

FILE

11

Ohio

Public Utilities Commission

Case Number

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

13-1727-WS-CSS

Formal Complaint Form

James P. Verde

Customer Name (Please Print)

8038 Fayette Ave. N.W.

Customer Address

Massillon Oh. 44646

City

State Zip

Lot # 744

Account Number

426 E. Mohawk Dr.

Customer Service Address (if different from above)

Mohawk Utilities

Utility Company Name

Malvern

Oh. 44644

City State Zip

Against

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

see additional sheets

RECEIVED-DOCKETING DIV

2013 JUL 31 PM 12:59

PUCO

James P. Verde

Signature

(330) 854-6289 home
(330) 309-9999 cell

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 AN Date Processed JUL 31 2013

July 25, 2013

Complaint filed by:

James and Nancy Verde
8038 Fayette Avenue NW
Massillon, OH 44646
Telephone: 330-854-6289 (home)
330-309-9999 (Jim cell)

Account Number: 744
Service Address: 426 E. Mohawk – Lot #744
Malvern, OH 44644

The E. Mohawk address listed is serviced by Mohawk Utilities for water usage. Therefore, we are a customer of this Mohawk Utilities. (This home is a summer home that we used on weekends during May thru mid-September.)

Filing a complaint against:

Mohawk Utilities, Inc
P. O. Box 566
Malvern, OH 44644

BRIEF SUMMARY OF COMPLAINT:

Time period involved in complaint: January 2013 to April 20, 2013

During the winter months when we are not using the home, we winterize the house. All water lines are opened, toilets flushed, and THE MAIN WATER SUPPLY LINE IS COMPLETELY SHUT OFF. Toilet water reservoirs and bowls are flushed out and replaced with antifreeze. Once winterized, water is not turned back on until we return to open the house in late April or early May. Usually we try to go down once a month during the winter to check on the house and see if all is OK. Water is never turned back on. There was NEVER any indication of any water entering the house during those visits (no spigots were dripping, no toilets had water in the bowls or reservoirs – just the antifreeze we used for winterization).

In January, 2013, we received a bill stating that we used 2,400 gallons of water. My wife called Mohawk Utilities and told them that this must be wrong since the water is turned off into the house. Nancy at Mohawk Utilities stated that sometimes based on the weather on the day the meter was read or how the meter reader is reading the meter from the road, it may not read the register correctly and for my wife to send in the amount we usually are charged (\$11.81). Nancy also stated that we should have the battery replaced on the meter.

In April 20, 2013, Mohawk Utilities came to our house to replace the battery in the transponder. The gentleman who came also changed the "register" which records the usage (which, for some reason, they have installed at another house at Lake Mohawk). After changing the register, he stated that we had used 35,700 gallons of water, and that it would be our responsibility to pay for this water usage. He could not explain how we could use that much water when the water supply was shut off. Why was the register replaced if there was nothing wrong with it.

We then received a bill from Mohawk Utilities for 35,900 gallons of water for the time period of March 30, 2013 through April 28, 2013, at a cost of \$324.92.

Attached to this complaint are the following:

1. Spreadsheet/chart showing water payments made by us to Mohawk Utilities from 2007 to date.
2. A more detailed explanation of this complaint.
3. Letter from Nancy of Lake Mohawk Utilities to Greg Dewhurst explaining their side of this situation.
4. Copies of our water bills following the changing of the register.
5. Copies of water bills from a full-time resident of Lake Mohawk to show you what normal usage would be for someone who lives at the lake full-time. My neighbor averaged 2,950 gallons per month and approximately \$33 per month over the time period of Oct 2012 thru Mar 2013. Calculating this over the entire 12 months would then indicate yearly usage of 35,400 gallons at \$306.00. Now, Mohawk Utilities is saying I used 35,900 gallons over a time period of less than 4 months with the main water line shut off.
6. My total water bills for the past 3 years are as follows:
 - a. 2010: \$156.38
 - b. 2011: \$162.71
 - c. 2012: \$196.04

