

FILE

13-0521-WS-CSS

NC
Ohio

**Public Utilities
Commission**

FBAR020713JY

Case Number

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

(24)

Formal Complaint Form

Fredy A. Barrera 5308 Deforest Dr
Customer Name (Please Print) Customer Address

Columbus
City

OH
State

43232
Zip

Against

0019072781272432
Account Number

Customer Service Address (if different from above)

AQUA
Utility Company Name

City

State

Zip

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

See ATTACHED STATEMENT

RECEIVED-DOCKETING DIV

2013 FEB 25 PM 3:10

PUCO

Fredy A. Barrera
Signature

(614) 499-2507
Customer Telephone Number

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 [Signature]

Date Processed FEB 25 2013

Updated February 11, 2013
(614) 466-3016
www.PUCO.ohio.gov

February 25, 2013

Ohio Public Utilities Commission
180 East Broad Street
Columbus, OH 43215-3793

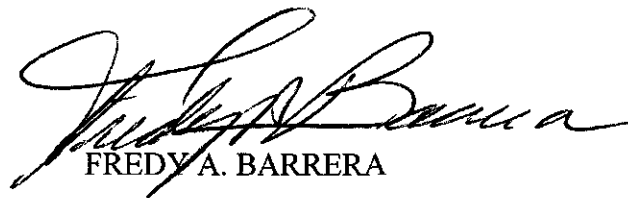
Dear Commissioner,

Fredy A. Barrera with residence at 5308 Deforest Drive, Columbus, Ohio 43232 and Telephone Home Number 614-834-1609, Cell Number 614-499-2507, Account Number 0019072781272432, AQUA, Inc. 762 W. Lancaster Avenue, Bryn Mawr, PA 19010-3489.

My complaint against AQUA is for the charges or bills for services provided during the months of November-December 12 and December 12 and January 2013. Attached is the monthly bill statement from AQUA from April 2012 to January 2013. AQUA became a water service provider since April 2012 and its bills are not clear in how charges are applied, for example the Chart Bar for Water Usage History where AQUA compare Average Daily Usage in Gallons against Current Month change every month and the data fluctuate creating a unclear function. Also I constructed an Excel Sheet to show how its bills charges are applied and the unclear explanation. I first contacted AQUA on 4 January 2013 in regard to my bills and their course of action was to send a technician to read the meter for 8 days, then schedule a Field Supervisor (who never showed up) to evaluate the case. Then AQUA and I scheduled an inspection for January 2013 and I pay \$133.00 service charges to an independent Water Service Company to conduct the inspection at the same time, and their finding was no leaking in the house. After that on 21 January 2013, AQUA changed the meter for testing (see attached letter and results) where results showed no problem with the meter. I contacted Mr. Sam Frazzini, Production and Field Supervisor in regard to the letter and results. I told him that I never requested to change the meter (the latter stated that I did) and asked to explain his finding. He stated that the letter is a standard letter and that it is AQUA procedures to change the meter in cases like mine and that the meter test results are based on the last 30 days of the meter operations. I asked him that since the meter was replaced on 21 January and he tested on 31 January, the results did not reflect how the meter functioned during the months of Nov-Dec12. He agreed and stated that the tester machine AQUA uses can only go back 30 days (another discrepancy).

I have been talking to two or three different AQUA about my case with not positive agreement. The offered a settlement payment plan and offered a 20% reduction in the total amount due which I feel is unfair.

I would like to ask the Ohio Public Utilities Commission to evaluate my situation and ask AQUA for a better solution. I thing that based on my historical water consumption data, an average monthly charges for the months in dispute is fair. I can be contacted by phone at (614) 834-1609, cell (614) 499-2507 or email barrerafredy@hotmail.com



FREDY A. BARRERA

APRIL 2012 TO JANUARY 2013

[illegible]



Aqua Ohio, Inc.
5481 Buenos Aires Blvd.
Westerville, OH 43081

T: (614) 882-6586
F: (614) 882-2176
www.aquaamerica.com

January 31, 2013

Fredy Barrera
5308 Deforest Dr.
Columbus, OH 43232

RE: Requested Water Meter Test

Dear Customer,

Per your request, your water meter was removed and tested. The test report is attached. The water meter was found to be within industry performance standards.

Due to the cost of site visits and meter change out, any time a water meter is removed a new water meter is installed. Per Aqua Ohio's Tariff, there is no cost to a customer for one meter test every three years.

If there are any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Sam Frazzini". The signature is fluid and cursive, with a long horizontal stroke at the end.

Sam Frazzini
Production and Field Supervisor

Cc: Meter Test File

Attachment

**Aqua Ohio
Franklin County District**

COPY

Meter Test Report

Test Date: 1/31/13 Test Time: 11:53 AM

Tested By: Sam FRAZZINI

Meter removed from 5308 DEFOREST DR. in BL HR LD TB WH service area.
(Circle area)

Meter Removal Date: 1/21/13 by TRM

Was customer given opportunity to witness test? YES ☒ NO

Send copy of Report to customer? ☒ YES NO

Reason for Testing

Office Request	Frozen	PUCO	Leaking	Other	Stopped	Customer Complaint	Customer Request
							<input checked="" type="checkbox"/>

Meter Size	Manufacturer	Model	Units of Measurement	Meter Serial Number	Remote Serial Number
<u>5/8</u>	<u>NEPTUNE</u>	<u>T-10</u>	<u>CW FT</u>	<u>83031547</u>	<u>N/A</u>

Meter Reading Before Testing	<u>039454</u>	Units
Meter Reading After Testing	<u>039461</u>	
Water Used for Testing	<u>7</u>	<u>CW FT</u>

Flow (gpm)	Percent	Average Percent	Acceptable	Unacceptable
<u>1/4</u>	<u>4.5% slow</u>	<u>1.5% slow</u>	<input checked="" type="checkbox"/>	
<u>2</u>	<u>0.1% FAST</u>			
<u>15</u>	<u>0.2% slow</u>			

- Average percentage must be no greater than 1.5% fast or slow.

