

NC
FILE

15

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

APPLICATION NOT FOR AN INCREASE IN RATES, PURSUANT TO SECTION
4909.18, REVISED CODE

In the Matter of the Application of)
Aqua Ohio, Inc. to Amend Tariff) Case No. 11-5759-WW-ATA
Pages to its Stark Regional Division)
Tariff.)

1. APPLICANT RESPECTFULLY PROPOSES:

☐ New Service ☐ Change in Rule/Regulation
☐ New Classification ☐ Reduction in Rates
☐ Change in Classification ☐ Correction of Error
☒ Other, not involving ☐ Various related and unrelated
Increase in rates textual revisions, without change in intent

2. DESCRIPTION OF PROPOSAL

This Application is made to amend Aqua Ohio, Inc.'s Stark Regional Division
Tariff's ("Tariff") bill format pursuant to Ohio Administrative Code Section 4901:1-15-
15(A)(9).

3. TARIFF AFFECTED: Aqua Ohio, Inc., Stark Regional Division Tariff, Section 2,
Sixth Revised Sheet No. 1, and Section 7, Addendum to the Tariff.

4. ATTACHED HERETO AND MADE A PART HERE OF ARE: (Check applicable
Exhibits)

☒ Exhibit A – existing sheets (to be superseded if applicable):
☒ Exhibit B – proposed sheets:
☒ Exhibit B-1 – redline tariff sheets showing proposed revisions
☐ Exhibit C-1 –

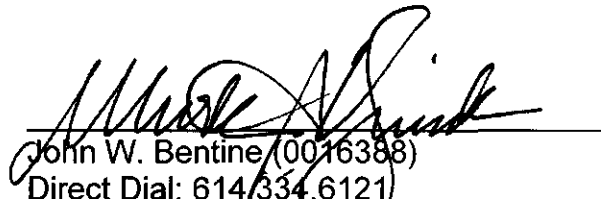
RECEIVED-DOCKETING DIV
2011 NOV 14 PM 3:49
PUCO

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Technician SW Date Processed NOV 15 2011

- (a) if new service is proposed, describe;
- (b) if new equipment is involved, describe (preferable with a picture, brochure, etc.) and where appropriate, a statement distinguishing proposed service from existing services;
- (c) if proposed service results from customers requests, so state giving if available, the number and type of customers requesting proposed service;
- (d) if a change in classification, rule or regulation is proposed, a statement explaining reason for change;
- (e) statement explaining reason for any proposal not covered in the attached exhibits.

5. This application will not result in an increase in any rate, joint rate, toll, classification, charge, or rental.

Respectfully submitted,



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Attorney of Record

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CHESTER WILLCOX & SAXBE, LLP

65 E. State Street, Suite 1000


Columbus, Ohio 43215

Telephone: 614.221.4000

Facsimile: 614.221.4012

Attorneys for Aqua Ohio, Inc.

STATE OF OHIO)
)
COUNTY OF MAHONING) ss.


Edmund P. Kolodziej, Jr.

Thelma C. Russell
Notary Commission

THEODORE C. RUSSELL II, Notary Public
State of Ohio
My Commission Expires July 6, 2013

EXHIBIT A

(CURRENT TARIFF SHEET)

