

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the :  
 Application of Ohio :  
 American Water Company to :  
 Increase its Rates for : Case No. 06-433-WS-AIR  
 Water and Sewer Services :  
 Provided to its Entire :  
 Service Area. :

PROCEEDINGS

before Messrs. Richard Bulgrin and Scott E. Farkas,  
 Hearing Examiners, at the Blendon Township Senior  
 Center, 1260-6330 South Hempstead Road, Westerville,  
 Ohio, called at 6:30 p.m. on Tuesday, December 5,  
 2006.

PUBLIC STATEMENTS - WESTERVILLE, OHIO

This is to certify that the images appearing are an  
 accurate and complete reproduction of a case file  
 document delivered in the regular course of business.  
 Technician Ann Date Processed 12/20/06

RECEIVED-DOCKETING DIV  
 2006 DEC 20 AM 10:39  
 PUCO

ARMSTRONG & OKEY, INC.  
 185 South Fifth Street, Suite 101  
 Columbus, Ohio 43215-5201  
 (614) 224-9481 - (800) 223-9481  
 Fax - (614) 224-5724

**ORIGINAL**

1 APPEARANCES:

2 Bricker & Eckler, LLP  
3 By Mr. Thomas J. O'Brien  
4 100 South Third Street  
5 Columbus, Ohio 43215-4291

6 On behalf of the Company.

7 Janine L. Migden-Ostrander  
8 Ohio Consumers' Counsel  
9 By Ms. Melissa Yost  
10 Assistant Consumers' Counsel  
11 Ten West Broad Street, Suite 1800  
12 Columbus, Ohio 43215-3485

13 On behalf of the Residential Ratepayers  
14 of the Ohio American Water Company.

15 - - -

1	INDEX	
2	- - -	
3	WITNESS	PAGE
4	Julie Hedrick	9, 120
5	Pamela J. Clegg	14
6	Steve Barber	27
7	James Welch	29
8	Victoria Kaplan	38
9	Charlie Shannon	45
10	Fred Popper	46
11	Mary Grogan	48
12	Mark Hintz	50
13	Janet Brown	53
14	Patricia Martin	57
15	Meredith Neff	58
16	Deforest Gordon	61
17	Phillip Bouton	63
18	Sharon Ricker	67
19	Alexis Cofield	72
20	Chan Park	76
21	Donna Sam	81
22	Bill Riggs	85
23	Loretta Mann	91
24	Greg Gossman	95

1	WITNESS	PAGE
2	Dan Cunningham	103
3	Samantha Hollern	106
4	Christy Ernst	115
5	Jim Chill	119
6	Andy Hehemann	127
7	- - -	
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		

1 Tuesday Evening Session,

2 December 5, 2006.

3 - - -

4 ATTORNEY EXAMINER BULGRIN: Good evening,  
5 we'll get started. This is the fourth local public  
6 hearing by the Public Utilities Commission in case  
7 number 06-433-WS-AIR, In the Matter of the  
8 Application of Ohio American Water Company to  
9 Increase its Rates for Water and Sewer Services  
10 Provided to its Entire Service Area.

11 I'm Dick Bulgrin, and with me tonight is  
12 Scott Farkas. We're the attorney-examiners assigned  
13 by the Public Utilities Commission of Ohio to conduct  
14 these hearings. And with us tonight are Commission  
15 personnel representing our Service Monitoring  
16 Enforcement department and also our Office of Public  
17 Affairs.

18 Let's take appearances for the company.

19 MR. O'BRIEN: On behalf of Ohio American  
20 Water Company, Bricker & Eckler, LLP, by Thomas J.  
21 O'Brien and Sally W. Bloomfield, 100 South Third  
22 Street, Columbus, Ohio 43215.

23 ATTORNEY EXAMINER BULGRIN: Okay.

24 FROM THE FLOOR: We can't hear him back

1 here.

2 ATTORNEY EXAMINER BULGRIN: They're not  
3 testifying at this point.

4 For the OCC?

5 MS. YOST: On behalf of Ohio American  
6 Water residential consumers, the office of the Ohio  
7 Consumers' Counsel, Janine L. Migden-Ostrander,  
8 Consumers' Counsel, I am Melissa Yost, Assistant  
9 Consumers' Counsel, Ten West Broad Street, Columbus,  
10 Ohio 43215.

11 ATTORNEY EXAMINER BULGRIN: Thank you.

12 I don't think there's any others.

13 MS. YOST: Tiffin's here.

14 ATTORNEY EXAMINER BULGRIN: I'm sorry.

15 Apparently not.

16 Okay. The PUCO staff and representatives  
17 of Ohio American are available if you have a question  
18 concerning a utility matter other than the rate  
19 increase which is the focus of tonight's hearing.

20 Additionally, there is staff from the  
21 Office of Consumers' Counsel who may be able to help  
22 you with your questions. And we would note that the  
23 Consumers' Counsel's intervened in the case and will  
24 represent all the residential utility customers

1 affected by the proposed rate increase.

2           You should have received an information  
3 sheet when you arrived tonight from the PUCO staff  
4 titled "Ohio American Water Rate Case." The fact  
5 sheet provides an overview of the recommendations of  
6 the Staff Report as well as an overview of the  
7 procedures of the case.

8           The five local public hearings scheduled  
9 in this case are only one aspect of the rate case  
10 process. A public hearing is also scheduled to  
11 commence on December 11th, 2006, at the Commission  
12 offices downtown; the purpose of that hearing is to  
13 allow Ohio American, the staff, and the intervenors  
14 to present witnesses and evidence in support of their  
15 positions in the case.

16           The Office of Consumers' Counsel, which  
17 opposes the rate increase, will represent the  
18 residential customers at that hearing.

19           The purpose of tonight's public hearing  
20 is to receive comments from the public regarding Ohio  
21 American's proposed rates. We will not be hearing  
22 from the company, the staff, or the intervenors  
23 tonight. This is your opportunity to let the  
24 Commission know what you think about the company's

1 request to increase its rates.

2 If you'd like to testify but have not yet  
3 signed up, please check in the back there, there's a  
4 sign-up sheet. We'll take the witnesses in the order  
5 in which you are signed up.

6 Before you begin your statement, please  
7 state your name and address, and please spell your  
8 last name for the court reporter. Your testimony  
9 will be considered part of the official record of the  
10 case to be reviewed by the commissioners before they  
11 make any decision.

12 Before presenting sworn testimony you'll  
13 be required to take an oath stating that what you are  
14 about to say is the truth. Tonight's hearing is  
15 being transcribed by a court reporter, so if you plan  
16 to testify, please speak plainly so that the court  
17 reporter can accurately reflect your comments on the  
18 record. If you have a prepared written statement, it  
19 will be helpful for you to provide a copy to the  
20 court reporter.

21 We appreciate your participation in  
22 tonight's hearing and we want everyone who wishes to  
23 make a public statement be able to do so. If you  
24 choose to make a public statement, please be



1 considerate of others waiting to give their testimony  
2 and keep your statements to a reasonable period.

3 If you prefer, you can submit your  
4 comments on the Commission's website by going to  
5 [www.puco.oh.gov](http://www.puco.oh.gov) and click on the Contact Us link at  
6 the top of the page, and if you go that route, be  
7 sure to note the case number in your comments so that  
8 it gets filed in the proper docket.

9 Okay. At this point I'll begin calling  
10 witnesses forward. There's also a sign-up sheet in  
11 the back, I don't know how long we're going to go,  
12 but there is a list or a sheet if you just want to  
13 affirm the comments that are being made in tonight's  
14 testimony but don't want to stick around and go on  
15 the record. There's a sheet that you can sign to  
16 indicate your agreement with what's been said here  
17 tonight.

