

FILE

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PUCO

To Whom It May Concern:

First, we would like to thank the PUCO for the opportunity to speak at the public forum. We thank you for allowing the Blendon Township Public Forum.

We would like to take this opportunity to present another developing issue in the OAW Rate Case 06-0433-WS-AIR.

Tuesday, December 5, 2006, at 6:30 p.m., the PUCO held a public forum at Blendon Township Senior Center. While the residents were gathering in a full room with standing room only and people cramming into the door way, the PUCO started the public forum. They introduced the PUCO staff in attendance, the OCC staff in attendance, and so on. We learned there were approximately 5 PUCO staff, 5 OCC staff, 3 lawyers and staff from the Marion and Tiffin areas, 1 representative from the Darby Creek area, 1 representative from the national Food & Water Watch, 1 lawyer from Sally Bloomfield's law office, and 1 person from Ohio American Water Company.

As the residents came forward to testify about the poor water quality and poor service from OAW, all the attending parties appeared interested in what all 28 residents had to say over the period of 3 hours. Most of them were taking notes. But as each and everyone of us came to the podium to speak—some nervous—we observed one man in the back of the room sleeping. It appeared he slept during almost all of the 3-hour meeting. The last neighbor to testify called him out; it was David Little. She asked if he could have stayed awake long enough to hear one testimony.

I ask the PUCO to look at this. We the consumers of Ohio American Water are testifying as to why we should not receive an increase—stating prices are too high already and we are receiving inferior service and the water quality is brown. The only representative from Ohio American Water is in the back of the room and is taking a 3-hour NAP and is not taking notes—not even mental notes on what could or should be done to improve service or customer perceptions.

This is a great example of how OAW treats their customers. OAW's only representative slept the meeting away, only to awaken at the end of the meeting to rub elbows with the PUCO.

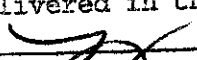
We ask the PUCO to deny any rate increase and to take care of issues that OAW customers have brought to light reinforced with stiff penalties for noncompliance.

We ask the PUCO not to sleep through this rate increase as OAW has but to take a stand for the consumers who have been paying a superior price for substandard water and service. We have left several samples for your evaluation. Please do not treat us as OAW has and is.

I ask, "What does this say to the residents?" OAW does not care about its consumers. They care so "Little" about us that David Little chose to catch up on some sleep, 3 hours of sleep. He must have really needed it.

I hope you will do the right thing.

Thank you,
Blendon Township OAW Customers

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