

Not happy with AquaOhio in Mentor

Might I suggest a brickbat to the Mentor office of AquaOhio for the worst customer service by a monopoly utility in recent times?

In August, Mentor customers received a letter that demanded we call within two weeks or risk having our water shut off. Now there's an attention getter. We called and were told that we needed to schedule a four hour block of time from 8 a.m. to noon or noon to 4 p.m. during the work week to have our water meter changed so the company could read it from the street. Does this help the consumer in any way? Uh, no it makes the meter readers' job easier and more efficient, which means they can hire fewer people etc. All advantage is to the utility so why make the consumer do all the heavy lifting? Why should the customer take time off from work to accommodate a change that helps only the company? How about some flexibility in hours for working folks?

I know the answer, whoever is in charge of this changeover in the Mentor office wants to show that he or she can bring in this project under budget and the best way is at the expense of the customer. After all, AquaOhio is the only game in town and when you threaten to cut off the water, well that certainly helps make the point. So we had them in last week and I stayed late at work that night to make up the time. The only saving grace for the company is the technician who apologized profusely, acknowledged that all his customers were understandably upset and did his job. So if you were inconvenienced by this make a complaint at PUCO.ohio.gov. They will completely side with the company but at least it will make utility companies pause when they take advantage of being "the only game in town."

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