

FILE

PUCO EXHIBIT FILING

46

Date of Hearing: 10/29/2013

Case No. 13-1512-WS-CSS

PUCO Case Caption: Diane M. Kavanagh

vs.

Agua Ohio

PUCO

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Date Submitted: 11/12/2013

BEFORE THE PUBLIC UTILITIES OF OHIO

- - -

In the Matter of:	:	
Diane M. Kavanagh,	:	
	:	
Complainant,	:	
	:	
vs.	:	Case No. 13-1512-WS-CSS
	:	
Aqua Ohio, Inc.,	:	
	:	
Respondent.	:	

- - -

PROCEEDINGS

before L. Douglas Jennings, Hearing Examiner, at the Public Utilities Commission of Ohio, 180 East Broad Street, Room 11C, Columbus, Ohio, called at 10:00 a.m. on Tuesday, October 29, 2013.

- - -

ARMSTRONG & OKEY, INC.  
 222 East Town Street, 2nd Floor  
 Columbus, Ohio 43215  
 (614) 224-9481 - (800) 223-9481  
 Fax - (614) 224-5724

- - -



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**

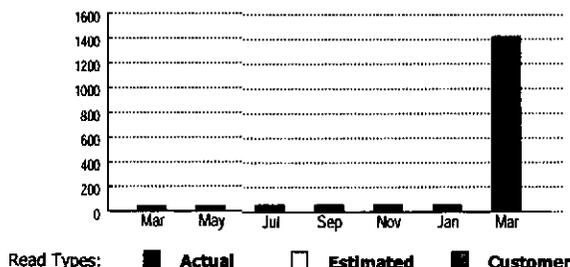
Questions about your water service?... Contact us before the due date.  
 Bill Date **March 07, 2013** Total Amount Due **\$ 711.48** Current Charges Due Date **March 29, 2013**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	082022371	5/8	03/05/13 01/03/13	61	Actual Actual	22870 11180	11,690	Cubic Feet
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
<b>Remaining Balance .....</b>	<b>0.00</b>
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](http://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](http://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

Toll Free: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

Page 2 of 2  
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](http://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](http://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)

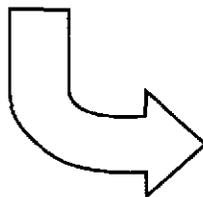
**In Person:** Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Ohio's service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday. Please call us or visit <https://www.aquaamerica.com/Documents/OH.pdf>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

**QUESTIONS ABOUT YOUR BILL ?**

**Toll Free: 877.WTR.AQUA or 877.987.2782**

**Fax: 866-780-8292**

**www.aquaamerica.com**

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](http://www.aquaamerica.com/aquaonline) to sign up today!

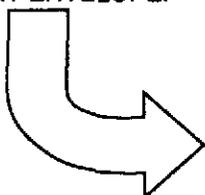
**Payment Terms:** You should pay your bill on or before the due date.

**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](http://www.aquaamerica.com/aquaonline)

**Aqua Pennsylvania**

P.O. Box 1229

Newark, NJ 07101-1229







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**

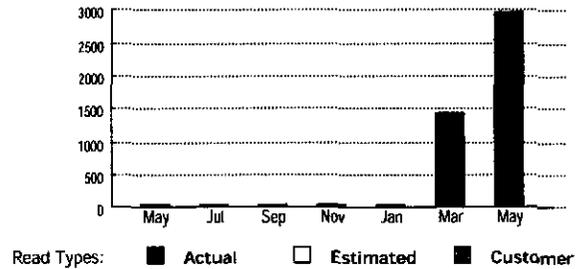
**Meter Data**

Meter	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
<b>Remaining Balance .....</b>	<b>355.48</b>
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
<b>Amount Due ON or BEFORE 05/28/13 .....</b>	<b>\$ 1,695.50</b>
<b>Amount Due AFTER the Current Due Date .....</b>	<b>\$ 1,760.72</b>

**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](http://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](http://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 **05/28/13** Pay This Amount **\$ 1,695.50**

After **05/28/13** Pay This Amount **\$ 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 877.967.2782

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](http://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](http://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.

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**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.

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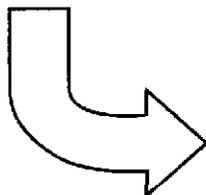
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OF THE PAYMENT ENVELOPE.



## Save a stamp.

Sign up for ebilling today!

[www.aquaamerica.com/aquaonline](http://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](http://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, 2<sup>nd</sup> 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 cursive script that reads "Angel".