SUBJECT INDEX

<u>Description</u>	<u>Section</u>	<u>Sheet No.</u>	<u>Effective Date</u>
A			
Access to Premises	3-2	3	9/24/03
Application for Water Service	3-4	1	9/24/03
Applications to Install Service Lines	3-5	1	9/24/03
Application Forms	6-1	1-2	9/24/03
Arrearages and Charges Due	3-3	1	9/24/03
B			
Bills and Payments for Service	3-3	1	9/24/03 9/26/08
Bills, Delinquent	3-3	1	9/24/03
Bills, Disputed	3-3	1	9/24/03 9/26/08
Bills, Final	3-3	2	9/24/03
Bills, Form Addendum to Tariff	7	1	10/18/07 01/08/08
Bills, Payment of	3-3	1	9/24/03 9/26/08
Bills, When Rendered	3-3	1	9/24/03 9/26/08
Bulk Water	4	"See Sch. Of Rates"	8/13/04 7/1/10 1/1/11
C			
Change in Occupancy	3-4	1	9/24/03
Company, Definition	3-1	1	9/24/03
Complaints, Records of	3-2	5	9/24/03
Contracts for Water Service	3-4	1	9/24/03
Cost, Definition of	3-1	1	9/24/03
Curb Stops, Use of	3-6	2	9/24/03
Current Occupant Liability	3-4	1	9/24/03
Customer – Definition of	3-1	1	9/24/03
Customer – Bill Rendered	3-3	1	9/24/03 9/26/08
Customer – Billing Address	3-3	1	9/24/03
Customer – Complaints	3-2	5	9/24/03
Customer – Final Bill	3-3	2	9/24/03
Customer – Meter Test Request	3-6	3	9/24/03 9/26/08
Customer – Payment Liability	3-3	1	9/24/03 9/26/08
Customer Equivalents	3-6	1	9/24/03
D			
Damage Due to Deficiency or Failure of Water Supply	3-2	1	9/24/03
Deposits to Secure Payment of Bills	3-2; 3-4	5; 1	9/24/03
Discontinuance of Service	3-2	2,5	9/24/03 9/26/08
Dishonored Payment Charge	4	See "Sch. Of Rates"	9/24/03 8/13/04

Issued: January 1, 2011

Effective: January 1, 2011

Issued by Robert A Kopas, Vice-President, Aqua Ohio, Inc.
In accordance with the Public Utilities Commission of Ohio

Aqua Ohio, Inc.
Stark Regional Division

Section 7

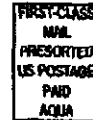
P.U.C.O. TARIFF NO. 1

Addendum to the Tariff

Sample Bill Format

Aqua Ohio, Inc.
 Stark Regional Division
 PO Box 269 • Struthers, OH 44471

Billing Date 08/02/07 Account Number



Front of Bill

Service Address		Service From 07/02/07 to 07/31/07	Service Days 29	Amount Due By 08/24/07 \$ 59.14	Amount Due After 08/24/07 \$ 60.35
Prev. Read	Curr. Read	Consumption	Amount	Code	
			\$ 34.97	P	
			\$ 9.77	CC	
84000 E	84400 A	400 CU. FT.	\$ 14.40	W	

400 CU. FT. = 2,882 gallons

KEEP TOP PORTION

5% Late Fee After Due Date

..... By 08/24/07 After 08/24/07 1230200
 \$ 59.14 \$ 60.35

Customer Name
 Customer Address

If you have questions about your water bill or service, please contact us at:

Tel: 877-987-2782
 Fax: 866-780-8292

Email: custserv@aquaaamerica.com
 Pay by Phone for a fee call: 1-866-268-2908

Back of Bill

We welcome the opportunity to work with you and will do our best to answer your questions. If your complaint is not resolved after you have called Aqua Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel (OCC) for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

Rate Schedule Furnished Upon Request.

This bill may also be paid at an authorized Western Union agency.

Send This Portion with Your Payments to: Aqua Ohio, Inc. PO BOX 269, Struthers, OH 44471

Checks must be postmarked prior to past due date or the late fee must be added.
 Please DO NOT mail cash. Please DO NOT use staples or paperclips.

EXPLANATION OF CODES:

A - Actual
 C - Customer Reading
 CC - Customer Charge
 CR - Credit
 D - Deposit
 DM - Deduct Meter
 E - Estimate
 FH - Fire Hydrant

FS - Fire Service
 MC - Minimum Charge
 MS - Miscellaneous
 P - Previous Balance
 PF - Public Fire Protection
 PN - Penalty
 S - Sewer

SC - Service Charge
 SI - SIC Charge
 SD - Swapout Meter
 SR - Surcharge
 SW - Sewer Rate Code
 TC - Turn-On Charge
 W - Water



EXHIBIT B

(PROPOSED TARIFF SHEET)

