

VC
FILE

Ohio

Public Utilities
Commission

13-1512-WB-CSS

10

Case Number

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

Formal Complaint Form

Diane M. Kavanagh
Customer Name (Please Print)

2325 Prospect-Mt. Vernon Rd.
Customer Address

Prospect Oh 43342
City State Zip

Against

001960698 1325183
Account Number

N/A

Customer Service Address (if different from above)

N/A

Aqua Ohio
Utility Company Name

City State Zip

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

My water bill spiked from \$58. in January 2013 to \$711. in March. I thought that maybe someone had turned on the spigot, so I agreed to pay \$178. in three payments. I couldn't check my meter because it is underground. Even ~~with~~ after making two payments of \$178 each, my water bill spiked to \$1,695. in May. Earlier in the year I had decided to try to sell my house, so I hired a handyman to replace

Diane M. Kavanagh
Signature

(740) 251-3785
Customer Telephone Number

RECEIVED-DOCKETING DIV
2013 JUN 26 AM 11:25

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 [Signature] Date Processed JUN 26 2013

a downstairs toilet which sat too low. The water had been turned off to it for over a year because of a leak when flushed.

About this time I had arranged for Aqua Ohio to come out and check my meter to see if there was an underground leak and if the meter was reading high. The Aqua Ohio technician happened to come (and I was aware that he was coming) on the same day that the toilet was being replaced. The Aqua Ohio technician couldn't find any underground leaks and automatically concluded that it had to be the toilet.

The handyman, Jim Gorenflo, said there wasn't a leak in the upstairs toilet and that it couldn't have been the one downstairs, since the water was shut off.

I asked Aqua Ohio to check the meter. They said it was okay, but I want it to be rechecked when I'm there.

Mark Pickens, a former Aqua Ohio employee, came and looked at the meter and my bills and was puzzled, but suggested that I file a form with Aqua Ohio to have the bill forgiven. I did that on June 11 and called on June 24 to find out that they have no record of receiving it, I will refile.

I want Aqua Ohio to admit there has been a mistake and to waive this bill.

AQUA

Service To:
DIANE KAVANAGH
2325 PROS MT VERNON RD
PROSPECT, OH 43342

Account Number
001960698 1325183
MARION WATER
1230461 PWSID # OH5100414

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

Toll Free: **877.987.2782**
Fax: **856.780.8292**
www.aquaamerica.com

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

Bill Date
May 06, 2013

Total Amount Due
\$ 1,695.50

Current Charges Due Date
May 28, 2013

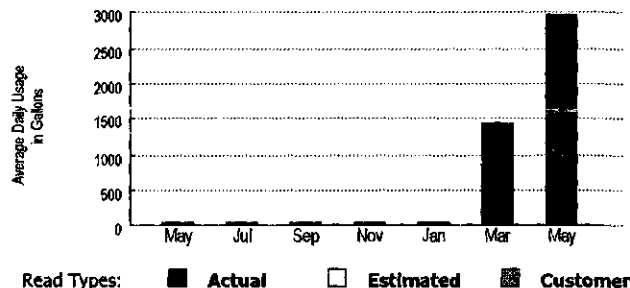
Meter Data

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units	
	082022371	5/8	05/02/13	58	Actual	45880	23,010	Cubic Feet	
			03/05/13		Actual	22870			
Average Daily Usage = 396 Cubic Feet			Total Days:		58	Total Usage:		23,010	Cubic Feet
1 CF equals 7.4805 gallons									

Billing Detail

Amount Owed from Last Bill \$ 711.48
Total Payments Received 356.00
Remaining Balance **355.48**
Customer Charge 17.10
29,900 gallons @ \$0.0091725 per gallon 274.26
Next 142,226 gallons @ \$0.0064291 per gallon 914.39
Total Water Charges 1,205.75
Late Charge 35.57
Softening Surcharge 98.70
Amount Due ON or BEFORE 05/28/13 **\$ 1,695.50**
Amount Due AFTER the Current Due Date **\$ 1,760.72**

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!
- HIGH BILL ALERT** - Your usage appears higher than usual. For information on high usage and leaks, visit <https://www.aquaamerica.com/water-smart/conservation/detecting-leaks.aspx>
- 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 Bill