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: 5/8

2325 P.m. Mt Vernon Rd

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

Tested by: Red

# 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	
T	82022371	98	100.5	99.15	good

Tested by:

Rick K

**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.

VC  
FILE

# Ohio

## Public Utilities Commission

Aqua Ex. 3.0  
13-1512-W9-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)

Aqua Ohio  
Utility Company Name

N/A  
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 Lorenflo, 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 journey 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.



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**

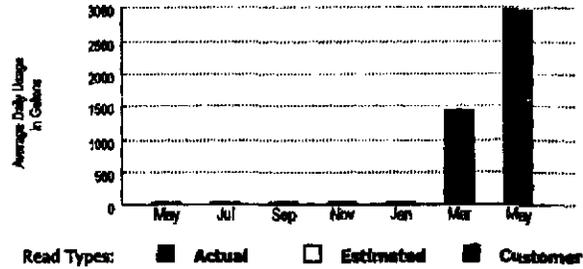
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Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
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 Total Water Charges..... 1,205.75  
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 Softening Surcharge..... 98.70  
**Amount Due ON or BEFORE 05/28/13..... \$ 1,695.50**  
**Amount Due AFTER the Current Due Date..... \$ 1,760.72**

**Water Usage History**



*(Handwritten signature)*

*Due June 30 - 178*

**Message Center** (see reverse side for other information)

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Keep top portion for your records.  
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**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**

010122N4 1up=1303815A PC=H

Seq=1654

1325183

\*\*\*\*\*AUTO\*\*MIXED AADC 190 C 8 P 13  
 DIANE KAVANAGH  
 PO BOX 536  
 PROSPECT OH 43342-0536



*Willard Shewster*

Account Number - Please print on your check

**001960698 1325183**

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

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

Amount Enclosed  
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Please make check payable to  
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00196069813251830000001695503



0:14

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Fax: 866-780-8292

www.aquaamerica.com

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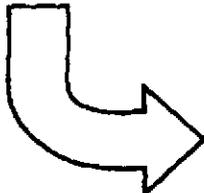
**In Person:** Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Ohio's service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday. Please call us or visit <https://www.aquaamerica.com/Documents/OH.pdf>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

**Aqua OH**

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



# AQUA

*Donnell*

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](http://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	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  
1 CF equals 7.4805 gallons

Total Days: 61

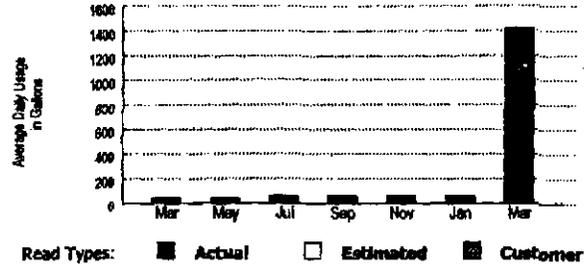
Total Usage:

11,690 Cubic Feet

### Billing Detail

Amount Owed from Last Bill.....	\$ 58.65
Total Payments Received.....	58.65
<b>Remaining Balance.....</b>	<b>0.00</b>
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
<b>Amount Due ON or BEFORE 03/29/13.....</b>	<b>\$ 711.48</b>
<b>Amount Due AFTER the Current Due Date.....</b>	<b>\$ 747.05</b>

### Water Usage History



*April 17th  
\$ 178.44*

*Public Sent 178 - 4/8/13  
with invoice 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](http://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](http://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](http://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](http://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

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

*May Phone -  
Pay by*

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

*check \$178.*

Date of Notice	Shut Off Date	Total Amount Due
April 05, 2013	April 22, 2013	\$ 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
<b>Total if we shut off your service:</b>	<b>\$ 782.31</b>

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](http://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.

*569.05  
569  
178  
747*

*3/26 569.05 May 30  
\$178.*

**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**

Cycle Type: 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

\$

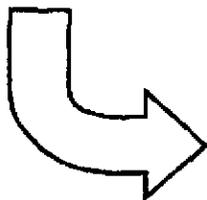
Please make check payable to Aqua OH.  
Print your account number on your check, then  
mail to address on back.

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 what I had to  
do. I had visited her a few  
times & toilet still no water.

Nancy Kincaid  
16050 Fish-Damn R  
Richwood, Oh 433

concerning Diane Havenae  
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. Lorenz  
~~DBA~~ DBA "The Workshop"  
Handyman Services  
153 E. Water St.  
P.O. BOX 343  
740-361-0148



Aqua America, Inc.  
 762 W. Lancaster Avenue  
 Attn: Correspondence Department  
 Bryn Mawr, PA 19010

## LEAK ADJUSTMENT REQUEST FORM

Aqua is not responsible for leaks that occur at the customer's property. However, we may grant a credit adjustment to an account when a leak on the customer's side of the meter causes excessive consumption. Before we will consider granting an adjustment, the leak must be repaired and the appropriate written documentation must be provided to Aqua. Receipt of documentation in and of itself does not qualify a customer for a credit. A review of your documentation will determine if a credit might be granted. If your request is denied, you will be notified in writing.