18 ATTORNEY EXAMINER FARKAS: Julie Hedrick.

19 - - -

20 JULIE HEDRICK

21 presented herself as a public witness, and being  
22 first duly sworn, testified as follows:

23 DIRECT TESTIMONY

24 MS. HEDRICK: Hi, guys. How are you?

1 FROM THE FLOOR: Fine.

2 MS. HEDRICK: I'm Julie Hedrick, and I  
3 live over on Cairo Road about a mile -- just around  
4 the corner, just like you guys. I want you to know a  
5 couple of things before we get started.

6 And I'm sorry, Hedrick, H-e-d-r-i-c-k,  
7 5911 Cairo Road, Westerville, Ohio 43081. I also own  
8 a rental property in Clinton Township at 5899 Cairo,  
9 and I manage another rental property for my family at  
10 5529 Buenos Aires.

11 Over the last nine months I've spent just  
12 about every single day volunteering in some fashion  
13 to defeat this rate increase, whether it's creating  
14 the 100 yard signs throughout the township, designing  
15 and copying fliers, writing various articles and  
16 public relations to get our voice heard, talking on  
17 the phone, responding to e-mails, obtaining  
18 signatures for our petitions, and so on and so on and  
19 so on.

20 Where we stand tonight as a community is  
21 nothing short of amazing. This turnout tonight is  
22 amazing, and I want you to look around the room,  
23 because this is the first time in a long time that  
24 Blendon Township has gathered like this. These are

1 your fellow neighbors.

2           Several people have played an important  
3 role in getting our community together and I think it  
4 is important to recognize them so far. One is Jim  
5 Welch, he's the president of our Huber Ridge Area  
6 Association, and if you haven't joined the  
7 association, please do. These are the kinds of  
8 things that we're working on for you.

9           Pam Clegg. Pam is right up here in  
10 front, and she's done everything from newsletter  
11 distribution to making sure you even get your  
12 newsletters to helping with e-mails. We've got Brent  
13 and Marge and everyone else from the executive  
14 committee.

15           Carolyn from the Huber Ridge Association  
16 who's helped get you here tonight. Whether you're  
17 here from Huber Ridge, Sunbury Woods, or somewhere  
18 else in the township, these are the leaders that are  
19 helping get you guys here.

20           Trustees, the Blendon Township trustees  
21 and our police department, we thank you for providing  
22 the officers tonight.

23           I want you to know a couple things, one,  
24 don't be scared to get up here. My heart is beating

1 just as hard as yours to stand up in front of all you  
2 guys and talk. It is very nerve-racking. Please do  
3 not be intimidated by PUCO and by Ohio American  
4 Water.

5 And, just for the record, can Ohio  
6 American Water executives in the room please raise  
7 your hand?

8 Thank you. Any other Ohio American Water  
9 representatives in the room?

10 Thank you.

11 And then we've got PUCO here in the  
12 front, some PUCO PR representatives in the back that  
13 are helping with our sign-in.

14 And the Ohio Consumers' Counsel which is  
15 up here in the front, they're our friend. They've  
16 been helping us battle this on a consumers level;  
17 they need to be recognized.

18 Huber Ridge Associates, hands, please.

19 Okay. Thank you.

20 Sunbury Woods.

21 Thank you.

22 And any other neighborhood I haven't  
23 called? Anyone who hasn't raised their hand.

24 Thanks, guys, Dempsey, that sort of area.

1           When you get up here to swear in, and  
2 when you get up here to talk, you do not have to have  
3 anything prepared. We need you to talk. We  
4 appreciate you coming in person, but we need you to  
5 talk. By swearing in and having this court reporter  
6 write down your comments, that's what's going to make  
7 a difference in truly getting your voice heard.

8           We'll hear from residents who have  
9 prepared their thoughts and many more residents who  
10 will speak off the cuff and from the heart.

11           If you do want to speak, like PUCO said,  
12 please sign the form in the back. They're going to  
13 go right down the form, call your name, you swear in,  
14 you'll come up here and say, "My water bill's XYZ.  
15 This is why it's a burden on my family"; poor  
16 quality, poor service, whatever it is, we need you to  
17 speak from the heart.

18           Finally, we're going to pass around the  
19 clipboard, if you can give your name, phone number,  
20 and address, no matter what neighborhood you live in,  
21 we're going to be doing this again probably next  
22 year. This isn't the last time. This is your first  
23 time to speak, and we want to hear you speak.

24           Please be calm. Please be courteous.

1 Let's not make fools of ourselves, especially since  
2 we do have some media in the room. Let's keep it  
3 nice and calm, but please speak from the heart.

4 If you have any questions, you can come  
5 up to me tonight and, of course, you can come up to  
6 PUCO and some other representatives if you need  
7 anything. Thanks so much, and I think we're on to  
8 our first person.

9 ATTORNEY EXAMINER FARKAS: Pam Clegg.

10 And also, there are some seats up here in  
11 the front. There's a few seats if somebody wants to  
12 sit up front.

13 (Witness affirmed.)

14 ATTORNEY EXAMINER BULGRIN: If you can  
15 state your name and spell your last name.

16 MS. CLEGG: Yes. My name is Pam Clegg,  
17 Pamela J. Clegg. I live at 3614 Makassar Drive,  
18 Westerville, Ohio 43081.

19 - - -

20 PAMELA J. CLEGG  
21 presented herself as a public witness, and having  
22 first duly affirmed, testified as follows:

23 DIRECT TESTIMONY

24 MS. CLEGG: I am here to give my own

1 testimony, but also there is a neighbor who asked me  
2 to read an e-mail that she wrote to me December  
3 4th, 2006, 11:10 a.m., she asked me to read that on  
4 her behalf.

5 And I can give it to you. You may keep  
6 it. Although it has other things on it, you can take  
7 what you need.

8 She writes: Pam, my name is Dorothy  
9 Crawford. I live at 3723 Paris Boulevard East in  
10 Westerville and I work at -- the church I attend.  
11 She went on to church business, and then she went to  
12 her second concern.

13 She said, "Then, my second concern is the  
14 Ohio American Water Company trying to raise the price  
15 of our water. I have fought with the PUCO and the  
16 water company for several years before trying to get  
17 them to do something about the bad water we have to  
18 use."

19 Pardon my next reading here, I'm going to  
20 read what she wrote. "I have found that the PUCO is  
21 'in bed' with the water company and won't listen when  
22 we try to get them to help us. I had them come out  
23 to my home and look at the filter for my water  
24 softener a few years back. I can put on a new

1 filter, which is white, and when I turn the water  
2 back on and the filter container fills up with water,  
3 it is already showing a rusty look, not clear like  
4 good water. Within a week it looks like coffee, and  
5 within a month the water in the filter container is  
6 as black as strong coffee. In the bottom of the  
7 filter container is something that looks like a lot  
8 of coffee grounds, I don't know if it is rust or  
9 what.

10 "It really provokes me every time I think  
11 of people cooking with our water and giving it to  
12 their children to drink. It cannot be healthy.

13 "I know there is a meeting tomorrow  
14 evening and I'm not sure if I can attend. I changed  
15 the filter on my water softener on November 18th.  
16 That is 17 days on the new filter. I wonder if it  
17 would do any good to take the filter and the  
18 container to the meeting to show the people what kind  
19 of water they are having to use."

20 And then she asked me to call her.

21 "Thanks in advance. Dorothy Crawford."

22 I did bring it. Janet, if you could  
23 bring that out, or Mary. I brought it, and she gave  
24 me -- this is something that she's doing without



1 right now, so I'm going to need to get it back to her  
2 tonight; it's her filter.

3 Jim, do you want to -- there it is.  
4 That's her filter. And she --

5 MR. WELCH: Seventeen days.

6 MS. CLEGG: Yeah, 17 days.

7 She took me into her home and showed me  
8 where it was connected. It comes before her water  
9 softener. That is the testimony from Dorothy  
10 Crawford.