Comments: CUSTOMER - FREDY BARRERA

- 1) Meters shall be tested per the procedure published in the current OAW Tariff for both flow and accuracy.
- 2) Meter must be tagged & identified.
- 3) Keep Meter until 4/31/13 (date)

Report completed by: Samuel P. [Signature] 1/31/13
Signature Date

Distribution: Customer, Service Area Supervisor, Service Area File, Division Supervisor.

the waterworks

We Respond When Your Plumbing Won't

Phone: 614-25-DRAIN Website: www.thewaterworks.com
550 Schrock Rd. • Columbus, Ohio 43229

CONTRACT # 526659

Tech ID	177
Truck#	177
CLIENT PO# / WORK ORDER#	
NOT TO EXCEED (NTE) \$	
<input type="checkbox"/> MENU <input checked="" type="checkbox"/> T&M <input type="checkbox"/> ESTIMATE <input type="checkbox"/> WARRANTY	

NAME	
ADDRESS	
CITY	STATE ZIP
HOME PH	WORK PH

Job #	76
Date	9 Jun 13
10-7 Arrived	10-8 Done
09:18	10:21
Job Complete? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	

AUTHORIZATION FOR COMMENCEMENT OF SERVICE AND ACCEPTANCE OF PRE-SERVICE PROPOSAL:

The undersigned represents that she/he is the owner of the property or the owner's agent, and has the authority to order said service. The Waterworks hereby discloses and the undersigned (hereinafter "Client") hereby acknowledges that aged and deteriorated plumbing fixtures, piping, and appurtenances may no longer be serviceable. Client hereby agrees to hold The Waterworks harmless from and defend The Waterworks against any and all claims or liability for damage to those items or otherwise resulting from conventional repair efforts.

Client hereby authorizes the service as described above and agrees to all terms and conditions stated on both sides of this form. Client agrees to pay for all service, products, and procedures received upon completion of the service. Given the known conditions of the service at this time, the Client's Pre-Service Proposal is \$ 480 plus TRIP CHARGE. The Client understands the Pre-Service proposal is subject to change as a result of unforeseen service conditions. The Service Technician shall inform the Client and keep the Client apprised of any such changes should they occur.

X Client's Signature: [Signature]
X Title:
X Print Name:

STOPPAGE		CLEANED FROM	
BLADES		CABLE	
LENGTH		OPENED	
RAN		LOCATION OF MAIN	
REAR		FRONT	
SIDE		EXITS	

Description of Work: Arrived At Client's Home
Found water meter to be sticky. until
water was run. After searching around
for a leak we had found nothing. we
then a lot was 5' from the meter
which was 15' from the meter. when converted
to cubic feet you get 2.505 cubic
feet which was what the meter read.
At this time with the evidence that
the meter was sticky, the evidence that
the meter was sticky.

0341304 [unclear]
[unclear]
After running 2 cubic feet
the meter read 0.341324
[unclear]

GUARANTEE ON SERVICE PERFORMED	
<input type="checkbox"/> 1 YEAR NEW INSTALL	(19)
<input type="checkbox"/> 1 YEAR ROOTS ONLY	(4)
<input type="checkbox"/> 90 DAY NORMAL STOPPAGE (Drain)	(1)
<input type="checkbox"/> 90 DAY LABOR MATERIAL (Plumbing)	(16)
<input type="checkbox"/> NO GUARANTEE FOR REASONS DESCRIBED	
<input type="checkbox"/> TOILET STOPPAGES CANNOT BE GUARANTEED	

SUMMARY OF LABOR				
TECH ID	TYPE	HRS	HRLY RATE	TOTAL
614	D H I			
614	O H T			
614	O H T			

Additional Services	
Task Total/Labor	98.00
Parts	
*TRIP CHARGE	35.00
Call Out	133.00
Subtotal	
Coupon/Discount	
GRAND TOTAL	266.00
<input type="checkbox"/> Waterworks Charge	
<input type="checkbox"/> Cash	
<input type="checkbox"/> Check #	
<input type="checkbox"/> Credit Card <input type="checkbox"/> MC <input type="checkbox"/> DISC <input type="checkbox"/> VISA <input type="checkbox"/> AMX	
Authorization #	

MAKE/MODEL	INITIAL	I HAVE BEEN ADVISED THAT ADDITIONAL SERVICES CAN BE COMPLETED TODAY AT A REDUCED RATE.	INITIAL	I DECLINE TO HAVE THE RECOMMENDED SERVICE(S) LISTED ABOVE DONE TODAY.	INITIAL	I HAVE BEEN OFFERED A PM PLAN.
------------	---------	--	---------	---	---------	--------------------------------

This Service was Professionally Performed by [Signature] Service Tech's Signature
COMPLETION OF SERVICE: I hereby acknowledge the satisfactory completion of the above described service.

X Client's Signature: [Signature]
X Print Name:



RE: _____

MTR Rd 039/10

Dear Customer:

We visited your property on 1/18 at 1239 ^{PM} in response to your recent bill inquiry. At that time, we performed the following actions:

- ☐ Re-read the meter
- ☒ Verified the meter and transponder (remote read device) information were correct
- ☒ Verified there were no leaks on Aqua lines or at the meter
- ☒ Checked the leak indicator on the meter
- ☐ Other: _____

Our field investigation confirmed the following:

- ☐ Verified your meter and, if applicable, transponder (remote read device) information
- ☒ At the time of the investigation, the leak indicator on the meter did not indicate any leaks
- ☐ At the time of the investigation, the leak indicator showed there was water flow while, by confirming with customer, all faucets and appliances were off indicating there may be leak
- ☒ There was no evidence of a leak on Aqua's lines or equipment
- ☒ The reading from the transponder (remote read device) matched the reading on the meter
- ☐ We have identified a possible error in your meter reading and will review your account.
- ☐ Other: _____

Additional Comments:

Please refer to the HIC/Leak Detection kit, provided after your initial inquiry, or www.aquaamerica.com and clicking on the *Water Smart* link for tips on reducing water consumption or identifying potential internal issues. For other inquiries, please contact a customer service representative at 1.877.WTR.AQUA (1.877.987.2782).

