

From: ContactThePUCO@puc.state.oh.us
To: [Puco Docketing](#)
Subject: Docketing
Date: Thursday, January 12, 2017 3:01:39 PM

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/12/2017

Re: Patti Rolan
724 Infantry Dr

Galloway, OH 43119

Docketing Case No.: 16-0907-WW-AIR

Notes:

Our water bill is extremely high compared to other surrounding areas and has been since we moved to Galloway. It is my understanding that our water company Aqua is now asking for another rate increase. Many of us in the area find this unacceptable. The quality of our water is poor at best yet we pay more than most other communities. It seems that Aqua knows we have no choice for water supply so they can charge whatever they want. Please help! Thank you!

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110662
Received: 1/11/2017 2:32:14 PM
Message:
WEB ID: 110662 AT:01-11-2017 at 02:32 PM

Related Case Number:

TYPE: Comment

NAME: Mrs. Debbie Miller

CONTACT SENDER ? No

MAILING ADDRESS:

- 5102 Zimmer Drive
- Columbus , Ohio 43232
- USA

PHONE INFORMATION:

- Home: 6144028157
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: rellims50@gmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua Ohio
- Name on account: Debbie Miller
- Service address: 5102 Zimmer Drive
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

I spoke last night at the PUCO hearing in regards to Aqua Water about my community in Blacklick Estates. I am very happy that our Administrators came to represent us but I must say that I'm troubled about something that was said by one of them last night. It was stated that things have improved for us in regards to customer service and I would like to point out that they are given this information from the Aqua representative, Jeff LaRue. This is not actually a fact, customer service for Aqua offers little to no help to us. Our leadership is unaware of this because none of them live in our community or have Aqua Ohio water, do have never had to deal with Customer Service specifically. I have been told that they are looking to do more for us but I would like to see the efforts before rewarding them for

their thoughts. Also, I should have mentioned the improvement in the water hardness has already been passed onto us in 2014, a 10% increase. I once again would like to request that you please consider all the seniors who have lived here for so many years and are now on a limited income (SSI) and the young families of which many are on a limited income as well. The government tells me there is no increase this year or last in the cost of living so please, as a government branch, make this true and not increase my and many of my neighbors cost of living. Thank you again for your time and consideration.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110687
Received: 1/12/2017 11:46:23 AM
Message:
WEB ID: 110687 AT:01-12-2017 at 11:46 AM

Related Case Number: 16-0907

TYPE: Comment

NAME: Ms. Susan Higby

CONTACT SENDER ? No

MAILING ADDRESS:

- 5930 Dakar Road West
- WESTERVILLE , Ohio 43081
- USA

PHONE INFORMATION:

- Home: (614)882-5498
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: susanhigby@att.net

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua water of Ohio
- Name on account: Susan Higby
- Service address: 5930 Dakar Road West
- Service phone: (614)882-5498
- *(no account number provided?)*

COMMENT DESCRIPTION:

I have lived at this address for over 30 years and have seen many cost increases in the water. They have made great strides in improving the quality of the water, however, the cost of using the money is so high that I wouldn't try to water plants outside in the summer and dread getting my bill when my son and family visit. I am retired on a fixed income and the cost of living raise SS paid was so small I'm in the hole from the increase in medicare. I don't know how Aqua could ask for such a large increase, they should be refunding us for the terrible water I have had to use in the last 30 some years. I am totally against this increase. Thank you Susan Higby

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110705
Received: 1/12/2017 3:10:28 PM
Message:
WEB ID: 110705 AT:01-12-2017 at 03:10 PM

Related Case Number: 16-0907

TYPE: Complaint

NAME: Ms. Karen Feeney

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 5588 Buenos Aires Blvd
- Westerville , Ohio 43081
- USA

PHONE INFORMATION:

- Home: 6146797409
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: k.feeney@att.net

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua
- Name on account: Karen feeney
- Service address: 5588 Buenos Aires Blvd
- Service phone: 6146797409
- Account Number: 001903296 1268525

COMPLAINT DESCRIPTION:

I have lived in this area, at my address since 2002. the water rates keep increasing and increasing. The water quality is awful, discolored , and smells. I have filters on my water and have resorted to purchasing a water cooler to avoid the "tap" water. the rates for our neighborhood are increasing every year and this must stop. Our water rates are the highest in Ohio, and Aqua needs a rate increase? I am on a fixed and very limited budget and my water bill exceeds all my other bills every year. I have also purchased a rain barrel, and water saving showerheads. This rate increase is killing us. Please stop the hike on our water. Help our residents and myself from these large companies constantly taking what little money we have

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110683
Received: 1/12/2017 11:08:23 AM
Message:
WEB ID: 110683 AT:01-12-2017 at 11:08 AM

Related Case Number: 16-0907

TYPE: Comment

NAME: Mrs. Rebecca Everman

CONTACT SENDER ? No

MAILING ADDRESS:

- 5647 Natalie Court N
- Westerville , OH 43081
- USA

PHONE INFORMATION:

- Home: 6148980631
- Alternative: 6143028342
- Fax: 6142468641

E-MAIL: everman78@hotmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua Ohio Inc.
- Name on account: REBECCA L. EVERMAN
- Service address: 5647 NATALIE CT N WESTERVILLE, OH 43081-4128
- Service phone: 614-898-0631
- Account Number: 001904645 1269851

COMMENT DESCRIPTION:

My family is very disappointed that Aqua has filed for a 9%+ rate increase. There have been no visible attempts to improve the water quality or water lines in Blendon Township. We are being controlled by a monopoly. We have no other options and due to the outdated state of the water system in Blendon Township we could not tie into another line such as Westerville or Columbus if we wanted. We pay three times as much for our water than most Columbus residents. I have a family of four on a very tight budget and cannot afford a rate increase. We don't water our lawn or wash our cars at home, we cook, clean, do laundry and bathe. These are necessities so other cuts will have to be made if PUCO approves this increase. We drink filtered water because the water from our tap has a

strong odor and sometimes an odd taste but we are told that, when tested, it is acceptable. Please stop lining the pockets of Aqua investors and deny this rate increase.

From: [Bell, Terry](#)
To: [Puco Docketing](#)
Subject: Aqua
Date: Friday, January 13, 2017 8:35:01 AM
Attachments: [image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110737
Received: 1/13/2017 8:32:06 AM
Message:
WEB ID: 110737 AT:01-13-2017 at 08:31 AM
Related Case Number:
TYPE: Complaint
NAME: Mr. Richard Eberts
CONTACT SENDER ? Yes
MAILING ADDRESS:

- 819 Battalion Place
- Galloway , Ohio 43119
- USA

PHONE INFORMATION:

- Home: 6148701390
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: reberts2@mac.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Ohio Aqua
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I am writing to protest Aqua Ohio's current rate increase request. Our small community is being gouged - provided poor water quality at very high prices and damaging our property valuations due to the stigma which is the cost of water to our community over the years. Looking at the valuation of WTR, it is clear they are reaping incredible profits, unchecked over the past 18 years. They have historically failed to fairly notify the community of cost and quality issues and our interests have historically not been valued by the PUCO. The current rate hike is neither needed, nor fair in any respect and we would like this issue reviewed carefully and the outcome to avoid the historical trend of the previous unchecked rate hikes.

Terry S. Bell

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Chief Customer Education and Contact Division

(614) 995-9087

www.PUCO.ohio.gov



From: [Bell, Terry](#)
To: [Puco Docketing](#)
Subject: Aqua
Date: Friday, January 13, 2017 8:31:19 AM
Attachments: [image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110736
Received: 1/13/2017 8:25:37 AM
Message:
WEB ID: 110736 AT:01-13-2017 at 08:25 AM
Related Case Number: 16-0907
TYPE: Comment
NAME: Mr. Sheronda Whitner
CONTACT SENDER ? Yes
MAILING ADDRESS:

- 3795 balboa plave
- Westerville , Ohio (*NO ZIP??*)
- USA

PHONE INFORMATION:

- Home: 6147260751
- Alternative: (*no alternative phone provided?*)
- Fax: (*no fax number provided?*)

E-MAIL: swhitner405@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Aqua ohio
- (*no account name provided?*)
- (*no service address provided?*)
- (*no service phone number provided?*)
- (*no account number provided?*)

COMMENT DESCRIPTION:

In blending township the rates from Aqua Ohio are terribly high they should not be allowed to raise the further please stop .