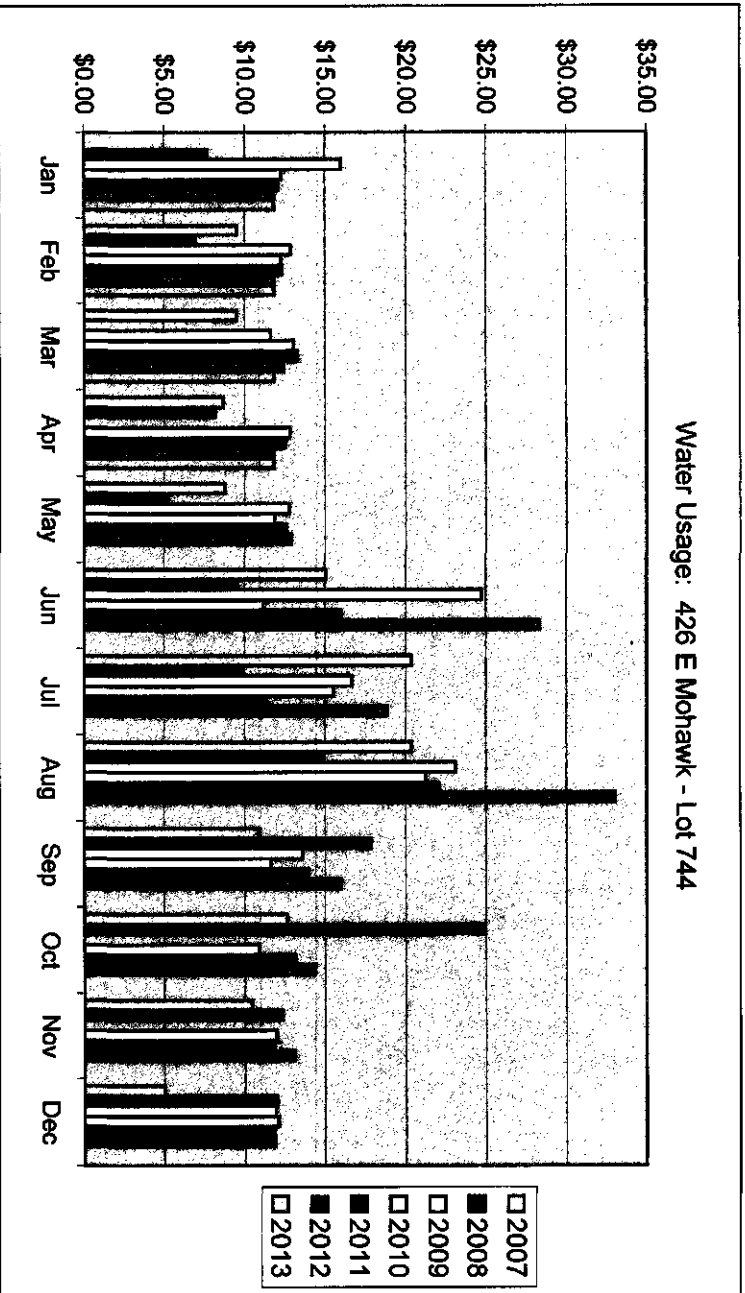
BRIEF DESCRIPTION OF WHAT WE WOULD LIKE THE COMMISSION TO DO ABOUT COMPLAINT:

From what I have reported and information provided to you, the logical conclusion would indicate the charges Mohawk Utilities are trying to impose are bogus. I have faithfully been a good customer and have always paid my bills on time. I do not feel what this public utility is trying to do here is fair or just. They are trying to take advantage of a situation they cannot prudently explain. I am asking that their claim against us for \$324.92 be thrown out. I feel that I owe them no more than I have already paid. During this disputed time period, I have continued to pay for the water that I have used. I have not paid the \$324.92 and late charges they contend I owe.

	2007	2008	2009	2010	2011	2012	2013
Jan		\$7.70	\$15.97	\$12.24	\$12.10	\$11.81	\$11.81
Feb	\$9.50	\$6.96	\$12.85	\$12.25	\$12.30	\$11.81	\$11.81
Mar	\$9.51		\$11.59	\$13.01	\$13.27	\$12.41	\$11.81
Apr	\$8.66	\$8.15		\$12.79	\$12.49	\$11.81	\$11.81
May	\$8.76	\$5.26	\$12.73	\$11.82	\$12.57	\$12.86	
Jun	\$15.06	\$9.58	\$24.71	\$11.13	\$15.97	\$28.30	
Jul	\$20.32	\$9.86	\$16.65	\$15.49	\$11.37	\$18.82	
Aug	\$20.35	\$14.88	\$23.09	\$21.23	\$22.02	\$33.04	
Sep	\$10.80	\$17.82	\$13.56	\$11.58	\$13.90	\$15.98	
Oct	\$12.58	\$24.83		\$10.87	\$13.10	\$14.32	
Nov	\$10.42	\$12.31		\$11.93	\$11.81	\$13.06	
Dec	\$5.00	\$11.94	\$11.88	\$12.04	\$11.81	\$11.82	

Explanation: Normally, we close our home no later than mid-November and re-open it no earlier than May 1. We turn off the water supply to the home. No one uses water during that time. There is no water entering the lines at this home. During the summer, we are there for weekends only, when we are there for less than a week. Before June 2012, we did not even have a workable washing machine at the house. We do not use the dishwasher. The amounts listed and the months involved are when the bill was paid.