Field Service Representative:



RE: _____

Dear Customer:

We visited your property on 1/9/13 at 10:18 A in response to your recent bill inquiry. At that time, we performed the following actions:

- ☒ Re-read the meter
- ☒ Verified the meter and transponder (remote read device) information were correct
- ☒ Verified there were no leaks on Aqua lines or at the meter
- ☒ Checked the leak indicator on the meter
- ☐ Other: _____

Our field investigation confirmed the following:

- ☒ Verified your meter and, if applicable, transponder (remote read device) information
- ☒ At the time of the investigation, the leak indicator on the meter did not indicate any leaks
- ☐ At the time of the investigation, the leak indicator showed there was water flow while, by confirming with customer, all faucets and appliances were off indicating there may be leak
- ☒ There was no evidence of a leak on Aqua's lines or equipment
- ☒ The reading from the transponder (remote read device) matched the reading on the meter
- ☐ We have identified a possible error in your meter reading and will review your account.
- ☐ Other: _____

Additional Comments:

Please refer to the HIC/Leak Detection kit, provided after your initial inquiry, or www.aquaamerica.com and clicking on the *Water Smart* link for tips on reducing water consumption or identifying potential internal issues. For other inquiries, please contact a customer service representative at 1.877.WTR.AQUA (1.877.987.2782).

Field Service Representative:



Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
 FRANKLIN COUNTY WATER
 1230463 PWSID # OH2502412

Aqua Ohio Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
www.aquaamerica.com

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **February 08, 2013** Total Amount Due **\$ 1,272.31** Current Charges Due Date **March 04, 2013**

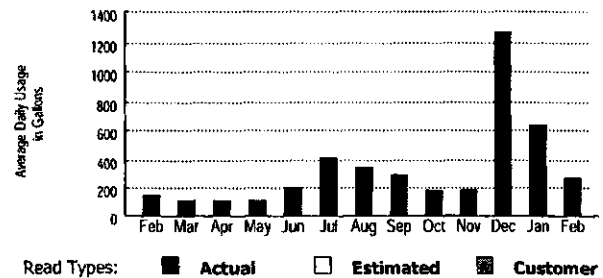
Meter Data

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units	
New Meter	89813231	5/8	02/06/13	16	Actual	660	660	Cubic Feet	
			01/21/13		Actual	0			
Old Meter	83031547	5/8	01/21/13	14	Actual	3940	400	Cubic Feet	
			01/07/13		Actual	3900			
*We have exchanged your meter during this billing period.									
Average Daily Usage = 35 Cubic Feet			Total Days:		30	Total Usage:		1,060	Cubic Feet

Billing Detail

Amount Owed from Last Bill \$ 1,093.52
 Total Payments Received 0.00
Remaining Balance 1,093.52
 Customer Charge Water 8.55
 7,929 gallons @ \$0.0091725 per gallon 72.73
 Current Water Charges 81.28
 Current Sewer Charges 97.51
Amount Due ON or BEFORE 03/04/13 \$ 1,272.31
Amount Due AFTER the Current Due Date \$ 1,281.25

Water Usage History



Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaamerica.com.

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

AQUA Water/Sewer Bill

Aqua Ohio Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Cyc=22F3 1up=1267414

Seq=45190

1272432

FREDY BARRERA
 5308 DEFOREST DR
 COLUMBUS OH 43232-5917

Account Number - Please print on your check

001907278 1272432

On or Before **03/04/13** Pay This Amount **\$ 1,272.31**

After **03/04/13** Pay This Amount **\$ 1,281.25**

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

00190727812724320000001272318



Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
 FRANKLIN COUNTY WATER
 1230463 PWSID # OH2502412

Aqua Ohio Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
www.aquaamerica.com

Questions about your water/sewer service?... Contact us before the due date.

Bill Date **January 09, 2013** Total Amount Due **\$ 1,093.52** Current Charges Due Date **January 31, 2013**

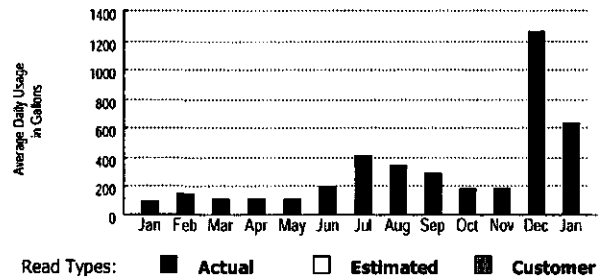
Meter Data

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	83031547	5/8	01/07/13	33	Actual	39000	2,800	Cubic Feet
			12/05/12		Actual	36200		
Average Daily Usage = 84 Cubic Feet			Total Days:	33	Total Usage:		2,800	Cubic Feet

Billing Detail

Amount Owed from Last Bill	\$ 811.89
Total Payments Received	150.00
Remaining Balance	661.89
Customer Charge Water	8.55
14,900 gallons @ \$0.0091725 per gallon	136.67
Next 6,045 gallons @ \$0.0064291 per gallon	38.87
Current Water Charges	184.09
Current Sewer Charges	215.08
Late Charge	32.46
Amount Due ON or BEFORE 01/31/13	\$ 1,093.52
Amount Due AFTER the Current Due Date	\$ 1,113.48

Water Usage History



Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaamerica.com.

