

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

DIANE M. KAVANAGH

Complainant,

v.

AQUA OHIO, INC.

Respondent.

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Case No. 13-1512-WS-CSS

**DIRECT TESTIMONY OF SCOTT BALLENGER
ON BEHALF OF AQUA OHIO, INC.**

1 **Direct Testimony of**
2 **Scott Ballenger**

3 **I. INTRODUCTION**

4 **Q1. Please introduce yourself.**

5 A. My name is Scott Ballenger. I am employed by Aqua Ohio, Inc. (“Aqua” or “Company”)
6 as Area Manager for both the Marion and Tiffin Districts. As Area Manager, my
7 responsibilities are to oversee the operations in both districts, including customer service
8 complaints. My business address is 365 East Center St., Marion, Ohio 43302.

9 **Q2. What is the purpose of your testimony?**

10 A. The purpose of my testimony is to respond to the allegations in Ms. Diane M.
11 Kavanagh’s June 26, 2013 complaint (“Complaint”).

12 **Q3. Please summarize your testimony.**

13 A. Aqua did not provide unjust or unreasonable service to Ms. Kavanagh. Specifically, Ms.
14 Kavanagh’s March 2013 and May 2013 water bills were neither unjust nor unfair, but
15 rather they accurately reflected her water usage for those respective time periods.
16 Although certain of her bills were fairly large, her meter twice tested accurately, and the
17 size of the bills likely reflected plumbing leaks that Aqua personnel observed at her
18 premises.

19 **II. AQUA’S ACCOUNTS AND RECORDS**

20 **Q4. Do you have knowledge of the history of the complainant’s account with Aqua and**
21 **its predecessor, Ohio American Water Company (“OAWC”)?**

22 A. Yes. I am familiar with the accounts and records pertaining to and referenced in Ms.
23 Kavanagh’s complaint. And I have personal knowledge of both companies’ practices of
24 acquiring and maintaining this information. The companies have maintained numerous
25 types of information regarding each customer’s account, including meter readings, billing

1 and payment history, dates of initiation and disconnection of service, and
2 communications to and from customers. All such information is or was recorded at or
3 near the time by a person with knowledge, or from information transmitted by a person
4 with knowledge, and all such information is or was recorded and maintained in the course
5 of the companies' regularly conducted business activity. For both companies, it has been
6 the regular practice in the course of business activity to record and keep the sorts of
7 information I relied upon in preparing this testimony.

8 **III. MS. KAVANAGH'S HISTORY OF LEAKING PIPES WITH OHIO AMERICAN**
9 **WATER CO.**

10 **Q5. How long has Ms. Kavanagh been an Aqua customer?**

11 A. Ms. Kavanagh has been an Aqua customer since the Company acquired OAWC in 2012.
12 Before that, Ms. Kavanagh had been an OAWC customer since at least March 2010.

13 **Q6. Is Ms. Kavanagh currently a customer of Aqua?**

14 A. Yes.

15 **Q7. Since March 2010, has there been a period of time when Ms. Kavanagh was not a**
16 **customer of either OAWC or Aqua?**

17 A. No.

18 **Q8. In her complaint, Ms. Kavanagh refers to a toilet that had been "turned off . . . for**
19 **over a year because of a leak when flushed." (Compliant at 1–2.) Has Ms.**
20 **Kavanagh ever called Aqua about leaking water pipes?**

21 A. Ms. Kavanagh has not called Aqua about leaking water pipes, but she did call OAWC. A
22 review of OAWC records shows that Ms. Kavanagh called twice about leaking water
23 pipes at her service address, which was and is 2325 Prospect-Mt. Vernon Rd., Prospect,
24 Ohio 43342 ("Service Address"). (As discussed later, Aqua personnel have also
25 personally observed leaks in Ms. Kavanagh's home.)

1 **Q9. When do the records show that Ms. Kavanagh contacted OAWC about leaking**
2 **pipes?**

3 A. On March 4, 2010, and October 3, 2010.

4 **Q10. Please describe the March 3, 2010 contact.**

5 A. The records indicate that Ms. Kavanagh contacted OAWC to schedule a service order to
6 see if there was a water leak somewhere at the Service Address. An OAWC
7 representative visited the property to check for a leak on March 11, 2010, and located a
8 plumbing leak in the basement.

