



Public Utilities Commission

16-1789-WW-CSS

8

Case Number

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

FILE

Formal Complaint Form

Mark Kelley
Customer Name (Please Print)

444 Blaine
Customer Address

Marion Ohio 43302
City State Zip

001945994 13110637
Account Number

Customer Service Address (if different from above)

Marion Ohio 43302
City State Zip

AQUA
Utility Company Name

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

I contacted Aqua in May 2016, after receiving my bill dated May 20th 2016 for \$294.60. At that time I asked them to come to my home and check the meter because my bill was normally less than \$50.00 a month. Their response was that they were not able to check the meter until June 16th, which was also the due date for the bill to be paid. After coming out and doing an actual meter reading, the Aqua employee told me there was a definite leak between the meter and my home. He also informed me that it was my responsibility to fix the leak. I then contacted 3 contractors for estimates. The one that I chose was Mr. John P Case with at Gravity Works. On June 6th Mr. Chase gave me an estimate and called the utility companies to have the lines marked which is a two day waiting period. The job was started by my contractor Mr Chase at around 8 am June 9th and the job was completed at around 1 pm on the same day. I was told by my contractor that when the water line was replaced by the City of Marion to replace the sewer, water and gas lines, my water line was improperly installed by the City of Marion, Aqua and other utilities. Mr. Chase took multiple pictures and video of the repair. The water line repair, by my contractor, was approximately 1 foot from the water meter. which was directly under the city sidewalk. He explained to me that the water line was improperly installed because when it was installed by Aqua it was installed overlying on top of an old existing galvanized line that should have been removed.

I contacted Aqua to ask for a supervisor, was met by field supervisor Donald J Scott. I explained the reason why I disagreed with having to pay for repair, due to the lines that were installed by Aqua improperly. That not only should I not be charged for the high bill I also should not have had to have paid a crew to fix a mistake due to Aqua's improper install. After speaking to the field supervisor, I then received a June 21st bill of \$1,592.15. I spoke with Debbie with Aqua Customer Service in Pa. who sent me a Aqua Ohio Leak Adjustment request form. I do not feel that I should not on pay either bills, but Aqua should also reimburse me for repairs.

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.

180 East Broad Street
Columbus, Ohio 43215-3793

Technician Ann Date Processed 8/24/16

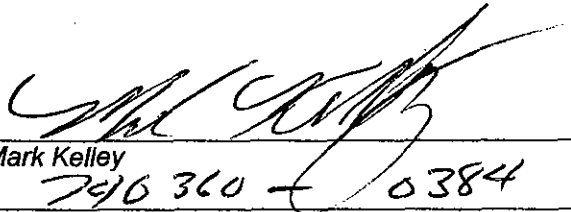
Updated August 20, 2016
(614) 466-3016
www.PUCO.ohio.gov

Ohio

Public Utilities Commission

Case Number

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



Mark Kelley

740 360-0384

8-20-2016



Service To:
MARK K. KELLEY
444 BLAINE AVE
MARION, OH 43302-4826

Account Number
001945994 1310637
 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 20, 2016** Total Amount Due **\$ 294.60** Current Charges Due Date **June 13, 2016**

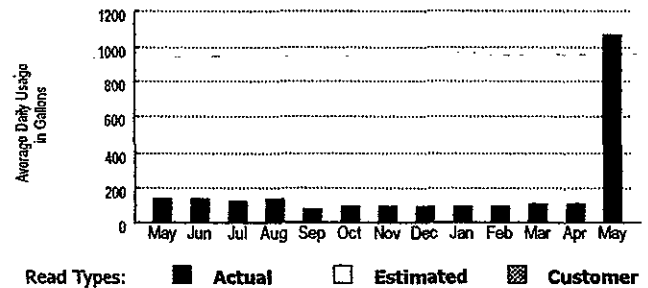
Meter Data

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	087671035	5/8	05/18/16	29	Actual	37530	4,130	Cubic Feet
			04/19/16		Actual	33400		
Average Daily Usage = 142 Cubic Feet			Total Days:		29	Total Usage:	4,130	Cubic Feet
1 CF equals 7.4805 gallons								

Billing Detail

Amount Owed from Last Bill \$ 50.59
 Total Payments Received 50.59
Remaining Balance 0.00
 Customer Charge 9.00
 15,000 gallons @ \$0.0101625 per gallon 152.44
 Next 15,894 gallons @ \$0.0076219 per gallon 121.15
 Total Water Charges 282.59
 S.I.C Water Charge 12.01
Amount Due ON or BEFORE 06/13/16 \$ 294.60
Amount Due AFTER the Current Due Date \$ 309.33

Water Usage History



Home Serve
888-666 8075

Jason

7 35.88 yr.

