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## **Public Utilities Commission of Ohio**

### **Public Hearing**

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**In Re: Case No: 09-560-WW-AIR**

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THE PUBLIC UTILITIES COMMISSION OF OHIO

PUBLIC HEARING

IN RE: CASE NO. 09-560-WW-AIRM

March 18, 2010

- - - - -

PUCO Local Public Hearing in the Matter of the  
  
Application of Aqua Ohio, Inc. for Authority to  
  
Increase its Rates and Charges in its Masury Division  
  
taken before me, the undersigned, Katrina Dearborn,  
  
an RPR and Notary Public in and for the State of Ohio,  
  
at 6844 Stimbu Drive, Brookfield, Ohio 44130,  
  
commencing at 6:00 p.m. the day and date above set forth.

- - - - -

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1 APPEARANCES:

2

3 On Behalf of The PUCO:

4

5 Jay Agranoff

6

7

8 On Behalf of the Ohio Consumers' Counsel:

9

10 Michael Idzkowski, Esq.

11 Christopher F. Verich, Esq.

12

13

14 On Behalf of Aqua Ohio:

15

16 Mark Yurick, Esq.

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1 JAY AGRANOFF: The Public Utilities  
2 Commission of Ohio has assigned for public  
3 hearing at this time and place Case No. 09-560-  
4 WW-AIR, which is captioned In the Matter of the  
5 Application of Aqua Ohio, Inc. for Authority to  
6 Increase its Rates and Charges in the Masury  
7 Division.

8 My name is Jay Agranoff, and I'm  
9 attorney examiner with the Commission's legal  
10 department. It's my responsibility to preside  
11 over hearings in -- it is my responsibility to  
12 preside over hearings in this particular matter,  
13 and upon the completion of the record in this  
14 matter, to make a recommendation to the five  
15 appointed commissioners at the Public Utilities  
16 Commission. They will be responsible for making  
17 the final decision in this case.

18 Tonight's hearing is directed at  
19 receiving public testimony regarding the  
20 requested rate increase. Beginning this Tuesday,  
21 March 23rd, 2010, a formal evidentiary hearing  
22 consisting of the presentation of expert  
23 witnesses will commence at the Commission's  
24 offices.

25 With me this evening is Cindy Mack, as I

1 mentioned before, from the Commission's Service  
2 Monitoring and Enforcement Department. She is  
3 available if you have any questions concerning  
4 utility matters other than the application which  
5 is the focus of on this hearing.

6 At this time I will take the appearances  
7 on behalf of the various parties in this matter.

8 On behalf of Aqua Ohio?

9 MR. YURICK: On behalf of Aqua Ohio,  
10 Mark Yurick, Y-U-R-I-C-K from the law firm of  
11 Chester, Wilcox and Saxbe, Suite 1000, 180 East  
12 Broad Street, Columbus ,Ohio.

13 JAY AGRANOFF: Thank you. And on behalf  
14 of the Ohio Consumers' Counsel?

15 MR. IDZKOWSKI: Yes. Thank you, your  
16 Honor. I am Mike Idzkowski. I'm a lawyer with  
17 the Office of the Ohio Consumers' Counsel.  
18 Janine Migden Ostrander is the Ohio Consumers'  
19 Counsel. And our office is at 10 West Broad  
20 Street, Suite 1800 in Columbus. And I'm here  
21 with two other representatives of the Ohio  
22 Consumers' Counsel: Mr. Bryan Bayless there, and  
23 Mr. Chris Verich. I see we have a good turn out  
24 tonight, about 40, 50 people. We appreciate you  
25 coming. We have our staff here to answer any

1 questions or provide any information that you may  
2 need after the hearing. Thank you.

3 JAY AGRANOFF: Thank you. Is there any  
4 other parties that are here that seek to make an  
5 appearance on the record?

6 Aqua Ohio filed this application to  
7 increase its rates on August 7th, 2009. As part  
8 of this rate case proceeding, the staff of the  
9 Public Utilities Commission of Ohio inspected  
10 portions of the company's plant and equipment,  
11 interviewed company personnel, reviewed company  
12 records and performed an analysis of the data,  
13 including financial information collected from  
14 the company.

