

From: ContactThePUCO@puc.state.oh.us
To: [Puco Docketing](#)
Subject: Aqua Rate Case
Date: Wednesday, January 18, 2017 12:46:37 PM

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110856
Received: 1/18/2017 10:13:58 AM
Message:
WEB ID: 110856 AT:01-18-2017 at 10:13 AM

Related Case Number:

TYPE: Complaint

NAME: Mr. Ivan Mullet

CONTACT SENDER ? No

MAILING ADDRESS:

357 Idlebrook Pl.

Galloway , Ohio 43119

USA

PHONE INFORMATION:

Home: (no home phone provided?)

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: mulletfamily@sbcglobal.net

INDUSTRY:Water

ACCOUNT INFORMATION:

Company: Aqua

Name on account: Ivan Mullet

Service address: 357 Idlebrook Pl

(no service phone number provided?)

(no account number provided?)

COMPLAINT DESCRIPTION:

I see that aqua is petitioning to increase rates in our area. Not only do i not agree with the rate increase, i also am disappointed in the quality of water supplied to my home. This is supposed to be city water, and no softener should be needed. I am going to have to put one in. I have had leaks due to calcium building up between wax rings at toilet flanges. I have had to replace faucets because of the damage the water is doing. I have replace many small appliances, (ie) coffee makers, keurigs, ice machine, and water cooling machine for pain. I am also worried about my lg appliance such as my dishwasher, and refrigerator. Sinks have become stained at the drains from iron, and calcium builds up at the drain also. In every toilet bowl, mold grows along the water edge line, and the underside of rim where water comes out. We do not drink the water from our water lines, we have to buy bottled water. Not only do i feel like water rates are high, but the quality of water is ridiculously horrible. I can only imagine what my water lines throughout the house actually look like. Thank you for listening to my complaint and using it to help in your decision of whether or not to allow aqua to raise rates.

From: ContactThePUCO@puc.state.oh.us
To: [Puco Docketing](#)
Subject: Aqua Rate Case
Date: Wednesday, January 18, 2017 12:42:22 PM

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110853
Received: 1/18/2017 9:25:42 AM
Message:
WEB ID: 110853 AT:01-18-2017 at 09:25 AM

Related Case Number:

TYPE: Complaint

NAME: Mrs. Ahlisha Jones

CONTACT SENDER ? Yes

MAILING ADDRESS:

8471 blue lake avenue

galloway

galloway , Ohio 43119

USA

PHONE INFORMATION:

Home: 6147725719

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: ahlisha.jones@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

Company: Aqua

Name on account: Ahlisha Jones

Service address: 8471 blue lake avenue

Service phone: 6147725719

Account Number: 001901267178

COMPLAINT DESCRIPTION:

The water is really cloudy and also has a really strong chlorine smell to it. It's so bad most of the time, it burns your eyes. I honestly don't think this water should be drank. I have replaced several faucets due to the deposit build up on them. It's to my understanding They are also requesting a rate increase (16-097-WW-AIR.) This shouldn't be passed because the quality of this water is garbage and seems to get worst. I've lived in the home for 10 years. It's not fair to people in this area to pay more for water than they do groceries. It's not like the water can be drank, it's horrible, we Even give our dogs bottled water. This Company is always wanting more money. What our area pays for one month of water, other people in surrounding areas pays that every 3 months. When you fill up a pool, you get charged for wastewater. I never understood that, if the water drains in the ground and it's not cycling back through the pipes. It's not fair to us to have to boil our water either, if we run out of bottled water, we are paying for electric, having to boil it, in addition to our store bought water, as well as our high monthly water bill. I have a household of 7. I bathe the kids together, to save, we don't flush the toilets after several times of "peeing", this is unsanitary but, i can't imagine what our bill would be if, we didn't conserve, in addition, the extra cost of buying bottled water is, close to 50.00 extra per month. Paying a water bill that's close to 150.00 per month at times, with conserving and

buying extra store bought water, is insane. I as a home owner in the area highly suggest's that PUCO step in and test the quality of this water, more than you have been, to see how the quality, gets worst and worst. I also suggest that this rate increase shouldn't be passed, due to the safety as well as the "poor" "quailty". If anything the rates should be drastically decreased. Thank you for your prompt response in these issues.

From: [Bell, Terry](#)
To: [Puco Docketing](#)
Subject: AQUA
Date: Wednesday, January 18, 2017 12:28:02 PM
Attachments: [image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110863
Received: 1/18/2017 12:17:11 PM
Message:
WEB ID: 110863 AT:01-18-2017 at 12:16 PM
Related Case Number:
TYPE: Complaint
NAME: Mrs. Jessica Bauser
CONTACT SENDER ? No
MAILING ADDRESS:

- 8581 Squad Dr.
- Galloway , Ohio 43119
- USA

PHONE INFORMATION:

- Home: 9376058687
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: jvassar1212@gmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua Ohio
- Name on account: Jessica Bauser
- Service address: 8581 Squad Dr., Galloway, OH 43119
- Service phone: 9376058687
- Account Number: 0021709321268109

COMPLAINT DESCRIPTION:

Our water quality seems to be getting worse yet we are still paying a premium that is ridiculous! The water is cloudy and smells very strongly of chlorine. My year old dishwasher and refrigerator both have hard water stains that are almost impossible to remove. We have replaced our hot water heater as well due to build up! Now Aqua wants to increase our already extremely high bills!! This is an outrage!! They give us terrible water but act as though there are gold flakes in it and we should pay more. I very much oppose them getting approved for the increase for decreased quality.

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



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in

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

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