

From: [Shawn Thompson](#)
To: [Puco Docketing](#)
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00648415 [ref:_00Dt0GzXt._500t0cpAws:ref]
Date: Tuesday, December 1, 2020 10:27:38 AM



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Service Division
Memorandum**

CASE ID: 00648415
CUSTOMER: Linda Clay
SERVICE ADDRESS: 3113 Sandlewood Dr, Defiance, Ohio 43512
AIQ: Christi Water System Inc

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DOCKETING CASE #: 20-1428-WW-AIR

SUBJECT: Christi Water System Inc - Protest Rate Case

Please docket the associated customer comment and/or attached in the case number referenced above under "Public Comments". This information was received by the Consumer Services Division through alternate channels and is being forwarded to be filed formally. This information is not the opinion of Staff and should not be viewed as such.

If this rate increase is implemented it more than double my monthly bill. This is a drastic, unaffordable increase. The company does not service our community, respond to issues or generally offer any advantage to warrant such an increase. Over the last three years it has been brought to the company's attention that our main shut off at the street can not be shut off. One of their representatives is the one who tried and could not shut it off. We had to have a major emergency plumbing issue addressed with live service which was dangerous and expensive. They have not been back to address this issue since then even after repeated requests. This type of service or lack of service does not deserve more money when the service for our water system is nonexistent.

Sincerely,

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department

Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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

Summary: Public Comment Testimony of Linda Clay electronically filed by Docketing Staff on behalf of Docketing