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PUCO

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 63193  
Received: 12/31/2011 5:17:18 PM  
Message:  
WEB ID: 63193 AT:12-31-2011 at 05:17 PM

Related Case Number:

11-4161-WS-AIR

TYPE: complaint

NAME: Mr. Kenneth Boyles

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 950 Westwood Dr.
- Ashtabula , Ohio 44004
- USA

PHONE INFORMATION:

- Home: 440-964-0400
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: boyles2264@roadrunner.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: OAW
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

OAW is asking for a 21% increase in their rates. I AM currently playing about \$45 per month just water plus another \$45 for sewer which is based on water use. There are three people in my house hold and I am a retiree. I can not afford this increase. We live in an area that has 75% of the fresh water in the world.(great lakes) All they need to do take it out of the lake and treat it. I have children living in TX, KY, & CA with 3 and 4 children and they have water rates that a cheaper than we do in NEO. (they have water problems, but the rates are less) No wonder the industry moves out of Ohio.

This is to certify that the above referenced file is an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician *AMW* Date Processed *3/7/12*