9 **Q11. Please describe the October 3, 2010 contact.**

10 A. The records indicate that Ms. Kavanagh contacted OAWC to schedule a service order,
11 again to see if there was a water leak somewhere at the Service Address. An OAWC
12 representative visited the property to check for a leak on October 4, 2010, and found a
13 leak on a fitting line to an outside spigot. The representative also noted that there may
14 have been a leaking toilet at the Service Address, which is consistent with Ms.
15 Kavanagh's later mention of a leaking toilet in her complaint and with Aqua's later
16 observation of the same (see Q22.).

17 **IV. THE MARCH 2013 WATER BILL**

18 **Q12. In her complaint, Ms. Kavanagh alleges that her "water bill spiked from \$58. [sic] in**
19 **January 2013 to \$711. [sic] in March." (Complaint at 1.) Did Ms. Kavanagh receive**
20 **a February 2013 bill?**

21 A. No. Ms. Kavanagh is a bi-monthly customer, which means she receives a bill for water
22 service every other month.

23 **Q13. What was the total amount due for Ms. Kavanagh's March 2013 bill?**

24 A. Ms. Kavanagh's March 7, 2013 bill was for \$711.48, which reflected 11,690 cubic feet of
25 water over 61 days. I've attached this bill to my testimony as Attachment A.

1 **Q14. Did Ms. Kavanagh call Aqua to dispute this bill?**

2 A. Yes. Ms. Kavanagh called about her bill on March 18, 2013. The records show that an
3 Aqua representative advised Ms. Kavanagh to check her water meter to see if it was
4 leaking.

5 **Q15. Did Ms. Kavanagh ever mention to Aqua any reason why her bill could have been**
6 **so high?**

7 A. Yes. On March 19, 2013, Ms. Kavanagh called and explained that her outside spigot was
8 left running and suggested that this contributed to the high consumption. During this call,
9 the Aqua customer service representative offered a payment arrangement on the March
10 2013 bill.

11 **Q16. Did Ms. Kavanagh accept this payment arrangement?**

12 A. Not this particular arrangement. Aqua offered Ms. Kavanagh a payment arrangement,
13 but she never indicated to Aqua whether she accepted it. Had she done so, Aqua
14 would've mailed a letter confirming the terms of the arrangement. But because Ms.
15 Kavanagh didn't accept the arrangement, no such letter was sent. Ms. Kavanagh did,
16 however, make a payment of \$178 on April 15, 2013, an amount that was consistent with
17 the March 19 offer.

18 **Q17. In her complaint, Ms. Kavanagh says that she agreed to a payment arrangement.**
19 **(See Complaint at 1.) Did Aqua and Ms. Kavanagh ultimately enter into a payment**
20 **arrangement?**

21 A. Yes. A few days after the April 15 payment, on April 18, 2013, Ms. Kavanagh called
22 Aqua to set up a payment arrangement. I've attached a copy of the Payment
23 Arrangement Letter to my testimony as Attachment B. This arrangement was for three
24 monthly installments of \$177.83 each, which was based on Ms. Kavanagh's account
25 balance after her April 15, 2013 payment.

1 **Q18. How many installment payments did Ms. Kavanagh make?**

2 A. Ms. Kavanagh made only one installment payment, which was for \$178 on May 3, 2013.
3 Since this installment payment, Ms. Kavanagh has made two other payments on her
4 account, one for \$50.63 on July 24, 2013, and another for \$35.00 on September 26, 2013.
5 I've attached an account summary of Ms. Kavanagh's account to my testimony as
6 Attachment C.

7 **V. THE MAY 2013 WATER BILL**

8 **Q19. Ms. Kavanagh complains that despite the April 15, 2013 payment and the May 3,**
9 **2013 installment payment, her "water bill spiked to \$1,695. [sic] in May."**
10 **(Complaint at 1.) What was the total amount due for Ms. Kavanagh's May 2013**
11 **bill?**

12 A. Ms. Kavanagh's May 6, 2013 bill was for \$1,695.50, which reflected 23,010 cubic feet of
13 water over 58 days, the remaining, unpaid balance from her March 2013 bill, and a late
14 fee. I've attached a copy of this bill to my testimony as Attachment D.