15 The Commission staff then prepared and  
16 filed its staff report on January 21st, 2010.  
17 The staff report summarizes the staff's findings  
18 regarding the company's financial situation and  
19 service performance. It also sets forth the  
20 staff's recommendation in this case.

21 In its application, Aqua Ohio seeks a  
22 rate increase that would generate additional base  
23 revenue of approximately \$389,957, which  
24 constitutes an increase of approximately 80.83  
25 percent over the current revenues for its Masury

1 Division.

2 The Commission's staff recommends a  
3 revenue increase of between \$312,695 and  
4 \$330,991, which represents an increase of between  
5 64.81 and 68.60 percent over the test year  
6 operating revenues.

7 As I had mentioned before, the purpose  
8 of this public hearing is to receive comments  
9 from the public regarding the application in this  
10 case. As you may have noticed, there is a court  
11 reporter who is here who will be recording, in  
12 type written fashion, the statements made here  
13 today. In this respect, the public hearing is  
14 just like giving testimony at a trial.

15 As I had mentioned before, my role in  
16 this particular proceeding is as an  
17 administrative law judge. When you arrived, you  
18 were offered the opportunity to sign up to  
19 testify. If you missed the opportunity, you may  
20 still add your name to the list. All you have to  
21 do is let Cindy know. She's still in the back.  
22 And she'll certainly include your name on the  
23 list.

24 When I begin to call the witnesses  
25 forward to give their statements, I would ask you

1 to give your full name and address. Your  
2 testimony will be considered as part of the  
3 official record in this case, and as I stated  
4 before, will be reviewed by the Commissioners  
5 before their final decision is made. Before  
6 presenting sworn testimony, you will be required  
7 to take an oath that indicates that what you are  
8 about to state is true.

9 When you give your testimony, I would  
10 ask that you state clearly and responsively to  
11 anything that might be asked of you in order so  
12 that the court reporter can properly record your  
13 response as part of the record. So in other  
14 words, instead of responding yes by nodding your  
15 head, which would be a non verbal response, which  
16 would be difficult for the court reporter to be  
17 able to note, I would ask that you clearly  
18 respond in a verbal fashion to anything that you  
19 might want included as part of the public  
20 record.

21 We appreciate your participation in  
22 today's hearing. We want everybody who wishes to  
23 make a public statement to be able to do so. If  
24 you choose to make a public statement, please be  
25 considerate of others who are waiting to testify,



1 and keep your statements to a reasonable period  
2 of time.

3 The other thing I would ask is, please  
4 make sure that to the extent that you may have  
5 already heard somebody testify to something that  
6 you were intending to talk about, if you feel as  
7 though it's already been clearly covered, we have  
8 a list that Cindy is keeping where you can simply  
9 indicate, by signing your name, that you are in  
10 agreement with what had been previously stated.  
11 And that way there won't be the need to have you  
12 testify and prolong the evening if there is not a  
13 need for the additional testimony.

14 Do we have any questions before we  
15 actually get started?

16 And also, I know that we have one group  
17 of media here. If there are any other media  
18 people here, could you please let me know at  
19 break. And I will take your name and make sure  
20 that that information is given to our media  
21 office so that they can provide you with any  
22 press releases or anything that might be issued  
23 in this case.

24 And the last thing, in today's day and  
25 age, it's very important, if you have your cell

1 phone, please make sure that you put it on  
2 vibrate or on mute so that it doesn't interfere  
3 with the testimony that may be given.

4 Are there any questions?

5 Okay. If not, then I'm going to begin  
6 to call the names on the list. It looks like we  
7 have just about 14 individuals whose names are on  
8 the list. And if you want to have your name  
9 added, certainly let Cindy know.

10 If Mr. Philip Schmidt could please come  
11 forward and please raise your right hand.

12 - - - - -

13 PHILIP SCHMIDT

14 Under the Ohio Rules of Civil Procedure,  
15 after having been first duly sworn, as  
16 hereinafter certified, was examined and testified  
17 as follows:

18 JAY AGRANOFF: Thank you.

19 MR. SCHMIDT: I'm here today as a  
20 township trustee for Brookfield Township. I  
21 would like to address the panel. As a former  
22 retired business man, I understand that it's  
23 necessary for all businesses, be they public or  
24 private, to turn a profit. If they can't do  
25 that, then they can't do the job that they're

1 intended to do. I also know that, according to  
2 all the reports that we've ever received, Aqua  
3 has supplied the people of Brookfield Township  
4 with good, quality product. It meets the  
5 standards set by the EPA, and they've managed to  
6 update their systems in some of the piping in the  
7 township.

