

FILE

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From: ContactThePUCO@puc.state.oh.us
Sent: Monday, April 12, 2010 4:51 PM
To: Docketing
Subject: Docketing
Attachments: 154456.html; 154456.txt; 154456.pdf

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 4/12/2010

Re: Ashley Hilton
7431 Shadyview NW

Massillon, OH 44646

RECEIVED-DOCKETING DIV
2010 APR 13 AM 8:53
PUCO

Docketing Case No.:09-560-WW-AIR

Notes: Customer against rate increase.

We just returned from a 6 day vacation in Tennessee and found a notice on our door that Aqua had been there to disconnect the service because it was inactive. NOT TRUE. We have been paying our bills on time for as long as we have had the account since sometime in 2007. However, this is not the first problem we have had with Aqua. In 2008 they were going to shut off the water because they could not get a reading on the "deduct meter." Of course for good reason as we had none since none are used in Stark County. It took about three months and a letter to PUCO at that time to get that straightened out. Then last year about the same time, an Aqua rep came to shut the water off since it was inactive. Again, not the case. We had not used much since we were in Pennsylvania taking care of my wife's mother's estate. We went back and forth between Pennsylvania and here to clean out the house and arrange its sale. We were fortunate to be here so that we could avoid the shut off. I am becoming rather sick of the constant battle to keep our water turned on.

Aqua has to be one of the most incompetent and badly run companies that I have ever encountered. To think that they have actually requested a rate increase is beyond my imagination. Let them get their act together before granting them one extra penny.

I will call them in the morning to see if this can be straightened out one more time. I would appreciate a return call from PUCO on this problem and a call to Aqua would also be appreciated. I cannot even imagine how they treat customers who are late or delinquent on their accounts, since this is how they treat paying customers.

Pamela Siripavaket
Compliance Investigator
Investigation and Audit Division

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