Terry S. Bell

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(614) 995-9087
www.PUCO.ohio.gov



From: [Bell, Terry](#)
To: [Puco Docketing](#)
Subject: Aqua
Date: Friday, January 13, 2017 8:03:30 AM
Attachments: [image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110734
Received: 1/13/2017 7:48:51 AM
Message:
WEB ID: 110734 AT:01-13-2017 at 07:48 AM
Related Case Number: 16-0907
TYPE: Comment
NAME: Mrs. Pamela Clegg
CONTACT SENDER ? Yes
MAILING ADDRESS:

- 3614 makassar dr
- westerville
- westerville , Ohio 43081
- United States

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: pamela.j.clegg@gmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

To Whom it May Concern, While Aqua Ohio has been an obvious improvement to the Huber Ridge community, and they have indeed been the most responsive water company since my moving to the community in 1987, and while I do not doubt that they need to make a profit, and while I do not doubt that they have made improvements to the system, and while I appreciate all our Trustees have done to work with them, I am asking the PUCO to reduce the requested water rate increase to a more reasonable amount and one in line with their improvements. I also request that the PUCO REQUIRE Aqua Ohio to clearly educate customers on winter/summer rates as this is a little known benefit to the community and they do nothing to educate the consumer on this benefit. Sincerely, Pamela J. Clegg

Terry S. Bell

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Chief Customer Education and Contact Division

(614) 995-9087

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From: [Bell, Terry](#)
To: [Puco Docketing](#)
Subject: Aqua
Date: Friday, January 13, 2017 8:55:07 AM
Attachments: [image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110738
Received: 1/13/2017 8:37:37 AM
Message:
WEB ID: 110738 AT:01-13-2017 at 08:37 AM
Related Case Number: 16-0907
TYPE: Comment
NAME: Mr. John Mcguire
CONTACT SENDER ? Yes
MAILING ADDRESS:

- 5511 Copenhagen dr.
- westerville
- westerville , Ohio 43081
- United States

PHONE INFORMATION:

- Home: 6144048610
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: johnnmcguire@gmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua ohio
- Name on account: john mcguire
- Service address: 5511 Copenhagen dr.
- Service phone: 6144048610
- *(no account number provided?)*

COMMENT DESCRIPTION:

Aqua Ohio like Ohio American water before them is continuing to ask you for more exhorbitant rate hikes for blendon township! Our rates are already well above any neighboring water systems. We are not flint Michigan forced to use bottled water for every need. Why does the puco continue to to allow this predatory monopoly to charge bottled water rates!? At the very least do not grant this increase. To the contrary, we depend on the comission to protect us from these corporate predators, investigate our system relative to others you regulate, and force their rates down to a reasonable level. Please!

Terry S. Bell

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Chief Customer Education and Contact Division

(614) 995-9087

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From: ContactThePUCO@puc.state.oh.us
To: [Puco Docketing](#)
Date: Friday, January 13, 2017 7:52:46 AM

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110702
Received: 1/12/2017 1:47:27 PM

Message:

WEB ID: 110702 AT:01-12-2017 at 01:47 PM

Related Case Number: 16-0907

TYPE: Comment

NAME: Mrs. Pamela (Jeffrey) Sperling

CONTACT SENDER ? Yes

MAILING ADDRESS:

6412 Saddle Lane Ct

Westerville , OH 43081-3957

United States

PHONE INFORMATION:

Home: 6148904127

Alternative: 6143163143

Fax: (no fax number provided?)

E-MAIL: psperling70@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

Company: Aqua Water

Name on account: Jeffrey Sperling

Service address: 6412 Saddle Ln Ct

Service phone: 6148904127

(no account number provided?)

