.

OAW adds that, after service was placed in Ms. Yates' name, she failed to pay her bill numerous times, and that disconnection did not occur because medical certificates were received by OAW from Ms. Yates' physician. Finally, adds OAW, the Prospect Road account was placed in the landlord's name in January 2009 and placed back in Ms. Yates' name in March 2009.

In sum, argues OAW, the complaint should be dismissed, as it was appropriate for OAW to combine the accounts of Mr. Cicco and Ms. Yates.

- (3) Having read Ms. Yates' complaint and OAW's answer, the attorney examiner concludes that this matter is appropriate for a prehearing conference. The conference will be conducted by telephone at 10:00 A.M. on June 16, 2009, from Room 11-B at the Commission offices, 180 East Broad Street, Columbus, Ohio 43215-3793. Parties are to call 1-866-403-2084, enter the star key (*), enter 1696564, and enter the star key (*) again to participate in the conference. The purpose of the prehearing conference is to attempt to resolve matters without the need to proceed to a hearing.
- (4) The attorney examiner emphasizes that under Rule 4901-9-01, Ohio Administrative Code, a person who has filed a complaint and faces shutoff of service must, while the complaint is outstanding, pay all undisputed amounts to the utility. Therefore, while this complaint is unresolved, Ms. Yates must pay all undisputed amounts to OAW for the water used at 1616 West Prospect Road, Ashtabula, Ohio. Failure to do so could result in continued shutoff of service.

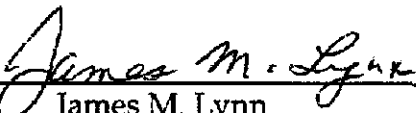
It is, therefore,

ORDERED, That a prehearing conference is scheduled for this matter at described in Finding (3) above. It is, further,

ORDERED, That, while this complaint is unresolved, Ms. Yates must comply with Finding (4). It is, further,

ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO


By: James M. Lynn
Attorney Examiner

/ct PID

Entered in the Journal

APR 30 2009



Renee J. Jenkins
Secretary