

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Service Division
Memorandum

CASE ID: 00206154

COMPANY:

CUSTOMER: Ashley Cerkar

ADDRESS: 374 Kelly Brook Place, Galloway, Ohio 43119

SERVICE ADDRESS: 374 Kelly Brook Place, Galloway, OH 43119

AIQ: Aqua Ohio Inc

NIQ: (614) 971-0317

I am writing to formally submit my complaint regarding the proposal of a rate increase for Aqua America customers, with specific emphasis on the water and sewer services provided in Lake Darby (Galloway, 43119). Our rates are already higher than the city of Columbus water works, which I understand comes with living outside of city limits. We as a community feel that Aqua has taken advantage of a necessary and life sustaining resource and is overcharging and under performing. Our bills are averaging double what city of Columbus water customers are being charged with less maintenance and attention to repeated complaints. We also have been informed that they are unable to manually enter excessive water usage that is not sewer related (i.e filling a pool) and that they must charge for sewer with every gallon used, regardless of if it's going to use sewer services (which a pool is not.)

We are formally asking for review of not only Aqua's proposed rate increase , but their practices and general inflated rates. We would accept either better rate control or elimination of the providers services and inclusion into city of Columbus non-resident/suburban water provisions as acceptable remedies. I appreciate your consideration in this matter.

DOCKETING CASE #: 18-0337-WW-SIC

SUBJECT: Aqua Ohio Inc - Rates & Tariffs

Please docket the attached in the case number above.

This foregoing document was electronically filed with the Public Utilities

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in

Case No(s). 18-0337-WW-SIC

Summary: Public Comment electronically filed by Docketing Staff on behalf of Docketing.