COMMENT DESCRIPTION:

I strongly disagree with the Aqua Water proposed rate hike. Our water is the highest in Franklin County and I would not be surprised if it is not the highest in the State of Ohio. The water is subquality, having to replace faucets, water lines, hot water heaters, etc. more frequently than normal.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110711
Received: 1/12/2017 4:40:31 PM
Message:
WEB ID: 110711 AT:01-12-2017 at 04:40 PM

Related Case Number: 16-0907

TYPE: Complaint

NAME: Ms. Gidget Roberson

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 4178 Valley Quail Blvd s
- Westerville , Ohio 43081
- USA

PHONE INFORMATION:

- Home: 309-631-3549
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: Gidget.Roberson@hotmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Aqua Ohio
- Name on account: Gidget Roberson
- Service address: 4178 Valley Quail Blvd S
- Service phone: 3096313549
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I have been a resident of Sunbury Woods for 3.5 years and am appalled by the exorbitant rates Aqua Ohio already imposes on us. Their rates are already far higher than any other provider in the Central Ohio area, and they do not justify the quality of water we receive. The majority of the residents in this area are hard working middle class families. We can not continue to afford these

already over-inflated rates, let alone be subject to additional price gouging by Aqua Ohio. I adamantly and vehemently oppose this proposed rate increase.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110712
Received: 1/12/2017 4:52:31 PM
Message:
WEB ID: 110712 AT:01-12-2017 at 04:52 PM

Related Case Number:

TYPE: Complaint

NAME: Mr. Zach Niblick

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 692 Platoon Drive
- Galloway , Ohio 43119
- USA

PHONE INFORMATION:

- Home: 4199535845
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: niblick_zach@hotmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua Ohio
- Name on account: Zach Niblick
- Service address: 692 Platoon Drive, Galloway, OH 43119
- Service phone: 4199535845
- Account Number: 0022128531267847

COMPLAINT DESCRIPTION:

I have received word that Aqua is requesting another approximately 10% rate hike. I strongly believe this should be disallowed. In the Westpoint subdivision, our water is very hard and poor quality. It is full of chlorine and sediment. It cannot be drank without an expensive filter. In addition, our water bills are already exorbitantly expensive. There are only 2 people in our household and our monthly bill is \$100+ per month. This is nearly triple that of a comparable household in the Columbus area, where they do not have the same issues with quality. I don't understand how this company has been allowed to get away with these large price hikes in the past (2014 was roughly a 10% hike), without first being held accountable to fix the issues with the water quality. I beg you to refuse this new price hike and to hold Aqua accountable for their water quality. No company should be allowed to have a monopoly on an area without having oversight on the quality and prices they are enacting on the residents. Please do not approve this rate hike.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110713
Received: 1/12/2017 5:00:16 PM
Message:
WEB ID: 110713 AT:01-12-2017 at 05:00 PM

Related Case Number: 16-0907

TYPE: Complaint

NAME: Mrs. Erin Bowman

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3736 Lima Drive
- Westerville , OH 43081
- United States

PHONE INFORMATION:

- Home: 6149482613
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: dishandspoon2008@gmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua
- Name on account: Erin Bowman
- Service address: 3736 Lima Drive
- Service phone: 6149482613
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I absolutely, completely, totally, and in all other ways object to Aqua's requested rate increase. They are outrageously expensive, and by far the most expensive water company I've ever had. I've lived all over the country and have never before having Aqua been prohibited from taking a shower every day because the water cost too much. As it stands, unless we want our water bill to go up above \$150/month, my family and I cannot shower more than three times per week. If Aqua doesn't have enough money to make ends meet, they'll have to cut their expenses like everyone else. They have no business digging even deeper in my pocket.

From: webmaster@puc.state.oh.us
 To: PUCO ContactThePUCO
 Subject: PUCO CONTACT FORM: 110714
 Received: 1/12/2017 5:13:02 PM
 Message:
 WEB ID: 110714 AT:01-12-2017 at 05:12 PM

Related Case Number: 16-0907

TYPE: Complaint

NAME: Mr. Kevin Bowman

CONTACT SENDER ? No

MAILING ADDRESS:

- 3736 Lima Dr
- Westerville
- Westerville , OH 43081
- United States

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: *(no e-mail address provided)*

