

From: webmaster@puc.state.oh.us  
To: PUCO ContactThePUCO  
Subject: PUCO CONTACT FORM: 110914  
Received: 1/20/2017 7:50:27 PM  
Message:  
WEB ID: 110914 AT:01-20-2017 at 07:50 PM

Related Case Number:

TYPE: Complaint

NAME: Mr. Kevin Courtright

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1257 Four Star Dr W
- Galloway , Ohio 43119
- USA

PHONE INFORMATION:

- Home: 6145582311
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: kcourtright@wowway.cim

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:

They are asking for a rate increase when the are already robbing us!They have a monopoly in the area and my way is already 3 times what other rates are in the City!

From: webmaster@puc.state.oh.us  
To: PUCO ContactThePUCO  
Subject: PUCO CONTACT FORM: 110916  
Received: 1/21/2017 8:48:47 AM  
Message:  
WEB ID: 110916 AT:01-21-2017 at 08:48 AM

Related Case Number:

TYPE: Complaint

NAME: Mrs. Judy Carroll

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 8986 Stillwater Dr
- Galloway , Ohio 43119
- USA

PHONE INFORMATION:

- Home: 6148781961
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: jcarroll004@columbus.rr.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Aqua Water/Sewer
- Name on account: Judy Carroll
- Service address: 8986 Stillwater Dr
- Service phone: 6148781961
- Account Number: 002190768 1267582

COMPLAINT DESCRIPTION:

Case number 16-097-WW-Air. Our water has so many minerals in it that they coat everything..specifically faucets, tubs, and sinks. The filter in my humidifier has to be changed at least every 6 months..the last humidifier was destroyed due to mineral.build-up. I expect to have problems with my pipes due to the poor quality of the water.

**From:** [Bell, Terry](#)  
**To:** [Puco Docketing](#)  
**Subject:** Aqua  
**Date:** Friday, January 20, 2017 4:27:43 PM  
**Attachments:** [image009.png](#)  
[image010.png](#)  
[image011.png](#)  
[image012.png](#)

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From: webmaster@puc.state.oh.us  
To: PUCO ContactThePUCO  
Subject: PUCO CONTACT FORM: 110910  
Received: 1/20/2017 3:58:50 PM  
Message:  
WEB ID: 110910 AT:01-20-2017 at 03:58 PM  
Related Case Number:  
TYPE: Complaint  
NAME: Mrs. Delia Wotring  
CONTACT SENDER ? No  
MAILING ADDRESS:

- 140 Hubbard Rd.
- Galloway
- Ohio , Ohio 43119
- USA

PHONE INFORMATION:

- Home: 614-878-4440
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: Dwotring1@gmail.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Aqua Ohio
- Name on account: Delia Wotring
- Service address: 140 Hubbard Rd.
- Service phone: 614-878-4440
- Account Number: 001910675 1275789

COMPLAINT DESCRIPTION:

My concern is related to complaint 16-097-WW-AIR. The water rates in our Galloway area are already high and an increase would be quite detrimental for people already paying the high price of this water that does not rank high on the taste scale. It has a bleach-like or some kind of chemical taste to it, it also has an unpleasant odor to it. If my water is worth the rate increase, I should not feel the need to buy bottled water as well as the filter for the tap. I think you should do a lot more research on the quality of the water before you find it worthy of a rate increase. Maybe if the quality was much higher, so many people would not argue so much about an increase. They do sample it themselves sometimes, right? Look at it through the consumers viewpoint, or taste buds. An increase would be a huge injustice.

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](http://www.PUCO.ohio.gov)



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

**Commission of Ohio Docketing Information System on**

**1/23/2017 9:47:39 AM**

**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