

From: webmaster@puc.state.oh.us  
To: PUCO ContactThePUCO  
Subject: PUCO CONTACT FORM: 112263  
Received: 4/14/2017 12:04:22 PM  
Message:  
WEB ID: 112263 AT:04-14-2017 at 12:04 PM

Related Case Number:

TYPE: Complaint

NAME: Ms. Mary Woolery

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3596 Elk Run Court
- Groveport , Ohio 43125
- USA

PHONE INFORMATION:

- Home: 614-636-5590
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: maryk.kaltenbach@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Buckeye Utility Billing Services
- Name on account: Mary Woolery
- Service address: 3596 Elk Run Court
- Service phone: (614) 861-9408
- Account Number: 034550

COMPLAINT DESCRIPTION:

Please investigate into the possibility of price gouging. My boyfriends rates from his last residence in Columbus was 1/4 to 1/5 what I am being charged now. Buckeye Utility Billing Services and Elk Run Villas are owned by the same entity (OakwoodManagement Company) and the prices being charged seem to extremely high. Last month I was charged the following: \$25.23 Water, \$40.49 Sewer, \$8.15 Trash, \$5.00 Admin Fee for 280 cubic feet of water. Thank you for your service, Mary.

From: webmaster@puc.state.oh.us  
To: PUCO ContactThePUCO  
Subject: PUCO CONTACT FORM: 112266  
Received: 4/14/2017 1:33:38 PM  
Message:  
WEB ID: 112266 AT:04-14-2017 at 01:33 PM

Related Case Number:

TYPE: Complaint

NAME: Ms. Mary Wolery

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3596 Elk Run Court
- Groveport , Ohio 43125
- USA

PHONE INFORMATION:

- Home: 740-727-4526
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: maryk.kaltenbach@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Buckeye Utility Billing Service
- Name on account: Mike Kaltenbach & Mary Wolery
- Service address: 3596 Elk Run Court
- Service phone: 740-727-4526
- Account Number: 034550

COMPLAINT DESCRIPTION:

I believe there is significant price gouging in regards to my water/sewer rates. Please help/advise. Oakwood management owns/operates both the apartment complex where I reside as well as Buckeye Utility Billing Service. Thank you for your assistance~ Sincerely, ~Mary Wolery

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**4/17/2017 8:46:50 AM**

**in**

**Case No(s). 15-1594-AU-COI**

Summary: Public Comment filed on behalf of concerned consumer, Mary Woolery electronically filed by Docketing Staff on behalf of Docketing