11 You may have that if you want to.

12 Regarding my own testimony, I wrote a  
13 letter to the PUCO upon hearing about this proposed  
14 rate increase because I have lived in this  
15 neighborhood since 1987, and when I first moved here,  
16 I was single, I moved here because it was Westerville  
17 schools, I'm thinking ahead, resale, and I didn't  
18 think anything of it. I was one person. The clothes  
19 I wore at the time were dry clean only, so I had  
20 maybe one load of wash a week; you can imagine what  
21 my water bill was. So I didn't think much of it.

22 But then I married in 1991 and my husband  
23 educated me about the price of water because, after  
24 all, he had been paying for Columbus water, and he

1 just couldn't believe this. So he began to show me  
2 the differences, and over time, over time.

3 Well, then we had children. There are  
4 five in our home. Our average water bill nowadays is  
5 \$86 a month. It used to be 90, over a hundred, until  
6 2004 when we took a hit and bought a large-capacity  
7 front-load washer. I would recommend that to all of  
8 you, if you're in the market, because that definitely  
9 brought our water price down.

10 So I wrote a letter to the PUCO asking  
11 that they would deny the proposed rate increase, and  
12 I said why, because two surrounding communities,  
13 Westerville and Columbus, offer water and sewer to  
14 consumers for nearly 1/3. Well, when I tell you the  
15 price, it sounds more like 1/2 of the cost of what  
16 Ohio American Water charges us.

17 We know because, you know, I have  
18 relatives living in that area, and I have copies of  
19 their bills. But, of course, I do think that the  
20 PUCO would know what people's -- what Westerville and  
21 Columbus bills are like.

22 And further, I went on to say that our  
23 water, according to their own reports, is -- the  
24 water quality is at a high risk for contamination

1 according to their own literature. I thought for  
2 this reason alone we should disband from the company  
3 and I asked to do that.

4 Ohio American Water -- and, you know, I  
5 appreciate these people, they are people, I want to  
6 respect and honor them, but I'm looking at it as a  
7 company out for profit. They are a company that has  
8 historically overcharged for the same service and  
9 product that is sewer and water.

10 Further, PUCO literature that we received  
11 from the 2005 Ohio State Fair said that the PUCO was  
12 created to, this is a quote, "The PUCO was created to  
13 assure Ohioans adequate, safe, and reliable public  
14 utility services at a fair price."

15 Ohio American Water neither offers safe  
16 or a fairly-priced product.

17 I believe if this rate increase happens,  
18 as it has continually happened over the years, that  
19 it's going to further impact our neighborhood.  
20 People move out, and with the water company bill in  
21 mind, and that -- and I see people nodding their  
22 head, and they know that.

23 People can really not afford this kind of  
24 a utility, actually. And we really don't want to see

1 our water turning out to be like gas where Columbus  
2 wants to hurry up and catch up to the high rates that  
3 this company has been getting.

4 I'll go on. I want change for the  
5 better.

6 This is my copy of the PUCO saying what  
7 their purpose is. You may have that.

8 The water quality reports say -- we  
9 started getting these reports in 2003, that was when  
10 we were with Ohio American Water; prior to that I did  
11 not see this. And, apparently, it's because of an  
12 Ohio EPA, as it said in 2003, the same message each  
13 time, "Ohio EPA recently completed studies of the  
14 Ohio American Water sources," in 2003 they listed  
15 Franklin County - Blacklick Estates, Huber Ridge,  
16 Lake Darby, Timberbrook, Worthington Hills, and so  
17 forth.

18 And it just says right on there that  
19 "This aquifer water-rich zone that supplies water to  
20 Ohio American Water -- Huber Ridge -- has a high  
21 susceptibility to contamination. This determination  
22 is based on the following," and then they give their  
23 reasons.

24 It says, "This susceptibility means that

1 under current existing conditions, the likelihood of  
2 the aquifer becoming contaminated is relatively high.  
3 This likelihood can be minimized by implementing  
4 appropriate protective measures." That was in 2003.

5 Same message in 2004.

6 Same message in 2005.

7 Okay. When we heard about this rate  
8 increase, they proposed this general 17 percent. Our  
9 neighborhood -- as Julie pointed out -- the executive  
10 committee got involved in this and we started  
11 discussing right away, because Jim Welch was advised,  
12 and Jim Welch advised us right away back in March.

13 You know, the relative I have who lives  
14 in the city of Westerville had just given me a copy  
15 of his bill dated 12/24/05, and that included  
16 Westerville's new rate. They pay a dollar 99 per CCF  
17 for water, as opposed to our current 3.239800 per CCF  
18 charge.

19 Doing the math -- I didn't do it, it's  
20 not my forte -- that's a 63 percent difference, and  
21 that does not include the \$5.31 service charge, as I  
22 put it, for who knows what. And if you include the  
23 \$5.31 service charge, which Westerville doesn't pay,  
24 we pay 101 percent more than they.

1 We can go without it. I can talk loudly.

2 (Interruption.)

3 MS. CLEGG: How's that?

4 We pay 101 percent more than they. So I  
5 gave a real number example, and then I talked about  
6 the differences. The differences are really high.

7 The point is, is that we talk about the  
8 value of our homes. You know, we have rentals in our  
9 neighborhood and people have seemingly wanted to  
10 snatch up some of these homes because they're  
11 inexpensive, that's why some of us are living here.  
12 Julie pointed that out in her Dispatch article that  
13 she wrote, that people are in here that are on fixed  
14 incomes, and she talked about people who are just  
15 starting out.

16 Well, let me say there are people here  
17 who are not just starting out, but we choose to be a  
18 single-income family so that I can be home with the  
19 children. So that puts a hardship on the family when  
20 you've got this issue of budget.

21 So you think about our neighborhood and  
22 how it's impacting the neighborhood, you've got these  
23 rentals. Who in their right mind is going to really  
24 want to rent in one of these homes when they realize

1 that they are paying what they have to pay for water?

2 I don't think that would be a good choice.

3 You may have this if you want it.

4 We have the reason for our 2005 rate  
5 increase, and the thing that bothered me about this  
6 new pending rate increase was that it was based on 7  
7 CCF per month. That's nice if you're just Ralph and  
8 Judy Barrell and you're living in your home, and you  
9 might use a little less than that. But when you have  
10 five people in your home, as we do, to have an  
11 average of 7 CCF is a little unrealistic.

12 When I looked at the prior rate increases  
13 that Citizens had put out, and we had those phase-in  
14 rates, I noticed that they used to use 8 CCF per  
15 month, and that was a little more like it, the 8 CCF  
16 per month. So I have this and this saying why we're  
17 getting the 2005 rate increase and the fact that it  
18 was based on 8 CCF per month.

19 I have copies of the bills from -- our  
20 bill, which was 8 CCF, the date on this bill is  
21 October 13th -- I'm sorry, November 14th, 2005.  
22 Our bill was \$85.40.

23 My relative who lives in Westerville had  
24 a bill of water and sewer, that's all they're

1 charged, it was also 8 CCF, and his amount was  
2 \$42.60. That's a \$42.80 difference, and that is  
3 after Westerville got their rate increase. I figured  
4 that out and that is \$513.60 per year; I'd like to  
5 have that.

6 My brother, who is my relative with a  
7 Columbus bill, showed me what his bill was, and I  
8 realize that the newspaper article talked about their  
9 pending rate increase, but he gave me his bill that  
10 was -- they're billed three months, it's 11/19/2005  
11 to 2/22/2006, days of service: 95 days. So it  
12 averages to 31.5 days. His total bill which includes  
13 clean river funds, sewer charge, storm water charges,  
14 water charges, is \$119.42.

