

NC FILE

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Ohio**Public Utilities
Commission**

RECEIVED-DOCKETING DIV

2013 APR 10 PM 2:02

THAS022513Z2
Case NumberPublic Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

13-864-WS-CSS

Mohammed A. Hassan
M+K Supermarket
Customer Name (Please Print)1619 Walnut Rd SE
Customer AddressMASS, Illaw OH 44646
City State Zip**Against**001186491 0865288
Account Number

Customer Service Address (if different from above)

Aqua Ohio
Utility Company Name

City State Zip

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

We had at the Business an unusually high Bill aug 2012
 we complained about it since our bills are \$40.00 + monthly
 this Bill was 2800.00 a day. our bills 2000 apr a month. we requested
 inspectors. and disputed bill finally the Aqua Ohio company shut off water
 we still did not have the meter changed yet gallons per week came
 down approx 2000 10 days + minor leak trickle of water due
 to winter + our fear of frozen pipes. we do this every winter
 never had \$875 bills.

Enclosed Bills + statements

What we want is the money we
 paid returned because this was
 a faulty meter.

from 8/12 - 4/1/13

180 East Broad Street
Columbus, Ohio 43215-3793

Signature

Joan Desiderio-Nasser Sectionsm
Customer Telephone Number

cell # 330 689-8871

Business # 330 833-2172

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

Date Processed

APR 10 2013

APR 4, 2013

(614) 466-3016

www.PUCO.ohio.gov



**Public Utilities
Commission**

John Kasich, Governor
Todd A. Snitchler, Chairman

Commissioners
Steven D. Lesser
Andre T. Porter
Lynn Siaby
M. Beth Trombold

330 833 23 37

April 04, 2013

Joon Hassan
1619 Walnut Rd
Massillon, OH 44646

CASE ID: JHAS022513Z2

Dear Mrs. Hassan:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding Aqua Ohio, Inc.. I reviewed the issue you raised and my findings are below.

In your complaint you stated that Aqua Ohio, Inc. charged you
(Notes)

Aqua Ohio, Inc. response was (UtilityCompanyResponse).

I hope you find this information helpful. Should you have further questions regarding this issue or any other utility-related matter, please call the PUCO Consumer Hotline at 1-800-686-PUCO (7826). For more information regarding the PUCO, visit us on the web at www.PUCO.ohio.gov.

Sincerely,

Pamela Siripavaket
Customer Service Investigator
Service Monitoring and Enforcement Department



Service To:
MOHAMMED A. HASSAN
 1619 WALNUT RD SE
 MASSILLON, OH 44646-8353

Account Number
001186491 0865288
 STARK/MASSILLON
 1230200 PWSID # OH7604512

Stark Regional Division
 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 service?... Contact us before the due date.
 Bill Date **February 27, 2013** Total Amount Due **\$ 544.04** Current Charges Due Date **March 21, 2013**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
68360408	5/8	02/25/13	32	Actual	358400	90,300	Gallons
		01/24/13		Actual	268100		
Average Daily Usage = 2,821 Gallons		Total Days: 32		Total Usage:		90,300	Gallons

Billing Detail

Amount Owed from Last Bill..... \$ 970.24
 Total Payments Received..... 900.92
Remaining Balance..... 69.32
 Customer Charge..... 11.26
 37,400 gallons @ \$0.0055477 per gallon..... 207.48
 Next 52,900 gallons @ \$0.0043446 per gallon..... 229.83
 Total Water Charges..... 448.57
 Late Charge..... 1.15
 Reconnect..... 25.00
Amount Due ON or BEFORE 03/21/13..... \$ 544.04
Amount Due AFTER the Current Due Date..... \$ 566.47

Message Center (see reverse side for other information)

- 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.
- 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!

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

AQUA Water Bill

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

Service To:
MOHAMMED A. HASSAN
 1619 WALNUT RD SE
 MASSILLON, OH 44646-8353

Account Number - Please print on your check

001186491 0865288

On or Before Pay This Amount

03/21/13 \$ 544.04

After Pay This Amount

03/21/13 \$ 566.47

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

Cyc=23AK 1up=1275029

8115 1 AV 0.360
 Seq=8115

0865288

*****AUTO**5-DIGIT 44646 C 25 P 31
 MOHAMMED A. HASSAN
 1619 WALNUT RD SE
 MASSILLON OH 44646-8353



00118649108652880000000544043



AQUA

Service To:
MOHAMMED A. HASSAN
1619 WALNUT RD SE
MASSILLON, OH 44646-8353

Account Number
001186491 0865288
STARK/MASSILLON
1230200 PWSID # OH7604512

Stark Regional Division
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 service?... Contact us before the due date.
Bill Date **March 28, 2013** Total Amount Due **\$ 590.08** Current Charges Due Date **April 19, 2013**

Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	75582172	5/8	03/26/13	15	Actual	1500	1,400	Gallons
			03/11/13		Actual	100		
Old Meter	68360408	5/8	03/11/13	14	Actual	359000	600	Gallons
*We have exchanged your meter during this billing period.			02/25/13		Actual	358400		
Average Daily Usage = 68 Gallons			Total Days: 29		Total Usage:		2,000	Gallons

Billing Detail

Amount Owed from Last Bill \$ 544.04
Total Payments Received 0.00
Remaining Balance 544.04
Customer Charge 11.26
2,000 gallons @ \$0.0055477 per gallon 11.10
Total Water Charges 22.36
Late Charge 23.68
Amount Due ON or BEFORE 04/19/13 \$ 590.08
Amount Due AFTER the Current Due Date \$ 591.20

4/9/13
Sub to
marie
Fillet Leek
pickle
new meter

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 Bill

Stark Regional Division
180 North Wabash Avenue Suite 602 • Chicago, IL 60601

Service To:
MOHAMMED A. HASSAN
1619 WALNUT RD SE
MASSILLON, OH 44646-8353

PLEASE DO NOT REMIT PAYMENT TO THE ABOVE ADDRESS

Cyc=23AK 1up=1288035

17400 1 AV 0.360
Seq=17400

0865288

*****AUT0**5-DIGIT 44646 C 51 P 63
MOHAMMED A. HASSAN
1619 WALNUT RD SE
MASSILLON OH 44646-8353



Account Number - Please print on your check

001186491 0865288

On or Before **04/19/13** Pay This Amount **\$ 590.08**

After **04/19/13** Pay This Amount **\$ 591.20**

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

001186491086528800000000590082

