

**Hunter, Donielle**

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**From:** ContactThePUCO  
**Sent:** Wednesday, March 21, 2012 6:09 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 3/21/2012

Re: Stephen Magee  
8890 Stillwater Dr

Galloway, OH 43119

Docketing Case No.: 11-4161-WS-AIR

Notes:

Please docket the customers letter in the case number above.

I am writing in regards to case #11-4161-WS-AIR and the proposed increase in water and sewage rates. I think it is deplorable that Ohio American Water will be allowed to increase rates again, when the water quality is horrible. Last year, our water started to taste very salty and when I called the company, they said nothing had happened that would cause it, then sent a person out to test our water. When the tech arrived, he said they did have the salt level too high and had tried to flush it out but we would have to run our water to get it all out. Our water has never tasted right since and we have had to purchase bottle water for our family. You can see all the softener built up on our fixtures. Please do not approve another hike in rates for this horrible company!

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Technician  Date Processed 3-22-12