

NC
Ohio

**Public Utilities
Commission**

21-0332-WS-CSS

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

FILE

Formal Complaint Form

JEFF EDELSTEIN

Customer Name (Please Print)

2428 MORSE RAVINE DR

Customer Address

COLUMBUS OH 43224

City

State Zip

Against

001908372 1273513

Account Number

4463 REINBEAU DR

Customer Service Address (if different from above)

AQUA OHIO INC

Utility Company Name

COLUMBUS

City

OH

State

43232

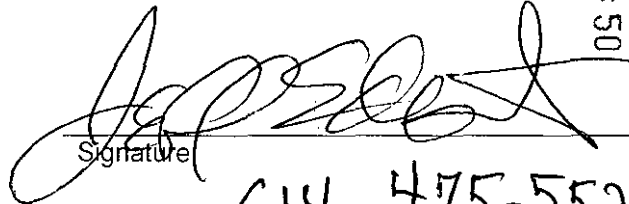
Zip

Please describe your complaint. (Attach additional sheets if necessary)

PLEASE SEE ATTACHED...

PUCO

2021 MAR 10 AM 10:50



Signature

614-475-5523

Customer Telephone Number

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 SL Date Processed 3.18.21

FOR PUCO

- 1) My name is Jeff Edelstein and I own "Hamilton Court Apts".
- 2) My complaint is regarding the following 2 accounts I have with "Aqua Ohio Inc." 762 W. Lancaster Ave. Bryn Mawr, PA 19010.
- 3) Account #1 - The Service address is for HAMILTON CT APTS - 4463 Reinbeau Dr. Columbus, OH 43232 and the Account Number is 001908374 1273513.
- 4) Account #2 - The Service address is for HAMILTON CT APTS - 4496 Reinbeau Dr. Columbus, OH 43232 and the Account Number is 001908372 1273511.

My complaints are as follows,

Regarding account #1, between June/July and August of 2020, there were several leaks in the water lines under the building in the crawl space. I was charged for sewer usage by Aqua for that leaking water when the leaking water was actually leaking onto the ground underneath the building and not draining through their sewer lines. These excess sewer charges amounted to \$1225 over the normal monthly sewage usage for that building.. I am requesting a Sewar Refund of that \$1225 plus \$110 in late fees that I accrued over several months while trying to work something out with Aqua.

Regarding account #2, between March/April/May and June of 2020, there were several leaks in the water lines under the building in the crawl space. I was charged for sewer usage by Aqua for that leaking water when the leaking water was actually leaking onto the ground under the building and not draining through their sewer lines. These excess sewer charges amounted to \$598 over the normal monthly sewage usage for that building.. I am requesting a Sewar Refund of that \$598 plus \$99 in late fees that I accrued over those months while trying to work something out

With AQUA...