8 On the other hand, I believe that 80  
9 percent rate increase in the economic times in  
10 this township would be a very vast hardship on  
11 the people -- the residents of this township. We  
12 all know what everyone is going through at the  
13 present time with increasing costs in gas and  
14 housing and insurance and everything else. Now  
15 to be faced with another increase on a utility --  
16 on water, the one thing that we must have more  
17 than anything else is going to be a burden. And  
18 I would like to present some facts. And these  
19 statistics are a little bit old. There being  
20 updated. They're a result of the 2000 census.  
21 And I would say, having been involved in this  
22 township in 16 years, these figures haven't  
23 gotten any better.

24 We have people -- 492 people in this  
25 district that will be affected that are 65 years

1 of age or older. That's 18.8 percent of the  
2 population. We have, in the labor force, over  
3 16. 42 percent of the residents are unemployed  
4 at the present time. Only 57.8 percent have  
5 jobs. We have 94 families constituting 342  
6 people who are living below the poverty level.  
7 That's 13 percent of the population. I think  
8 that having to come up with, at that age, a  
9 substantial increase as is being proposed right  
10 now would be a very hardship on these people.  
11 And I would ask the Public Utilities Commission  
12 to consider this in making their final decision.  
13 Thank you.

14 JAY AGRANOFF: Thank you.

15 Edward Pine?

16 MR. PINE: I would like to pass.

17 JAY AGRANOFF: Thank you.

18 The next name is Mitchell. Last name  
19 Mitchell.

20 - - - - -

21 MARLENE MITCHELL,

22 Under the Ohio Rules of Civil Procedure,  
23 after having been first duly sworn, as  
24 hereinafter certified, was examined and testified  
25 as follows:

1 MS. MITCHELL: First of all, I can't  
2 believe they're wanting such an absorbent amount  
3 of increase. Okay. The amount of increase  
4 they're asking for is absolutely ridiculous. And  
5 I know of people in the township that say they  
6 can't even afford to take a bath like they want  
7 to. They use baby wipes and take a bath once a  
8 week. And this is ridiculous in this day and  
9 time.

10 And then I had mentioned something to  
11 someone at first. I said, "I'm really  
12 disappointed. There aren't that many people  
13 here."

14 And he says -- the gentleman says,  
15 "Well, they've advertised in all the papers."

16 And I said, "Do you understand a lot of  
17 people cancelled the papers because they can't  
18 afford the newspapers. They just get it on  
19 Sunday for the coupons?"

20 So I'm wondering, you know, should we  
21 bring the outhouses back or what now?

22 JAY AGRANOFF: Cindy Townsend?

23 - - - - -

24 CINDY TOWNSEND,

25 Under the Ohio Rules of Civil Procedure,

1 after having been first duly sworn, as  
2 hereinafter certified, was examined and testified  
3 as follows:

4 MS. TOWNSEND: Hi everybody. I heard  
5 about this on the radio. Of course, I didn't see  
6 in the newspapers either. And as soon as I heard  
7 it, I knew I had to be here because I had to just  
8 let everybody know that -- I hope I'm not the  
9 only one -- the water bill is outrageous. Those  
10 of us who live in Masury, who have the Masury  
11 District, we also have a separate sewer bill.

12 Now, I don't think the people in  
13 Brookfield do.

14 Do you have a separate sewer bill also?  
15 Okay. We have the Aqua Ohio over in Pennsylvania  
16 that does the water bill. And then the sewer  
17 bill is out of Warren, I believe. And they also  
18 just increased our rates, which probably are on  
19 this new bill.

20 Just for an example, two months -- it  
21 used to be -- we used to the pay water bill every  
22 three months. And now it's every two months. My  
23 last water bill -- I'm going to share all this  
24 with everybody. Okay. This is February. This  
25 is from December to February, and so there's no

1 outside water activity whatsoever. No washing  
2 the cars. No saunas. No swimming pools. No  
3 anything. And my bill was \$92.81 just for my  
4 water. There are three people that live at my  
5 house. So I don't have a big family. Okay.

