FILE

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Neloms, Tim

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 13, 2017 1:28 PM
To: Puco Docketing
Subject: Aqua Rate Case

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110744
Received: 1/13/2017 10:35:53 AM
Message:
WEB ID: 110744 AT:01-13-2017 at 10:35 AM
Related Case Number: 16-0907
TYPE: Comment
NAME: Mr. Terry Cline
CONTACT SENDER ? Yes
MAILING ADDRESS:
400 E George Street
Marion , Ohio 43302
USA
PHONE INFORMATION:
Home: 740-531-3077
Alternative: (no alternative phone provided?)
Fax: (no fax number provided?)
E-MAIL: tsc6646@frontier.com
INDUSTRY:Water
ACCOUNT INFORMATION:
Company: AQUA Ohio
(no account name provided?)
Service address: 400 E George Street
(no service phone number provided?)
(no account number provided?)
COMMENT DESCRIPTION:
AQUA acquired Ohio American Water approximately 6 years ago. Shortly afterwards capital improvements were initiated and thereafter a rate increase was requested. Asinine! Did their administration not exercise due diligence before acquisition? They claim ignorance in knowing the system they bought was worse than they thought? How can any company, regulated by a governing agency, expect to pull the wool over the eyes of the consumer let alone the regulating agency? Capital improvements are the burden and cost of doing business. Profits should be used to pay down capital improvements not rate increases. The consumer is already at the mercy of AQUA unless the consumer sinks a well. AQUA needs to be patient with their profits or become acquired by its competition. My understanding is AQUA provides the most expensive water compared to other communities. What do the consumers of AQUA receive more of than the other communities that enjoy better rates? Customer service, pathetic! AQUA has the poorest customer service I have ever experienced, they do not instill any confidence what-so-ever.

2017 JAN 17 PM 12:51
PUCO

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Technician MN Date Processed JAN 17 2017