15 Well, when you divide that up, 31.5 days,  
16 if you divide that up into the three months, that  
17 comes to \$39.31 per month. That's a lot less than  
18 \$85.40.

19 And as far as the CCFs, he had 23 CCFs  
20 for three months. That's about 8, if I'm  
21 calculating -- I know I'm not the strongest in math,  
22 but that's about 8. The difference is \$46.09.

23 Now, if they get that 15 percent rate  
24 increase that they're saying is going to happen, that



1 should bring this bill up to \$137.42, which is still  
2 \$45 difference. I see it -- and their total  
3 difference for a year is \$553.08.

4 What really irked me was The Dispatch  
5 article, and this will be probably my last, November  
6 25th, 2006, Paul Wilson, probably did the best he  
7 could to write this article, he talked about the  
8 average -- the bills jumping from \$58.26 to \$66.92.  
9 That's really a low bill. That's probably like Ralph  
10 and Judy, who are just two people. And I just think  
11 that that was really low.

12 But David Little, who's the general  
13 manager of Ohio American Water, talks about the rate  
14 increase and he says it's not a situation where we  
15 can ask for more and hope we can get something in  
16 between. Quite frankly, I hope they get nothing. I  
17 hope that they get deregulated, because that's what's  
18 fair. If the PUCO is going to do what's fair, they  
19 should be deregulated.

20 And then he went on to write that, when  
21 he talked about the company, "Even without the rate  
22 increase Ohio American customers who get water and  
23 sewer service from the company pay slightly more." I  
24 don't know what his definition of "slightly more" is,

1 but mine's a little different. Slightly more than  
2 the 260,000 customers on Columbus water and sewer.  
3 That's figuring in a 15 percent increase. Well, I  
4 already told you what the 15 percent increase would  
5 be, and that goes into effect in January.

6 Then it went on to say, and this is what  
7 irked me, "Public utilities" -- "Little said 'Public  
8 utilities don't pay property taxes and the city's  
9 larger utility network has 33 times more customers  
10 than Ohio American has in Franklin County, making it  
11 better able to take advantage of economies of  
12 scale.'"

13 Well, I just say that as far as economies  
14 of scale go, you know, it's almost like the small  
15 business owner up in Uptown Westerville who can't  
16 keep up with Wal-Mart. What happens to them? They  
17 go out of business.

18 (Applause.)

19 MS. CLEGG: Thank you.

20 ATTORNEY EXAMINER FARKAS: Steve Barber.

21 - - -

22

23

24

1 STEVE BARBER

2 presented himself as a public witness, and being  
3 first duly sworn, testified as follows:

4 DIRECT TESTIMONY

5 MR. BARBER: My name is Steve Barber. My  
6 address is 3621 Dempsey Road, Westerville, Ohio  
7 43081.

8 I've been a resident here for 34 years,  
9 on Dempsey Road; seen a lot of changes. Our water  
10 bill was three times what Columbus was when we moved  
11 in here, and it seems like it's still about that.

12 My wife and I don't water our yard. We  
13 don't wash our cars at home. We take one shower each  
14 a day. We eat out quite a bit, so we don't wash  
15 dishes every day, we don't run the dishwasher that  
16 often.

17 We have a water softener that runs about  
18 every ten days. Even with the new water it's too  
19 hard for my taste because I'm used to zero grains  
20 hardness, and it's about 125, I think. So we went  
21 ahead and stayed the water softener, but it only  
22 cycles like once every ten days now, so it's a lot  
23 better.

24 Our water bill, though, is still between

1 a hundred and \$120 a month for just the two of us,  
2 and it's been that way forever. I've had them out to  
3 the house; everything.

4 We've complained about -- at least once a  
5 week my water is brown, and it's not fit to drink  
6 until later in the day. We've complained and been  
7 given a variety of excuses from "We know and we're  
8 flushing it" to "You're at the end of the line and  
9 we're trying a different way of flushing" and "The  
10 lines are old." So, I mean, they give us all kind of  
11 excuses.

12 The quality of the water for the cost is  
13 outrageous. The cost is outrageous even for good  
14 water. What they are charging us is highway robbery.  
15 If I could buy my gas, my natural gas, from the  
16 lowest-cost supplier and get it through Columbia Gas  
17 lines, and electric and phone service through the  
18 best-price supplier, why can't I get my water from  
19 somebody else?

20 (Applause.)

21 MR. BARBER: They have a monopoly and are  
22 robbing us. It would be cheaper to dig a well and  
23 put in a septic system. If this company cannot  
24 provide us with good water for a reasonable price,

1 then they need to fold up business here and we should  
2 tap into Columbus or Westerville for water and sewer.

3 If there was a disaster in our water  
4 supply, where would we get our water? We'd get it  
5 from Columbus or Westerville. Well, this is a  
6 disaster. And I don't want to blame township  
7 officials or PUCO, but somebody needs to take care of  
8 our best interests, and it's not the water company.  
9 Thank you.

10 (Applause.)

11 ATTORNEY EXAMINER FARKAS: Jim Welch.

12 - - -

13 JAMES WELCH

14 presented himself as a public witness, and being  
15 first duly sworn, testified as follows:

16 DIRECT TESTIMONY

17 MR. WELCH: Name's James Welch, 5460  
18 Acapulco Place, Westerville. The last name is  
19 spelled W-e-l-c-h. This speech is not as long as it  
20 looks.

21 I've got some pictures for you gentlemen.  
22 It's only seven pages, not a whole volume.

23 First I'd like to thank Blendon Township  
24 and the Senior Center for the use of this facility.

1 A thank you goes to everyone who submitted letters to  
2 the PUCO and who signed a petition and everyone  
3 attending tonight. We've got a great crowd. Thank  
4 you all for coming. This does make a statement by  
5 itself, filling the room up.

6 A huge "thank you" goes to Huber Ridge  
7 Area Association, everyone involved in the  
8 association, handing out literature, to passing out,  
9 putting the signs up, whatever it may be. And to  
10 Julie Hedrick, the driving force behind the fight  
11 against OAW.

12 First of all, I'd like to start out with  
13 a show of hands. Whose water bill is \$50 or higher?  
14 Please raise your hand. Let it be known I see about  
15 90 percent of the people here with their hands up.

16 Whose bill is \$75 or higher per month?  
17 Raise your hand. Approximately, I'd say, 40 percent  
18 of the people here.

19 Let's go with a hundred dollars, let's  
20 see a show of hands of a hundred dollars. I'd  
21 probably say 15, 20 percent of the room has got a  
22 hundred dollars there.

23 Well, who is American Water? Well, OAW  
24 is owned by American Water, who is owned by RWE AG

1 located in Germany.

2 On March 17th, 2006, OAW filed a rate  
3 request. OAW's requesting a 17.1 percent overall  
4 rate increase. OAW is the largest regulated water  
5 utility in the state providing water and/or waste  
6 water to over 158,000 people in 36 communities across  
7 Ohio. OAW is requesting 18.9 percent increase to  
8 Huber Ridge paying customers.

9 The quality of water and service to Huber  
10 Ridge treatment plant customers received from OAW  
11 does not warrant any increase. As a matter of fact,  
12 the PU should be considering a decrease in our bills.

13 The PUCO Staff Report for case number,  
14 which is our case number, 06-0433-WS-AIR lists  
15 several areas of concern. If you look at the Staff  
16 Report, I think it was late-September, pages 77  
17 through 92, most of these concerns were raised by the  
18 PUCO either at OAW's last rate increase or the  
19 previous one.

20 OAW has failed to comply with any of  
21 these areas of concern. OAW has either failed to  
22 knowledge these areas or is behind in the timetable  
23 set by the PUCO, all while immediately imposing all  
24 rate increases approved by the PUCO to its customers

1 immediately.

