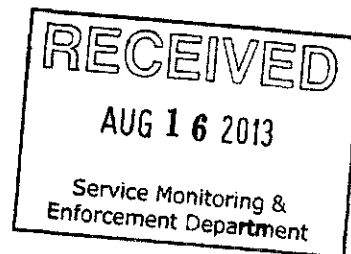


FILE

11

Mohawk Utilities, Inc.
P.O. Box 566
Malvern, Ohio 44644
(330) 863-0613



August 12, 2013

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

Case No: 13-1727-WS-CSS

Enclosed is a response to a complaint filed with the Public Utilities Commission of Ohio Case No: 13-1727-WS.

Nancy Knox


Mohawk Utilities, Inc.

RECEIVED-DOCKETING DIV
2013 AUG 16 PM 2:31
PUCO

Enc:

CC James Verde

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 je Date Processed AUG 16 2013

Mohawk Utilities, Inc.
7326 Canton Road NW
P.O. Box 566
Malvern, Ohio 44644
(330) 863-0613

August 6, 2013

RE: Response to complaint filed by James & Nancy Verde

Mohawk Utilities, Inc. reads the customer meters by remote reader from a vehicle as it passes the house. There is a battery pack (transponder) inside the house that attaches to the register. It records the reading. The transponder picks up a new reading from the register every seventy-five minutes. The transponder transmits that reading every five seconds till it goes back and retrieves another reading.

Mohawk Utilities, Inc. installed meters, registers and transponders in 2003. The life of a transponder is approximately ten years. Mohawk Utilities, Inc is in the process of replacing the transponders as they fail.

January 9, 2013 Mrs. Verde (lot 744) called stating that her bill had a usage of 2400 gallons which was impossible because they had the water shut off. I explained that water going through the meter makes the register turn to advance the meter but we would do another drive by reading.

January 12, 2013 Richard (Mohawk Utilities employee) tried to read the meter and it would not pick up a signal. The transponder had failed and needed changed. At that time I did remove the usage knowing Richard would pick up any usage not billed when he physically read the meter. We would add it at that time.

Customer states the water was shut off and winterize, there was usage of 100 gallons in October, 100 gallons in November and 2400 gallons in December. The months of January, February and March there was no signal sending out the usage. Mohawk Utilities replaced the register and transponder April 20, 2013 meter reading was 11260 which was 35,700 gallons above reading in December (763). (See exhibit 1)

January 5, 2009 Mr. Verde contacted the office with a complaint of usage in the winter when he had his water shut off. In December 2008 he used 1100 gallons. Mohawk Utilities, Inc. employee went into the house on January 13, 2009 and physically read the register. It read the same as the reading we retrieved at the beginning of January on the drive by. The transponder (battery) was still functioning at that time and has continued to read until January 12, 2013 (see audit history printout). When Mr. Verde contacted the office he stated that he was at the house about 7 day prior to him calling and use the toilet and shut the water back off. My concern is if the toilet is winterized as he states in his current complaint he would have to winterize the toilet

again. (See exhibits2 enclosed is a copy of the call note and the audit of usage) Mr. Verde did pay for the usage in December 2008.

Mohawk Utilities, Inc. would like to file a motion that the customer be responsible for the entire water usage that appeared on the registers upon the physically reading. Mohawk Utilities, Inc. has never had a register read higher usage than went through the meter. We use only the gallons off the register to bill the customer.

Nancy Knox
Mohawk Utilities, Inc.

Exhibit 1

PHONE CALL

FOR	DATE <u>1-9-13</u>		TIME	A.M. P.M.
M	<u>Nancy Kende</u>			
OF	<u>Lot 744 ACH</u>			
PHONE	<u>336 309 6396</u>	CELL		
MESSAGE	<u>usage on bill</u> <u>have water shut off</u> <u>inside home - will</u> <u>need to get into house to</u> <u>SIGNED Chuck meter</u>			
	<input type="checkbox"/>	TELEPHONED		
	<input type="checkbox"/>	RETURNED YOUR CALL		
	<input type="checkbox"/>	PLEASE CALL		
	<input type="checkbox"/>	WILL CALL AGAIN		
	<input type="checkbox"/>	CAME TO SEE YOU		
	<input type="checkbox"/>	WANTS TO SEE YOU		