6 I am fortunate enough to have a job.  
7 And my husband has a job. But this is still  
8 outrageous. I used to worry about the gas bill  
9 coming. How am I going to pay the gas bill? Now  
10 I worry about, how am I going to pay my water  
11 bill, and my sewer bill, because then the sewer  
12 bill comes separate from my water. My sewer bill  
13 for -- which was paid in March was for December  
14 through February is also \$92.58. So if you would  
15 like to add these together, this is outrageous.  
16 It's outrageous. Food is outrageous. Everything  
17 is outrageous. And they want to increase this?  
18 They want to double this? It's absolutely  
19 unbelievable. They can't do it to us. We'll  
20 never make it.

21 You're going to have more people on  
22 Welfare, and that's one place I don't want to  
23 be. I'm sorry. I work too hard. That's all.

24 JAY AGRANOFF: Can you give us your  
25 address, please?

1 MS. TOWNSEND: Now that I shared my  
2 bills, I have to share my address. I live on  
3 7629 Francis Street in Masury.

4 JAY AGRANOFF: Mr. Ron -- is it Birch?

5 MR. BICH: Bich.

6 JAY AGRANOFF: Please come forward.

7 - - - - -

8 RON BICH,

9 Under the Ohio Rules of Civil Procedure,  
10 after having been first duly sworn, as  
11 hereinafter certified, was examined and testified  
12 as Follows:

13 JAY AGRANOFF: If you could please state  
14 your full name and address?

15 MR. BICH: My name is Ron Bich. I live  
16 1170 Albright-Mckay Road, Brookfield, Ohio.

17 I have a thing about them putting a  
18 mechanism on my bill -- on my line. It's called  
19 a backflow. And it's very, very expensive. Plus  
20 you have to have it taken care of every year.  
21 And it costs you \$50 to \$100 to have a plumber  
22 come in and check it. I just had it done two  
23 days ago. So this is my third year. And it so  
24 happens that I don't understand it. To get to my  
25 house -- to get into my house, they told me I had



1 a bad water meter so they sent two guys out, and  
2 a series of notices about my water bill. They  
3 thought I was stealing water. That's how I put  
4 it -- that's how I thought it to be. So he put  
5 this expensive backflow device on my unit inside  
6 my house.

7 Now, I would like to know what that  
8 means. I started in 1974 when they first came  
9 through with the water. It was \$14. We use low  
10 usage. We don't use -- we only use it for  
11 drinking water. That is it. Now it's \$19 and I  
12 never use it. That's all I have to say.

13 JAY AGRANOFF: What I would ask is  
14 during one of the breaks if you might want to  
15 talk to the company counsel to see whether or not  
16 they might be able to give you a little bit more  
17 information regarding the backflow device that  
18 you're addressing.

19 MR. BICH: Well, anybody that has a well  
20 will have to put that backflow device on. That's  
21 what they told me.

22 JAY AGRANOFF: Thank you?

23 MR. BICH: Thank you.

24 JAY AGRANOFF: Mr. Jim Chizzodi.

25 MR. CHIZZODI: Chizzodi.

1 JAY AGRANOFF: Please come forward,  
2 sir.

3 - - - - -

4 JIM CHIZZODI,

5 Under the Ohio Rules of Civil Procedure,  
6 after having been first duly sworn, as  
7 hereinafter certified, was examined and testified  
8 as follows:

9 JAY AGRANOFF: Please state your full  
10 name and address.

11 MR. CHIZZODI: Jim Chizzodi, Post Office  
12 Box 444, Brookfield, Ohio.

13 Like Mr. Schmidt said about this area  
14 losing population already, we need a lot of jobs  
15 in this area because people are leaving this  
16 area. Our young people are leaving. And there  
17 are spaces available down in lower Masury, such  
18 as the Old Jennings Manufacturing, and I believe  
19 there's still room in the Old GAPX Building down  
20 there and everything that could use -- we could  
21 have industry come in to Brookfield and Masury  
22 area. We need the jobs. And one of the things  
23 that a company has to do is to make money. If  
24 they need a lot of water, and they look at these  
25 rates, they may look elsewhere other than the

1 Brookfield/Masury area.

2 I think that we should -- mostly in  
3 these economic times with the recession and  
4 everything, I think we should keep the rates as  
5 low as possible, try to get more jobs in, and  
6 hopefully it will work.

