

NC

ORIGINAL 21-0490-WS-CSS Informal Complaint

Ohio | Public Utilities Commission

00658266
Case Number

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

FILE

Formal Complaint Form

Customer Name (Please Print)

William Finley

Against

Utility Company Name

Aqua Ohio Inc

Customer Address

7139 Calabrian Pl

City State Zip

Dublin OH 43016

Account Number

001931547-1296439

Customer Service Address (if different from above)

1683 Marion Waldo Rd

City State Zip

Marion OH 43002

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

I am a customer of Aqua Ohio, who has provided us with inadequate service.

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 4.23.21

William Finley
Signature

614 554 1346
Customer Telephone Number

PUCO

2021 APR 23 AM 11:58

RECEIVED-DOCKETING DIV

When I discovered a leak in my mobile home park Oct 9, 2020 I called Aqua to report it. They said they would check it out and call back. There was no response . I called the next week and the rep said Aqua had been there, the leak was on Aqua's side and that they would repair it.

No one came , or contacted me , or fixed the leak. I called Aqua a dozen times to check on progress but they just took my information and did nothing.

Finally Nov 11, 2020 Don , a field supervisor called to apologize for the delay- due to him having a wrong phone number for me, and covid in the office- to report that the leak was actually on me! My next bill was over \$8000.00 for one month (\$750 /mo was average). Other high bills contributed to a \$16,270.00 overage, with sewer bills to match.

After Aqua reversed their position on whose responsibility the leak was a credit was applied, which offset my \$16,270.00 overage by \$5714.00 . See worksheet- Aqua based usage only on months with the leak!

I believe I am entitled to \$10,556.00 in the form of a leak adjustment.

Shells Finley

WILLIAM FINLEY
1683 MARION WALDO RD
MARION OH 43302
1931547/1296439
From: 14-JAN-2020 To: 12-JAN-2021



762 W. Lancaster Avenue
Bryn Mawr, Pa., 19010
www.aquaamerica.com

BILL DATE	READ DATE	METER READ	READ TYPE	USAGE	UOM	DAYS	AV DLY USE	TYPE	CURRENT CHARGES	DUE DATE	POSTED DATE	AMOUNT	BALANCE
1/14/20	1/10/20	15149	A	104900	GAL	31	3384	WTR CHG	\$765.52	2/5/20	1/2/20	\$874.90	\$874.90
2/13/20	2/11/20	16228	A	107900	GAL	32	3372	WTR CHG	\$784.21	3/6/20	2/3/20	\$765.52	\$0.00
3/12/20	3/10/20	17283	A	105500	GAL	28	3768	WTR CHG	\$769.24	4/3/20	2/21/20	\$784.21	\$784.21
4/13/20	4/9/20	18257	A	97400	GAL	30	3247	WTR CHG	\$718.77	5/5/20	3/23/20	\$769.24	\$0.00
5/13/20	5/11/20	19284	A	100700	GAL	32	3147	WTR CHG	\$739.33	6/4/20	5/4/20	\$718.77	\$0.00
6/11/20	6/9/20	20331	A	106700	GAL	29	3679	WTR CHG	\$776.73	7/6/20	5/19/20	\$739.33	\$0.00
7/14/20	7/10/20	23050	A	271900	GAL	31	8771	WTR CHG	\$1,806.36	8/5/20	7/2/20	\$776.73	\$0.00
8/13/20	8/11/20	28458	A	540800	GAL	32	16900	WTR CHG	\$3,482.32	9/4/20	7/31/20	\$1,806.36	\$1,806.36
9/16/20	9/11/20	31330	A	287200	GAL	31	9265	WTR CHG	\$1,901.73	10/8/20	8/25/20	\$3,482.32	\$3,482.32
10/13/20	10/9/20	35058	A	372600	GAL	28	13314	WTR CHG	\$2,486.17	11/4/20	9/28/20	\$1,901.73	\$1,901.73
11/13/20	11/11/20	47768	A	1271000	GAL	33	38515	WTR CHG	\$8,327.44	12/7/20	10/28/20	\$2,486.17	\$2,486.17
12/11/20	12/9/20	51774	A	400600	GAL	28	14307	WTR CHG	\$2,703.98	1/4/21			\$0.00
								ADJUSTMENT			12/11/20	(\$5,714.00)	\$5,317.42
								PAYMENT			12/28/20	\$1,500.00	\$3,817.42
1/12/21								PENALTY	\$265.87	2/3/21	1/4/21	\$1,113.44	\$2,703.98
1/12/21	1/8/21	52561	A	78700	GAL	30	2623	WTR CHG	\$624.27	2/3/21			\$2,969.85
													\$3,594.12

Worksheet

Normal usage 6 mos 20,708 Leak
\$4,438 Normal usage

\$16,270 Overage

\$10,556.00 still due less credit \$5,714.00

Leak 7-14-20 - 1-12-21 \$20,708 ÷ 6 mos

\$3,451.33 / Aver bill during leak

\$5,178.07 7 Aver bills

\$739.72 Aver bill Normal

1-14-20 - 7-14-20 THEN
back to Normal
1-12-21

Statement

**ELLSWORTH WELL & PUMP
SINCE 1929**

2552 MARION UPPER SANDUSKY RD
MARION, OHIO 43302-9310

(740) 387-WELL OR (937) THE-WELL
CELL (740) 225-5925 OR (740) 225-5244

DATE Nov. 20, 2020

614.554.1316

TRAILER PARK

1683 MARION WALDO ROAD

MARION, OHIO 43302

PAID IN FULL
BY CASH

11.23.2020

TERMS: NET 10 Days. A finance charge of 2 % per month (24% per annum) will be charged on unpaid balances.

\$

PLEASE DETACH AND RETURN WITH YOUR REMITTANCE

DATE	INVOICE NO. / DESCRIPTION	CHARGES	CREDITS	BALANCE
	BALANCE FORWARD			
	REMOVE IRON 2" COUPLER FROM WELL PIT AND REPLACE WITH BRASS COUPLING & SCHEDULE 80 PVC COUPLING DISCOUNT	2900.00	200.00	2700.00
	FINANCE CHARGE			

ELLSWORTH WELL & PUMP

Thank You!

PAY LAST AMOUNT
IN THIS COLUMN