P.U.C.O. TARIFF NO. 1

SUBJECT INDEX

<u>Description</u>	<u>Section</u>	<u>Sheet No.</u>	<u>Effective Date</u>
A			
Access to Premises	3-2	3	9/24/03
Application for Water Service	3-4	1	9/24/03
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Arrearages and Charges Due	3-3	1	9/24/03
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Bills and Payments for Service	3-3	1	9/24/03 9/26/08
Bills, Delinquent	3-3	1	9/24/03
Bills, Disputed	3-3	1	9/24/03 9/26/08
Bills, Final	3-3	2	9/24/03
Bills, Form	7	1-2	10/18/07 01/08/08 xx/xx/xx
Bills, Payment of	3-3	1	9/24/03 9/26/08
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Current Occupant Liability	3-4	1	9/24/03
Customer – Definition of	3-1	1	9/24/03
Customer – Bill Rendered	3-3	1	9/24/03 9/26/08
Customer – Billing Address	3-3	1	9/24/03
Customer – Complaints	3-2	5	9/24/03
Customer – Final Bill	3-3	2	9/24/03
Customer – Meter Test Request	3-6	3	9/24/03 9/26/08
Customer – Payment Liability	3-3	1	9/24/03 9/26/08
Customer Equivalents	3-6	1	9/24/03
D			
Damage Due to Deficiency or Failure of Water Supply	3-2	1	9/24/03
Deposits to Secure Payment of Bills	3-2; 3-4	5; 1	9/24/03
Discontinuance of Service	3-2	2,5	9/24/03 9/26/08
Dishonored Payment Charge	4	See "Sch. Of Rates"	9/24/03 8/13/04

Issued: _____, 201X

Effective: _____, 201X

Issued by Edmund P. Kolodziej, Jr., President, Aqua Ohio, Inc.
In accordance with the Public Utilities Commission of Ohio
Order Dated _____, 201X for Case No. 11-__-WW-ATA

P.U.C.O. TARIFF NO. 1

Sample Bill Format

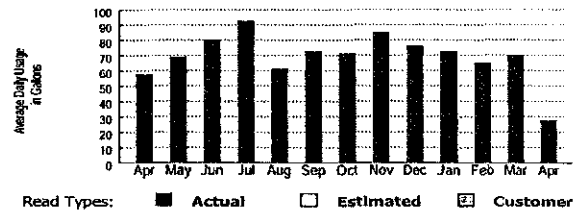
AQUA		Service To: Jim Smith 0123 Rogers Ave Mentor, OH 44060	Account Number 001234567 1234567 LAKE ERIE WEST 1230150	PWSID # OH4301511
Lake Erie West District 762 W. Lancaster Avenue Bryn Mawr, PA 19010-3489	Tel: 877.987.2782 Fax: 877.780.8292 e Mail: custserv@aquaamerica.com	Questions about your water service?... Contact us before the due date. Bill Date April 15, 2011 Total Amount Due \$ 13.70 Current Charges Due Date May 09, 2011		

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	10073750	5/8	04/09/11	3	Actual	600	600	Gallons
Old Meter	68285772	5/8	04/06/11	30	Actual	92400	300	Gallons
*We have exchanged your meter during this billing period.								
Average Daily Usage = 27 Gallons			Total Days: 33		Total Usage:		900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 18.36
Total Payments Received	18.36
Remaining Balance	0.00
Customer Charge	9.21
900 gallons @ \$0.0045446 per gallon	4.09
Total Water Charges	13.30
System Improvement Charge (SIC)	0.40
Amount Due On or Before 05/09/11	\$ 13.70
Amount Due AFTER the Current Due Date	\$ 14.39

Water Usage History



Message Center (see reverse side for other information)

AQUA Water Bill

Lake Erie West District
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Keep top portion for your records.
Return this portion with your payment.

Service To:
Jim Smith
0123 Rogers Ave
Mentor, OH 44060

Account Number 001234567 1234567	
On or Before 05/09/11	Pay This Amount \$ 13.70
After 05/09/11	Pay This Amount \$ 14.39

Amount Enclosed
\$

Please make check payable to Aqua OH.
Print your account number on your check,
then mail to address on back.