15 **Q20. Did Ms. Kavanagh call Aqua to dispute this bill?**

16 A. Yes. Ms. Kavanagh called in reference to the May 2013 bill on May 14, 2013. The
17 records show that an Aqua representative sent Ms. Kavanagh what is known as a "High
18 Consumption Kit," and made an appointment to have Ms. Kavanagh's meter read and
19 inspected.

20 **Q21. What is a High Consumption Kit?**

21 A. It is meant to help customers, including Ms. Kavanagh, diagnose and remedy any sources
22 of excessive consumption. The kit includes conservation tips and a dye packet to check
23 the toilet for a possible leak.

1 **Q22. When was Ms. Kavanagh's meter read and inspected?**

2 A. An Aqua employee, Richard Walker, visited the Service Address to read and inspect the
3 meter on May 15, 2013. Mr. Walker's testimony describes the May 15, 2013 visit in
4 detail. The records, however, generally show that he found a leaking toilet, a dripping
5 faucet, and dripping valves at the Service Address during the inspection.

6 **Q23. Did Ms. Kavanagh contact Aqua after the May 15, 2013 visit to dispute her bill?**

7 A. Yes, later that same day. The records show that during this call, the Company explained
8 its leak adjustment policy to Ms. Kavanagh, sent her a leak adjustment form, and
9 scheduled her meter for removal and testing.

10 **Q24. What is Aqua's leak adjustment policy?**

11 A. Aqua offers this policy as a courtesy to its customers. Although Aqua is not responsible
12 for water leaks on the customer's property, the policy allows for credit adjustments when
13 a leak on the customer's side of the meter causes excessive consumption. But before
14 Aqua will grant an adjustment, any leak (or leaks) must be repaired and written
15 documentation must be provided to the Company.

16 **Q25. Did Ms. Kavanagh return the leak adjustment form?**

17 A. There is no record of this form being returned to Aqua. Ms. Kavanagh called on June 24,
18 2013, however, to check the status of a leak adjustment. During this call, Aqua explained
19 to Ms. Kavanagh that because she didn't submit written documentation of any leak being
20 repaired, the leak adjustment wouldn't be credited to her account. The records indicate
21 that after this portion of the policy was re-explained, Ms. Kavanagh requested another
22 leak adjustment form, which the Company sent her that day.

1 **Q26. What would the credit to Ms. Kavanagh's account have been had she submitted**
2 **written documentation of the leak being repaired?**

3 A. Aqua would've credited her account \$635.03.

4 **Q27. Was Ms. Kavanagh's meter removed and tested?**

5 A. Yes. Her meter was removed on May 16, 2013, tested on May 20, 2013, and tested a
6 second time on July 29, 2013.

7 **VI. THE MAY 20, 2013 AND JULY 29, 2013 WATER-METER TESTS**

8 **Q28. Was Ms. Kavanagh present for the May 20, 2013 meter test?**

9 A. No.

10 **Q29. What were the results of the May 20, 2013 meter test?**

11 A. The meter tested 99.0 percent at low flow, 101.00 percent at medium flow, and 99.4
12 percent at high flow.

13 **Q30. Were the test results sent to Ms. Kavanagh?**

14 A. Yes, on June 3, 2013. I've attached a copy of the test results to my testimony as
15 Attachment E.

16 **Q31. In her complaint, Ms. Kavanagh says that she wanted the meter "rechecked when**
17 **[she's] there." (Complaint at 2.) Was the meter tested a second time in Ms.**
18 **Kavanagh's presence?**

19 A. Yes. Ms. Kavanagh called Aqua on July 24, 2013, to schedule another meter test for
20 which she would be present. This test occurred on July 29, 2013.

21 **Q32. What were the results of the July 29, 2013 meter test?**

22 A. The meter tested 98.0 percent at low flow, 100.5 percent at medium flow, and 99.15
23 percent at high flow. The results of this test were given to Ms. Kavanagh immediately
24 after the test. I've attached a copy of the test results to my testimony as Attachment F.

