Ohio | Public Utilities Commission

21-0555-WS-CSS
Case Number

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

Formal Complaint Form

Dennis Wickert
Customer Name (Please Print)

682 E. Perry St
Customer Address

Tiffin Ohio 44883
City State Zip

Against

0019515261316104
Account Number

662 E Perry St Tiffin, Ohio
Customer Service Address (if different from above)

Aqua Ohio Inc
Utility Company Name

Bryn Mawr PA. 19010-3489
City State Zip

Please describe your complaint. (Attach additional sheets if necessary) 21-0555 WS-CSS

Attachment

RECEIVED-DOCKETING DIV
2021 MAY -7 PM 3:47
PUCO

Dennis Wickert
Signature

419 448-0242
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 [illegible] Date Processed 5-7-21

5/3/21

Dear PUCO

I'm writing you today about my Case # 00659728. I've been in talks with Aqua Ohio about my complaint with them but I can't seem to get them to them about my problem with Reimbursing me for my time + labor for having to pump out my basement with a portable submerge and a 50' hose for 43 days straight.

They have agreed to pay $250.00 to clean my basement. I have included a copy of the bill. But they said they could not give me any thing for my time + labor.

If I could have let Tonys Plumbing do it they would have charged me $160 each time and Aqua probably would pay them. I would not be asking for any thing if it would have been 3 to 7 days but 43 days. Just think of every day having to stop what I'm doing and Cook hooking up the pump with the extension Cord hooking up the hose and running them out the back door, then coming back in 2 to 3 hours and putting everything away just to do it again for 43 days.

Could someone Advise me if I have a leg to stand on, or should I just roll over.

OVER

Please contact Mr Dennis Wickert

419 498-0242



SERVPRO of HURON & E SENECA COUNTIES

280 Heritage Drive, Tiffin, OH 44883
Phone: (419)443-1790, Fax: (419)443-1792
Email: sp9983@att.net
Tax ID #: 45-2779638

Insured: Dennis Wickert — Home: (419) 448-0242
Property: 68 E Perry St
Tiffin, OH 44883

Estimator: Brandon Ramirez

Claim Number: **Policy Number:** **Type of Loss:** <NONE>

Date of Loss: Date Received:
Date Inspected: Date Entered: 1/14/2021 8:58 AM

Price List: OHMA8X_JAN21
Restoration/Service/Remodel
Estimate: 2021-01-14-0858

DA SAVAGE @ AQUA AMERICA . COM



SERVPRO of HURON & E SENECA COUNTIES

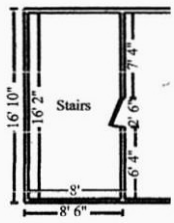
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2021-01-14-0858

General

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
1. Equipment setup, take down, and monitoring (hourly charge)	7.50 HR	0.00	47.86	26.02	384.97
19. Haul debris - per pickup truck load - including dump fees	1.00 EA	115.15	0.00	0.00	115.15
Totals: General				26.02	500.12

Main Level



Stairs **Height: 8'**

370.00 SF Walls	129.33 SF Ceiling
499.33 SF Walls & Ceiling	129.33 SF Floor
14.37 SY Flooring	45.83 LF Floor Perimeter
48.33 LF Ceil. Perimeter	

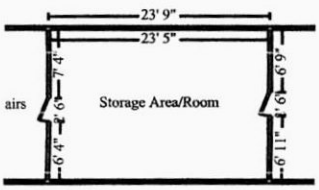
Door **2' 6" X 6' 8"** **Opens into STORAGE_AREA**

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
4. Containment Barrier/Airlock/Decon. Chamber	32.00 SF	0.00	0.68	1.80	23.56
5. Peel & seal zipper - heavy duty	1.00 EA	0.00	15.79	2.11	17.90
7. Clean floor	129.33 SF	0.00	0.34	3.19	47.16
9. Apply anti-microbial agent to the floor	129.33 SF	0.00	0.22	2.46	30.91
10. Floor protection - self-adhesive plastic film	129.33 SF	0.00	0.55	1.31	72.44
Totals: Stairs				10.87	191.97



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Storage Area/Room **Height: 8'**

600.00	SF Walls	378.57	SF Ceiling
978.57	SF Walls & Ceiling	378.57	SF Floor
42.06	SY Flooring	74.17	LF Floor Perimeter
79.17	LF Ceil. Perimeter		

Door **2' 6" X 6' 8"** **Opens into STAIRS**

Door **2' 6" X 6' 8"** **Opens into STORAGE_ROOM**

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
12. Clean floor - Heavy	378.57 SF	0.00	0.49	13.74	199.24
13. Disinfect building - fog / spray - per SF	3,028.56 SF	0.00	0.37	90.66	1,211.23
14. Content Manipulation charge - per hour	12.00 HR	0.00	38.79	0.00	465.48
17. Dehumidifier (per 24 hour period) - XLarge - No monitoring	5.00 EA	0.00	116.13	42.10	622.75
18. Heat drying - thermal air mover - Electric	3.00 DA	0.00	180.00	39.15	579.15
Totals: Storage Area/Room				185.65	3,077.85
Total: Main Level				**196.52**	**3,269.82**
Line Item Totals: 2021-01-14-0858				**222.54**	**3,769.94**

Grand Total Areas:

1,681.33	SF Walls	982.12	SF Ceiling	2,663.46	SF Walls and Ceiling
982.12	SF Floor	109.12	SY Flooring	208.50	LF Floor Perimeter
0.00	SF Long Wall	0.00	SF Short Wall	218.50	LF Ceil. Perimeter
982.13	Floor Area	1,045.07	Total Area	1,681.33	Interior Wall Area
1,420.50	Exterior Wall Area	157.83	Exterior Perimeter of Walls		
0.00	Surface Area	0.00	Number of Squares	0.00	Total Perimeter Length
0.00	Total Ridge Length	0.00	Total Hip Length		