

2

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Application of )  
Aqua Ohio, Inc. for Approval of a )  
New Bill Format Pursuant to Rule ) Case No. 07-162-WW-UNC  
4901:1-15-23(N) Ohio Administrative )  
Code. )

ENTRY

The Commission finds:

- (1) In its Opinion and Order issued January 4, 2006, in Case No. 05-1350-AU-ORD, the Commission adopted new requirements for utility bills to include instructions on how customers may contact the Commission as well as the Office of the Ohio Consumers' Counsel (OCC). These requirements affected Rule 4901:1-15-23(N), Ohio Administrative Code (O.A.C.), and many other provisions of the Ohio Administrative Code.
- (2) On February 16, 2007, Aqua Ohio, Inc. (Aqua) filed an application to revise its bill format to comply with the new requirements of Rule 4901:1-15-23(N), O.A.C., and included a copy of the revised bill and revised subject index pages for each of its tariffs reflecting the attachment of a new bill format.
- (3) On May 2, 2007, Aqua filed a supplement to its application. In this filing, Aqua's bill format was further modified to include a single company telephone number reflecting the consolidation of Aqua's customer call center function.
- (4) On August 30, 2007, after discussions with Staff, Aqua filed an amended application. In this filing, Aqua's bill format was further modified to reflect an improved presentation of line items on the bill and included new information specifying where customers may pay their bills in person.
- (5) The Commission has reviewed Aqua's proposed bill format and finds that the modifications comply with the requirements of Rule 4901:1-15-23, O.A.C. Therefore, we find that the application should be granted.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician ACN Date Processed 9/19/07

It is, therefore,

ORDERED, That Aqua's revised bill format shall be approved. It is, further,

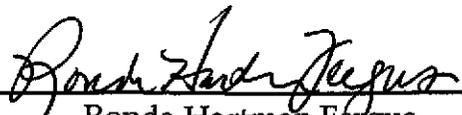
ORDERED, That Aqua shall file a copy of its bill format as an attachment to each of its tariffs and also file updated subject index pages reflecting the new effective date. Such filing shall be made in this case as well as Aqua's TRF Docket. It is, further,

ORDERED, That copies of this entry be served upon all parties of record.

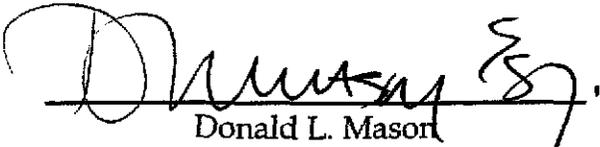
THE PUBLIC UTILITIES COMMISSION OF OHIO

  
Alan R. Schriber, Chairman

  
Paul A. Centolella

  
Ronda Hartman Fergus

  
Valerie A. Lemmie

  
Donald L. Mason

PB:sm

Entered in the Journal  
SEP 19 2007



Renee J. Jenkins  
Secretary