**Please complete, sign and return this form to Aqua along with copies of repair bills and receipts that confirm the repair work that was done.**

Allow two billing cycles for an approved adjustment to appear on your bill.

The possibility of a credit adjustment will not prevent collection action on past due balances.

Aqua will only grant one leak adjustment per account per calendar year.

Customer Name: \_\_\_\_\_  
 (Please Print)

Service Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Zip: \_\_\_\_\_

Account Number: \_\_\_\_\_

Home Phone No.: \_\_\_\_\_ Cell Phone No.: \_\_\_\_\_

Billing Month(s) Affected: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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, 2<sup>nd</sup> 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 cursive script that reads "Angel".

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 Pass. mt. [unclear]

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

Tested by:

R. D.

**8. METERS (Cont'd.)****(L) (Cont'd.)**

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.

(M) The Customer has the right to be notified of the scheduled test date. The Customer or Customer's representative may be present when the meter test is performed.

**9. MULTIPLE METER SETTINGS**

(A) When more than one meter setting is installed upon a Customer's premises at the request of the Customer or due to conditions existing upon the premises of the Customer, then each meter setting shall be treated separately as if it belonged to a separate Customer, and the registrations of such meters will not be combined.

(B) In all other instances where more than one meter setting is installed on a Customer's premises, then the registration of all such meters shall be combined, and the minimum billing shall be the sum of the individual customer charges for all such meters.

**10. ADJUSTMENT OF BILLS**

(A) The quantity of water recorded by the meter shall be conclusive and binding upon both the Customer and the Company, except when the meter is found to be out of order or inaccurate by test. There shall be no allowances made for water used or unaccounted for, lost or wasted through leaks, carelessness, neglect or other wise after same has passed through the meter.

(B) If on test of any meter made by the Company at the request of the Customer, such meter shall be found to have a percentage of error greater than that allowed, the following provisions for the adjustment of bills shall be observed:

Issued: November 12, 2008

Effective: November 13, 2008

Filed under authority in  
Case No. 07-1112-WS-AIR  
ISSUED BY: DAVID K. LITTLE, PRESIDENT  
Ohio American Water Company  
365 East Center Street, Marion, Ohio 43302

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**10. ADJUSTMENT OF BILLS (Cont.)****(B) (Cont.)**

- I. **Fast Meters.** When a meter is found to have a positive average error - i.e. is fast - in excess of one and one-half per cent (1-1/2%) in tests made, the Company will refund to the Customer an amount equal to the excess charged for the water incorrectly metered, for a period equal to one-half of the time elapsed since the previous tests, but not to exceed six months. No part of the customer charge will be refunded.
- II. **Slow Meters.** When a meter is found to have a negative average error - i.e. is slow - in excess of one and one-half per cent (1-1/2%) in tests made, the Company may make a charge to the Customer for the water incorrectly metered for a period equal to one-half of the time elapsed since the previous tests, but not to exceed six months. If a meter is found not to register for any period, the Company will estimate usage based on average historical consumption during corresponding periods for that customer. If consumption history does not exist, the same system class average consumption will be used. Such action shall be taken only in such cases where the Company is not at fault for allowing the incorrect meter to be in service.

(C) When a Customer has been over-charged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of a meter, or other similar reasons, the amount of the over-charged will be adjusted and refunded or credited to the Customer within 30 days or on the next bill.

(D) When a Customer has been under-charged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter, or other similar reasons, the amount of the under-charge will be billed to the Customer and may be paid by the Customer over a period not greater than the period of such under-charge unless the under-charge was caused by the Customer.

**11. CUSTOMERS' GUARANTEE DEPOSITS**

- (A) The Company may require an applicant for water and/or sewer service to satisfactorily establish his financial responsibility. Deposits may be required from any Customer in an amount not to exceed 1/12 of the estimated charge for all service for the ensuing 12 months, plus 30 percent of the monthly estimated charge. - The cash deposit will be provided in accordance with, and if required will be administered by, Chapter 4901:1-17 of the Ohio Administrative Code.

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**Issued: February 25, 2005****Effective: February 25, 2005**

Filed under authority in  
Case No. Case No. 03-2390-WS-AIR

**ISSUED BY: TERRY L. GLORIOD, PRESIDENT**  
Ohio American Water Company  
365 East Center Street, Marion, Ohio 43302