2           The PUCO's failed us in this area also.  
3 The PUCO's acknowledged OAW's neglect and has failed  
4 to enforce compliance. The PUCO's failed to  
5 recognize other areas of concerns: Water quality,  
6 brown water, customer service in our area.

7           I'm requesting that the PUCO impose a  
8 quarterly fine of \$25,000 to OAW until full  
9 compliance of achieved from the previous rate  
10 increases. This fine is to be distributed, by my  
11 recommendations, to OAW customers in each county  
12 affected by noncompliance.

13           I also request OAW -- deny this rate  
14 increase. Ohio American Water states, and this is a  
15 quotation, "Water remains the best value for  
16 consumers in terms of utility service they receive."  
17 Yet for 8 CCF water and wastewater the city of  
18 Westerville charges 42.60 a month for the entire  
19 bill.

20           For 23 CCF -- I'm reiterating what Pam  
21 just spoke to you earlier about. For 23 CCF for  
22 three months the city of Columbus charges 119.42 for  
23 their entire bill, and that's just 39.81 per month.  
24 I did not figure in the increase; she already did.



1 Yet for 7 CCF OAW charges 76.04 per month for their  
2 entire bill. That is an actual one of my bills.

3 And Ohio American Water's customer  
4 service and water quality is half of what Columbus  
5 and Westerville is. Then OAW wants another  
6 18.9 percent? I invite the PUCO to tour the service  
7 area of the Huber Ridge plant; they will see OAW's  
8 price, service, and quality of water has deteriorated  
9 the service area.

10 Customers do not landscape their  
11 properties, water yards, for the major expense of  
12 their water bill; this hinders home sales and home  
13 values. OAW consumers do not drink the water from  
14 their tap; we do not know whether it will be clean or  
15 brown. The brown water ruins clothes when you wash  
16 it. When drawing bath water, you wonder --

17 (Interruption.)

18 MR. WELCH: When you draw bath water, you  
19 wonder if the water will make you cleaner or you will  
20 make the water cleaner. OAW's answer to this is run  
21 your water till it runs clean. I ask, at the price  
22 of this water, who will pay for this? Instead of  
23 fixing the rusty water problem, their answer is run  
24 your water to clear it up. Run up your bills higher

1 is their answer.

2 A show of hands who landscapes and waters  
3 their yards.

4 MS. CLEGG: That's different.  
5 Landscaping is one thing, watering is another.

6 MR. WELCH: Both. You still have to  
7 water your landscaping.

8 MS. CLEGG: Yeah, but you -- I don't  
9 water grass, I'll only do landscaping.

10 MR. WELCH: Okay. Well, I'll ask who  
11 waters their yards? Raise your hand.

12 FROM THE FLOOR: And who would like to  
13 water their yards?

14 MR. WELCH: All right, there you go.  
15 First of all, I'd say about eight people raised their  
16 hands to watering yards, and I'd say about 90 percent  
17 of the room raised their hands who would like to  
18 water the yard. I'll just skip the landscape part of  
19 it, then.

20 In our house we have Aqua Falls spring  
21 bottled water in the house. The water appearance and  
22 taste is far superior to the brown tap water we  
23 receive from OAW. This is a major additional expense  
24 we incur because of the poor quality OAW serves its

1 customers here.

2 Not only is the water quality poor, so is  
3 OAW's customer service and how they maintain their  
4 property. I have several fire hydrants pictured and,  
5 hence, gentlemen, I've handed you pictures. How  
6 would you like to have one of these in your front  
7 yard? How would you like to mow around it every  
8 week? How would you like to trim around that every  
9 week? I have questions some of them there, if they  
10 even work.

11 That is the next street over from the  
12 Blendon Township Service Department right there.  
13 It's the next street over. I didn't go tour the  
14 neighborhood and try to find the worst ones, I went  
15 to the closest street over and took pictures of them  
16 straight down the street. You can tour the  
17 neighborhood and you'll find every one just like it.

18 Also, take a look at the treatment plant  
19 I handed you on Buenos Aires, as it looks from Buenos  
20 Aires. I have never seen a utility company that  
21 looked so shabby. OAW puts nothing back in the  
22 community they take so much from.

23 Ohio American Water reminds of me a thief  
24 in the night, they take all your money and leave

1 behind a mess for us customers to clean up.

2 As I stated previously, Ohio American  
3 Water is owned by American Water who is owned by RWE  
4 AG from Germany. American Water claims they are the  
5 largest and most geographically diverse provider of  
6 water services providing service to more than 18  
7 million people in 29 states including Puerto Rico and  
8 Canada.

9 One would assume American Water would  
10 know how to properly and successfully run a water  
11 company, provide quality water and service with value  
12 to its customers. Well, I guess we were wrong.  
13 American Water is raising rates across the United  
14 States, and customers across the U.S. are complaining  
15 about water quality and service.

16 It appears American Water is raising its  
17 rates to inflate their profit margin. Why? Because  
18 RWE is positioned to sell shares of American Water in  
19 an initial public hearing next year. Projected  
20 initial offering for stock sales of American Water is  
21 second quarter of 2007.

22 It appears that Ohio American Water/  
23 American Water is only good for one thing, they know  
24 how to work the system. They are able to get the

1 states' public utility commissions to grant multiple  
2 rate increases back to back to back without having to  
3 provide reasonable water and service to its  
4 customers.

5 While American Water has failed their  
6 customers, so has the PUCO. As stated before, pages  
7 77 through 92 in the Staff Report is 17 pages full of  
8 problems with Ohio American Water.

9 We need accountability now. Maybe we  
10 should all write our state senators and governor.  
11 Maybe the PUCO should be elected and not appointed;  
12 that would be accountability. We do need  
13 accountability now, no rate increase, stiff penalties  
14 for noncompliance.

15 After beating your chops a little bit,  
16 I'd like to thank you for the opportunity to testify  
17 in this case and just ask you to deny this increase  
18 and enforce the compliance now. Thank you.

19 I brought something, in case you get  
20 thirsty this evening.

21 (Applause.)

22 ATTORNEY EXAMINER FARKAS: Victoria  
23 Kaplan.

24 - - -

1 VICTORIA KAPLAN

2 presented herself as a public witness, and being  
3 first duly sworn, testified as follows:

4 DIRECT TESTIMONY

5 MS. KAPLAN: Good evening, everybody. My  
6 name is Victoria Kaplan. My address is 1400 16th  
7 Street, Northwest, Washington, DC 20010. And that's  
8 No. 225.

9 I work as a national organizer with the  
10 consumer advocacy group called Food & Water Watch,  
11 we're based in Washington, DC, and I'm here tonight  
12 on invitation of the neighborhood association here.  
13 I want to thank you for that invitation, for the  
14 opportunity to speak in front of you.

15 The mission of Food & Water Watch is to  
16 challenge abuses by corporations and to promote  
17 accountability in corporations that provide food and  
18 water to our citizens. In this capacity I work with  
19 citizens, community organizations, and local elected  
20 officials around the country who are working to  
21 improve the quality and accountability of their water  
22 service.

23 My office receives many calls from  
24 ratepayers like those of you all here tonight calling

1 to report to us, as a consumer advocacy organization,  
2 problems that they are having with the corporation  
3 that provides their water.

4 I can say that in the last 15 months I  
5 have received by far the most phone calls about  
6 American Water and its subsidiaries around the  
7 country than about any other company. So my purpose,  
8 therefore, here in testifying tonight is to provide  
9 to you, the ratepayers, some national context for the  
10 current OAW rate increase that you're facing here and  
11 that you're challenging here tonight.

12 As Jim mentioned, OAW is not an  
13 independent local entity. As many of you know, it's  
14 a subsidiary of American Water, which is based in  
15 Voorhees, New Jersey. American Water is the largest  
16 private water company in the United States with  
17 18 million customers in 29 states and 3 Canadian  
18 provinces.