Jim Smith
0123 Rogers Ave
Mentor, OH 44060

Issued: _____, 201X

Effective: _____, 201X

Issued by Edmund P. Kolodziej, Jr., President, Aqua Ohio, Inc.
In accordance with the Public Utilities Commission of Ohio
Order Dated _____, 201X for Case No. 11-__-WW-ATA

P.U.C.O. TARIFF NO. 1

Sample Bill Format – Back

Important Customer Information

Customer Service: 877.WTR.AQUA or 877.987.2782 Fax: 866-780-8292 e-mail: custserv@aquaaamerica.com www.aquaohio.com

We welcome the opportunity to work with you and will do our best to answer your questions. If your complaint is not resolved after you have called Aqua Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.puco.ohio.gov. Residential customers may also contact the Ohio Consumers' Counsel (OCC) for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.pickocc.org. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges.

Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment. Please notify our office immediately upon change of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified.

EXPLANATION OF TERMS

Actual Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Charge: This charge covers the cost of having water service available, including operations, maintenance, meter reading, and other necessary services that are not covered under the consumption charge. It is billed whether or not you use any water.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty of 5 percent on current billing amounts.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

System Improvement Charge: SIC is a percentage charge that is applied to the bill. The charge covers costs associated with replacing aging distribution system facilities, such as water mains, service lines, valves, fire hydrants.

Method of Payment: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us.
Aqua OH: P.O. Box 1229, Newark, NJ 07101-1229. **DO NOT SEND CASH.**

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906. Customers with bank accounts may also pay through their bank. (Call the company or your bank for details)

In Person: Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Ohio's service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday. Please call us or visit www.aquaohio.com to find the Western Union location closest to you.

Online: You can pay your bill online for a fee. Visit www.aquaohio.com and click on Customer Service. Under "Online Bill Payment" select "online".

ZipCheck®: A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

Payment Terms: You should pay your bill on or before the due date.

Return Payment Charge: If for any reason your payment is returned to us from the bank, we will add a service charge to your account.
Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE
NAME "Aqua OH"
SHOWS THROUGH THE WINDOW
OF THE PAYMENT ENVELOPE.



Aqua OH

P.O. Box 1229
Newark, NJ 07101-1229

071011229296

Issued: _____, 201X

Effective: _____, 201X

Issued by Edmund P. Kolodziej, Jr., President, Aqua Ohio, Inc.
In accordance with the Public Utilities Commission of Ohio
Order Dated _____, 201X for Case No. 11-__-WW-ATA

EXHIBIT B-1

(REDLINED CURRENT TARIFF SHEET)

P.U.C.O. TARIFF NO. 1

SUBJECT INDEX

<u>Description</u>	<u>Section</u>	<u>Sheet No.</u>	<u>Effective Date</u>
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Bills, Disputed	3-3	1	9/24/03 9/26/08
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Bills, Form	7	1-2	10/18/07 01/08/08 <u>xx/xx/xx</u>
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Damage Due to Deficiency or Failure of Water Supply	3-2	1	9/24/03
Deposits to Secure Payment of Bills	3-2; 3-4	5; 1	9/24/03
Discontinuance of Service	3-2	2,5	9/24/03 9/26/08
Dishonored Payment Charge	4	See "Sch. Of Rates"	9/24/03 8/13/04

Issued: January 1_____, 201X4

Effective: January 1_____, 201X4

Issued by Robert A Kopas, Vice-Edmund P. Kolodziej, Jr., President, Aqua Ohio, Inc.
In accordance with the Public Utilities Commission of Ohio
Order Dated _____, 201X for Case No. 11- -VW-ATA

~~Addendum to the Tariff~~

Effective: , 201X

Issued by Edmund P. Kolodziej, Jr., President, Aqua Ohio, Inc.
In accordance with the Public Utilities Commission of Ohio
 Order Date , 201X for Case No. 11- -WW-ATA

P.U.C.O. TARIFF NO. 1

Addendum to the Tariff

Sample Bill Format

AQUA

Service To:
Jim Smith
0123 Rogers Ave
Mentor, OH 44060

Account Number
001234567 1234567
LAKE ERIE WEST
1230150 PWSID # OH4301511

Lake Erie West District
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: 877.987.2782
Fax: 877.780.8292
e Mail: custserv@aquaaamerica.com