AQUA Water/Sewer Bill

Aqua Ohio Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

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

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Seq=45851 Cyc=22F3 1up=1254147

1272432

FREDY BARRERA
 5308 DEFOREST DR
 COLUMBUS OH 43232-5917

Account Number - Please print on your check

001907278 1272432

On or Before **01/31/13** Pay This Amount **\$ 1,093.52**

After **01/31/13** Pay This Amount **\$ 1,113.48**

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

00190727812724320000001093529



Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
 FRANKLIN COUNTY WATER
 1230463 PWSID # OH2502412

Aqua Ohio Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
www.aquaamerica.com

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **February 08, 2013** Total Amount Due **\$ 1,272.31** Current Charges Due Date **March 04, 2013**

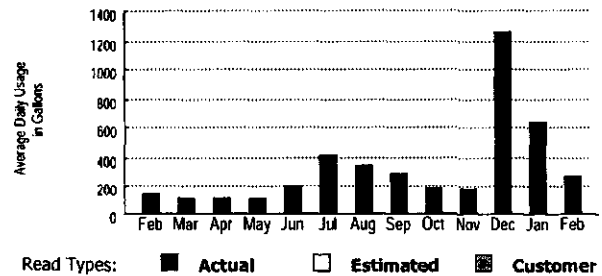
Meter Data

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	89813231	5/8	02/06/13	16	Actual	660	660	Cubic Feet
			01/21/13		Actual	0		
Old Meter	83031547	5/8	01/21/13	14	Actual	3940	400	Cubic Feet
			01/07/13		Actual	3900		
*We have exchanged your meter during this billing period.								
Average Daily Usage = 35 Cubic Feet			Total Days:		30	Total Usage:		1,060 Cubic Feet

Billing Detail

Amount Owed from Last Bill \$ 1,093.52
 Total Payments Received 0.00
Remaining Balance 1,093.52
 Customer Charge Water 8.55
 7,929 gallons @ \$0.0091725 per gallon 72.73
 Current Water Charges 81.28
 Current Sewer Charges 97.51
Amount Due ON or BEFORE 03/04/13 \$ 1,272.31
Amount Due AFTER the Current Due Date \$ 1,281.25

Water Usage History



Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaamerica.com.

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

AQUA Water/Sewer Bill

Aqua Ohio Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Cyc=22F3 1up=1267414

Seq=45190

1272432

FREDY BARRERA
 5308 DEFOREST DR
 COLUMBUS OH 43232-5917

Account Number - Please print on your check

001907278 1272432

On or Before **03/04/13** Pay This Amount **\$ 1,272.31**

After **03/04/13** Pay This Amount **\$ 1,281.25**

Amount Enclosed

\$,

Please make check payable to
Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

00190727812724320000001272318



Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
FRANKLIN COUNTY WATER
1230463 PWSID # OH2502412

Aqua Ohio Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
Fax: **866.780.8292**
www.aquaamerica.com

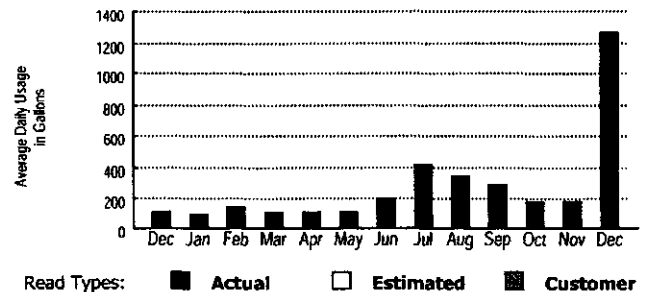
Questions about your water/sewer service?... Contact us before the due date.
Bill Date **December 07, 2012** Total Amount Due **\$ 811.89** Current Charges Due Date **December 31, 2012**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	83031547	5/8	12/05/12	30	Actual	36200	5,100	Cubic Feet
			11/05/12		Actual	31100		
Average Daily Usage = 170 Cubic Feet			Total Days:		30	Total Usage:	5,100	Cubic Feet
1 CF equals 7.4805 gallons								

Billing Detail

Amount Owed from Last Bill	\$ 264.79
Total Payments Received	120.97
Remaining Balance	143.82
Customer Charge Water	8.55
14,900 gallons @ \$0.0091725 per gallon	136.67
Next 23,251 gallons @ \$0.0064291 per gallon	149.48
Current Water Charges	294.70
Current Sewer Charges	360.47
Late Charge	12.90
Amount Due ON or BEFORE 12/31/12	\$ 811.89
Amount Due AFTER the Current Due Date	\$ 844.65

Water Usage History



DUPLICATE BILL

Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- HIGH BILL ALERT** - Your usage appears higher than usual. For information on high usage and leaks, visit <http://watersmart.aquaamerica.com>
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaamerica.com.

AQUA Water/Sewer Bill

Aqua Ohio Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

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

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Seq=45864 Cyc=22F3 1up=1241059

1272432

FREDY BARRERA
5308 DEFOREST DR
COLUMBUS OH 43232-5917

Account Number - Please print on your check

001907278 1272432

On or Before Pay This Amount

12/31/12 \$ 811.89

After Pay This Amount

12/31/12 \$ 844.65

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

001907278127243200000000811899

AQUA

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
FRANKLIN COUNTY WATER
 1230463 PWSID # OH2502412

Aqua Ohio Inc.

762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**

Fax: **866.780.8292**

www.aquaamerica.com

Questions about your water/sewer service?... Contact us before the due date.

