

From: ContactThePUCO@puc.state.oh.us
To: [Puc Docketing](#)
Subject: Aqua Rate Case
Date: Thursday, January 19, 2017 11:03:06 AM

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110866
Received: 1/18/2017 12:48:26 PM
Message:
WEB ID: 110866 AT:01-18-2017 at 12:48 PM

Related Case Number:

TYPE: Complaint

NAME: Ms. Jamie Nordlund

CONTACT SENDER ? Yes

MAILING ADDRESS:

8460 Blue Lake Circle

Galloway , Ohio 43119

USA

PHONE INFORMATION:

Home: 6143142080

Alternative: 3143654769

Fax: (no fax number provided?)

E-MAIL: nordlundjr@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

Company: Aqua Ohio

Name on account: Jamie Nordlund

Service address: 8460 blue Lake circle

Service phone: 6143142080

(no account number provided?)

COMPLAINT DESCRIPTION:

My complaint is regarding the proposed water rate increase 16-097-WW-AIR. The water in our neighborhood is of poor quality yet we are charged as though it were liquid gold. When I had city of Columbus water I paid maybe \$150 for 3 months. My bill is roughly \$100 a month and we can't even drink the water! Now they want to increase the rates? We are not a rich community by any means and neither myself nor my neighbors can continue to pay such high water rates. If anything the neighborhoods should rise up and sue the water company for charging such outrageous prices for water!

From: ContactThePUCO@puc.state.oh.us
To: [Puc Docketing](#)
Subject: Aqua Rate Case
Date: Thursday, January 19, 2017 9:07:30 AM

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110872
Received: 1/18/2017 3:16:59 PM
Message:
WEB ID: 110872 AT:01-18-2017 at 03:16 PM

Related Case Number:

TYPE: Complaint

NAME: Mrs. Denise Alig

CONTACT SENDER ? Yes

MAILING ADDRESS:

880 Master Drive

Galloway , Ohio 43119

USA

PHONE INFORMATION:

Home: 6148531828

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: dalig3@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

Company: Aqua Ohio

Name on account: Wesly Alig

Service address: 880 Master Drive

Service phone: 6148531828

(no account number provided?)

COMPLAINT DESCRIPTION:

I am writing to request a denial of Aqua Ohio's request for a rate increase. Our area is already paying easily triple the amount of surrounding areas for water that is unacceptable in quality. Our family choses not to drink the water from the tap due to the smell, look and taste of the water. We put a softener system in our home and yet we still are constantly cleaning rings and water marks off of faucets, sinks and dishes. Our monthly bill for water consumption for a family of 4 (two adults and two children under the age of 10) is what friends with bigger families pay per quarter in Hilliard. To try to control our cost we take timed showers, less water in the bath tub for the kids (and with the quality we don't want them sitting in in longer than they have to), we have installed low flow toilets and faucets as well as other measures to help control the consumption. The fact that Aqua Ohio want an increase in rates on already high amounts for low quality production is completely unacceptable to our entire community. If have the high rates meant we had excellent water, I would be all for it. But for the quality we have, we are already paying way too much. Please do NOT grant Aqua Ohio the rate increase, and please make them accountable to their customers for the quality of water they provide. Thank you, Denise Alig

From: ContactThePUCO@puc.state.oh.us
To: [Puco Docketing](#)
Subject: Aqua Rate Case
Date: Thursday, January 19, 2017 9:04:36 AM

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110859
Received: 1/18/2017 11:22:29 AM
Message:
WEB ID: 110859 AT:01-18-2017 at 11:22 AM

Related Case Number:

TYPE: Comment

NAME: Mr. Andrew Hawley

CONTACT SENDER ? Yes

MAILING ADDRESS:

8665 Renaa Ave

Galloway , Ohio 43119

USA

PHONE INFORMATION:

Home: 5135156041

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: hawley.35@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

Company: Aqua Ohio

Name on account: Andy Hawley

Service address: 8665 Renaa ave

Service phone: 5135156041

(no account number provided?)