19 American Water, in turn, is also a  
20 subsidiary of RWE, which is a utility conglomerate  
21 based in Germany. RWE's main industry is energy and  
22 gas. RWE has more than 600 subsidiaries, 70 million  
23 customers spanning Europe, Asia, Africa, Australia,  
24 and North and South America. And RWE has annual

1 sales of \$75 billion.

2 In 2003, hoping to be part of a growing  
3 trend to invest in water services around the world,  
4 RWE completed its purchase of American Water; that  
5 was about three years ago. The company announced its  
6 plans to do so in -- just six days after September  
7 11th, 2001. RWE's CEO at the time, Dietmar Kuhnt,  
8 said, quote, "Rather than delay, we are making this  
9 announcement today because we believe it is more  
10 important than ever to show the world that we are  
11 investing in America."

12 Well, three years later, as we know, RWE  
13 is selling American Water. And next year in the  
14 second quarter of 2007 is the target for selling  
15 American Water through an initial public offering, an  
16 IPO, which means that the company will be offered --  
17 shares of the stock will be opened up to anybody who  
18 wishes to purchase them.

19 And this month the CEO of American Water,  
20 Donald Correll, said that -- estimates, I think it  
21 was around 40 or 50 percent of those purchases of  
22 stock to be from entities like hedge funds, mutual  
23 funds, and the remaining to be purchased by  
24 individual shareholders, whoever and wherever they



1 may be.

2 Now, why is RWE selling American Water?  
3 Well, when RWE bought American Water, it paid  
4 \$4.6 billion, which was a 37 percent markup over the  
5 stock value, and this had water industry analysts  
6 kind of wondering what they were up to and predicting  
7 that it wouldn't be long before they got out, made a  
8 quick buck. At the same time, RWE also assumed \$3  
9 billion worth of American Water's debt.

10 Nick DeBenedictis, who is the CEO of Aqua  
11 America, which is another private water company and a  
12 competitor of American Water, said, quote, "It does  
13 not bode well with employees to be bought and sold in  
14 a five-year period twice. So I think that hurts our  
15 industry." So customers are asking why is there no  
16 stability in this company.

17 And this week American Water is asking  
18 for rate increases not only in Ohio, but in  
19 California and New Mexico as well. So I want to tell  
20 you a little bit about what's going on in those other  
21 communities.

22 In California, for example, the company  
23 has asked for an increase in one community of 105  
24 percent. As it is, that community already pays 36

1 percent more than five of the six neighboring  
2 public -- public -- water agencies. I understand the  
3 situation is similar here as compared to Columbus.

4           And the state official who reviewed the  
5 rate increase, but still granted a percentage of it,  
6 acknowledged, quote, "Widespread customer  
7 dissatisfaction with the company," and, quote,  
8 "Extremely strained relationships with the community  
9 due in part to poor customer service at the company's  
10 national call center which was centralized in  
11 Illinois and Florida." So there are no longer  
12 customer service call centers locally, but they're  
13 centralized.

14           In New Jersey the union that represents  
15 New Jersey American Water's employees is fighting its  
16 own company's rate increases because while the rates  
17 are going up, employee benefits are being limited.  
18 And so the company employees who both work for the  
19 company and also, you know, pay their water bills  
20 have been unsatisfied with that, and that's in  
21 American Water's own turf in New Jersey.

22           In Champaign in Urbana, Illinois, where  
23 the University of Illinois' main campus is, customers  
24 have been told to boil the water before drinking it

1 because of possible contaminants. And, in addition,  
2 fire hydrants didn't work when firefighters went to  
3 put out a fire. At the scene of the fire the fire  
4 hydrants did not work, so you might want to get those  
5 checked out.

6 MR. WELCH: It's on their shoulders now,  
7 they've got pictures.

8 MS. KAPLAN: This prompted the mayor of  
9 Urbana, Illinois, to travel to Germany for RWE's  
10 annual shareholder meeting where she got up in front  
11 of several thousand shareholders and addressed the  
12 shareholders and the executives of RWE.

13 She also worked to pass a bill in  
14 Illinois that makes it easier for a community to  
15 purchase their water system from a private company  
16 and bring it under local public control, and the  
17 governor of Illinois signed that bill into law on the  
18 4th of July, Independence Day, of this year.

19 Back to California and the community of  
20 Montera. When residents learned about RWE's purchase  
21 of American Water several years ago, 80 percent of  
22 citizens voted in favor of a -- excuse me, voted to  
23 approve a bond to buy their local water system from  
24 American Water, and they did.

1                   So now with RWE preparing to sell  
2 American Water and hoping to attract investors, many  
3 customers are beginning to wonder if these rate  
4 increases are meant to improve the company's image to  
5 investors, and rightly so.

6                   American Water will be the largest  
7 publicly traded water company in America, and one of  
8 their strategies, as CEO Don Correll said publicly,  
9 is that they want to expand through consolidation, so  
10 buying up and consolidating other water companies,  
11 and acquisitions and increases.

12                  So representing Food & Water Watch, a  
13 consumer advocacy organization, I want to say that  
14 OAW should not be allowed to continue to send  
15 ever-increasing profits to its shareholders while  
16 customers here and across the country are not getting  
17 the service they deserve. So thank you for welcoming  
18 me here.

19                               (Applause.)

20                   ATTORNEY EXAMINER FARKAS: Charlie  
21 Shannon.

22                               - - -

23

24

1 CHARLIE SHANNON

2 presented himself as a public witness, and being  
3 first duly sworn, testified as follows:

4 DIRECT TESTIMONY

5 MR. SHANNON: My name is Charlie Shannon.  
6 I live at 3701 Bader Court, Westerville, Ohio 43081.

7 I've only been here a short time, and I  
8 moved from another township, and I've been here about  
9 three years. Since that time we have been hit with a  
10 property reevaluation, two levies, and now this.

11 And I'm speaking on behalf of my family,  
12 there's five of us in the family, and with this  
13 additional cost, being retired, you know, you don't  
14 get those raises anymore, those cost-of-living raises  
15 are far and in between. So I think any more  
16 additional cost on the water bill would be a hardship  
17 on us.

18 Because when I came from the other  
19 township, it was Columbus water, and, boy, when I got  
20 this first water bill, I thought, uh-oh, something's  
21 leaking. Something is broke. And so I called them  
22 and they came out, and they said, "No, it's right."  
23 And I thought, "Oh, my God, what did I get into?"  
24 Sometimes I wonder whether I should take a bath or

1 not, you know, but the wife makes me anyway.

2 But I think, if we have any more  
3 additional cost added on, like I said, we've had some  
4 hardships in here with levies and with reevaluation  
5 of property. And I just started over. I just bought  
6 another house, and due to circumstances in the family  
7 that increased my family from two to five, and with  
8 that you have that additional cost and you have an  
9 additional water bill. And, boy, I'll tell you, it's  
10 been rough.

11 So I think if there's any way we can  
12 prevent this from happening and keep the cost down,  
13 it would be to our benefit as far as I'm concerned.  
14 That's all I have to say. I don't have all the stats  
15 like other people, but that's how I feel. Thank you.

16 (Applause.)

17 ATTORNEY EXAMINER FARKAS: Fred Popper.

18 - - -

19 FRED POPPER

20 presented himself as a public witness, and being  
21 first duly sworn, testified as follows:

22 DIRECT TESTIMONY

23 MR. POPPER: My name is Fred Popper. I  
24 live at 5140 Fullerton Drive, Columbus, Ohio. I live

1 in the Blacklick Estates. I moved there 44 years  
2 ago; the water was bad then, and it ain't got any  
3 better.

4 I had a water softener put in two months  
5 after I moved there because I couldn't stand the  
6 water. I still use the water softener, even though  
7 my bills are a lot higher.

