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FILE

15-662-WW-CSS

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Ohio

**Public Utilities
Commission**

CSM102021540

Case Number

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

Formal Complaint Form

CHRISTINA SMITH
Customer Name (Please Print)

739 COMMONWEALTH N.E.
Customer Address

MASSILLON OHIO 44646
City State Zip

Against

1192065/870216
Account Number

916 Oxford Ave. N.E.
Customer Service Address (if different from above)

Aqua
Utility Company Name

MASSILLON OHIO 44646
City State Zip

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

(See Attach papers)

RECEIVED-DOCKETING DIV
2015 APR -6 PM 2:56
PUCO

Christina H. Smith
Signature

330-439-8974
Customer Telephone Number

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 MVO Date Processed APR 06 2015

Christina Smith
916 Oxford Ave N.E.
Massillon, OH 44646
330-639-8974
CASE ID: CSMI020215UQ

April 1, 2015

Formal Complaint – AQUA Water

Service Address (for complaint): **739 Commonwealth N.E.
Massillon, OH 44646**

Complaint Against: **Aqua – Account # 1192065/870216
187 South Schuyler Avenue, Suite 250
Kankakee, IL, 60907**

August 11, 2014 – I received a letter stating my water bill had been paid in full and the line had become inactive per my request.

January 31, 2015 – I went to my property to find water running *inside* my home. The ceilings had fallen in, doors warped, walls ruined, personal property destroyed. Aqua came to the residence and turned off the water (which was supposed to be turned off August 2014, as stated in the attached letter). The technician that came out stated, “This water had never been turned off.” (I have video recordings as well as pictures of the damage).

February 2015 - Present – I have contacted Aqua numerous times asking they fix the damage done to the property and they deny any wrong doing. I had asked Aqua for copies of the service agreement, all documentation related to my account, service calls to the property, phone call logs between myself and Aqua – they have refused all.

March 17, 2015 – Aqua sent out a work truck to the property to fix a broken handle which controls how to turn on and shut off water (this had been broken, Aqua never originally turned off the water as they said it was turned off in August).

I would like the Commission to assist me in getting the money owed to me for damages to the home as well as for the personal property damaged. The house is unable to be lived in and I need the Commission to help me make this right.

Thank you for your consideration,

Christina Smith

A handwritten signature in cursive script that reads "Christina Smith". The ink is dark and the signature is fluid, with the first and last names being clearly legible.



Friday, January 30, 2015

Christina Smith
916 Oxford Ave NE
Massillon OH 44646

Account Number: 739 Commonweath Ave NE..... Acct # 1192065/870216

To Whom It May Concern:

Thank you for contacting Aqua, regarding the water service for the above referenced property.

Per your request, this letter is certification that the water bill listed in the name of Christina Smith has been paid in full as of 08/11/2014 and is now inactive.

If you still have a concern about the water usage for your property, please feel free to contact us at 1-877-987-2782, Monday – Friday from 8:00am-5pm.

Sincerely,

Aqua Customer Operations





