7 Also, there are an awful lot of people  
8 in Brookfield that are on fixed incomes. And  
9 this is going to hurt them. It's just another  
10 thing that nicks away at their income. And they  
11 don't have a way of making it up. They got to --  
12 they got to cut back on something else. So  
13 hopefully they'll soften the amount to a much  
14 more reasonable amount that they -- if they go  
15 up. And we can still live with it. And we could  
16 get some jobs. Thank you.

17 JAY AGRANOFF: Mr. Ronald Komouh?

18 MR. KOMOUH: I'll pass.

19 JAY AGRANOFF: Thank you.

20 Mr. Ray Candor?

21 MR. CANDOR: I pass.

22 JAY AGRANOFF: Mr. Michael Popador?

23 MR. POPADAK: Popadak. Thank you.

24 - - - - -

25 MICHAEL POPADAK,

1 Under the Ohio Rules of Civil Procedure,  
2 after having been first duly sworn, as  
3 hereinafter certified, was examined and testified  
4 as follows:

5 JAY AGRANOFF: Please state your full  
6 name and address.

7 MR. POPADAK: Michael Popadak, 6979  
8 Warren Sharon Road, Brookfield. Thank you for  
9 the opportunity.

10 JAY AGRANOFF: You're welcome?

11 MR. POPADAK: I am not a lawyer from  
12 Columbus. I'm a homeowner here in Brookfield. I  
13 moved in here about nine years ago. In that time  
14 I've had three water main breaks in front of my  
15 house; one which destroyed 175 feet of my  
16 driveway, which at the county expense, your  
17 expense, was repaired, because this was right in  
18 front of my driveway and took out that driveway.  
19 I didn't see Aqua Ohio there paying for it. I  
20 saw the county there paying for it. County crews  
21 came out and replaced those mains. You paid for  
22 that. Aqua Ohio did not pay for that, unless  
23 you're subbing to the county. Are you?

24 Do you sub those costs to the county?  
25 Do you reimburse the county for those costs? I

1       guess you're not here to answer questions?

2               JAY AGRANOFF:  Are you talking to me?

3               MR. POPADAK:  No.  Aqua Ohio.  Do you  
4       reimburse the county for those costs?

5               MR. LIPTAK:  Sir, I'm with Aqua Ohio.  
6       I'm not familiar with your property, but no, we  
7       don't expect the county to fix our main breaks.

8               MR. POPADAK:  Thank you.  So --

9               MR. LIPTAK:  Are you a customer of  
10      ours?  Can I ask that?

11              MR. POPADAK:  I don't know.  I don't  
12      know.  Do you service Warren Sharon Road?

13              MR. LIPTAK:  I don't know your address,  
14      sir, so it's hard -- do you get a water bill from  
15      Aqua Ohio?

16              MR. POPADAK:  No.

17              MR. LIPTAK:  It's probably not our main  
18      break.

19              MR. POPADAK:  Okay.  You didn't publish  
20      in the paper what area you serviced or did not  
21      service, nor did you publish in the paper any of  
22      the justifications for your raises either, so --

23              MR. LIPTAK:  I don't think he's a  
24      customer of ours.

25              MR. POPADAK:  I may not be, but what I'm

1 saying is relevant. Thirty days ago or so I was  
2 in this room -- I was in this room again -- or  
3 previously looking at an increase cost to me as a  
4 homeowner in Brookfield because they're  
5 installing sewers in front of my house. That's  
6 going to cost me 10 to 15,000 dollars right off  
7 the top. Some of you have already felt that  
8 pain. Some of you are feeling it right along  
9 with me. So another thank you for the State of  
10 Ohio. The EPA came in and said, "You must do  
11 this." Although, my septic system currently  
12 meets all the proposed and existing standards,  
13 now I have to dump 10 to 15,000 dollars into the  
14 public utilities just because I have to.