Bill Date

Total Amount Due

Current Charges Due Date

November 07, 2012 \$ 264.79

November 29, 2012

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
83031547	5/8	11/05/12	33	Actual	31100	800	Cubic Feet
		10/03/12		Actual	30300		

Average Daily Usage = 24 Cubic Feet

1 CF equals 7.4805 gallons

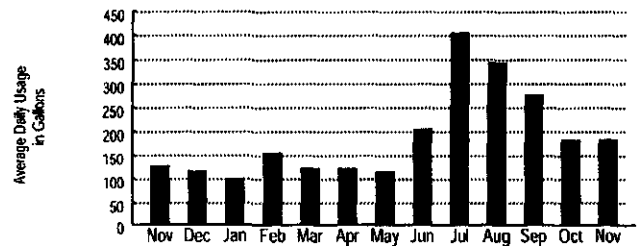
Total Days: 33

Total Usage:

800 Cubic Feet

Billing Detail

Amount Owed from Last Bill	\$ 281.97
Total Payments Received	161.00
Remaining Balance	120.97
Customer Charge Water	8.55
5,984 gallons @ \$0.0091725 per gallon	54.89
Current Water Charges	63.44
Current Sewer Charges	73.59
Late Charge	6.79
Amount Due ON or BEFORE 11/29/12	\$ 264.79
Amount Due AFTER the Current Due Date	\$ 271.64

Water Usage History


Read Types: ☒ Actual ☐ Estimated ☒ Customer

DUPLICATE BILL
Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaamerica.com.

AQUA Water/Sewer Bill

Aqua Ohio Inc.

762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

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

Service To:

FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number - Please print on your check

001907278 1272432

On or Before

Pay This Amount

11/29/12

\$ 264.79

After

Pay This Amount

11/29/12

\$ 271.64

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

Seq=50004 Cyc=22F3 1up=1228756

1272432

FREDY BARRERA
 5308 DEFOREST DR
 COLUMBUS OH 43232-5917

00190727812724320000000264793



Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
 FRANKLIN COUNTY WATER
 1230463 PWSID # OH2502412

aqua Ohio Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
www.aquaamerica.com

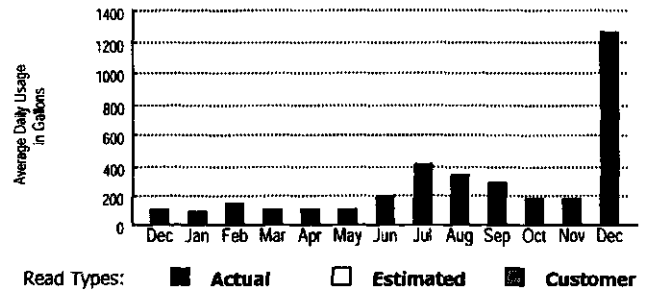
Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **December 07, 2012** Total Amount Due **\$ 811.89** Current Charges Due Date **December 31, 2012**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	83031547	5/8	12/05/12	30	Actual	36200	5,100	Cubic Feet
			11/05/12		Actual	31100		
Average Daily Usage = 170 Cubic Feet			Total Days:		30	Total Usage:	5,100	Cubic Feet
1 CF equals 7.4805 gallons								

Billing Detail

Amount Owed from Last Bill	\$ 264.79
Total Payments Received	120.97
Remaining Balance	143.82
Customer Charge Water	8.55
14,900 gallons @ \$0.0091725 per gallon	136.67
Next 23,251 gallons @ \$0.0064291 per gallon	149.48
Current Water Charges	294.70
Current Sewer Charges	360.47
Late Charge	12.90
Amount Due ON or BEFORE 12/31/12	\$ 811.89
Amount Due AFTER the Current Due Date	\$ 844.65

Water Usage History



DUPLICATE BILL

Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- HIGH BILL ALERT** - Your usage appears higher than usual. For information on high usage and leaks, visit <http://watersmart.aquaamerica.com>
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaamerica.com.

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

AQUA Water/Sewer Bill
Aqua Ohio Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

PAP515-A

Seq=45864 Cyc=22F3 1up=1241059

1272432

FREDY BARRERA
 5308 DEFOREST DR
 COLUMBUS OH 43232-5917

Account Number - Please print on your check

001907278 1272432

On or Before **12/31/12** Pay This Amount **\$ 811.89**

After **12/31/12** Pay This Amount **\$ 844.65**

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

001907278127243200000000811899



Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
FRANKLIN COUNTY WATER
1230463 PWSID # OH2502412

Aqua Ohio Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
Fax: **866.780.8292**
www.aquaamerica.com

Questions about your water/sewer service?... Contact us before the due date.

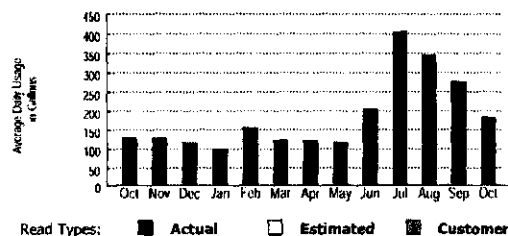
Bill Date **October 05, 2012** Total Amount Due **\$ 281.97** Current Charges Due Date **October 29, 2012**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	83031547	5/8	10/03/12	29	Actual	30300	700	Cubic Feet
			09/04/12		Actual	29600		
Average Daily Usage = 24 Cubic Feet			Total Days: 29		Total Usage:		700	Cubic Feet
1 CF equals 7.4805 gallons								

Billing Detail

Amount Owed from Last Bill \$ 161.00
Total Payments Received 0.00
Remaining Balance 161.00
Customer Charge Water 8.55
5,236 gallons @ \$0.0091725 per gallon 48.03
Current Water Charges 56.58
Current Sewer Charges 64.39
Amount Due ON or BEFORE 10/29/12 \$ 281.97
Amount Due AFTER the Current Due Date \$ 288.02

Water Usage History



Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaamerica.com.

Aqua Water/Sewer Bill

Aqua Ohio Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

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

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432

On or Before **10/29/12** Pay This Amount **\$ 281.97**

After **10/29/12** Pay This Amount **\$ 288.02**

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

Print account number on your check

00190727812724320000000281970

Seq-20587 Cyc-22F3 1up-1214530

12/2432

FREDY BARRERA
5308 DEFOREST DR
COLUMBUS OH 43232-5917



Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
FRANKLIN COUNTY WATER
1230463 PWSID # OH2502412

Aqua Ohio Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Toll Free: **877.967.2782**
Fax: **866.780.8292**
www.aquaamerica.com

Questions about your water/sewer service?... Contact us before the due date.

