

## BEFORE

## THE PUBLIC UTILITIES COMMISSION OF OHIO

|                                  |   |                        |
|----------------------------------|---|------------------------|
| In the Matter of Raytanda Yates, | ) |                        |
|                                  | ) |                        |
| Complainant,                     | ) |                        |
|                                  | ) |                        |
| v.                               | ) | Case No. 09-236-WW-CSS |
|                                  | ) |                        |
| Ohio American Water Company,     | ) |                        |
|                                  | ) |                        |
| Respondent.                      | ) |                        |

ENTRY

The Commission finds:

- (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 initially 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 added 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, yet OAW persisted in charging Ms. Yates for service to Mr. Cicco.
- (2) OAW filed its answer on April 13, 2009. OAW explained that Mr. Cicco asked for and received service in his name at Prospect Road in October 2007. OAW further contended that Ms. Yates called for service at Prospect Road in June 2008 and provided the same telephone number for the account as had Mr. Cicco, so the balance owed by Mr. Cicco was transferred to Ms. Yates' account. OAW argued that the complaint should be dismissed, as it was appropriate to combine the accounts of Mr. Cicco and Ms. Yates.
- (3) The parties participated in a prehearing conference on June 16, 2009.
- (4) On June 23, 2009, Ms. Yates filed a letter stating that the dispute has been resolved and that she wishes to dismiss the complaint.

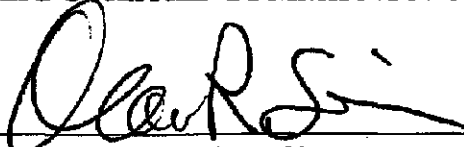
- (5) The Commission finds Ms. Yates' June 23, 2009, request to be reasonable and will dismiss this complaint.

It is, therefore,

ORDERED, That the complaint filed by Ms. Yates be dismissed. It is, further,

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


THE PUBLIC UTILITIES COMMISSION OF OHIO

  
Alan R. Schriber, Chairman

  
Paul A. Centolella

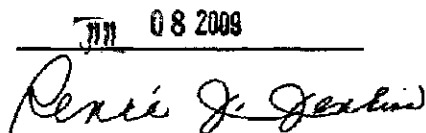
  
Ronda Hartman Fergus

  
Valerie A. Lemmie

  
Cheryl L. Roberto

JML:ct

Entered in the Journal

  
Renee J. Jenkins  
Secretary