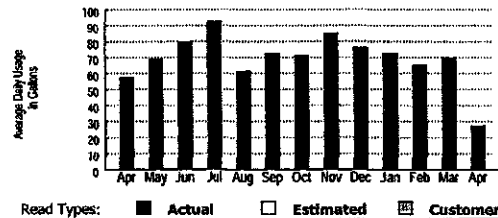
Questions about your water service?... Contact us before the due date.
Bill Date **April 15, 2011** Total Amount Due **\$ 13.70** Current Charges Due Date **May 09, 2011**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	10073750	5/8	04/09/11	3	Actual	600	600	Gallons
			04/06/11		Actual	0		
Old Meter	68285772	5/8	04/06/11	30	Actual	92400	300	Gallons
*We have exchanged your meter during this billing period.								
			03/07/11		Actual	92100		
Average Daily Usage = 27 Gallons			Total Days: 33		Total Usage:		900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 18.36
Total Payments Received	18.36
Remaining Balance	0.00
Customer Charge	9.21
900 gallons @ \$0.0045446 per gallon	4.09
Total Water Charges	13.30
System Improvement Charge (SIC)	0.40
Amount Due On or Before 05/09/11	\$ 13.70
Amount Due AFTER the Current Due Date	\$ 14.39

Water Usage History



Message Center (see reverse side for other information)

AQUA Water Bill

Lake Erie West District
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Keep top portion for your records.
Return this portion with your payment.

Service To:
Jim Smith
0123 Rogers Ave
Mentor, OH 44060

Account Number
001234567 1234567
On or Before **05/09/11** Pay This Amount **\$ 13.70**
After **05/09/11** Pay This Amount **\$ 14.39**
Amount Enclosed

\$

Please make check payable to Aqua OH.
Print your account number on your check,
then mail to address on back.

Jim Smith
0123 Rogers Ave
Mentor, OH 44060

1051497

Issued: , 201X

Effective: , 201X

Issued by Edmund P. Kolodziej, Jr., President, Aqua Ohio, Inc.
In accordance with the Public Utilities Commission of Ohio
Order Date , 201X for Case No. 11- -WW-ATA

P.U.C.O. TARIFF NO. 1

Sample Bill Format – Back

Important Customer Information

Customer Service: 877.WTR.AQUA or 877.987.2782 Fax: 866-780-8292 e-mail: custserv@aquaamerica.com www.aquaohio.com

We welcome the opportunity to work with you and will do our best to answer your questions. If your complaint is not resolved after you have called Aqua Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.puco.ohio.gov. Residential customers may also contact the Ohio Consumers' Counsel (OCC) for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.plckocc.org. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges.

Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment. Please notify our office immediately upon change of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified.

EXPLANATION OF TERMS

Actual Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Charge: This charge covers the cost of having water service available, including operations, maintenance, meter reading, and other necessary services that are not covered under the consumption charge. It is billed whether or not you use any water.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

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Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

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Method of Payment: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us.
Aqua OH: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906. Customers with bank accounts may also pay through their bank. (Call the company or your bank for details)

In Person: Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Ohio's service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday. Please call us or visit www.aquaohio.com to find the Western Union location closest to you.

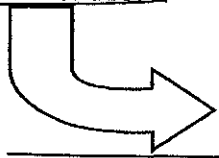
Online: You can pay your bill online for a fee. Visit www.aquaohio.com and click on Customer Service. Under "Online Bill Payment" select "online".

ZipCheck®: A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

Payment Terms: You should pay your bill on or before the due date.

Return Payment Charge: If for any reason your payment is returned to us from the bank, we will add a service charge to your account.
Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE
NAME "Aqua OH"
SHOWS THROUGH THE WINDOW
OF THE PAYMENT ENVELOPE.



Aqua OH

P.O. Box 1229
Newark, NJ 07101-1229

071011229296

Issued: , 201X

Effective: , 201X

Issued by Edmund P. Kolodziej, Jr., President, Aqua Ohio, Inc.

In accordance with the Public Utilities Commission of Ohio

Order Dated , 201X for Case No. 11- -WW-ATA