15 I've taken a pay cut in three of the  
16 last five years. I'm sure some of you all have  
17 also. Fortunately enough, I'm still working. My  
18 wife is laid off. She got let go from her job.  
19 So, you know, I can sit here and I can feel your  
20 pain. I can't say that I'm in as bad of a  
21 situation as a lot of you, or maybe even most of  
22 you, or maybe even some of you. But this is not  
23 the time of the year, the month, or the century  
24 to come asking for an 80 percent pay increase. I  
25 know you asked me to limit my remarks, and I'm

1 almost done.

2 Where were you over the last nine  
3 years? You said you haven't had an increase  
4 since what 2001, 2002. You know, one or two  
5 percent a year isn't bad to swallow, but 80  
6 percent at once. Think about it, gentlemen.

7 Thank you very much. That conclude my  
8 remarks.

9 JAY AGRANOFF: The next person on the  
10 list is Marlene -- and unfortunately I can't read  
11 the last name. Marlene.

12 MS. MITCHELL: I already spoke.

13 JAY AGRANOFF: What's the last name?

14 MS. MITCHELL: It's Mitchell.

15 JAY AGRANOFF: Yes.

16 MS. MITCHELL: I have more to say.

17 JAY AGRANOFF: Please come forward.

18 You're still under oath, so please  
19 proceed.

20 MS. MITCHELL: Okay. Yes. Perhaps I  
21 can help get some contractors lined up to build  
22 these outhouses. I have a lot of connections,  
23 and I won't work under the table like some of  
24 them do. But I don't know if everyone is  
25 aware -- maybe they are -- that the water bill

1 rate increase does not include the sewage.  
 2 That's extra. I know we had to get sewage over  
 3 here by Brookfield Diner, and it was an  
 4 astronomical amount. And there's tap-in fees.  
 5 There's everything. You know, the EPA is on us  
 6 all the time. Now the water company is giving us  
 7 the shaft too.

8 JAY AGRANOFF: Next on the list is  
 9 Darlene -- and again, I'm having difficulty with  
 10 the last name. Begins with an "M". Darlene?

11 DARLENE: I signed the wrong paper.

12 JAY AGRANOFF: Not a problem. How about  
 13 Scott Verner?

14 MR. VERNER: Pass.

15 JAY AGRANOFF: Thank you.

16 Kathy Wolford?

17 - - - - -

18 KATHY WOLFORD,

19 Under the Ohio Rules of Civil Procedure,  
 20 after having been first duly sworn, as  
 21 hereinafter certified, was examined and testified  
 22 as follows:

23 JAY AGRANOFF: Please give your full  
 24 name and address.

25 MS. WOLFORD: Hi. My name is Katherine



1     Wolford, and I live at 7503 Francis Street here  
2     in Masury.

3             I am with all of you in total agreement  
4     that an 80 percent increase is ridiculous.  
5     Matter of fact, with the quality of water that I  
6     have in my home -- this is it -- I ask for no  
7     increase. This has been an ongoing issue with  
8     Ohio -- it was with Masury Water, then Aqua of  
9     Ohio. If Aqua of Ohio would like to check, I  
10    have at least three PUCO complaints on record.

11            To show that I did not get this out of  
12    my commode, I brought a picture of my water going  
13    into my kitchen sink. This is the quality of  
14    water that I live with every day. We have not  
15    drank or cooked with our water for over ten  
16    years.

17            My dog, I would not give him this  
18    water. So I think when we look at this expense,  
19    we have to look at quality. The quality -- I  
20    don't know about the rest of you, if your water  
21    looks like this. This is what my water looks  
22    like. And I -- what can I say? You don't drink  
23    it.

24            Another thing is -- this is a very minor  
25    issue compared to the quality of the water -- to

1 take a bath in this filthy water. I get two  
2 pounds of pressure per minute. Do you know what  
3 kind of water pressure that is? It's zilch.  
4 This is what Aqua of Ohio is offering us. And  
5 I'm glad to see as many people that we have here  
6 that we, as a community, are going to try to stem  
7 this. Thank you. Would you like this sample?

