

FILE

From: webmaster@puc.state.oh.us  
 To: PUCO ContactThePUCO  
 Subject: PUCO CONTACT FORM: 103415  
 Received: 10/26/2015 11:29:59 AM  
 Message:  
 WEB ID: 103415 AT:10-26-2015 at 11:29 AM

15-863-WW-SIC

Related Case Number:

TYPE: Complaint

NAME: Mrs. Chrissy Shyrigh

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 4000 Signal Drive
- Columbus , Ohio 43232
- USA

PHONE INFORMATION:

- Home: 614-214-4254
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: cshyrigh@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Aqua Ohio
- Name on account: Christine Shyrigh
- Service address: 4000 Signal Drive
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

To whom it may concern, I'm writing in regards to Aqua's recent rate increase and it's connection to Case# 15-863-ww-sic. The recent rate increase is outrageous, and water quality has barely increased, if at all! Their customer service is an absolute joke, I've contacted them NUMEROUS times to attempt to receive paper bills, as as it is I don't even receive monthly e-statements, I receive bi-monthly reminders that my bill is due. The entire experience with this company is beyond frustrating, irritating, and tiresome, and now we're getting hit with \$200 a month water

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Technician DMS Date Processed OCT 28 2015

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PUCO

2015 OCT 28 AM 10:25

RECEIVED-SOCKETING DIV

bills?! \$200 a month for a 4 person household? We can't wash our vehicles due to the poor quality of the water, we have to have a company come fill our pool, due to the poor quality of the water, I have a rain barrel we use to water plants and gardens, where in the world did our water bill DOUBLE?? This increase is an absolute outrage!!! I now pay more for Water alone than I do for Electric + Gas. Sincerely, Chrissy Shyrigh