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Aqua already charges, by far, the highest rates for water I have ever encountered in ANY PLACE that I have ever lived. Raising the rates even higher is absurd. If they can't run their business in such a fashion that it makes them a tidy profit with as much as they're charging us already, that is far from being our, the consumers, problem. Perhaps they should consider instead relinquishing their stranglehold on our area's service so we can have affordable water like the rest of central Ohio. I digress, but this really sounds like a utility company trying to run itself like a pharmaceutical mega-corporation. "If the high bonuses aren't being paid, just raise the prices! These idiots will buy anything, so long as they need it!" Your mandate is to shield us from greedy, overfed monsters like this. Please, PUCO, protect the consumers.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110715
Received: 1/12/2017 5:36:31 PM
Message:
WEB ID: 110715 AT:01-12-2017 at 05:36 PM

Related Case Number: 16-0907

TYPE: Comment

NAME: Dr. Satyaki Ghosh Dastidar

CONTACT SENDER ? No

MAILING ADDRESS:

- 5670 Natalie Ct N
- Westerville , Ohio 43081
- USA

PHONE INFORMATION:

- Home: 7163087216
- Alternative: 7165531501
- Fax: *(no fax number provided?)*

E-MAIL: satyaki.dastidar@gmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua Ohio
- Name on account: Satyaki Ghosh Dastidar
- Service address: 5670 Natalie Ct N, Westerville, OH 43081
- Service phone: 7163087216
- *(no account number provided?)*

COMMENT DESCRIPTION:

Complaint against proposed service charge increases.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110718
Received: 1/12/2017 6:36:48 PM
Message:
WEB ID: 110718 AT:01-12-2017 at 06:36 PM

Related Case Number: 16-0907

TYPE: Comment

NAME: Ms. Alison Masters

CONTACT SENDER ? No

MAILING ADDRESS:

- 3628 Paris blvd
- Westerville , Ohio 43081
- USA

PHONE INFORMATION:

- Home: 6142713818
- Alternative: *(no alternative phone provided?)*

- Fax: *(no fax number provided?)*

E-MAIL: alison11m@aol.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua water
- Name on account: Alison masters
- Service address: 3628 Paris blvd
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

You must stop the the price increase. Our water is the most expensive around aND we are not in a wealthy area by far. Lower to middle class. We cannot afford these hikes

From: webmaster@puc.state.oh.us

To: PUCO ContactThePUCO

Subject: PUCO CONTACT FORM: 110719

Received: 1/12/2017 7:06:18 PM

Message:

WEB ID: 110719 AT:01-12-2017 at 07:06 PM

Related Case Number:

TYPE: Complaint

NAME: Mr. Dan Saylor

CONTACT SENDER ? No

MAILING ADDRESS:

- 8457 Squad Dr
- Galloway , Ohio 43119
- United States

PHONE INFORMATION:

- Home: 6142301191
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: *(no e-mail address provided)*

INDUSTRY: Water

ACCOUNT INFORMATION:

- *(no utility company name provided?)*
- Name on account: Dan Saylor
- Service address: 8457 Squad Dr
- Service phone: 6142301191
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I just found out that Aqua Water wants another 9.6% price hike. My first problem is that Aqua Water doesn't notify people of any public meetings. I found out that they had a meeting two days ago. Our area committee person didn't even know of this meeting. Second, I pay an average of \$100/month for a family of 4. The City of Columbus pays that every three months. Third, people have complained about the water because it smells of sulfur and/or chlorine. So the water out here is not a top notch product for what we pay for. To be honest, I'd like to see Aqua Water go out of business. There is no reason for the service, pricing and product crap that we have to put up with.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110721
Received: 1/12/2017 8:05:04 PM
Message:
WEB ID: 110721 AT:01-12-2017 at 08:05 PM

Related Case Number: 16-0907

TYPE: Complaint

NAME: Mrs. nicola giachetti

CONTACT SENDER ? No

MAILING ADDRESS:

- 3710 caracas drive
- westerville , Ohio 43081
- USA

PHONE INFORMATION:

- Home: 6144264020
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: zzeep@hotmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: AQUA
- Name on account: john giachetti
- Service address: 3710 caracas drive
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Another increase in water rates is totally unacceptable and unjust. The fact that the prices are already overly inflated for basic water is unacceptable. The rates are grossly higher than anywhere in Columbus Ohio and it doesn't even taste good.