1 **Q33. Were both tests performed in accordance with the Commission's requirements?**

2 A. Yes. Specifically, all testing equipment was reliable and appropriately maintained, and
3 both tests were performed in accordance with American Water Works Association
4 standards.

5 **Q34. In each test, did the meter test within the Commission's applicable accuracy**
6 **standards?**

7 A. Yes. According to Aqua's Commission-approved tariff, P.U.C.O. No. 15, at Sheet No.
8 40–41, section 8(L)IV, "[a] meter shall not be placed in service if it registers less than
9 95% of the water passed through it at the minimum test flow or over registers or under
10 registers more than 1-1/2% at the intermediate and maximum limit. . . . Tests shall be
11 made at the intermediate and maximum rates of flow and the meter error shall be the
12 algebraic average of the error of the two tests."

13 As I testified above, Ms. Kavanagh's meter didn't register less than 95 percent of
14 the water at low flow for either of the May or June 2013 meter tests, and tested between
15 98.5 percent and 101.5 percent for the intermediate and high flow for both the May and
16 June 2013 tests.

17 **VII. MS. KAVANAGH'S CLAIM FOR RELIEF**

18 **Q35. In her Complaint, Ms. Kavanagh says that she "want[s] Aqua Ohio to admit that**
19 **there has been a mistake and waive" the March and May 2013 bills. (Complaint at**
20 **2.) Are you aware of any basis for believing that Aqua made a mistake on either**
21 **Ms. Kavanagh's March 2013 or May 2013 bills?**

22 A. No.

23 **Q36. Are you aware of any basis that supports Ms. Kavanagh's request that Aqua waive**
24 **either the March 2013 or May 2013 bills?**

25 A. No.

1 **Q37. Was Aqua's offer to consider application of its leak adjustment policy an admission**
2 **of liability for Ms. Kavanagh's March 2013 and May 2013 bills?**

3 A. No.

4 **VIII. CONCLUSION**

5 **Q38. Does this conclude your testimony?**

6 A. Yes.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the Direct Testimony of Scott Ballenger was served by
U.S. mail to the following person on this 22nd day of October 2013:

Diane M. Kavanagh
2325 Prospect-Mt. Vernon Road
Prospect, Ohio 43342

/s/ Gregory L. Williams

One of the Attorneys for Aqua Ohio, Inc.



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

Attachment A
Page 1 of 2
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

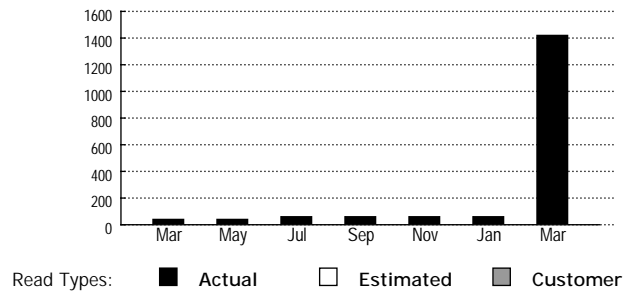
Meter Data

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
1 CF equals 7.4805 gallons								

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



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.
180 North Wabash Avenue Suite 602 | Chicago, IL 60601

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

PLEASE DO NOT REMIT PAYMENT TO THE ABOVE ADDRESS

Cyc=22N4 1up=1278789

Seq=54859

1325183

DIANE KAVANAGH
PO BOX 536
PROSPECT OH 43342-0536

Account Number - Please print on your check

001960698 1325183

On or Before
03/29/13

Pay This Amount
\$ 711.48

After
03/29/13

Pay This Amount
\$ 747.05

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

00196069813251830000000711480

Important Customer Information

Page 2 of 2

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)

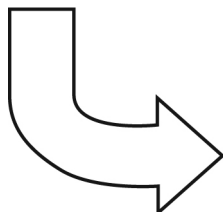
In Person: Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Ohio's service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday. Please call us or visit <https://www.aquaamerica.com/Documents/OH.pdf> 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 America, Inc.
762 Lancaster Avenue
Bryn Mawr, PA 19010-3489