Bill Date **September 07, 2012** Total Amount Due **\$ 161.00** Current Charges Due Date **October 01, 2012**

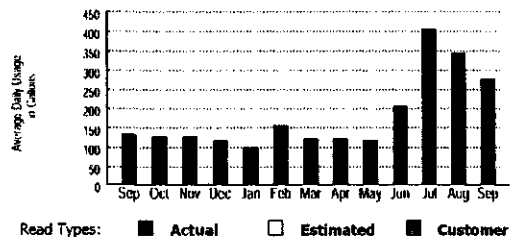
Meter Data

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	83031547	5/8	09/04/12	32	Actual	29600	1,200	Cubic Feet
			08/03/12		Actual	28400		
Average Daily Usage = 37 Cubic Feet			Total Days:		32	Total Usage:	1,200	Cubic Feet
1 CF equals 7.4805 gallons								

Billing Detail

Amount Owed from Last Bill	\$ 315.84
Total Payments Received	300.00
Remaining Balance	15.84
Customer Charge Water	8.55
8,977 gallons @ \$0.0091725 per gallon	82.34
Current Water Charges	90.89
Current Sewer Charges	45.07
Late Charge	9.20
Amount Due ON or BEFORE 10/01/12	\$ 161.00
Amount Due AFTER the Current Due Date	\$ 167.80

Water Usage History



Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaamerica.com.

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



Aqua Ohio Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Seq- 30959 Cyc- 22F3 1up- 1202082

12/2432

FREDY BARRERA
5308 DEFOREST DR
COLUMBUS OH 43232-5917

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
On or Before **10/01/12** Pay This Amount **\$ 161.00**
After **10/01/12** Pay This Amount **\$ 167.80**
Amount Enclosed

\$

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

00190727812724320000000161001



Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
 FRANKLIN COUNTY WATER
 1230463 PWSID # OH2502412

Aqua Ohio Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
www.aquaamerica.com

Questions about your water/sewer service?... Contact us before the due date.

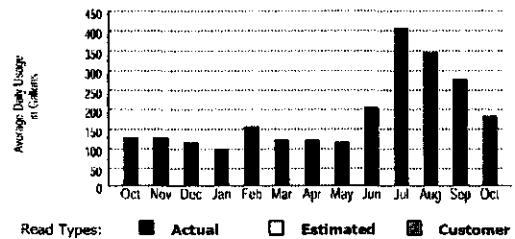
Bill Date **October 05, 2012** Total Amount Due **\$ 281.97** Current Charges Due Date **October 29, 2012**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	83031547	5/8	10/03/12	29	Actual	30300	700	Cubic Feet
			09/04/12		Actual	29600		
Average Daily Usage = 24 Cubic Feet			Total Days: 29		Total Usage:		700	Cubic Feet
1 CF equals 7.4805 gallons								

Billing Detail

Amount Owed from Last Bill	\$ 161.00
Total Payments Received	0.00
Remaining Balance	161.00
Customer Charge Water	8.55
5,236 gallons @ \$0.0091725 per gallon	48.03
Current Water Charges	56.58
Current Sewer Charges	64.39
Amount Due ON or BEFORE 10/29/12	\$ 281.97
Amount Due AFTER the Current Due Date	\$ 288.02

Water Usage History



Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaamerica.com.

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

AQUA Water/Sewer Bill

Aqua Ohio Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432

On or Before **10/29/12** Pay This Amount **\$ 281.97**

After **10/29/12** Pay This Amount **\$ 288.02**

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

Print account number on your check

00190727812724320000000281970

Seq=20587 Cyc=22F3 1up+1214530

1272432

FREDY BARRERA
 5308 DEFOREST DR
 COLUMBUS OH 43232-5917



Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
 FRANKLIN COUNTY WATER
 1230463 PWSID # OH2502412

Aqua Ohio Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
www.aquaamerica.com

Questions about your water/sewer service?... Contact us before the due date
 Bill Date **August 07, 2012** Total Amount Due **\$ 315.84** Current Charges Due Date **August 29, 2012**

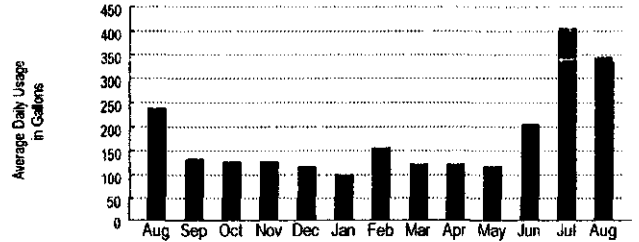
Meter Data

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units	
	83031547	5/8	08/03/12	28	Actual	28400	1,300	Cubic Feet	
			07/06/12		Actual	27100			
Average Daily Usage = 46 Cubic Feet			Total Days:		28	Total Usage:		1,300	Cubic Feet
1 CF equals 7.4805 gallons									

Billing Detail

Amount Owed from Last Bill \$ 298.02
 Total Payments Received..... 125.00
Remaining Balance..... 173.02
 Customer Charge Water..... 8.55
 9,725 gallons @ \$.0091725 per gallon..... 89.20
 Current Water Charges..... 97.75
 Current Sewer Charges..... 45.07
Amount Due ON or BEFORE 08/29/12 \$ 315.84
Amount Due AFTER the Current Due Date..... \$ 322.98

Water Usage History



Read Types: ☒ Actual ☐ Estimated ☐ Customer

*Paid \$300 -
 8/18/12*

*Barres atady
 Email*

15.84

Self

Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaamerica.com.