From: webmaster@puc.state.oh.us
 To: PUCO ContactThePUCO
 Subject: PUCO CONTACT FORM: 110722
 Received: 1/12/2017 8:13:49 PM
 Message:
 WEB ID: 110722 AT:01-12-2017 at 08:13 PM

Related Case Number:

TYPE: Complaint

NAME: Ms. Kelly Haslett

CONTACT SENDER ? No

MAILING ADDRESS:

- 8453 Silverbell Ave
- Galloway , Ohio 43119
- USA

PHONE INFORMATION:

- Home: 6147690072
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: kellz0072@gmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua
- Name on account: Kelly Haslett
- Service address: 8453 Silverbell Ave
- Service phone: 6147690072
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Do not allow another rate increase. We have the highest water company and pay as much a month for water as we do electric!!! Their rates are RIDICULOUS!!!! Water quality is hard and cloudy and even leaves film in the bottom of a drinking glass of water!!! Not acceptable!!

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110723
Received: 1/12/2017 8:29:34 PM
Message:
WEB ID: 110723 AT:01-12-2017 at 08:29 PM

Related Case Number:

TYPE: Comment

NAME: Mr. William Hawkins

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 733 lakefield dr
- Galloway
- Galloway , OH 43119
- USA

PHONE INFORMATION:

- Home: 2034443353
- Alternative: 6143638408
- Fax: *(no fax number provided?)*

E-MAIL: wrifle@aol.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua
- Name on account: William Hawkins
- Service address: 733 lakefield dr
- Service phone: 2034443353
- *(no account number provided?)*

COMMENT DESCRIPTION:

To whom this may concern The reason I am reaching out to you is in regard to Aqua attempting to raise their rate to offset the cost of running their business. We are hard-working individuals we deserve the best service for the price we pay and should not be held accountable for the maintenance of their lines by way of a rate increase. They chose to purchase and take over these Water lines therefore they chose the responsibility of maintaining them financially. Aqua already charges a higher rate than almost any other company in the state of Ohio and we should not have to worry about if we pay our water bill do we still have enough money to give our kids for lunch. You may say it's only a few dollars but a lot of us are on fixed incomes. Please think about the consumers before allowing them to jack up their rates again. Thank You William Hawkins Sr.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110725
Received: 1/12/2017 8:36:50 PM
Message:
WEB ID: 110725 AT:01-12-2017 at 08:36 PM

Related Case Number: 16-0907

TYPE: Comment

NAME: *(No first or last name submitted ?)*

CONTACT SENDER ? No

MAILING ADDRESS:

- (NO CITY?) , Ohio (NO ZIP??)
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: *(no e-mail address provided)*

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua
- Name on account: Crystal Ward
- Service address: 3704 Panama Drive
- Service phone: 8654053301
- Account Number: 0021188191268761

COMMENT DESCRIPTION:

Our water bill is higher than any of the surrounding areas. I also find it rather odd my water bill will be exactly the same, down to the cents, for months at a time. I don't feel like there is justification on an increase in rate as our rate is already as high as it is. I do not find the water to be any better, or any worse, from anywhere else in Columbus.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110726
Received: 1/12/2017 8:44:05 PM
Message:
WEB ID: 110726 AT:01-12-2017 at 08:44 PM

Related Case Number:

TYPE: Complaint

NAME: Mr. Samuel Karr

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 8554 Squad Dr.
- Galloway
- Galloway , OH 43119
- United States

PHONE INFORMATION:

- Home: 6144033817
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: sam.karr@gmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua Ohio
- Name on account: Samuel D. Karr
- Service address: 8554 Squad Dr.
- Service phone: 6144033817
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

It has come to my attention that Aqua Ohio has asked PUCO for a rate increase. My wife and I (and our neighbors in the Westpoint subdivision) already pay an exorbitant amount for sub-par quality water. We currently pay between \$80-\$100 per month for just two people. The water is at maximum amount of allowed hardness and quality. We should not need to purchase an expensive water softening / purifying system to enjoy the water in our home. The low water quality also takes its toll on our skin, clothes, and pipes. We are paying much more than other neighborhoods for lower quality water. Do not allow Aqua Ohio to make it worse by raising our rates.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110727
Received: 1/12/2017 9:08:35 PM
Message:
WEB ID: 110727 AT:01-12-2017 at 09:08 PM

Related Case Number: 16-0907

TYPE: Comment

NAME: Mr. Kris Haynam

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 6111 Cairo
- Westerville , Ohio 43081
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: haysunni@yahoo.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Aqua Water
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

There rate increase is ridiculous. The rate is already too high. The water is horrible. It smells, leaves orange rings in my bathtub, on my shower curtain. Not sure how they are justifying there needs but for years I was getting billed for reverse osmosis - there was no reverse osmosis.