8 I had the water tested, and here's a copy  
9 of the testing, how hard the water is, and traces of  
10 iron.

11 I also have bills here for just the last  
12 six months averaging \$95 a month; there's just me and  
13 my wife. And the one thing I noticed that I called  
14 them about is I've never had a water bill with less  
15 than 33 days on our readings, and these last six, I  
16 will just read them to you. The first one here is 35  
17 days; the next one is 38 days; the next one is 35  
18 days; the next one is 38 days; the next one is 37  
19 days.

20 Now, I think we're about to run out of  
21 the year before I get to the end because I never had  
22 a bill with less than 33 days. So at some time or  
23 another I should run out of days.

24 Now, that's about all I have to say other

1 than 44 years, I've had the worst water you can think  
2 of, and it's still the worst water you can think of.

3 Here, you can have them.

4 (Applause.)

5 ATTORNEY EXAMINER FARKAS: Mary Grogan.

6 - - -

7 MARY GROGAN

8 presented herself as a public witness, and being  
9 first duly sworn, testified as follows:

10 DIRECT TESTIMONY

11 MS. GROGAN: My name is Mary Grogan. I  
12 live at 3460 Saigon. I really didn't come prepared  
13 to speak tonight, but the smiling young girls back in  
14 the corner coerced me into doing this, because I said  
15 I'm here just to show my disapproval and  
16 dissatisfaction with the American Water Company.

17 We are supposed to be having water  
18 softened with reverse osmosis, that's what we paid an  
19 exorbitant fee for several years ago, and that water  
20 has deteriorated from when it first was done.

21 My water -- if I boil water, it gets a  
22 brown scum on the top of it. I get brown water in my  
23 bathtub. And I did one day run water to clear it,  
24 and it took a whole tub of water before it cleared



1 up.

2 So I'm here speaking from the heart. I  
3 don't think that they deserve any increased rate  
4 because we are not getting the quality that we're  
5 supposed to be getting for the rates we're paying.  
6 Thank you very much.

7 (Applause.)

8 ATTORNEY EXAMINER FARKAS: I'm going to  
9 go out on a limb here. Ralph Gorsuch? Is there a  
10 Sorsuch?

11 MR. WELCH: Read the address.

12 ATTORNEY EXAMINER BULGRIN: 3373  
13 Westerville.

14 MS. HEDRICK: Which one is it?

15 Mary, is this someone with you? It looks  
16 like Ralph, 3373 Saigon. Sorry, Mary, I just lost  
17 you.

18 MS. GROGAN: No.

19 MS. HEDRICK: Anyone from Saigon? Looks  
20 like a Ralph Gorch.

21 FROM THE FLOOR: Gorsuch?

22 MS. HEDRICK: Are you Ralph? Come on up.

23 MR. GORSUCH: Not a concern right now.

24 MS. HEDRICK: Okay, we'll skip you. If

1 you would like to speak at the end, guys, just raise  
2 your hand and I'm sure we're going to open up the  
3 floor; you don't have to sign up.

4 ATTORNEY EXAMINER BULGRIN: Thanks.

5 ATTORNEY EXAMINER FARKAS: All right.

6 Mark Hintz.

7 - - -

8 MARK HINTZ

9 presented himself as a public witness, and being  
10 first duly sworn, testified as follows:

11 DIRECT TESTIMONY

12 MR. HINTZ: My name is Mark Hintz,  
13 H-i-n-t-z, 3680 Santiago Drive, Westerville, 43081.

14 We moved to Blendon Township  
15 approximately 20 years ago. At that time we had a  
16 wonderful company called Citizens Utilities, and we  
17 went through this water thing and got the reverse  
18 osmosis. Everything was supposed to get better; it  
19 did for about 30 seconds, and then it went downhill.

20 I just had the furnace serviced the other  
21 day, they replaced my filter on the humidifier, and  
22 this is what's built up on that. I can pour it out  
23 of the box if you would like for me to.

24 ATTORNEY EXAMINER BULGRIN: No. That's

1     okay.

2                   MR. HINTZ: I brought this in; if you  
3     would like to keep that, you're welcome to it,  
4     otherwise, I'm just going to put it in the dumpster.

5                   To me "profit" is not a dirty word. I  
6     was raised on a farm and, trust me, our animals drank  
7     better water than what we're getting. We do not  
8     water our yard. My wife washes the car maybe once or  
9     twice a month. There's my wife, myself, a dog, four  
10    cats, and we spend \$65 a month on water and sewage.

11                  My daughter moved out in February. She  
12    moved back in July. The water bill did not change.  
13    She's 26 years old, and I do believe she uses a  
14    little bit of water.

15                  A year ago in June I had a water line,  
16    3/4-inch water line, that broke. It ran for over two  
17    hours wide-open. Flooded the entire house. We had  
18    to replace all the flooring in the house, all the  
19    carpets, all the flooring. It ran through the house,  
20    through the garage, out under the garage door. My  
21    water bill did not change.

22                  Now, I don't know what happened there,  
23    but I was wading in water to get to the shutoff  
24    valve, but my bill didn't change. This makes no

1 sense.

2 FROM THE FLOOR: Should have played the  
3 lottery that day. You got lucky.

4 MR. HINTZ: I should have.

5 FROM THE FLOOR: You will now.

6 (Laughter.)

7 MR. HINTZ: We would like to water our  
8 yard. We've got -- we put quite a bit of money into  
9 landscaping in the 20 years we've been there. Our  
10 house is not a showplace, but it is comfortable. And  
11 I know there's a lot of the neighbors that don't do  
12 anything to their yard because they can't afford the  
13 water.

14 And the few years we did try to do a  
15 little watering in the yard, our bill immediately  
16 went to over a hundred dollars, and I told the wife,  
17 I said, "We got to quit this showering together.  
18 We're using too much water."

19 So it's not anything that I can control.  
20 I have fixed every faucet in the house. We have no  
21 leaks, no drips, no runs, no errors, except for the  
22 bill every month. I'm just an everyday working stiff  
23 trying to make a living.

24 How many people in here can go to their

1 boss and say, "Hey, I want a 17 percent raise"? I  
2 wish I could. I'd just like to see a raise.

3 That's all I've got. And I appreciate  
4 everybody showing up tonight, and if we have to come  
5 back and do this again next year, next month, next  
6 week, I'll be here again. Thank you very much.

7 (Applause.)

8 ATTORNEY EXAMINER FARKAS: Janet Brown.

9 - - -

10 JANET BROWN

11 presented herself as a public witness, and being  
12 first duly sworn, testified as follows:

13 DIRECT TESTIMONY

14 MS. BROWN: My name is Janet Brown. I  
15 live at 3582 Karikal Drive, Westerville, Ohio 43081.  
16 I'm here on behalf of a neighbor who could not come,  
17 I'm reading a letter from him, Charles W. Drumm, 3559  
18 Karikal Drive.

19 It says, "PUCO, Regarding Ohio American  
20 Water Company.

21 "Subject: Brown water.

22 "I have lived in my home in Glengary  
23 Estates for 30 years, so I have seen the water system  
24 evolve.

1           "When the system was owned by Citizens  
2 Utilities, I used a whole house water filter, a water  
3 softener, and a drinking water filter, in that order.

4           "On one visit to my home for a service  
5 complaint the serviceman said, regarding my  
6 equipment, that I shouldn't have to have a water  
7 plant in my basement, and I agreed.

8           "Steve Hensen, who at one point was in  
9 charge of water quality at Citizens, said they had an  
10 equipment failure at the plant that caused a large  
11 injection of iron into the system. They were trying  
12 to get it out by flushing. Drawing upon my  
13 experience flushing fire hydrants while employed as a  
14 firefighter for Columbus Fire Department, I told him  
15 I didn't think they were doing adequate, planned  
16 flushes, and they were not doing them often enough.