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

PLEASE DO NOT REMIT PAYMENT TO THE ABOVE ADDRESS

Cyc=22N4 1up=1303815A PC=H

Seq=1654

1325183

*****AUTO**MIXED AADC 190 C B P 13
DIANE KAVANAGH
PO BOX 536
PROSPECT OH 43342-0536

|||||

*With a D
Sherata*

Service To:
DIANE KAVANAGH
2325 PROS MT VERNON RD
PROSPECT, OH 43342

Account Number - Please print on your check

001960698 1325183

On or Before Pay This Amount
05/28/13 \$ 1,695.50

After Pay This Amount
05/28/13 \$ 1,760.72

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

00196069813251830000001695503



Important Customer Information

Toll Free: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

www.aquaamerica.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.

If you have a billing question or complaint, call or write to us before the due date on your bill. 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. Our customer service address is listed on the front of the bill. You may also 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. 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.

If your bill is based on zero usage, there may be a problem with your meter reading equipment. If there is a problem with your meter reading equipment, you will be responsible for the water usage or leakage not reported on this bill. Please call customer service if you have any questions or to have your meter reading equipment serviced.

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.)

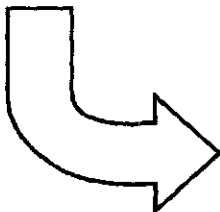
In Person: Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Ohio's service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday. Please call us or visit <https://www.aquaamerica.com/Documents/OH.pdf>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

Aqua Online: 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!

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.

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.



Save a stamp.

Sign up for ebilling today!

www.aquaamerica.com/aquaonline

Aqua OH

P.O. Box 1229

Newark, NJ 07101-1229



AQUA

Service To:
DIANE KAVANAGH
2325 PROS MT VERNON RD
PROSPECT, OH 43342

Account Number
001960698 1325183
MARION WATER
1230461 PWSID # OH5100414

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 service?... Contact us before the due date.

Bill Date **March 07, 2013** Total Amount Due **\$ 711.48** Current Charges Due Date **March 29, 2013**

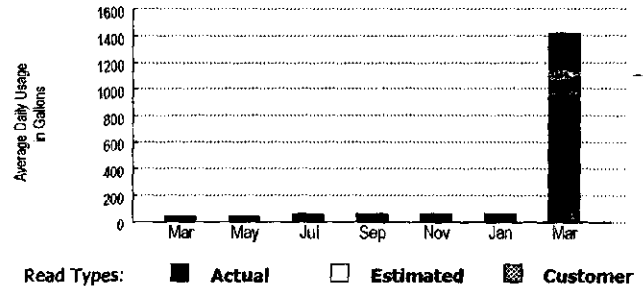
Meter Data

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	082022371	5/8	03/05/13	61	Actual	22870	11,690	Cubic Feet
			01/03/13		Actual	11180		
Average Daily Usage = 191 Cubic Feet			Total Days:	61	Total Usage:		11,690	Cubic Feet

Billing Detail

Amount Owed from Last Bill..... \$ 58.65
Total Payments Received..... 58.65
Remaining Balance..... 0.00
Customer Charge..... 17.10
29,900 gallons @ \$0.0091725 per gallon..... 274.26
Next 57,547 gallons @ \$0.0064291 per gallon..... 369.98
Total Water Charges..... 661.34
Softening Surcharge..... 50.14
Amount Due ON or BEFORE 03/29/13..... \$ 711.48
Amount Due AFTER the Current Due Date..... \$ 747.05

Water Usage History



April 17
33
\$178.00
112

Sent 178 - 4/8/13
Public utilities
800-686-7826

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 <https://www.aquaamerica.com/water-smart/conservation/detecting-leaks.aspx>
- 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

Important Customer Information

Toll Free: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

www.aquaamerica.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.

If you have a billing question or complaint, call or write to us before the due date on your bill. 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. Our customer service address is listed on the front of the bill. You may also 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. 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.

If your bill is based on zero usage, there may be a problem with your meter reading equipment. If there is a problem with your meter reading equipment, you will be responsible for the water usage or leakage not reported on this bill. Please call customer service if you have any questions or to have your meter reading equipment serviced.

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 <https://www.aquaamerica.com/Documents/OH.pdf> to find the Western Union location closest to you.

