

2022 MAR 28 PM 12:39

22-272-WW-CSS  
Case Number

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

Formal Complaint Form

Dale Zerner  
Customer Name (Please Print)

6848 Chillingsworth Circle NW  
Customer Address

Canton OH 44718  
City State Zip

Against

0012087710892442 Case Number: 00743772  
Account Number

Aqua  
Utility Company Name

N/A  
Customer Service Address (if different from above)  
N/A N/A  
City State Zip

FORMAL COMPLAINT:

Dale and Jill Zerner, 6848 Chillingsworth Circle N.W, Canton, OH, 44718  
Account #- 0012087710892442 service address is same as personal address  
We are customers of public utility company- AQUA  
This complaint is against AQUA water company  
We would like the commission to mandate Aqua to reimburse us \$300 that they extorted from us by stating if we did not pay in entirety, they would shut off our water service! We paid \$42, our monthly average to that date. We then paid the next month PLUS the "delinquent" \$300 to keep our water service functioning!

Statement of facts as the basis of our complaint:

The service of Aqua, the public utility is unjust and unreasonable and the public utility has:

- Violated the law by mandating payment of incorrect billing. (Proven by professional plumber and Aqua company auditor).

I am respectfully requesting this formal review to disallow the legal theft by a monopolistic public utility with zero chance of recourse. As a retiree on a fixed income, it makes me want to get loud and become an activist against US utility monopolies. This after working for telecom companies for 30+ years!

I am hopeful to add visibility to what I have stated was the belief that the PUCO has rubberstamped legal

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technician  
Date Processed MAR 28 2022



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theft of our hard-earned \$300 in our minds. We communicated that there was NO PHYSICAL WAY we could have used 48000 gallons in a slow toilet leak over a 2 week period. We stated this over and over to both AQUA and the PUCO. Never was our logical complaint given any serious consideration. I followed all the policies, procedures, bench tests, letters written, and completed all forms required. We heard crickets regarding our outrage and complaint. After a bench test showed nothing wrong with our old meter.

We were told to turn off every toilet one by one, never had a leak repaired (because there NEVER was a leak), and no one acknowledged the physical impossibility of leaking 5 in-ground swimming pools, (48,000 gallons), in 2 weeks!!!!!!

I had our personal plumber write a letter proving there was never a leak (all the while, AQUA requested us to send them the plumbers invoice!). The AQUA auditor employee that came to our hose stated he has only done 2 other reviews and had no idea what to look for. He quoted the company line stating the meter was good and it had to be a leak on our part. All of this is part of the record in our informal complaint.

We have lived at our residential address for 9 years. Never had a billing issue, a water leak issue, or an administrative issue before or after this unproven 2 week period of time. We never had a plumber come out before being billed or after being billed WITH NO PLUMBER FINDING OR FIXING ANY LEAK.

Thank you for your time and reconsideration.

Respectfully,

Dale Zerner

**Ohio**

**Public Utilities  
Commission**

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Signature

330-232-2700

Customer Telephone Number