

**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 RICHARD WALKER
ON BEHALF OF AQUA OHIO, INC.**

1 **Direct Testimony of**
2 **Richard Walker**

3 **I. INTRODUCTION**

4 **Q1. Please introduce yourself.**

5 A. My name is Richard Walker. I am employed by Aqua Ohio, Inc. (“Aqua” or
6 “Company”) as a Field Service Representative (“FSR”). As an FSR, my responsibilities
7 include connecting and disconnecting water utility service, setting and removing water
8 meters, and investigating high bill complaints. My business address is 365 East Center
9 St., Marion, Ohio 43302.

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

11 A. The purpose of my testimony is to describe my May 15, 2013 visit to 2325 Prospect-Mt.
12 Vernon Rd., Prospect, Ohio 43342 (“Service Address”) to read and inspect Ms.
13 Kavanagh’s water meter.

14 **Q3. Please summarize your testimony.**

15 A. During my visit, I found that Ms. Kavanagh’s water meter was functioning properly and
16 accurately reflected the meter reading on her May 2013 bill. I also observed a leaking
17 toilet, a dripping faucet, and several leaking pipes at the Service Address.

18 **II. THE MAY 15, 2013 VISIT TO THE SERVICE ADDRESS.**

19 **Q4. Why were you dispatched to Ms. Kavanagh’s premises?**

20 A. An Aqua customer service representative scheduled a reading and inspection of Ms.
21 Kavanagh’s water meter for May 15, 2013. I was dispatched to conduct this reading and
22 inspection.

1 **Q5. When you arrived at the Service Address to inspect Ms. Kavanagh's water meter,**
2 **did you encounter anyone else?**

3 A. Yes. Ms. Kavanagh was present, and I also noticed that a maintenance person and his
4 assistant were working in the first-floor bathroom.

5 **Q6. What did you observe regarding the water meter at the Service Address?**

6 A. One of the first things I noticed was that the meter's leak-indicator dial was turning
7 quickly. The fact that the dial was turning meant that there was a constant flow of water
8 somewhere at the Service Address. That the dial was turning quickly suggested that the
9 leak was relatively heavy.

10 **Q7. What is the leak-indicator dial?**

11 A. The leak-indicator dial helps detect water leaks. It doesn't show where a leak is, but only
12 that there is low flow which is indicative of a water leak.

13 **Q8. Did you ask Ms. Kavanagh whether water was being used at the Service Address?**

14 A. Yes. Ms. Kavanagh said that water wasn't being used, but that a maintenance person was
15 performing maintenance on the toilet in the first-floor bathroom. I asked the maintenance
16 person to shut off the valves to both the first- and second-floor toilets, which he did.

17 **Q9. Did this have any effect on the leak indicator?**

18 A. Yes. The leak indicator slowed significantly, but did not stop turning, which suggested to
19 me that either the first- or second-floor toilet was leaking. But the fact that the leak
20 indicator was still moving, even slightly, suggested that there was another leak.

21 **Q10. Did you attempt to locate this leak?**

22 A. Yes. In the basement, I observed two shut-off valves that were leaking around the
23 packing nut. I also observed a dripping water faucet.

1 **Q11. Did you notify Ms. Kavanagh of these leaks?**

2 A. Yes. I told Ms. Kavanagh that it appeared she had leaks on at least one of her toilets, a
3 basement faucet, and two basement water valves.

4 **III. CONCLUSION**

5 **Q12. Does this conclude your testimony?**

6 A. Yes.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the Direct Testimony of Richard Walker 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.

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