Water Usage: 426 E Mohawk - Lot 744



Detailed Description of Problem for Account 744 – Mohawk Utilities

This is a statement describing the facts which are the basis of my complaint against Mohawk Utilities.

Since January 2007, we have kept a monthly record of the payments made for all utilities used at the lake, including Mohawk Utilities. I have attached a copy of the spreadsheet showing these monthly payments. You can readily see the consistency in billing for the same months for each year. Of course, there is a little variation due to family parties, spray washing the deck, etc.

The home in question where the disputed water was used is a summer, vacation home. It is usually used only on weekends by my family from mid-May to mid-September (weather permitting).

Usually in mid-November, we completely close the home and winterize it for the winter. This includes turning off the water. All water lines are opened, toilets flushed and the main water supply line is completely shut off. Toilet water reservoirs and bowls are flushed out and replaced with antifreeze. Once winterized, water is not turned back on until we re-open the home in late spring. During the months of December thru March, we periodically drive down just to check out the home to see if there are any problems.

In November and December 2012, we received water bills which we considered to be accurate within range of past bills for this time period.

This now brings us to the complaint period. (January 2013 thru April 28, 2013)
We received a water bill in January 2013 indicating water usage of 2,400 gallons. Based on the winterization of our home, this is NOT possible. When we received this bill, my wife called Mohawk Utilities and spoke with Nancy. Nancy indicated a proper signal may not have been received, which she stated happens sometimes, and for us to just pay what would have been our normal amount (\$11.81). She also stated that she would send Richard out to get another reading. Richard was unable to pick up a signal from our home and it was decided that the battery needed to be replaced in our transponder. In April, Richard came out to change the battery and at the same time, he also changed the "register" which records the usage. At that time, he informed me that we had used 35,900 galls of water, and that I would be billed for this usage. We then received a bill for the time period of Marcy 30, 2013 thru April 28, 2013 for \$324.92.

We called Mohawk Utilities and disputed this bill, but we received no satisfaction. We then took the first step in filing an informal complaint with Greg Dewhurst of PUC.

After reviewing our complaint, Greg Dewhurst then got in touch with Mohawk Utilities. A copy of the letter to Greg Dewhurst from Nancy at Lake Mohawk is included. Some of the information contained in that letter is completely erroneous.

Our home was winterized (just as we have done in past years) and the water was shut off at the main valve. We do this every year. There is no way any water was passing through our home during that time period. In fact, when Richard come over to replace the battery, I had to go turn the water on for him to test the meter.

As you can see from copies of the latest bills (May and June 2013), our usage is the same as it had been in previous years.

Dewhurst, Greg

From: NANCY <mohawk12@frontier.com>
Sent: Wednesday, May 22, 2013 10:07 AM
To: Dewhurst, Greg
Subject: Case JVER05061QI

Greg,

The following is the meter readings:

	Reading	Volume used
Sept 2012	759	1000
Oct 2012	767	800
Nove 2012	768	100
Dec 2012	769	100
Jan 2013	793	2400
Feb 2013	No Read	0
Mar 2013	No read	0
Apr 2013	No Read	0

← cannot be correct (should be same as Nov & Dec)

When we had a usage for Jan 2013 Mrs. Verde called said water was shut off inside. There should not be any usage. I sent Richard out 1-12-13 to get another reading. At this time he could not pick up a signal. At that time I did remove the usage from the bill, but knew the battery would need changed and usage would show up at that time.

Richard went in to change the battery April 20 2013 the reading on the register was 11260 which would have been a usage of 35,700 gallons.

The meter is three components the meter base which the water goes through, the register which records the usage and the transponder which sends the signal out to be picked up. The battery is in the transponder. The transponder has wire that need to be connected to the register and programed. We connect the transponder and register and program the unit before taking to the customers home. Richard changes out the two components using the same meter base. We then use that register on another home and dispose of the responder.

The customer says the water was shut off inside the home, but there was usage in Nove. and Dec. up till the time the battery went dead. Maybe the water was not shut off or not completely off.

The register taken from this house has been installed on another home and does not have any unusual usage.

✱ We would like to see if this home has a high usage on the next reading.

Greg I have given all the information I can think of but still can not remember what we discussed last week about this case. Hopefully this information will be of some help.