Exhibit 1

Mohawk Utilities, Inc.
Meter Service Call Worksheets

Date 1-12-13 Lot # 744 Phone # 336 854-6289

Customer Name Jim Verde
426 E Mohawk

Meter # _____

Register Cap # 02017571

Radio Transmitter # 587719

Gallons recorded on Register 793

Problem that needs corrected: read usage
owner said shut off inside
house we show usage last
two months

New Meter # _____

New Register Cap # _____

New Radio Transmitter # _____

Gallons on new register _____

Explanation of work done on service call: _____

Could not Read
walked around house

Initials of service person PA5 1-12-13

read only

5/22/2013
9:14:05AM

MOHAWK UTILITIES, INC.

Account: 744

AUDIT HISTORY

Program Version 13.2.100

Page 1 of 2

VERDE, JAMES & NANCY

Date	Amount	Description	Balance
		Beginning Month Balance	\$0.00
3/2/2012	\$11.81	Usage of 0 Water	\$11.81
3/2/2012	\$0.60	SUPPLEMENTAL WATER	\$12.41
3/14/2012	(\$12.41)	Payment Check # 8188	\$0.00
		Beginning Month Balance	\$0.00
4/2/2012	\$11.81	Usage of 0 Water	\$11.81
4/17/2012	(\$11.81)	Payment Check # 8203	\$0.00
		Beginning Month Balance	\$0.00
5/1/2012	\$11.81	Usage of 200 Water	\$11.81
5/1/2012	\$1.05	SUPPLEMENTAL WATER	\$12.86
5/10/2012	(\$12.86)	Payment Check # 8209	\$0.00
		Beginning Month Balance	\$0.00
6/4/2012	\$33.61	Usage of 2300 Water	\$33.61
6/4/2012	(\$6.81)	Base Reduction	\$26.80
6/4/2012	\$1.50	SUPPLEMENTAL WATER	\$28.30
6/15/2012	(\$28.30)	Payment Check # 8220	\$0.00
		Beginning Month Balance	\$0.00
7/3/2012	\$24.13	Usage of 1300 Water	\$24.13
7/3/2012	(\$6.81)	Base Reduction	\$17.32
7/3/2012	\$1.50	SUPPLEMENTAL WATER	\$18.82
7/13/2012	(\$18.82)	Payment Check # 8227	\$0.00
		Beginning Month Balance	\$0.00
8/2/2012	\$38.35	Usage of 2800 Water	\$38.35
8/2/2012	(\$6.81)	Base Reduction	\$31.54
8/2/2012	\$1.50	SUPPLEMENTAL WATER	\$33.04
8/15/2012	(\$33.04)	Payment Check # 8231	\$0.00
		Beginning Month Balance	\$0.00
9/4/2012	\$21.29	Usage of 1000 Water	\$21.29
9/4/2012	(\$6.81)	Base Reduction	\$14.48
9/4/2012	\$1.50	SUPPLEMENTAL WATER	\$15.98
9/14/2012	(\$15.98)	Payment Check # 8240	\$0.00
		Beginning Month Balance	\$0.00
10/1/2012	\$19.39	Usage of 800 Water	\$19.39
10/1/2012	(\$6.81)	Base Reduction	\$12.58
10/1/2012	\$1.74	SUPPLEMENTAL WATER	\$14.32
10/9/2012	(\$14.32)	Payment Check # 8244	\$0.00
		Beginning Month Balance	\$0.00
11/2/2012	\$11.81	Usage of 100 Water	\$11.81
11/2/2012	\$1.25	SUPPLEMENTAL WATER	\$13.06
11/13/2012	(\$13.06)	Payment Check # 8246	\$0.00
		Beginning Month Balance	\$0.00
12/4/2012	\$11.81	Usage of 100 Water	\$11.81
12/21/2012	(\$11.81)	Payment Check # 8255	\$0.00
		Beginning Month Balance	\$0.00
1/2/2013	\$34.56	Usage of 2400 Water	\$34.56
1/2/2013	(\$6.81)	Base Reduction	\$27.75
1/18/2013	(\$11.81)	Payment Check # 8260	\$15.94
1/28/2013	\$0.80	Late Charge	\$16.74
		Beginning Month Balance	\$16.74

5/22/2013
9:14:05AM

Exhibit 1

MOHAWK UTILITIES, INC.