Payment Arrangement Letter

Regarding: Aqua Account Number: 001960698 1325183

04/18/2013

Dear Customer,

This letter confirms the agreed upon payment arrangement terms that are described below:

Total Balance Due: \$533.48
Total Payment Arrangement Balance: \$533.48
Payment Arrangement Was Made On: April 18, 2013
Installment Payment: \$177.83, for 3 months
Due Date of Installment Payment(s): 30th of each month beginning May 30, 2013

Also, it is important for you to know:

1. Each monthly installment payment must be received on or before the installment due date stated above. Please allow 7 days for mailing and processing time. Please write the Aqua account number on all payments.
2. Your current monthly bill amount found under the Billing Detail section of your bill is due each month on or before the due date listed on that bill. The current monthly bill amount is equal to the Amount Due minus the Amount Owed from Last Bill-Balance. Please note, the current monthly bill due date is different than the due date of your monthly installment(s) and you will need to send two payments to Aqua. One payment for your current bill amount and another payment for your installment amount.
3. This payment arrangement will automatically cancel if either your monthly installment or your current monthly bill amount is received after their due date. This is the only notice you will receive explaining your monthly payment arrangement.
4. Payments are to be mailed to:
AQUA
P.O. Box 1229
Newark, NJ 07101-1229

If you have any questions regarding this payment arrangement, please contact us at 1.877.987.2782 (1.877.WTR.AQUA)

We appreciate this opportunity to be of service to you.

Sincerely

AQUA Customer Service

An Aqua America Company



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

Seq=18



DIANE KAVANAGH
2325 PROS MT VERNON RD
PROSPECT OH 43342

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 (A) 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.

Distribution System Improvement Charge (DSIC): The DSIC 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, meters, valves, fire hydrants, etc.

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

Estimated (E) 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 1.25 percent on unpaid balances, not to exceed 15 percent yearly.

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.

Minimum Charge: This charge includes a water allowance, plus 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.

Payment Methods: 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 Aqua Pennsylvania: 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 Pennsylvania'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.

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.

Aqua Online: Switch to paperless billing today. Enjoy the convenience of viewing and paying your bill online. Visit us at www.aquaamerica.com/aquaonline to sign up today!

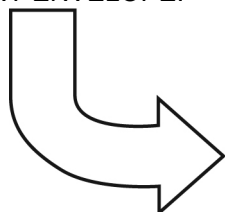
Payment Terms: You should pay your bill on or before the due date.

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

State Tax Adjustment Surcharge (STAS): This is a charge for certain tax changes, which the Pennsylvania Public Utility Commission allows the company to recover.

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

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



Save a stamp.

Sign up for ebilling today!

www.aquaamerica.com/aquaonline

Aqua Pennsylvania

P.O. Box 1229

Newark, NJ 07101-1229



KAVANAGH, DIANE
2325 PROS MT VERNON RD
PROSPECT, OH 43342
001960698/1325183 0001



762 W. Lancaster Avenue
Bryn Mawr, PA 19010

[illegible]



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

Attachment D
Page 1 of 3
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
May 06, 2013
Total Amount Due
\$ 1,695.50
Current Charges Due Date
May 28, 2013

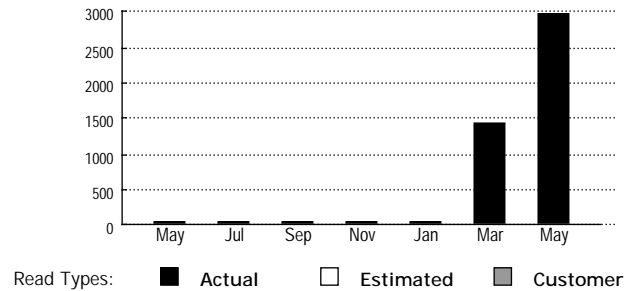
Meter Data

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

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

PLEASE DO NOT REMIT PAYMENT TO THE ABOVE ADDRESS

Cyc=22N4 1up=1303815 PC=HIG

Seq=19812

1325183

DIANE KAVANAGH
PO BOX 536
PROSPECT OH 43342-0536

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

Page 2 of 3

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)