Thanks Nancy

My water bills:
one for 3/30 thru 4/28 (2013)
for May 2013
for June 2013

WATER BILLS, 2013
1. 3/30 - 4/28 (2013)
2. 4/28 - 6/1 (2013)
3. 6/1 - 6/30 (2013)

Service	Account No.	Reading	Usage	Charges
Water	674600	673200	1,400	\$18.27
SUPPLEMENTAL WATER				0.05
Past Due				328.04

4/28 - 6/1 May
usage
744

Amount to be paid
after due date
\$18.32

PD
6/21/13
check
8945

Service	Account No.	Reading	Usage	Charges
Water	673200	673300	35.900	\$324.92
Past Due				328.04

Usage period
3/30 - 4/28

ADDRESS SERVICE REQUESTED

WATER BILLS, 2013
1. 3/30 - 4/28 (2013)
2. 4/28 - 6/1 (2013)
3. 6/1 - 6/30 (2013)

Service	Account No.	Reading	Usage	Charges
Water	675600	674600	1,000	\$14.48
Past Due				313.39

June

6/1 - 6/30 June
usage
744

Amount to be paid
after due date
\$14.53

Service	Account No.	Reading	Usage	Charges
Water	673200	673300	35.900	\$324.92
Past Due				328.04

ADDRESS SERVICE REQUESTED

Not full time resident!
Please see
added sheets
of explanation!

Note = The bills for May 2013
and June 2013 are bills after
new transponder and register
installed. These fall in line
with previous bills from past
years for these months.

Water bills
from Neighbor Lot # 745
(full time resident)

MOHAWK UTILITIES, INC.
P.O. BOX 566 • MALVERN, OH 44644
330-863-0613
1-800-332-0613
OFFICE HOURS: 8:00A.M. - 4:30 P.M. (M-F)

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
CARROLLTON OH 44615
PERMIT NO. 202

TYPE OF SERVICE	METER READING		VOLUME USED	CHARGES
	PRESENT	PREVIOUS		
Water	576200	572900	3,300	\$36.28
SUPPLEMENTAL WATER				1.25

CUSTOMER		PAY AMOUNT BELOW AFTER THIS DATE
ROUTE	ACCOUNT	
1	745	11/26/12
AMOUNT TO BE PAID BY DUE DATE		AMOUNT TO BE PAID
37.53		39.41

MAIL THIS STUB WITH YOUR PAYMENT

DATES OF SERVICE

9/29 - 10/30

LOT NUMBER

745

CODE:

AFU - Available For Use

EST - Estimate

USR - User

YH - Yard Hydrant

DATE			DATE		
11/26/2012			11/2/12		
METER READ MONTH	DAY	CLASS	AMOUNT TO BE PAID BY DUE DATE	LATE PAYMENT CHARGE	AMOUNT TO BE PAID AFTER DUE DATE
10	30	1	37.53	1.88	39.41

ADDRESS SERVICE REQUESTED



MOHAWK UTILITIES, INC.
P.O. BOX 566 • MALVERN, OH 44644
330-863-0613
1-800-332-0613
OFFICE HOURS: 8:00A.M. - 4:30 P.M. (M-F)

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
CARROLLTON OH 44615
PERMIT NO. 202

TYPE OF SERVICE	METER READING		VOLUME USED	CHARGES
	PRESENT	PREVIOUS		
Water	572900	569500	3,400	\$37.23
SUPPLEMENTAL WATER				1.74

CUSTOMER		PAY AMOUNT BELOW AFTER THIS DATE
ROUTE	ACCOUNT	
1	745	10/25/12
AMOUNT TO BE PAID BY DUE DATE		AMOUNT TO BE PAID
38.97		40.92

MAIL THIS STUB WITH YOUR PAYMENT

DATES OF SERVICE

9/1 - 9/29

LOT NUMBER

745

CODE:

AFU - Available For Use

EST - Estimate

USR - User

YH - Yard Hydrant

DATE			DATE		
10/25/2012			10/2/12		
METER READ MONTH	DAY	CLASS	AMOUNT TO BE PAID BY DUE DATE	LATE PAYMENT CHARGE	AMOUNT TO BE PAID AFTER DUE DATE
9	29	1	38.97	1.95	40.92

ADDRESS SERVICE REQUESTED



water bills
from Neighbor lot # 745
(full time resident)

MOHAWK UTILITIES, INC.
P.O. BOX 566 • MALVERN, OH 44644
330-863-0613
1-800-332-0613
OFFICE HOURS: 8:00A.M. - 4:30 P.M. (M-F)

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
CARROLLTON OH 44615
PERMIT NO. 202

TYPE OF SERVICE	METER READING		VOLUME USED	CHARGES
	PRESENT	PREVIOUS		
Water	583200	579600	3,600	\$39.13
Past Due				39.09

