

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
WILLIAM FINLEY,**

**COMPLAINANT,**

**CASE NO. 21-490-WS-CSS**

**v.**

**AQUA OHIO, INC.,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on October 6, 2021

**I. SUMMARY**

{¶ 1} The Commission grants the joint motion to dismiss this complaint case because the parties have reached a settlement resolving all issues raised.

**II. DISCUSSION**

{¶ 2} Pursuant to R.C. 4905.26, the Commission has authority to consider written complaints filed against a public utility by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the public utility that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory.

{¶ 3} Aqua Ohio, Inc. (Aqua) is a public utility as defined in R.C. 4905.02 and, as such, is subject to the Commission's jurisdiction.

{¶ 4} On April 23, 2021, William Finley (Complainant) initiated a complaint against Aqua alleging that Aqua improperly billed him for a water leak.

{¶ 5} On May 13, 2021, Aqua filed its answer to the complaint. Aqua admitted that Complainant is a non-residential water service customer and that Complainant contacted Aqua to report a leak but denied any improper billing as a result of the leak.

{¶ 6} On May 21, 2021, the attorney examiner, by Entry, scheduled a prehearing settlement conference to occur on June 22, 2021, the purpose of which was to explore the parties' willingness to negotiate a resolution of the complaint in lieu of an evidentiary hearing.

{¶ 7} On July 9, 2021, the parties filed a joint motion to dismiss the case stating that the parties have reached a settlement resolving all issues raised, and requesting, on that basis, that the Commission should dismiss this case.

{¶ 8} The Commission finds that the joint motion for case dismissal should be granted and that this case should be dismissed.

### III. ORDER

{¶ 9} It is, therefore,

{¶ 10} ORDERED, That the joint motion for dismissal be granted, and that Case No. 21-490-WS-CSS be dismissed and closed of record. It is, further,

{¶ 11} ORDERED, That a copy of this Entry be served upon each party of record.

COMMISSIONERS:

*Approving:*

Jenifer French, Chair

M. Beth Trombold

Lawrence K. Friedeman

Dennis P. Deters

JWS/kck

**This foregoing document was electronically filed with the Public Utilities**

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**Case No(s). 21-0490-WS-CSS**

Summary: Entry granting the joint motion to dismiss this complaint case because the parties have reached a settlement resolving all issues raised. electronically filed by Kelli C. King on behalf of The Public Utilities Commission of Ohio