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William W. T. Stephans  
8645 Hunting Hills Drive  
Kirtland Hills, Ohio 44060  
April 11, 2017

2017 APR 13 PM 3:21

Aqua Ohio, Inc.  
Lake Erie Division  
762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

16-907-PWNO AIR

Attention Legal Department;

I received your Notice, a copy of which is attached, dated March 22, 2107 on April 10, 2017. I am surprised you, as a public regulated utility, would send your customers a Notice with such obvious errors – please see the attached spreadsheet and the information below. Your notice stated that “The average residential bill will increase from \$39.01 to \$42.39 (based on 4.856 gallons of consumption) per month by 11 cents per day. However based on your assumptions as stated in the Notice, which were:

1. 4,856 gallons of consumption per month;
2. the “Old Rate” was \$.58535 per 100 gallons;
3. the “New Rate” is \$.6670 per 100 gallons (a 13.95% increase);
4. the “Monthly Customer Charge Old Rate” was \$9.00 per month; and
5. the “Monthly Customer Charge New Rate” is \$10.00 per month (an 11.11% increase);

you can see in the attached spreadsheet that although the average residential bill would be \$42.39, **the average residential bill was \$37.42, not \$39.01 per your Notice, a major discrepancy, so the increase is 16 cents/day not the 11 cents/day you stated, another major discrepancy.**

In addition, as shown in the spreadsheet, **the monthly increase per your assumptions is 13.27%**, as opposed to the 8.66% monthly increase the Notice would have us believe, a major difference.

I am unhappy about an increase of 13.27%/month and am surprised PUCO approved such a large increase.

Please respond: 1) with an explanation as to which figures in your Notice are correct and which are incorrect; 2) information whether PUCO actually approved the increases shown in the table in your Notice and included in your bill to me to which the Notice was attached; and 3) given that you are a public regulated utility how such obvious errors in your Notice could occur:

Sincerely,

*William Stephans*

William Stephans

Attachments:

- Notice
- Spreadsheet re Aqua Ohio Rate Change Letter March 22, 2017

CC:

- PUCO
- Senator John Eklund

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 MJ Date Processed APR 13 2017

**AQUA OHIO, INC.**  
**LAKE ERIE DIVISION**  
**RATES FOR CUSTOMERS IN THE FORMER LAKE DIVISION**  
**IMPORTANT NOTICE ABOUT YOUR WATER RATES**

March 22, 2017

Dear Customer:

On May 31, 2016 the Company filed an Application (Case No. 16-0907-WW-AIR) with the Public Utilities Commission of Ohio (PUCO) to increase rates. The increase is to recover the increased capital investments incurred since the current rates were established in September 2014 and provide for the recovery of ongoing operating and maintenance expenses. The PUCO granted an increase of (\$4,242,381 or 75.7% of the company total request) on March 22, 2017. The new rates will be effective for bills rendered on or after March 22, 2017. The average residential bill will increase from \$39.01 to \$42.39 (based on 4.856 gallons of consumption) per month or 11 cents per day.

<u>Monthly Volume Used</u>	<u>Per 100 Gallon Rate</u>		<u>Size</u>	<u>Monthly Customer Charge</u>	
	<u>Old Rate</u>	<u>New Rate</u>		<u>Old Rate</u>	<u>New Rate</u>
			5/8"	\$9.00	\$10.00
			5/8 x 3/4"	\$9.00	\$10.00
First 15,000 gallons	\$.58535	\$.6670	1"	\$22.50	\$25.00
Next 85,000 gallons	\$.43901	\$.5669	1-1/2"	\$45.00	\$50.00
Over 100,000 gallons	\$.40975	\$.4735	2"	\$72.00	\$80.00
			3"	\$135.00	\$150.00
			4"	\$225.00	\$250.00
			6"	\$450.00	\$500.00

<u>Private Fire Hose Connection</u>	<u>Old Rate</u>	<u>New Rate</u>	<u>Private Fire Automatic Sprinkler</u>	<u>Old Rate</u>	<u>New Rate</u>
1-1/4" hose connection	\$2.56	\$3.30	2"	\$6.66	\$8.50
1-1/2" hose connection	\$3.70	\$4.80	4"	\$26.35	\$33.90
2" hose connection	\$6.57	\$8.50	6"	\$59.37	\$76.40
2-1/2" hose connection	\$10.30	\$13.30			
Private Fire Hydrants	\$44.45	\$48.20			

- Dishonored Payment Charge increase from \$15.71 to \$18.58.
- Reconnection Fee increases from \$50.95 to \$53.25 during business hours and from \$155.86 to \$163.43 for other than regular business hours.
- Account Activation Charge decrease from \$31.76 to \$30.76.

For further information, contact Aqua Customer Service at (877) 987-2782.



Column #	1	2	3	4	5	6	7	8	9
	Per	Per	Per		Total As	Asserted		Per Aqua	
	<u>Notice</u>	<u>Notice</u>	<u>Notice</u>	<u>Calculated</u>	<u>Derived</u>	<u>By Aqua</u>	<u>Mistake</u>	<u>Notice</u>	<u>Actual</u>
	Monthly	Rate	Gallons/	Rate	From	In	In	Increase	Increase
	Customer	Per	Month	Times	Info In	In	Aqua	Per	Per
	<u>Charge</u>	<u>100 Gal.</u>	<u>Quantity</u>	<u>Quantity</u>	<u>Notice</u>	<u>Notice</u>	<u>Notice</u>	<u>Month</u>	<u>Month</u>
was	9.00	0.58535	4,856	28.42	<b>37.42</b>	<b>39.01</b>	1.59		
now	10.00	0.66700	4,856	32.39	<b>42.39</b>	<b>42.39</b>	0.00	3.38	4.96
% Change	11.11%	13.95%		13.95%	13.27%	8.66%			

Actual monthly charge\* increase/day:

Per Aqua monthly charge\* increase/day:

Mistake in Aqua Notice

0.16  
0.11  
0.05  
47%

\* based on average month length of 365/12 = 30.4167 days