From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 107432
Received: 6/14/2016 11:00:19 AM
Message:
WEB ID: 107432 AT:06-14-2016 at 11:00 AM

16-0907-WW-AIR

Related Case Number:

TYPE: Complaint

NAME: Mrs. Valorie Ashburn

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 4792 Crosscreek Dr
- Columbus
- Columbus , OH 43232
- USA

PHONE INFORMATION:

- Home: 6142088691
- Alternative: 6142088691
- Fax: 6142088691

E-MAIL: tatorbug1104@yahoo.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Aqua Water
- Name on account: Valorie Ashburn
- Service address: 4792 Crosscreek Dr
- Service phone: 6142088691
- Account Number: 0019058691275799

COMPLAINT DESCRIPTION:

I have been a customer of Aqua water for close to 5 years. In that 5 years I have spent a great deal of money not only for my water bill, which is outrageous, but also to replace dishes that were ruined by the hard water, appliances because of the hard water, cleaning supplies to try and get the hard water stains out of my showers, sinks and toilets. To now have them ask for another water rate increase is astounding to me. I have a family of 4. We don't use an unusual amount of water. My current bill is $117.50 for 1 month. My husband and I both work full time jobs just to pay our bills and for our family. The water bill is enough for me to consider moving to area that has a water company with

better rates and better water. I sincerely hope that you will deny their request for the rate increase. I love my home and neighborhood, but not at the expense of being able to take care of my family because utility rates are so expensive. Thanks you, Valorie Ashburn

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in

Case No(s). 16-0907-WW-AIR

Summary: Public Comment in opposition filed on behalf of concerned consumer, V. Ashburn. electronically filed by Ms. Donielle M Hunter on behalf of PUCO Staff