

City of Napoleon Utilities Dept.

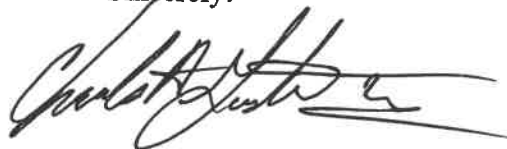
March 22, 2009

To Whom It May Concern:

I Charles A. Gustwiller II a resident of the city of Napoleon Ohio request hearing. I request this hearing on the grounds of my disconnect notice for the date of March 24, 2009. I have been receiving utility bills from the time of the starting of my residence in Napoleon on an average cost between 250.00\$ - 350.00\$. The electric charges seem to be ok; however the water and sewer bill is my point of interest. My wife and I have a concern about the water and sewer portion of the bill. The main reason is the fact that I work at factory in Napoleon and their portion of the water and sewer bill is almost half of my bill at my residence. One would ask how a family of 6 would be able to use more water than a factory that employs 30 - 40 people that are using water and sewer. I would admit that my family does also wash dishes and laundry. Once again on the other side of the coin, the plant here in town also has a water makeup unit that is constantly keeping a water level expectable for or process. We also ask ourselves once again how we use more utilities when we think about the fact that most people may use facilities on an average of twice a day. This would mean that urinal or toilet flushes 60 - 80 times a day vs. 12 times a day. However my wife and I as well as our children are not home at least nine hours a day. Secondly, we have been told by the city that our sewer needs to be relocated. Under no fault of ours, our sewer was not installed and connected correctly and we are currently hooked up to the storm drain. Understanding that we are hooked up improperly we would ask how we still incur cost of sewage.

We would like to accomplish the following: I would request a new water meter; we also would like to ensure that the meter reading equipment is working properly. We do believe that we could use some type of water conservation course or just a few pointers on how we could all remedy this problem. Thank you very much for your time and I hope that we can all be satisfied with the outcome.

Sincerely:

A handwritten signature in black ink, appearing to read "Charles A. Gustwiller II", with a long horizontal flourish extending to the right.

Charles A Gustwiller II

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