From: webmaster@puc.state.oh.us

To: PUCO ContactThePUCO

Subject: PUCO CONTACT FORM: 110728

Received: 1/12/2017 9:35:50 PM

Message:

WEB ID: 110728 AT:01-12-2017 at 09:35 PM

Related Case Number: 16-0907

TYPE: Comment

NAME: Mrs. Melissa Oakes

CONTACT SENDER ? No

MAILING ADDRESS:

- *(NO CITY?) , Ohio (NO ZIP??)*
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: moakesrn@aol.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Aqua Ohio
- Name on account: Melissa Oakes
- Service address: 4211 Camellia Ct
- Service phone: 614-794-3045
- *(no account number provided?)*

COMMENT DESCRIPTION:

I am writing to voice my opposition to the proposed Aqua Oh rate increase. I have been a customer of this company for 27 years. Of all my services,the water has always been the biggest issue. The water quality has improved over the years but I have noticed in the past year more mineral deposits and "hardness". We are held captive by some old contracts and have no competition to keep the price competitive or the quality comparable with other providers that border our area. We can only hope that PUCO will keep this company accountable. The rates are the highest in this area already. Thank you in advance for your support. Melissa Oakes

From: webmaster@puc.state.oh.us

To: PUCO ContactThePUCO

Subject: PUCO CONTACT FORM: 110728

Received: 1/12/2017 9:35:50 PM

Message:

WEB ID: 110728 AT:01-12-2017 at 09:35 PM

Related Case Number: 16-0907

Related Case Number:

TYPE: Complaint

NAME: Mrs. Bonnie Henry

CONTACT SENDER ? No

MAILING ADDRESS:

- 748 Cordelia Drive
- Galloway , Ohio 43119
- USA

PHONE INFORMATION:

- Home: 614-560-7908
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: bhenrymom66@att.net

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: AquaOhio
- Name on account: Bonnie & Brian Henry
- Service address: 748 Cordelia Drive
- Service phone: 614-560-7908
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I am writing to protest vehemently the request from Aqua Ohio for a rate increase. What exactly is Aqua Ohio going to do with this extra money? We already have hard water and the chlorine in their water is so high you can smell it when you drink it! We here in Lake Darby Estates and neighboring subdivisions pay exorbitantly more than other communities surrounding us and that includes Columbus! My husband and I pay approximately \$140 a month for our water for a family of four. An increase would mean we would have to cut something out of our already tight budget. My cost of living increase is much less than what Aqua Ohio is proposing. We cannot afford another increase in our monthly water bill! Please don't approve Aqua Ohio's request for an increa

From: webmaster@puc.state.oh.us

To: PUCO ContactThePUCO

Subject: PUCO CONTACT FORM: 110731
Received: 1/12/2017 10:49:21 PM
Message:
WEB ID: 110731 AT:01-12-2017 at 10:49 PM

Related Case Number:

TYPE: Complaint

NAME: Mr. Tim Thacker

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 291 Niles
- Marion
- Marion , Ohio 43302
- USA

PHONE INFORMATION:

- Home: 7402513546
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: thackert7@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Aqua
- Name on account: Timmy thacker
- Service address: 291 Niles
- Service phone: 7402513546
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I've had rusted water for two years aqua said i was at fault at first then it was a broken value in the street. I've spent alot of money trying to fix the problem and they told me they will not help cover the cost because they proved water

se! We are barely keeping our heads above water as it is! Thank you for your assistance

From: ContactThePUCO@puc.state.oh.us
To: [Puco Docketing](#)
Date: Friday, January 13, 2017 7:50:58 AM

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110689
Received: 1/12/2017 12:11:54 PM
Message:
WEB ID: 110689 AT:01-12-2017 at 12:11 PM

Related Case Number:

TYPE: Comment

NAME: Mrs. April Zobel

CONTACT SENDER ? No

MAILING ADDRESS:

(NO CITY?) , Ohio (NO ZIP??)