Message Center (see reverse side for other information)

- 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.
- HIGH BILL ALERT** - Your usage appears higher than usual. For information on high usage and leaks, visit the Water Smart section on www.aquaamerica.com.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

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:
MARK K. KELLEY
444 BLAINE AVE
MARION, OH 43302-4826

PLEASE DO NOT REMIT PAYMENT TO THE ABOVE ADDRESS

Cyc=22MI 1up=1708298

16544 1 AV 0.373
 Seq=16544

****AUTO**SCH 5-DIGIT 43301 C 49 P 62**
MARK K. KELLEY
PO BOX 1751
MARION OH 43301-1751



Account Number - Please print on your check

001945994 1310637

On or Before Pay This Amount

06/13/16 \$ 294.60

After Pay This Amount

06/13/16 \$ 309.33

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

00194599413106370000000294605





Service To:
MARK K. KELLEY
444 BLAINE AVE
MARION, OH 43302-4826

Account Number
001945994 1310637
 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 **June 21, 2016** Total Amount Due **\$ 1,592.15** Current Charges Due Date **July 13, 2016**

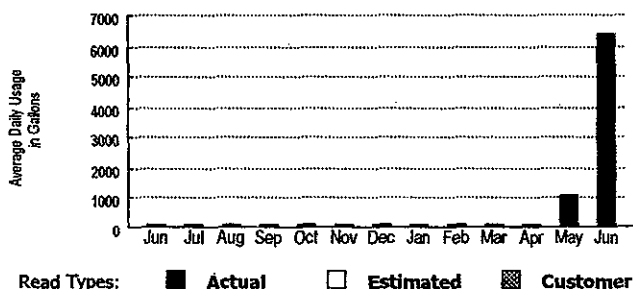
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
087671035	5/8	06/17/16 05/18/16	30	Actual Actual	63490 37530	25,960	Cubic Feet
Average Daily Usage = 865 Cubic Feet 1 CF equals 7.4805 gallons		Total Days:	30	Total Usage:		25,960	Cubic Feet

Billing Detail

Amount Owed from Last Bill \$ 294.60
 Total Payments Received 294.60
Remaining Balance 0.00
 Customer Charge 9.00
 15,000 gallons @ \$0.0101625 per gallon 152.44
 Next 179,194 gallons @ \$0.0076219 per gallon 1,365.80
 Total Water Charges 1,527.24
 S.I.C Water Charge 64.91
Amount Due ON or BEFORE 07/13/16 \$ 1,592.15
Amount Due AFTER the Current Due Date \$ 1,671.76

Water Usage History



Message Center (see reverse side for other information)

- 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.
- HIGH BILL ALERT** - Your usage appears higher than usual. For information on high usage and leaks, visit the Water Smart section on www.aquaamerica.com.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

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:
MARK K. KELLEY
444 BLAINE AVE
MARION, OH 43302-4826

PLEASE DO NOT REMIT PAYMENT TO THE ABOVE ADDRESS

Cyc=22MI 1up=1718356A HIG

Seq=51

*****SINGLE-PIECE C I P I
MARK K. KELLEY
PO BOX 1751
MARION OH 43301-1751



Account Number - Please print on your check

001945994 1310637

On or Before **07/13/16** Pay This Amount **\$ 1,592.15**

After **07/13/16** Pay This Amount **\$ 1,671.76**

Amount Enclosed

\$

Please make check payable to
Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

00194599413106370000001592158





Service To:
MARK K. KELLEY
444 BLAINE AVE
MARION, OH 43302-4826

Account Number
001945994 1310637
 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 **July 21, 2016** Total Amount Due **\$ 1,640.37** Current Charges Due Date **August 12, 2016**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
087671035	5/8	07/19/16 06/17/16	32	Actual Actual	63980 63490	490	Cubic Feet