0

DATES OF SERVICE

12/1 - 1/1

LOT NUMBER

745

CODE:

AFU - Available For Use

EST - Estimate

USR - User

YH - Yard Hydrant

METER READING			BILLING	
MONTH	DAY	CLASS	DATE	DATE
1	1	1	1/25/2013	1/4/13
AMOUNT TO BE PAID BY DUE DATE			LATE PAYMENT CHARGE	AMOUNT TO BE PAID AFTER DUE DATE
78.22			1.96	80.18

ADDRESS SERVICE REQUESTED



CUSTOMER		PAY AMOUNT BELOW AFTER THIS DATE
ROUTE	ACCOUNT	
1	745	1/25/13
AMOUNT TO BE PAID BY DUE DATE		AMOUNT TO BE PAID
78.22		80.18

MAIL THIS STUB WITH YOUR PAYMENT

MOHAWK UTILITIES, INC.
P.O. BOX 566 • MALVERN, OH 44644
330-863-0613
1-800-332-0613
OFFICE HOURS: 8:00A.M. - 4:30 P.M. (M-F)

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
CARROLLTON OH 44615
PERMIT NO. 202

TYPE OF SERVICE	METER READING		VOLUME USED	CHARGES
	PRESENT	PREVIOUS		
Water	579600	576200	3,400	\$37.23

0

DATES OF SERVICE

10/30 - 12/1

LOT NUMBER

745

CODE:

AFU - Available For Use

EST - Estimate

USR - User

YH - Yard Hydrant

METER READING			BILLING	
MONTH	DAY	CLASS	DATE	DATE
12	1	1	12/26/2012	12/4/12
AMOUNT TO BE PAID BY DUE DATE			LATE PAYMENT CHARGE	AMOUNT TO BE PAID AFTER DUE DATE
37.23			1.86	39.09

ADDRESS SERVICE REQUESTED



CUSTOMER		PAY AMOUNT BELOW AFTER THIS DATE
ROUTE	ACCOUNT	
1	745	12/26/12
AMOUNT TO BE PAID BY DUE DATE		AMOUNT TO BE PAID
37.23		39.09

MAIL THIS STUB WITH YOUR PAYMENT

water bills
from Neighbor Lot # 745
(full time resident)

BOHAWK UTILITIES, INC.
P.O. BOX 556 - MALVERN, OH 41644
530-853-0510
1-800-332-0613
OFFICE HOURS: 8:00A.M. - 4:30 P.M. (M-F)

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
CARROLLTON OH 44615
PERMIT NO. 202

TYPE OF SERVICE	ACCOUNT NO.	PROPERTY NO.	AMOUNT DUE	CHARGES
Water	586100	583200	2,900	\$32.49

CUSTOMER		PAY AMOUNT DUE AFTER RES DATE
ROUTE	ACCOUNT	
1	745	2/25/13
AMOUNT TO BE PAID		AMOUNT TO BE PAID
32.49		34.11

MAIL THIS STUB WITH YOUR PAYMENT

DATE OF SERVICE

1/1 - 2/2

DATE OF BILL

745

CODE

APR - Available For Use

BST - Standard

SHR - Short

YR - Standard Year

DATE OF SERVICE			DATE OF BILL		
1/1 - 2/2			2/5/13		
DATE	AMOUNT	DATE	DATE	AMOUNT	DATE
2	2	1	32.49	1.62	34.11

ADDRESS SERVICE REQUESTED



BOHAWK UTILITIES, INC.
P.O. BOX 556 - MALVERN, OH 41644
530-853-0510
1-800-332-0613
OFFICE HOURS: 8:00A.M. - 4:30 P.M. (M-F)

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
CARROLLTON OH 44615
PERMIT NO. 202

TYPE OF SERVICE	ACCOUNT NO.	PROPERTY NO.	AMOUNT DUE	CHARGES
Water	587200	586100	1,100	\$15.43

CUSTOMER		PAY AMOUNT DUE AFTER RES DATE
ROUTE	ACCOUNT	
1	745	3/25/13
AMOUNT TO BE PAID		AMOUNT TO BE PAID
15.43		16.20

MAIL THIS STUB WITH YOUR PAYMENT

DATE OF SERVICE

2/2 - 3/3

DATE OF BILL

745

CODE

APR - Available For Use

BST - Standard

SHR - Short

YR - Standard Year

DATE OF SERVICE			DATE OF BILL		
2/2 - 3/3			3/5/13		
DATE	AMOUNT	DATE	DATE	AMOUNT	DATE
3	3	1	15.43	0.77	16.20

ADDRESS SERVICE REQUESTED