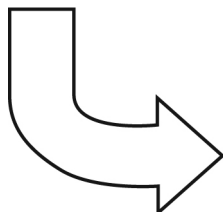
In Person: Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Ohio's service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday. Please call us or visit <https://www.aquaamerica.com/Documents/OH.pdf>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

This year, the U.S. Environmental Protection Agency (EPA) and the Ohio Environmental Protection Agency are encouraging water utilities to deliver their Consumer Confidence Report (CCR), commonly referred to as the Annual Water Quality Report, using electronic delivery methods, rather than by direct mail, to be more environmentally friendly and cost-efficient.

Aqua Ohio is providing a variety of options, including electronic, for customers to view their CCR. The report will be posted on-line by June 30, 2013. The methods available are listed below:

- Online by using the direct URL for the Marion Water System at:
<https://www.aquaamerica.com/WaterQualityReports/2012/OH/OH5100414.pdf>
- Online through our website at www.aquaamerica.com. Simply “click” on Water Quality at the right side of the page, and enter your zip code to see your report.
- Or for those who still wish a hardcopy be mailed to you, please call our Customer Service Department at 877.WTR.AQUA (877.987.2782).



June 3, 2013

Diane Kavanagh
PO Box 536
Prospect, Ohio 43342

RE: Meter Test for 2325 Prospect Mt Vernon Rd
Meter number: 82022371
Date removed: May 16, 2013

Dear Customer:

As a result of your request to have the meter tested at the above service address, the meter tested 99.0% at low flow, 101.00% at medium flow and 99.4% at high flow. Per the Public Utilities Commission of Ohio tariff number 15, original sheet number 40, 8(L) II: *The minimum test flow and normal test flow limits for positive displacement type cold water meters are as follows: 5/8" meter , Minimum flow in GPM is 0.25, Intermediate GPM is 2 and Maximum GPM is 15.*

Per the tariff, original sheet number 40, 8(L) III: *Displacement meters shall be tested at each of the rates of flow stated above for the various size meters. A meter shall not be placed in service if it registers less than 95% of the water passed through it at the minimum test flow or over registers or under registers more than 1-1/2% at the intermediate and maximum limit.*

Per the tariff, 2nd revised sheet number 41, 8(L) IV: *All meters tested in accordance with these provisions for periodic or complaint tests shall be tested in the condition as found in the Customer's service prior to any alteration or adjustment in order to determine the average meter error. Tests shall be made at the intermediate and maximum rates of flow and the meter error shall be the algebraic average of the error of the two tests.*



The accuracy range of the tested meter was 100.2% which is within the 98.5% to 101.5% accuracy range as stipulated by the Public Utilities Commission of Ohio tariff number 15, original sheet number 40, 8(L) II.

Thus the meter tested accurate and you are responsible for the water that you were billed.

A copy of the test result is attached. I have included leak detection tablets and a brochure concerning leaks. If you have further questions or issues, please contact our call center at 1-877-987-2782.

Sincerely,

A handwritten signature in blue ink that reads "Angel". The signature is written in a cursive, flowing style.

Angela (Angel) Bickel

Operations Support Admin – Marion

Aqua Ohio Water Company Inc.

Aqua Ohio Water Company

Meter Test Results

Date: 5-20-13

Meter Size: 3/8

2325 Pres. not Verified

Make	Meter Number	Test Results			Disposition Comments
		Low Flow	Medium Flow	High Flow	
T	82022371	99	101	99.4	good

Tested by: Rid

Aqua Ohio Water Company

Meter Test Results

Date: 7-29-13

Meter Size: 5/8

retested

Make	Meter Number	Test Results			Disposition Comments
		Low Flow	Medium Flow	High Flow	
<i>T</i>	<i>82022371</i>	<i>98</i>	<i>100.5</i>	<i>99.15</i>	<i>good</i>

Tested by:

Rick K

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

10/22/2013 4:41:08 PM

in

Case No(s). 13-1512-WS-CSS

Summary: Testimony of Scott Ballenger on behalf of the Company electronically filed by Mr. Gregory L. Williams on behalf of Aqua Ohio, Inc.