

FILE

Ohio

Public Utilities Commission

15-0447-WW-CSS

Case Number

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

Formal Complaint Form

JASON E. BROWN
Customer Name (Please Print)

632 Brookfield Ave (Shop)
Customer Address

MASURY
City

Ohio 44438
State Zip

Against

001219648 0895200
Account Number

SAME
Customer Service Address (if different from above)

AQUA Ohio
Utility Company Name

City State Zip

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

See Attached form

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PUCO

2015 FEB 30 AM 11:51

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[Signature]
Signature

330-506-0367
Customer Telephone Number

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Technician [Signature] Date Processed MAR 02 2015

February 25, 2015

Jason E. Brown
PO box 114
632 Brookfield Avenue (shop)
Masury, Ohio 44438
330-506-0367

Aqua Ohio Account # 0012196480895200

I am and have been a customer of Aqua Ohio since November 2007.

The name of the company I am filing a complaint about is Aqua Ohio.

Aqua Ohio informed me that it was necessary for them to install new meters so that they could read the meter remotely. After the installation my fiancé noticed that the carpet in the one bedroom was wet and despite our efforts to extract the water it kept getting soaked. The one day I heard a dripping noise in the closet where the 3 meters were located. I opened the door to discover two of the 3 new meters that were installed were leaking. I immediately notified Aqua and requested that they send someone immediately. They sent a technician out the next day. The technician admitted that the meters were faulty and changed the two meters out. We have since had no issues. These faulty meters caused extensive damage and has resulted in me having to file a claim with my insurance company. My insurance doubled. Despite numerous attempts to resolve the costs of the damages with Aqua, they have refused to talk to me.

I would like to be compensated for the increase in my insurance rate and request that Aqua pay back the insurance company in full. I would also like to be compensated for my time for water clean up and associated failed communication attempts. In addition I am seeking reimbursement for attorney fees.

Sincerely,



Jason E. Brown MBA, CLC