

**From:** [ContactThePUCO@puc.state.oh.us](mailto:ContactThePUCO@puc.state.oh.us)  
**To:** [Puco Docketing](#)  
**Subject:** Aqua Rate Case  
**Date:** Thursday, January 19, 2017 3:32:43 PM

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From: webmaster@puc.state.oh.us  
To: PUCO ContactThePUCO  
Subject: PUCO CONTACT FORM: 110888  
Received: 1/19/2017 11:42:19 AM  
Message:  
WEB ID: 110888 AT:01-19-2017 at 11:42 AM

Related Case Number:

TYPE: Comment

NAME: Mrs. Tamara Ervin

CONTACT SENDER ? Yes

MAILING ADDRESS:

3532 Arnsby Rd

Columbus , Ohio 43232

USA

PHONE INFORMATION:

Home: 6145008614

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: tamervin@hotmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

Company: Aqua Ohio

Name on account: Tamara Ervin

Service address: 3532 Arnsby Rd

Service phone: 6145008614

(no account number provided?)

COMMENT DESCRIPTION:

Regarding Case 16-0907-WW-AIR, I am adamantly opposed to an increase in water service. As it stands, our water bill is the highest bill we pay besides our mortgage. It is ridiculous, and I pay over \$130 per month for water. I cannot have a pool for my kids, and had to get rid of the sprinkler too because it costs too much money. What I have a big problem with is their lack of assistance in helping their customers. They cannot make payment arrangements or even prolong a due date by a day. Columbia Gas works with their customers; I have been offered a 14 day extension for a disconnect, and also 1/6 payment arrangement. Aqua does NOTHING for their customers. The water quality is poor, nobody wants to drink it, and the water is so very hard it ruins our belongings and appliances. Every day I see the Aqua trucks in my neighborhood turning off service; what does this say to people? The water is not affordable! We have young families and elderly in our area and Aqua does not deserve any more of our money.

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**1/20/2017 4:25:30 PM**

**in**

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

Summary: Public Comment in opposition filed on behalf of concerned consumer, Tamara Ervin electronically filed by Ms. Donielle M Hunter on behalf of PUCO Staff