

NO  
FILE

Original 09-591-WW-LSS 2



The Public Utilities  
Commission of Ohio

LCONO2110842  
Case Number

Public Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215

### Formal Complaint Form

Leigh Conti  
Customer Name

1457 Countryside Dr.  
Customer Address

Mogador OH 44260  
City State Zip

Against

22-0013603-0  
Account Number

Ohio American Water  
Utility Company Name

Customer Service Address (if different from above)

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

(The complaint is on the following  
page.)

Leigh Conti  
Signature  
330-618-1937  
Customer Telephone Number

RECEIVED-DOCKETING UNIT  
2009 JUL 14 PM 11:58  
PUCO

This is to certify that the images appearing are an  
accurate and complete reproduction of a case file  
document delivered in the regular course of business.  
Technician SM Date Processed JUL 14 2009

July 13, 2009

Formal Complaint to The Public Utilities Commission of Ohio

Dear PUCO,

Allow me to introduce myself. My name and address and phone number is:

Leigh Conti

1457 Countryside Drive

Mogadore, Ohio 44260

330-618-1937

My PUCO CASE ID is: LCON021108U2

This complaint is in regard to Ohio American Water Company that services the address above to which I am a customer. The account number is 22-0013603-0. The Premise Number 22-009005

My house was built new in a new development in 2001. Since the house was built I have been plagued with water issues. These issues include both water quality and (especially) water pressure from the Ohio American Water Company. When the house was built, American Water Company was the water supplier to the house. Sometime in the last four years, American Water sold to the present water company Ohio American Water Company.

Water quality has always been extremely poor. To remedy the situation of dishes that would stain in the dishwasher and water marks in toilets, I purchased a water softener and whole house filter. That has solved most of the water quality issues.

The water pressure issue, however, is equally troublesome but is not reasonably resolved. I am aware that the PUCO requires a minimum of 25 PSI. As I have complained to both water companies for low water pressure (throughout the years), they have installed water pressure meters on my house to test the rates. On the meters, there is an average water pressure that is above the PUCO minimum. However, there are intervals of time when pressure drops below 25 PSI on a regular basis. The pressure drops usually occur during peak usage intervals. 6:00 am to 10:00 am. 4:00 pm to 11:30 pm during the weekdays. These pressure drops make it impossible more than one water source in my house to be used at a time. For example, (1) showers cannot be used when washing clothes, (2) two showers cannot be taken at one time. This is evidence of extremely inadequate service. There are times when the water pressure is so low that the sprayer on my kitchen sink will not turn off when pressure is taken off of the switch. There is not enough water pressure to push the switch off.

All of the houses in my development have a minimum of 2000 square feet. That usually includes 2-4 full bathrooms. These deed restrictions were well published when the water company applied for the right to supply all of the houses in my development with water. All of my neighbors complain of the same problems. With the above pressure loss that the company is aware of, they tell me that the average pressure is all they are accountable for. I don't believe that this is true.

I am requesting that you DEMAND that they either raise their water pressure to a consistent PUCO minimum or pay for a water pressure booster (of my choice) to be stalled in my house.

I am outraged that this situation has been present for 9 years without any resolution in sight. My neighbors have complained to both The PUCO and Ohio American Water Company to no avail. Please Help!

Sincerely,



Leigh Conti