

From: [Spencer, Kenya](#)
To: [Puco Docketing](#)
Subject: Case: 20-1428-WW-AIR
Date: Friday, November 27, 2020 8:39:30 AM

Customer : Myra Frazer

Address: 4152 Timerlane Rd, Defiance Ohio 43512

Salesforce case : 00648267

Comments: The water in our neighborhood is being raised in rate up to 400%.

Kenya Spencer

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

From: [Puco Docketing](#)
To: [kyle donaldson](#)
Cc: [Puco Docketing](#)
Subject: RE: Case # 20-1428-ww-air Christi water systems inc
Date: Friday, November 27, 2020 11:10:41 AM
Importance: High

Hello Mr. Donaldson,

Unfortunately, you are not able to email complaints to Docketing's mailbox. Complaints require that formal cases are opened, therefore, to formally file your complaint you will need to complete a formal complaint form (which can be obtained by contacting the [PUCO Call Center](#) at (800) 686-7826. That form can then be electronically filed in [DIS](#), faxed to (614) 466-0313 or mailed to 180 E. Broad Street, 11th Floor, Docketing Division, Columbus, Ohio 43215.

If you need further assistance you may reply to this email. Have a great rest of your day!

Docketing

From: kyle donaldson <kyledonaldson88@gmail.com>
Sent: Thursday, November 26, 2020 9:25 PM
To: Puco Docketing <docketing@puco.ohio.gov>
Subject: Re: Case # 20-1428-ww-air Christi water systems inc

Making sure you got this email since no one replied...

Sent from my iPhone

On Nov 20, 2020, at 4:47 PM, kyle donaldson <kyledonaldson88@gmail.com> wrote:

This is my (Kyle Donaldson) formal complaint for case number 20-1468-WW-AIR. Christi water system inc.

My home address is 4324 W. Rolling MDWS Defiance, OH 43512

This is a written complaint in regards to Christi Water System, Inc's application to increase rates. \$92.79 a month base rate for 0-350 c.f./month is RIDICULOUS AND ABSOLUTELY OUTRAGEOUS. We already pay a higher amount for our water, for this past month I use 650 and my bill was \$75.69, plus on top of that we pay a separate company and bill for sewer of \$51 dollars a month. SO you are telling me that if I literally didn't

use ANY water I would still have to pay \$92.79 plus \$51 in total of \$143.79 FOR ONE MONTH of no usage, that is crazy and in the inflation on that is absurd. Not to mention, even if I used just the 350 c.f. for one month that is insanely high at \$92.79 just for that little amount of water usage. I shouldn't have to pay for a house that I cant do my own laundry in. It would be cheaper to go to a laundry mat than to pay this stupid amount of a price for water. I would rather pay to have a well put in because it would pay itself off within 3 years. And then NO water bill for me at all. These are trying times for everyone but if you think that it is okay for this big of an inflation of price you are what is wrong with the country. America is built on greed, and its companies like this that are the problem, based on my usage If these prices were to be put into place, I could buy another car and have a car payment. You can not tell me that a 400 percent INCREASE is acceptable. 400 PERCENT!!!! NO WAY! We are all middle class residents that live here. This water is not that special that it needs to cost this much. And shame on you if you allow them to raise the prices by this amount. I don't object to a reasonable increase but this high of a increase is unacceptable and impermissible. I want updates on this matter

Sent from [Mail](#) for Windows 10

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This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

11/27/2020 11:55:45 AM

in

Case No(s). 20-1428-WW-AIR

Summary: Public Comment filed by Myra Frazer and Kyle Donaldson submitted via website electronically filed by PUCO Docketing on behalf of Docketing