8 JAY AGRANOFF: The last individual that  
9 I have on the list is Jack Patterson.

10 MR. PATTERSON: I would like to pass.

11 JAY AGRANOFF: Thank you.

12 Is there anybody else that's in  
13 attendance that would be interested in providing  
14 testimony this evening?

15 MS. GOODRICH: I don't want to give my  
16 testimony, but I have a question.

17 JAY AGRANOFF: Okay.

18 MS. GOODRICH: Current rates. I don't  
19 know about anybody else -- if you look at your  
20 bill, \$19.05 -- I've never had a \$19 bill. They  
21 want to push it up to \$34.35. But in the small  
22 print it does not include all applicable  
23 charges. Why don't we know what those applicable  
24 charges are and show what the true bill is today  
25 and will be if they get this ridiculous

1       increase?

2               JAY AGRANOFF:   Could you please give me  
3       your name and address?

4               MS. GOODRICH:   Amanda Goodrich, and I  
5       live at 8159 Atlantic Street on the west hill in  
6       Masury.

7               JAY AGRANOFF:   Is there anybody else who  
8       cares to testify?

9               UNIDENTIFIED SPEAKER:   I would like to  
10      ask a question.

11              JAY AGRANOFF:   Why don't we hold for a  
12      second.  If we have questions, I would like to --  
13      we can conclude the actual evidentiary portion of  
14      the hearing, and then we can certainly open up --  
15      if you would like to the ask the company itself,  
16      you can approach them to ask questions that you  
17      might be seeking substantive answers to.  Really,  
18      what I would like to do is to make sure that we  
19      have the record established first with respect to  
20      the public testimony, and then, again, we  
21      certainly can have individual questions brought  
22      to the attention of whomever the appropriate  
23      entity is.

24              Anybody else interested in testifying?

25              Okay.  If not, if there are no other

1 witnesses, this concludes the public hearing.  
 2 And the testimony will be submitted on the record  
 3 for the Commission's consideration in this case.  
 4 And I appreciate everybody's attendance here this  
 5 evening.

6 Again, if there are specific questions  
 7 that you would like to broach either with the  
 8 company, with the Commission staff, with OCC, you  
 9 are certainly more than welcome to do so.

10 And I really appreciate everybody coming  
 11 out this evening. And this concludes the  
 12 hearing. Thank you.

13 - - - - -

14 (Hearing concluded at 6:45 p.m.)

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1 The State of Ohio, )  
2 ) SS: CERTIFICATE  
3 County of Cuyahoga. )

4 I, Katrina L. Dearborn, Notary Public within  
5 and for the State of Ohio, duly commissioned and  
6 qualified, do hereby certify that the hearing was  
7 by me reduced to stenotypy in the presence of  
8 said parties, afterwards transcribed on a  
9 computer, and that the foregoing is a true and  
10 correct transcript of the statement as aforesaid.

11 I do further certify that this hearing was  
12 taken at the time and place in the foregoing  
13 caption specified and was completed without  
14 adjournment.

15  
16 I do further certify that I am not a  
17 relative, employee of, or attorney for any of the  
18 parties in the above-captioned action; I am not a  
19 relative or employee of an attorney for any of  
20 the parties in the above-captioned action; I am  
21 not financially interested in the action; I am  
22 not, nor is the court reporting firm with which I  
23 am affiliated, under a contract as defined in  
24 Civil Rule 28(D); nor am I otherwise interested  
25 in the event of this action.

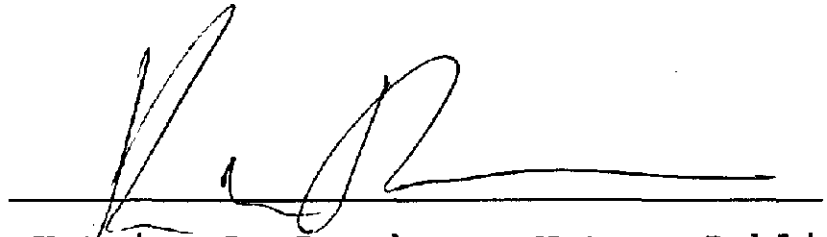
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1           IN WITNESS WHEREOF I have hereunto set my  
2           hand and affixed my seal of office at Cleveland,  
3           Ohio on this 24th day of March, 2010.

4  
5  
6  
7           

8           Katrina L. Dearborn, Notary Public

9           In and for the State of Ohio.

10          My commission expires 11-02-10.