AUDIT HISTORY

Page 2 of 2

Program Version 13.2.100

Account: 744

VERDE, JAMES & NANCY

Date	Amount	Description	Balance
2/4/2013	(\$16.74)	Adjustment-Credits of water sales	\$0.00
2/4/2013		water shut off should not have reading	
2/4/2013	\$11.81	Usage of 0 Water	\$11.81
2/12/2013	(\$11.81)	Payment Check # 8266	\$0.00
		Beginning Month Balance	\$0.00
3/4/2013	\$11.81	Usage of 0 Water	\$11.81
3/19/2013	(\$11.81)	Payment Check # 8280	\$0.00
		Beginning Month Balance	\$0.00
4/1/2013	\$11.81	Usage of 0 Water	\$11.81
4/26/2013	(\$11.81)	Payment Check # 8291	\$0.00
		Beginning Month Balance	\$0.00
5/1/2013	\$331.73	Usage of 35900 Water	\$331.73
5/1/2013	(\$6.81)	Base Reduction	\$324.92

Totals for Water	597.54
Totals for Base Reduction	-47.67
Totals for Late Charge	0.80
Totals for Adjustments	-16.74
Totals for SUPPLEMENTAL WAT	10.64
Payments Received	219.65

Qualified By: Account # 744
Mohawk Utilities

Exhibit 2

Mohawk Utilities, Inc. Meter Service Call Worksheets

Date 1-13-09 Lot # 744 NL
Jim Verde 330.854.6289

Customer Name _____

Meter # _____

Register Cap # _____

Radio Transmitter # _____

Gallons recorded on Register 481

Problem that needs corrected: wants meter checked
call he will come down (JTR
wants him at house when you
check)

New Meter # _____

New Register Cap # _____

New Radio Transmitter # _____

Gallons on new register _____

Explanation of work done on service call: _____

Should have another work order

Initials of service person RAS 1-13-09

Exhibit 2

Mohawk Utilities, Inc.
Meter Service Call Worksheets

Date 1-5-69 Lot # 744 Phone # 330 854 6289

Customer Name Jim Verde

Meter # _____

Register Cap # _____

Radio Transmitter # _____

Gallons recorded on Register _____

Problem that needs corrected: usage in
Dec. said he had water shut
off inside

New Meter # _____

New Register Cap # _____

New Radio Transmitter # _____

Gallons on new register _____

Explanation of work done on service call: RAS
checked meter - read 481
same monthly reading

Initials of service person _____

Exhibit 2

PHONE CALL

FOR	DATE	TIME	A.M. P.M.
M.	1-5-09 3:40		
OF	Jim Verde		
PHONE/ MOBILE	330-854-6289 FAX		
MESSAGE	Could not have used water in Dec. main is shut off.		
	no one living there - key in lock box		
SIGNED	down driveway		
	<input type="checkbox"/> TELEPHONED <input type="checkbox"/> RETURNED YOUR CALL <input type="checkbox"/> PLEASE CALL <input type="checkbox"/> WILL CALL AGAIN <input type="checkbox"/> CAME TO SEE YOU <input type="checkbox"/> WANTS TO SEE YOU		

PHONE CALL

FOR	DATE	TIME	A.M. P.M.
M.	2-4-07 00:00		
OF	1-6-09		
PHONE/ MOBILE	Richard went inside to meter reading 481		
MESSAGE	at 12:30-08 reading customer said he was about 7 days ago turn shut off on to use toilet		
SIGNED	turned back on		
	<input type="checkbox"/> TELEPHONED <input type="checkbox"/> RETURNED YOUR CALL <input type="checkbox"/> PLEASE CALL <input type="checkbox"/> WILL CALL AGAIN <input type="checkbox"/> CAME TO SEE YOU <input type="checkbox"/> WANTS TO SEE YOU		

PHONE CALL

FOR	DATE	TIME	A.M. P.M.
M.	reading is correct with computer		
PHONE/ MOBILE	FAX		
MESSAGE	He says he had water shut off water wants his meter tested		
SIGNED			
	<input type="checkbox"/> TELEPHONED <input type="checkbox"/> RETURNED YOUR CALL <input type="checkbox"/> PLEASE CALL <input type="checkbox"/> WILL CALL AGAIN <input type="checkbox"/> CAME TO SEE YOU <input type="checkbox"/> WANTS TO SEE YOU		

8/6/2013

1:44:05PM

MOHAWK UTILITIES, INC.