USA

PHONE INFORMATION:

Home: (no home phone provided?)

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: massaginck@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

Company: Aqua

Name on account: April Zobel

Service address: 3429 Brazzaville Road

Service phone: 6144041540

(no account number provided?)

COMMENT DESCRIPTION:

I am opposed to the proposed rate increase by Aqua. The current water rate is well above the average for our area and the quality of the water and service do not warrant an increase. Water is not an elective service for people and the businesses providing this service should not be focused solely on profit. Aqua is profitable at their current rate and an increase is based solely on greed.

From: ContactThePUCO@puc.state.oh.us
To: [Puco Docketing](#)
Date: Friday, January 13, 2017 7:57:59 AM

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110697
Received: 1/12/2017 1:15:41 PM
Message:
WEB ID: 110697 AT:01-12-2017 at 01:15 PM
Related Case Number: 16-0907

TYPE: Comment

NAME: Mr. Mark McCray

CONTACT SENDER ? No

MAILING ADDRESS:

5985

Cairo

Westerville

Westerville , OH 43081

United States

PHONE INFORMATION:

Home: 6143975644

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: markamccray@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

Company: Aqua America - Ohio

Name on account: Mark McCray

Service address: 5985 Cairo Road

Service phone: 6143975644

(no account number provided?)

COMMENT DESCRIPTION:

We are opposed to the proposed rate increase from Aqua America - Ohio. Aqua America's rates are already very high compared to the surrounding communities rates. I have not been notified of any kind of infrastructure improvements that would justify a rate increase.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110678
Received: 1/12/2017 10:27:22 AM
Message:
WEB ID: 110678 AT:01-12-2017 at 10:27 AM

Related Case Number: 16-0907

TYPE: Comment

NAME: Mr. Bryan Rhoads

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 6350 S. Hempstead Road
- Westerville , Ohio 43081
- USA

PHONE INFORMATION:

- Home: 6148392013
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: bryan.rhoads@blendontwp.org

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Blendon Township Board of Trustees
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

Filing opposition to the requested rate increase.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110681
Received: 1/12/2017 11:06:52 AM
Message:
WEB ID: 110681 AT:01-12-2017 at 11:06 AM

Related Case Number: 16-0907

TYPE: Comment

NAME: Ms. Amie Shepard

CONTACT SENDER ? No

MAILING ADDRESS:

- 6435 Montford rd w
- Westerville , Ohio 43082
- USA

PHONE INFORMATION:

- Home: 6145921832
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: opheliamie@aol.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Aqua
- Name on account: John kauff
- Service address: 6435 Montford rd w
- Service phone: 614-592-1832
- *(no account number provided?)*

COMMENT DESCRIPTION:

A rate increase is completely insane our water is already overpriced. It smells funny and tastes bad.

From: [Bell, Terry](#)
To: [Puco Docketing](#)
Subject: Aqua
Date: Thursday, January 12, 2017 4:18:29 PM
Attachments: [image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110708
Received: 1/12/2017 4:04:59 PM
Message:
WEB ID: 110708 AT:01-12-2017 at 04:04 PM
Related Case Number:
TYPE: Complaint
NAME: Mr. Steve Lilak
CONTACT SENDER ? No
MAILING ADDRESS:

- 772 infantry dr
- Galloway , Ohio 43119
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: camarosl2187@yahoo.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Aqua Ohio
- Name on account: Steve
- Service address: 772 infantry dr
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

It was recently brought to my attention that Aqua Ohio has proposed a 10% rate hike. Our water quality in westpoint is fair at best yet we pay about 3 x what others pay per month. I've owned 3 homes and have never had to pay this much for water. I used to pay as much quarterly at an old residence as I pay monthly here in westpoint. I am hopeful the complaints filed by the members of our community are heard and considered before any action is taken.

Terry S. Bell

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Chief Customer Education and Contact Division
(614) 995-9087

www.PUCO.ohio.gov



This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

1/13/2017 11:12:53 AM

in

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

Summary: Public Comment in opposition filed on behalf of various consumers electronically filed by Ms. Donielle M Hunter on behalf of PUCO Staff