Aqua Online: For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of Aqua Online. Visit www.aquaamerica.com today to make the switch!

AQUA

DIANE KAVANAGH
2325 PROS MT VERNON RD
PROSPECT, OH 43342

Account Number
001960698 1325183

MARION WATER
1230461

Aqua Ohio, Inc.
762 W. LANCASTER AVENUE
BRYN MAWR, PA 19010-3489

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

15 Day Shut Off Notice
COLLECTION DEPARTMENT OFFICE HOURS ARE
7:30 AM - 5:00 PM WEEKDAYS

Date of Notice April 05, 2013 Shut Off Date April 22, 2013 Total Amount Due \$ 711.48

Your bill for \$ 711.48 is overdue. Because your bill is overdue, we will SHUT OFF service to:
2325 PROS MT VERNON RD after 8:00 AM on or after April 22, 2013.

To stop the shut off, you must do the following immediately:

1. Pay the total amount overdue. To pay by phone, call our toll free number at **866.269.2906** or go to the payment website at <https://paynow7.speedpay.com/aqua/index.asp>.
2. Contact Aqua at **877.987.2782** (Select Collections) to let us know that you made a payment, to make a payment arrangement, or to dispute the overdue bill. You can also contact Aqua at our address above.
3. Call **877.987.2782** (Select Collections) if you or someone in your home has a serious illness or a medical condition.

Important Notice: Payments will not be accepted by Aqua representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call **877.987.2782** (Select Collections). If we shut off your service, you may have to pay the following charges to have service restored:

Overdue amount:	\$ 711.48
Reconnect Fee :	70.83
Service Deposit (If required):	0.00
Total if we shut off your service:	<u>\$ 782.31</u>

If your service is shut off for non-payment, after making the required payment you must contact Aqua at **877-987-2782** and schedule to have your service reconnected. Your service will be reconnected in accordance with your state approved utility regulations.

The Public Utilities Commission of Ohio has staff available to render assistance with unresolved complaints. You can contact the PUCO Call Center at (800) 686-PUCO (7826), 8 a.m. to 5 p.m. Monday through Friday, (The TTY-TDD number is (800) 686-1570) or on the internet at www.puco.ohio.gov. The mailing address for the Public Utilities Commission of Ohio is Attn: IAD, 180 E. Broad Street, Columbus, Ohio 43215-3793.

AQUA

Aqua Ohio, Inc.
PO Box 328 • BRYN MAWR, PA 19010-0328

URGENT NOTICE - OPEN IMMEDIATELY

PLEASE DO NOT REMIT PAYMENT TO THE ABOVE ADDRESS

Cyc= 1up=1292426 PC=T

Seq=1790

***AUTO**ALL FOR AADC 430 C 10 P 23
DIANE KAVANAGH
PO BOX 536
PROSPECT OH 43342-0536



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

Service To:

DIANE KAVANAGH
2325 PROS MT VERNON RD
PROSPECT, OH 43342

Account Number - Please print on your check

001960698 1325183

Total Amount Due

\$ 711.48

Due Date

PAST DUE

Amount Enclosed

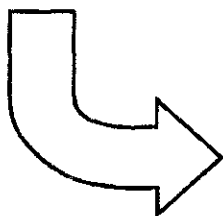
\$

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

00196069813251830000000711480

Please tear along the fold and return this portion with your payment.

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



Aqua OH

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



6-25-13

To whom it may concern

When I visited Diane's house to
visit ~~her~~ with her then I
had to use the bathroom
she said you have to pour
water in the toilet because
there is no water it was
shut off or you can use the
one up stairs I said I
can pour water in the toilet
so that's is what I had to
do. I had visited her a few
times & toilet still no water.

Nancy Kincaid
16050 Fish-Dam Rd
Richwood, Oh 43344

Concerning Diane Kavenae
2325 Prospect-Mt Vernon Rd.

To whom it may concern. 6/25/13

I checked the toilet upstairs and it did not leak. The toilet downstairs did not have water turned on to it. I was hired to replace the downstairs toilet. I think the meter was faulty.

Timothy J. Dorenfy
~~DBA~~ DBA "The Workshop"
Handyman Service
153 E. Water St.
P.O. BOX 343
740-361-0148