

FILE



The Public Utilities  
Commission of Ohio

78-1667-WS-CSS  
Case Number

Public Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215

## Formal Complaint Form

Barbara T. Smith  
Customer Name

116 mayflower Drive  
Customer Address

Boardman Ohio 44512  
City State Zip

**Against**

001232817 0907224  
Account Number

Customer Service Address (if different from above)

Aqua Ohio, Inc. Water Company  
Utility Company Name

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

PUCO

JUN -4 PM 12:28

DOCKETING DIV

Barbara T. Smith  
Signature

330-726-1980 / 330-540-1910  
Customer Telephone Number

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The Public Utilities Commission of Ohio  
Ted Strickland, Governor • Alan R. Schriber, Chairman  
Commissioners: Ronda Hartman Fergus, Donald L. Mason, Valerie A. Lemmie, Paul Centolella  
180 E. Broad Street, Columbus, Ohio 43215-3793 • An Equal Opportunity Employer and Service Provider

Dear Sirs,

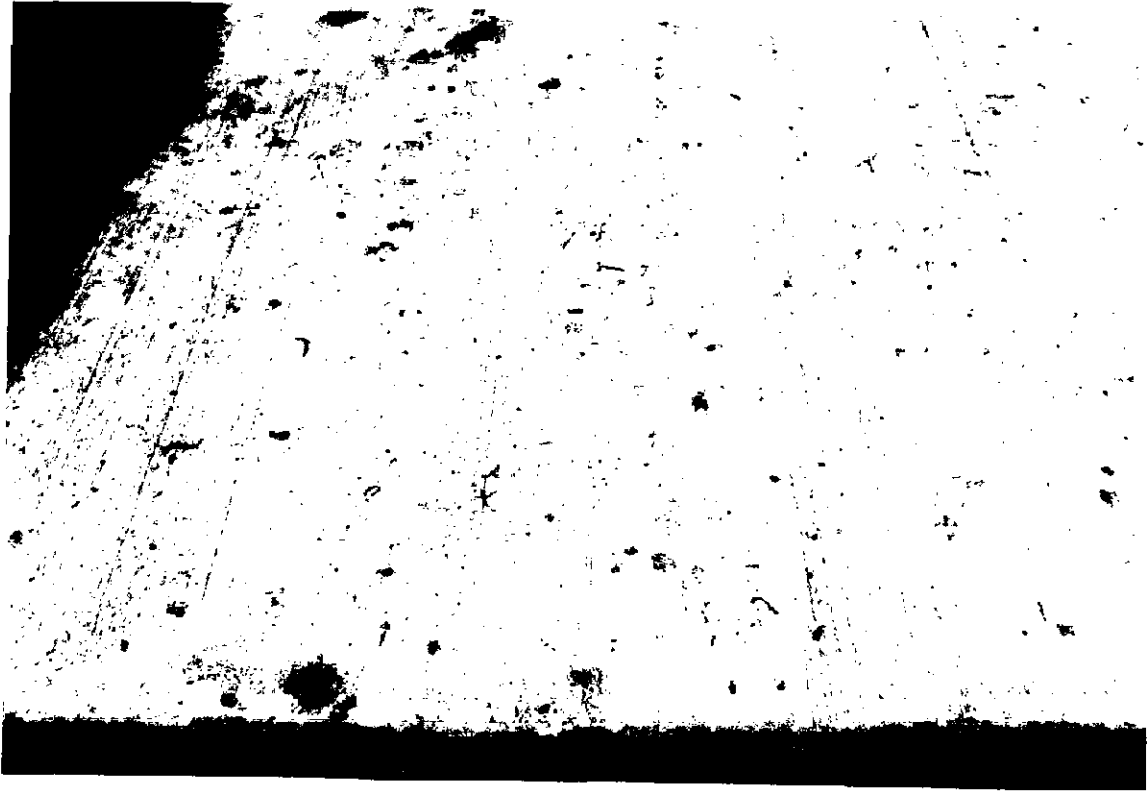
I am a customer of Aqua Ohio, Inc. Water Company. This is in reference to a complaint dated March 9, 2008 and response on April 2, 2008. Since 2003, when a main water line break was repaired at the end of my driveway, the driveway approach at my home has been repaired three times. None of these jobs were satisfactory. As a matter of fact, I did not want this same company to do the third repair but Aqua Ohio begged me to let them do the job and if I was not satisfied I could have the job done by my own company at no expense to me. I would like the commission to mandate that the driveway approach be replaced by a company of my choice at no charge to me. The company that did the three repairs already provided inadequate service. I was not present for pouring and sealing of the cement and I was not satisfied with the jobs. (They could not even tell me when they were coming, or if they did promise a time frame. They did not show up.) Road salt should not deteriorate concrete in a few applications if the concrete was sealed correctly twice. The cement was deteriorating in the fall before salt trucks ever came. I may be selling my house in two years and this cement needs to be in good shape for the sale as it was before the main pipe break. (See enclosed picture please).

I also must request as I was told on the phone, to have the prehearing and hearing done via telephone due to the fact I live three hours away from Columbus, work many different hours, and am a single mother.

Thank you,

Barbara T. Smith

PICTURES OF DRIVEWAY ENTRANCE 116 MAYFLOWER



PICTURES OF DRIVEWAY ENTRANCE CRYSTAL DRIVE, THREE BLOCKS  
FROM MAYFLOWER DR. RECIEVES SAME ROAD SALT TREATMENT.  
CEMENT POURED LAST SUMMER, ONE YEAR AGO.