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

AQUA Water/Sewer Bill

Aqua Ohio Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Seq=35941 Cyc=22F3 1up=1189185 35941 1 AV 0.350

1272432

*****AUTO**5-DIGIT 43232 C 86 P 103
 FREDY BARRERA
 5308 DEFOREST DR
 COLUMBUS OH 43232-5917



Account Number

001907278 1272432

On or Before **08/29/12** Pay This Amount **\$ 315.84**

After **08/29/12** Pay This Amount **\$ 322.98**

Amount Enclosed

\$

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

00190727812724320000000315845





Service To:
FREDY BARRERA
 5308 DEFOREST DR
 COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
 FRANKLIN COUNTY WATER
 1230463 PWSID # OH2502412

Aqua Ohio Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date

July 11, 2012

Total Amount Due

\$ 298.02

Current Charges Due Date

August 02, 2012

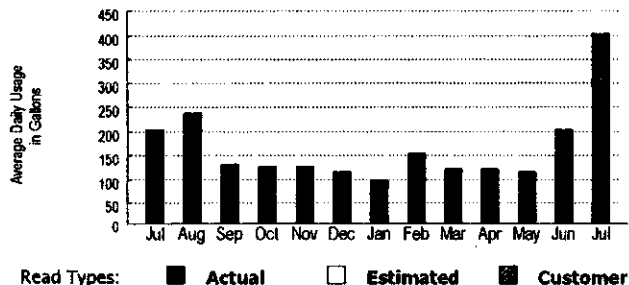
Meter Data

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	83031547	5/8	07/06/12	31	Actual	27100	1,700	Cubic Feet
			06/05/12		Actual	25400		
Average Daily Usage = 54 Cubic Feet			Total Days:		31	Total Usage:	1,700	Cubic Feet
1 CF equals 7.4805 gallons								

Billing Detail

Amount Owed from Last Bill	\$ 122.83
Total Payments Received.....	0.00
Remaining Balance	122.83
Current Water Charges.....	125.19
Current Sewer Charges.....	45.07
Late Charge	4.93
Amount Due ON or BEFORE 08/02/12	\$ 298.02
Amount Due AFTER the Current Due Date	\$ 306.53

Water Usage History



Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaaamerica.com/aquaonline today to make the switch!
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaaamerica.com.

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

AQUA Water/Sewer Bill

Aqua Ohio Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
FREDY BARRERA
 5308 DEFOREST DR
 COLUMBUS, OH 43232-5917

Seq=34509 Cyc=22F3 1up=1178270 34509 1 AV 0.350

1272432

*****AUTO**5-DIGIT 43232 C 101 P 120
 FREDY BARRERA
 5308 DEFOREST DR
 COLUMBUS OH 43232-5917



Account Number

001907278 1272432

On or Before

08/02/12

Pay This Amount

\$ 298.02

After

08/02/12

Pay This Amount

\$ 306.53

Amount Enclosed

\$

Please make check payable to Aqua OH.

Print your account number on your check,
 then mail to address on back.

00190727812724320000000298025





Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
 FRANKLIN COUNTY WATER
 1230463 PWSID # OH2502412

Aqua Ohio Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
www.aquaamerica.com

Questions about your water/sewer service?... Contact us before the due date
 Bill Date **August 07, 2012** Total Amount Due **\$ 315.84** Current Charges Due Date **August 29, 2012**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
83031547	5/8	08/03/12	28	Actual	28400	1,300	Cubic Feet
		07/06/12		Actual	27100		

Average Daily Usage = 46 Cubic Feet
 1 CF equals 7.4805 gallons

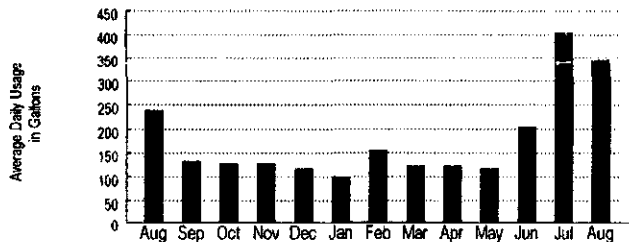
Total Days: 28

Total Usage: 1,300 Cubic Feet

Billing Detail

Amount Owed from Last Bill \$ 298.02
 Total Payments Received 125.00
Remaining Balance 173.02
 Customer Charge Water 8.55
 9,725 gallons @ \$0.0091725 per gallon 89.20
 Current Water Charges 97.75
 Current Sewer Charges 45.07
Amount Due ON or BEFORE 08/29/12 \$ 315.84
Amount Due AFTER the Current Due Date \$ 322.98

Water Usage History



Read Types: ☒ Actual ☐ Estimated ☐ Customer

*Paid \$300 -
 8/18/12*

*Barra already
 earned*

15.84

Self

Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaamerica.com.

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

AQUA Water/Sewer Bill

Aqua Ohio Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Seq=35941 Cyc=22F3 1up=1189165 35941 1 AV 0.350

1272432

*****AUTO**5-DIGIT 43232 C 86 P 103
 FREDY BARRERA
 5308 DEFOREST DR
 COLUMBUS OH 43232-5917



Account Number
001907278 1272432
 On or Before **08/29/12** Pay This Amount **\$ 315.84**
 After **08/29/12** Pay This Amount **\$ 322.98**

Amount Enclosed

\$

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

00190727812724320000000315845





Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
 FRANKLIN COUNTY WATER
 1230463 PWSID # OH2502412

Aqua Ohio Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date

June 07, 2012

Total Amount Due

\$ 122.83

Current Charges Due Date

June 29, 2012

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
83031547	5/8	06/05/12	29	Actual	25400	800	Cubic Feet
		05/07/12		Actual	24600		

Average Daily Usage = 27 Cubic Feet

1 CF equals 7.4805 gallons

Total Days: 29

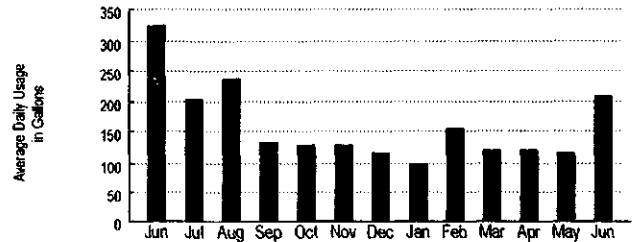
Total Usage:

800 Cubic Feet

Billing Detail

Amount Owed from Last Bill	\$ 32.68
Total Payments Received.....	0.00
Remaining Balance	32.68
Adjustments	9.51 Credit
Minimum Charge Water	9.51
5,984 gallons @ \$0.0076549 per gallon.....	45.81
Current Water Charges.....	55.32
Current Sewer Charges.....	43.18
Late Charge	1.16
Amount Due ON or BEFORE 06/29/12	\$ 122.83
Amount Due AFTER the Current Due Date.....	\$ 127.28

Water Usage History



Read Types: ☒ Actual ☐ Estimated ☒ Customer

Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaaamerica.com/aquaonline today to make the switch!
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

Aqua Ohio Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To: ---
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number

001907278 1272432

On or Before

06/29/12

Pay This Amount

\$ 122.83

After

06/29/12

Pay This Amount

\$ 127.28

Amount Enclosed

\$

Please make check payable to Aqua OH.

Print your account number on your check,
 then mail to address on back.

Seq=42206 Cyc=22F3 1up=1163849

42206 1 AV 0.350

1272432

*****AUTO**5-DIGIT 43232 C 130 P 151
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS OH 43232-5917



00190727812724320000000122839





Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
 FRANKLIN COUNTY WATER
 1230463 PWSID # OH2502412

Aqua Ohio Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
 Fax: **866.780.8292**
 e Mail: **custserv@aquaaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date **May 09, 2012** Total Amount Due **\$ 32.68** Current Charges Due Date **May 31, 2012**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
83031547	5/8	05/07/12	32	Actual	24600	500	Cubic Feet
		04/05/12		Actual	24100		

Average Daily Usage = 15 Cubic Feet
 1 CF equals 7.4805 gallons

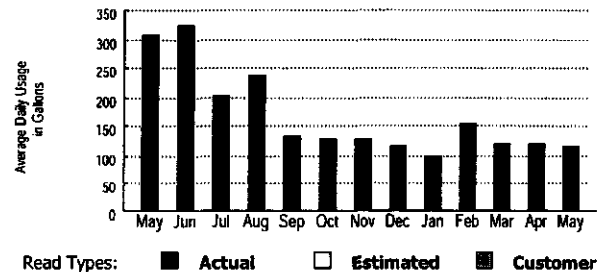
Total Days: 32

Total Usage: 500 Cubic Feet

Billing Detail

Amount Owed from Last Bill	\$ 65.86	
Total Payments Received	124.01	
Remaining Balance	58.15	Credit
Minimum Charge Water	9.51	
3,740 gallons @ \$0.0076549 per gallon	28.63	
Current Water Charges	38.14	
Minimum Charge Sewer	9.51	
3,665 gallons @ \$0.0117811 per gallon	43.18	
Current Sewer Charges	52.69	
Amount Due ON or BEFORE 05/31/12	\$ 32.68	
Amount Due AFTER the Current Due Date	\$ 34.31	

Water Usage History



Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaaamerica.com/aquaonline today to make the switch!
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

Aqua Ohio Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432

On or Before **05/31/12** Pay This Amount **\$ 32.68**

After **05/31/12** Pay This Amount **\$ 34.31**

Amount Enclosed

\$

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

Seq=40794 Cyc=22F3 1up=1152388

1272432

FREDY BARRERA
5308 DEFOREST DR
COLUMBUS OH 43232-5917

00190727812724320000000032687



Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Account Number
001907278 1272432
FRANKLIN COUNTY WATER
1230463 PWSID # OH2502412

Aqua Ohio Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date
June 07, 2012
Total Amount Due
\$ 122.83
Current Charges Due Date
June 29, 2012

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
83031547	5/8	06/05/12	29	Actual	25400	800	Cubic Feet
		05/07/12		Actual	24600		

Average Daily Usage = 27 Cubic Feet
1 CF equals 7.4805 gallons

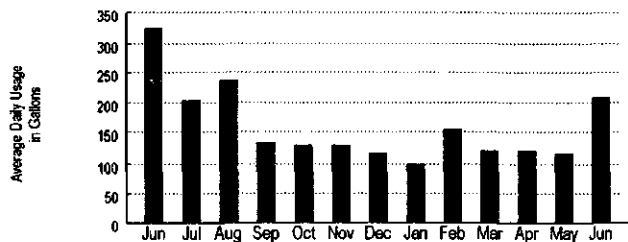
Total Days: 29

Total Usage: 800 Cubic Feet

Billing Detail

Amount Owed from Last Bill	\$ 32.68
Total Payments Received	0.00
Remaining Balance	32.68
Adjustments	9.51 Credit
Minimum Charge Water	9.51
5,984 gallons @ \$0.0076549 per gallon	45.81
Current Water Charges	55.32
Current Sewer Charges	43.18
Late Charge	1.16
Amount Due ON or BEFORE 06/29/12	\$ 122.83
Amount Due AFTER the Current Due Date	\$ 127.28

Water Usage History



Read Types: ■ Actual □ Estimated ▨ Customer

Message Center (see reverse side for other information)

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

AQUA Water/Sewer Bill

Aqua Ohio Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS, OH 43232-5917

Seq=42206 Cyc=22F3 1up=1163849

42206 1 AV 0.350

1272432

*****AUTO**5-DIGIT 43232 C 130 P 151
FREDY BARRERA
5308 DEFOREST DR
COLUMBUS OH 43232-5917



Account Number

001907278 1272432

On or Before
06/29/12
Pay This Amount
\$ 122.83

After
06/29/12
Pay This Amount
\$ 127.28

Amount Enclosed

\$

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

00190727812724320000000122839