AUDIT HISTORY

Program Version 13.2.100

Exhibit 2

Page 1 of 6

Account: 744

VERDE, JAMES & NANCY

Date	Amount	Description	Balance
		Beginning Month Balance	\$0.00
9/2/2008	\$24.13	Usage of 1300 Water	\$24.13
9/2/2008	(\$6.81)	Base Reduction	\$17.32
9/26/2008	\$0.87	Late Charge	\$18.19
		Beginning Month Balance	\$18.19
10/2/2008	\$30.77	Usage of 2000 Water	\$48.96
10/2/2008	(\$6.81)	Base Reduction	\$42.15
10/3/2008	(\$17.32)	Payment Check # 7651	\$24.83
10/8/2008	(\$24.83)	Payment Check # 7660	\$0.00
		Beginning Month Balance	\$0.00
11/3/2008	\$11.81	Usage of 100 Water	\$11.81
11/3/2008	\$0.50	Reconnect fee	\$12.31
11/13/2008	(\$12.31)	Payment Check # 7680	\$0.00
		Beginning Month Balance	\$0.00
12/2/2008	\$11.81	Usage of 300 Water	\$11.81
12/2/2008	\$0.13	SUPPLEMENTAL WATER	\$11.94
12/11/2008	(\$11.94)	Payment Check # 7695	\$0.00
		Beginning Month Balance	\$0.00
1/2/2009	\$22.24	Usage of 1100 Water	\$22.24
1/2/2009	(\$6.81)	Base Reduction	\$15.43
1/2/2009	\$0.54	SUPPLEMENTAL WATER	\$15.97
1/8/2009	(\$15.97)	Payment Check # 7713	\$0.00
		Beginning Month Balance	\$0.00
2/2/2009	\$11.81	Usage of 0 Water	\$11.81
2/2/2009	\$0.43	SUPPLEMENTAL WATER	\$12.24
2/17/2009	(\$12.85)	Payment Check # 7736	(\$0.61)
		Beginning Month Balance	(\$0.61)
3/2/2009	\$11.81	Usage of 0 Water	\$11.20
3/2/2009	\$0.39	SUPPLEMENTAL WATER	\$11.59
3/16/2009	(\$11.59)	Payment Check # 7755	\$0.00
		Beginning Month Balance	\$0.00
4/1/2009	\$11.81	Usage of 200 Water	\$11.81
4/1/2009	\$0.25	SUPPLEMENTAL WATER	\$12.06
4/27/2009	\$0.60	Late Charge	\$12.66
		Beginning Month Balance	\$12.66
5/4/2009	(\$12.66)	Payment Check # 8660	\$0.00
5/4/2009	\$11.81	Usage of 200 Water	\$11.81
5/4/2009	\$0.92	SUPPLEMENTAL WATER	\$12.73
5/15/2009	(\$12.73)	Payment Check # 7793	\$0.00
		Beginning Month Balance	\$0.00
6/1/2009	\$30.77	Usage of 2000 Water	\$30.77
6/1/2009	(\$6.81)	Base Reduction	\$23.96
6/1/2009	\$0.92	SUPPLEMENTAL WATER	\$24.88
6/1/2009	(\$0.69)	Manually Removed SUPPLEMENTAL WATER	\$24.19
6/18/2009	(\$24.19)	Payment Check # 7811	\$0.00
		Beginning Month Balance	\$0.00
7/1/2009	\$23.19	Usage of 1200 Water	\$23.19
7/1/2009	(\$6.81)	Base Reduction	\$16.38
7/1/2009	\$0.27	SUPPLEMENTAL WATER	\$16.65