Average Daily Usage = 15 Cubic Feet
 1 CF equals 7.4805 gallons

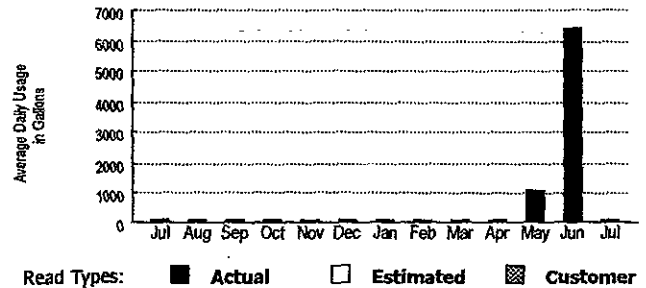
Total Days: 32

Total Usage: 490 Cubic Feet

Billing Detail

Amount Owed from Last Bill \$ 1,592.15
 Total Payments Received 0.00
Remaining Balance 1,592.15
 Customer Charge 9.00
 3,665 gallons @ \$0.0101625 per gallon 37.25
 Total Water Charges 46.25
 S.I.C Water Charge 1.97
Amount Due ON or BEFORE 08/12/16 \$ 1,640.37
Amount Due AFTER the Current Due Date \$ 1,642.78

Water Usage History



Message Center (see reverse side for other information)

- 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.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

C:\P\513-B-0

Keep top portion for your records.
 Return this portion with your payment.

Service To:
MARK K. KELLEY
444 BLAINE AVE
MARION, OH 43302-4826

AQUA Water Bill

Aqua Ohio Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

PLEASE DO NOT REMIT PAYMENT TO THE ABOVE ADDRESS

Cyc=22MI 1up=1728351

20684 1 AV 0.373
 Seq=20684

AUTOSCH 5-DIGIT 43301 C 77451 R39
MARK K. KELLEY
PO BOX 1751
MARION OH 43301-1751



Account Number - Please print on your check

001945994 1310637

On or Before **08/12/16** Pay This Amount **\$ 1,640.37**

After **08/12/16** Pay This Amount **\$ 1,642.78**

Amount Enclosed

\$

Please make check payable to

Aqua OH

MAIL TO ADDRESS ON BACK OF THIS STUB

00194599413106370000001640374



John P Case
Gravity works LLC
937 935 4564

Proposal

PROPOSAL NO.

SHEET NO.

DATE

PROPOSAL SUBMITTED TO:

WORK TO BE PERFORMED AT:

NAME Mark Keller	ADDRESS
ADDRESS 444 Blaine	
Marion 740 360 0384	DATE OF PLANS
PHONE NO.	ARCHITECT

We hereby propose to furnish the materials and perform the labor necessary for the completion of _____

Repair water line

Sidewalk to porch max \$1500

Sidewalk to foundation max \$2000

Includes all labor and material

All material is guaranteed to be as specified, and the above work to be performed in accordance with the drawings and specifications submitted for above work and completed in a substantial workmanlike manner for the sum of _____

Dollars (\$ _____) with payments to be made as follows.

Any alteration or deviation from above specifications involving extra costs will be executed only upon written order, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents, or delays beyond our control.

Respectfully
submitted

John P Case

Per _____

Note — this proposal may be withdrawn by us if not accepted within _____ days.

ACCEPTANCE OF PROPOSAL

The above prices, specifications, and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payments will be made as outlined above.

Signature

[Signature]

Date

6 June 2016

Signature

712757

Statement		DATE	TERMS
TO		9 June 2016	
Mr Kelley			
444 blaine Marton			
740 360 0384			
IN ACCOUNT WITH		John P Case	
		937 935 4564	
		replace waterline	1375
Paid in full on 9 June 2016			
CURRENT	OVER 30 DAYS	OVER 60 DAYS	TOTAL AMOUNT
			1375



Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Attn: Ohio Leak Adjustments
Fax: 866-667-2638
Email: ACOOH@AquaAmerica.com

OHIO LEAK ADJUSTMENT REQUEST FORM

Aqua is not responsible for leaks that occur at the customer's property. However, Aqua may grant a credit adjustment to an account when a major leak has occurred on the customer's **service line** which requires repairs and has caused significant excessive increase in consumption. Before Aqua 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 can 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.

If approved, the credit will appear on your billing statement. Please 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 may only grant one leak adjustment per account per calendar year.

Customer Name:

Mark Kelley
(Please Print)

Service Address:

444 Blaine Ave

City:

Magon

State/Zip:

Ohio 43302

Account Number:

001945994 1310637

Date Leak Fixed:

6-9-2016

Phone No.:

740 360 0384

Billing Month(s) Affected:

May-June-July 2016

Customer Signature:

[Signature]

Date:

8-2-2016