COMMENT DESCRIPTION:

16-0907-WW-AIR I am writing to submit a formal comment regarding the Aqua Ohio Rate increase. 16-0907-WW-AIR It has come to my attention that the average monthly Aqua bill in our area is approximately \$120 or \$40 per person. This is an approximate usage of 526CuFt of water or 4000 Gallons. On puco's website the rate increase chart says the average bill for a user in the "Former Ohio-American Water" service area, based on an average usage of 4000 Gal, is \$51.76. This number is incorrect. A typical bill for \$4000 Gal of water usage would be more double that, at \$120. I believe this number needs to be changed to reflect the actual costs the users are being billed. The significant difference must be accounted for when deciding on the rate increase. The \$51 figure is misleading and should not be used. I urge the commissioners not to approve the rate increase. When making a decision please note the actual bills we pay are nearly double the amount listed on your website.

From: ContactThePUCO@puc.state.oh.us
To: [Puco Docketing](#)
Subject: Aqua Rate Case
Date: Wednesday, January 18, 2017 1:42:26 PM

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110858
Received: 1/18/2017 10:26:29 AM

Message:

WEB ID: 110858 AT:01-18-2017 at 10:26 AM

Related Case Number:

TYPE: Complaint

NAME: Mrs. Jo Ann Reynolds

CONTACT SENDER ? Yes

MAILING ADDRESS:

8923 Stillwater Drive
Galloway , Ohio 43119
USA

PHONE INFORMATION:

Home: 614 849 2497

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: joannreynolds1@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

Company: Aqua water formerly Americam water

Name on account: Jo Ann & Russell Reynolds

Service address: 8923 Stillwater Drive

Service phone: 6148492497

(no account number provided?)

COMPLAINT DESCRIPTION:

16-097-WW-AIR Please do not let Aqua Water raise our water rates again. We are already paying 3x more a month then people who live 7 miles down the street in Columbus. Our rates are insane! We have lived here 20 years. We are considering moving so that we dont have to pay these outrageous prices any longer. How does our quality of water compare to Columbus, Ohio? Is there a possibility to get Columbus water here? Please contact me prior if there are any meetings regarding this increase. Or where do you post these meetings? Thank you, have a noce day. Jo Ann Reynolds.

From: ContactThePUCO@puc.state.oh.us
To: [Puco Docketing](#)
Subject: Aqua Rate Case
Date: Wednesday, January 18, 2017 1:40:09 PM

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110861
Received: 1/18/2017 11:43:30 AM
Message:
WEB ID: 110861 AT:01-18-2017 at 11:43 AM

Related Case Number:

TYPE: Complaint

NAME: Mr. Scott Shepard

CONTACT SENDER ? Yes

MAILING ADDRESS:

842 Prairie Rd

Galloway , Ohio 43119

USA

PHONE INFORMATION:

Home: 6146342338

Alternative: n/a

Fax: n/a

E-MAIL: sshepard79@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

Company: Aqua America Inc (a.k.a. Aqua Ohio)

Name on account: Scott Shepard

Service address: 842 Prairie Rd Galloway, Oh 43119

Service phone: 6146342338

Account Number: 0019026871267922

COMPLAINT DESCRIPTION:

It has recently come to my attention that Aqua America Inc. (a.k.a Aqua Ohio) is requesting a rate increase on water and service (16-097-WW-AIR). The rates and fees currently being assessed by Aqua are already outrageous compared to the rates of surrounding communities. In addition to excessive rates, the quality of the water that is being distributed is very poor. When I turn on my faucets I either get a very strong odor of chlorine (sometimes to the extent that I feel like I just got out of a pool), or a sulfur /rotten egg smell. I feel that it is ridiculous that the water being distributed is not suitable to drink straight from the faucet, yet there is consideration of a rate increase. I have to purchase bottled water to ensure that we have potable water in my home. I will not allow my children to drink the toxic chemicals that are being pushed through my waterlines. Additionally the water is so hard, that rusts / clogs shower heads and sink faucets on a regular basis. Laundry and dishes are also impacted by the poor quality of the water that is being sold at a premium. This private water company has the market cornered by being the only provider of water in the area, and that fact that they are price gouging the hard working, blue collar people in my community is very troublesome. I strongly request that this rate increase be DENIED, and the water company be held accountable to provide quality water at a reasonable price to all of the customers that they have stolen from over the years. Thank You Scott Shepard 614-634-2338

From: ContactThePUCO@puc.state.oh.us
To: [Puco Docketing](#)
Subject: Aqua Rate Case
Date: Thursday, January 19, 2017 11:30:48 AM

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110886
Received: 1/19/2017 10:57:34 AM
Message:
WEB ID: 110886 AT:01-19-2017 at 10:57 AM

Related Case Number:

TYPE: Complaint

NAME: Mrs. Debbie Miller

CONTACT SENDER ? Yes

MAILING ADDRESS:

5102 Zimmer Dr

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: Deborah Miller

Service address: 5102 Zimmer Dr

Service phone: 614-402-8157

Account Number: 002038238 1272779

COMPLAINT DESCRIPTION:

I tried to attend the meeting today at 180 W. Broad St but after a half hour of trying to find a parking space to no avail, I gave up. However, I was bringing concerns from myself, as well as, many of my neighbors, about the increase we all experienced on our latest invoice received last week. Mine was a \$20 increase over last month, others ranged from \$20-\$100 increase. I myself was not home for the first 12 days of the month. I have screenshots of the conversations from many of our neighbors from our community page that I would be more than willing to share with as I planned on doing today at the meeting. I will attached if that is possible tonthis form. I ask again to please not allow this increase because Aqua is as the saying goes, blowing smoke. The quality of the water is not good, it has a bad taste, an after taste, and there is already no sensible pattern to usage. My invoice this month says I used more than any month since last March. However since then, I've replaced a toilet, faucet and hot water tank. It's impossible to use more water when you were only home for half the month. Someone has to end this madness and you are the someone. Please help the residents of Blacklick Estates in Madison Township.

From: [Bell, Terry](#)
To: [Puco Docketing](#)
Subject: AQUA
Date: Wednesday, January 18, 2017 2:48:33 PM
Attachments: [image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110868
Received: 1/18/2017 2:15:41 PM
Message:
WEB ID: 110868 AT:01-18-2017 at 02:15 PM
Related Case Number: 16-0907
TYPE: Comment
NAME: Ms. kitty bergman
CONTACT SENDER ? Yes
MAILING ADDRESS:

- 4204 valley quail blvd s
- westerville , Ohio 433081
- USA

PHONE INFORMATION:

- Home: 6148958645
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: bergmank@wowway.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: aqua water
- Name on account: kitty bergman
- Service address: 4204 valley quail blvd s
- Service phone: 6148958645
- Account Number: 0019047141269919

COMMENT DESCRIPTION:

We already pay ore then other people in Columbus why are they asking for more . I can not afford to pay more .Please dont let them have another hike in rates.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110870
Received: 1/18/2017 2:26:58 PM
Message:
WEB ID: 110870 AT:01-18-2017 at 02:26 PM
Related Case Number:
TYPE: Comment

NAME: Mr. Larry Krist
CONTACT SENDER ? No
MAILING ADDRESS:

- 725 Cordelia Drive
- (NO CITY?) , Ohio 43119
- USA

PHONE INFORMATION:

- Home: 614-878-0162
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: larrykrist@Hotmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Ohio American Water
- Name on account: Tera Sheehan
- Service address: 725 Cordelia Drive
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

I wan to voice my objection to the proposed rate increase for water and sewage. It is already higher than most surrounding areas. Thank You Larry Krist Property Owner

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: Thursday, January 19, 2017 7:05:33 AM
Attachments: [image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 110876
Received: 1/18/2017 5:33:45 PM
Message:
WEB ID: 110876 AT:01-18-2017 at 05:33 PM
Related Case Number:
TYPE: Complaint
NAME: Mr. Sherri Skidmore
CONTACT SENDER ? Yes
MAILING ADDRESS:

- 1319 four star dr w
- Galloway , Ohio 43119
- USA

PHONE INFORMATION:

- Home: 16149058013
- Alternative: 16149058228
- Fax: *(no fax number provided?)*

E-MAIL: skidmoresherri@yahoo.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Aqua
- Name on account: Sherri skidmore
- Service address: 1319 fourstar dr w
- Service phone: 16149058013
- Account Number: 001910611 1275726

COMPLAINT DESCRIPTION:

How can this water increase be validated? We have very high water rates with terrible cloudy hard water some times chlorine smelling or dirty. We or our guests will not drink it so we buy bottled. We do not water our landscaping because it'll the price of water is so high. Cannot wash our vehicles without hard water spots. My fish aquarium has a quarter inch of mineral build up on top of the lid have to scrape it every 6 months. Our appliance do not last because of the mineral/ sediment build up our new dishwasher is corroded terribly not even a year old. My skin and hair are rough not soft at all I do not see why the increase I'm highly opposed.

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

1/19/2017 3:27:15 PM

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