17           "At some point Citizens decided to  
18 install a reverse osmosis system. A poorly executed  
19 vote was conducted which, in my opinion, prejudiced  
20 the outcome in favor of having the customers finance  
21 the cost of the new system. I believe the company  
22 wanted to build the system at customers' expense and  
23 be able to market the company with having a  
24 cutting-edge system with an above-average cash flow.

1 Ohio American took the bait.

2 "Now, instead of having the cash cow they  
3 thought they bought, they have a system with  
4 significant problems and many justifiably upset  
5 customers.

6 "My opinion is that, as with entry into  
7 any business, the buyer assumes risks with the  
8 expectation of a reward. When the buyer makes a  
9 mistake in buying a business, they suffer a loss.  
10 That's the American way. A normal business cannot  
11 make the customer pay for their bad decision because  
12 a customer can go elsewhere, but we as customers do  
13 not have that choice, so we depend on the PUCO to  
14 protect our rights and see that the cost of a bad  
15 business decision on the part of American Water is  
16 not borne by the customer in the form of exorbitant  
17 rates.

18 "I have documented my filter changes  
19 starting in 1991. Filters are designed to last two  
20 to three months, depending on the brand. We are  
21 conservative consumers, using only three to four  
22 units per month, which is below average. Instead of  
23 using three filters since April, which would have  
24 been the filter design expectation, we have replaced

1 eight filters, and several of those should have been  
2 replaced sooner because I waited until I could see  
3 the dirty water marks in our toilet before changing  
4 the filters.

5 "I have those filters and documents and  
6 make them available for inspection.

7 "There is another significant aspect of  
8 the problem. Quality measurements are taken at the  
9 plant discharge. That does not take into account the  
10 corruption in the mains that is being picked up and  
11 delivered to our homes, so the water quality report  
12 is not an accurate reflection of the quality of water  
13 we get.

14 "Ohio American made a bad business  
15 decision, based on the greedy expectation of big  
16 profit, when they bought the business from Citizens,  
17 and they should have to eat the loss.

18 "Sincerely, Charles W. Drumm."

19 (Applause.)

20 ATTORNEY EXAMINER FARKAS: Pat Martin.

21 MS. MARTIN: This is too months  
22 (indicating).

23 MR. WELCH: Beautiful. Beautiful.

24 MS. MARTIN: Plus we have this.



1 PATRICIA MARTIN

2 presented herself as a public witness, and being  
3 first duly sworn, testified as follows:

4 DIRECT TESTIMONY

5 MS. MARTIN: My name is Patricia Martin.  
6 I live at 3685 Bader Court, Westerville, Ohio 43081.  
7 We've also lived here 30 years, raised three  
8 daughters, it's now just my husband and I; he's  
9 retired.

10 Our bills average 80 to a hundred dollars  
11 a month for the two of us. We don't wash our cars.  
12 We don't water our grass. We water our flowers.  
13 It's, you know, just the two of us and cooking and  
14 bathing and laundry, that's it. And that's what our  
15 water looks like. That's our in-line filter. And  
16 you wonder what it's doing to the inside of our  
17 bodies if this is what our filter looks like.

18 I don't think they deserve a rate  
19 increase. If anything, we all need some sort of  
20 rebate from them to pay for all of the lost clothes.  
21 I wear uniforms to work. I've ruined numerous loads  
22 of wash. And they used to bring you little bags of  
23 white powder to use to take the spots out of your  
24 clothes --

1 FROM THE FLOOR: I remember that.

2 MS. MARTIN: -- and it didn't work.

3 And as far as their customer service  
4 people, I was on hold one day for 45 minutes and  
5 never got to speak to a person. I was finally hung  
6 up on by their little automated system. It's a very  
7 poor way to do business, which I think the whole area  
8 is very upset with their treatment of customers.

9 And every month when you get your bill,  
10 you're dedicated to good water service or however  
11 it's worded on the back of the envelope, and it's  
12 like you want to say, "No." It's just, you know,  
13 it's sort of a slap in the face every month when you  
14 put that check in there for your 80 or a hundred or,  
15 you know, \$150, whatever it is, you know, when they  
16 say, you know, they're out there for good water and  
17 they're not. Thank you.

18 ATTORNEY EXAMINER FARKAS: Meredith Neff.

19 - - -

20 MEREDITH NEFF

21 presented herself as a public witness, and being  
22 first duly sworn, testified as follows:

23 DIRECT TESTIMONY

24 MS. NEFF: My name is Meredith Neff,

1 N-e-f-f, 3581 Karikal Drive, Westerville, 43801.

2 Many of the things that I wanted to share  
3 have already been said, so it would be repetitive,  
4 but I personally am very disgusted at the fact that  
5 we're paying people in Germany for our money -- our  
6 money is going to Germany for our water.

7 It seems to me that the amount of money  
8 that they're charging, they could use it on training  
9 their customer service people, they could use it on  
10 purifying our water, but the thing that concerns me  
11 the most is those of us that have low incomes or  
12 fixed incomes. It gets to the point where medication  
13 and water, and you have to pay your water bill first  
14 because they'll turn it off and you won't have the  
15 water to take your medication.

16 So it seems to me that they are looking  
17 only at life from the greedy profitable side of life,  
18 and that they need to support their words when  
19 they're telling us that they're looking after our  
20 best interests and all of this.

21 The quality of the water, as many have  
22 said, is brown. I'm a tea drinker. I'm not a coffee  
23 drinker. Well, I was a tea drinker. I don't drink  
24 tea at my home now because the scum floats across the

1 top before it gets to the edge of the cup, and that  
2 has kind of turned me off to drinking tea.

3 The quality of the water also, when they  
4 flush the hydrants, and as they have said before,  
5 "Run it till it goes clear," and I'm sure that they  
6 enjoy saying that as we're running dollar signs down  
7 our drain because we can't do anything else. We have  
8 no choice. We could either drink it --

9 And I was wondering why you gentlemen  
10 haven't had a drink of water tonight. They even  
11 brought you cups.

12 (Applause.)

13 MS. NEFF: I would think by now you would  
14 be thirsty sitting here listening. I would like to  
15 see you drink some of it before we leave.

16 So I guess that's all I want to say other  
17 than the fact I really -- I'm not against profit. My  
18 family members have owned their own businesses. I'm  
19 not against making a profit, but I am against robbing  
20 Peter to pay Paul, and I'm tired of being Peter and  
21 being robbed.

22 And I really think that in all good  
23 conscience the PUCO, after what you're hearing  
24 tonight I don't see how you can do anything but

1 reduce our rates or at least not give them their rate  
2 increase. I don't think that in -- I don't  
3 understand how you can go to sleep at night. Anyway,  
4 I just really think you should give consideration to  
5 what you're hearing tonight.

6 (Applause.)

7 ATTORNEY EXAMINER FARKAS: Phillip  
8 Bouton, 6472 Cherokee Run Drive.

9 FROM THE FLOOR: Rose.

10 ATTORNEY EXAMINER FARKAS: Cherokee Rose.  
11 No?

12 ATTORNEY EXAMINER BULGRIN: Deforest  
13 Gordon.

14 - - -

15 DEFOREST GORDON  
16 presented himself as a public witness, and being  
17 first duly sworn, testified as follows:

18 DIRECT TESTIMONY

19 MR. GORDON: My name's Deforest Gordon,  
20 and last name is G-o-r-d-o-n, and I live at 3475  
21 Brazzaville Road, Westerville, Ohio. I've lived here  
22 since 2000, and the water has just gotten worse.

23 Prior to moving here I lived in Detroit  
24 and my profession there, I was in specialized

1 training dealing with water filtration systems,  
2 pressure washers, cleaning systems, and I used to  
3 maintain a filtration system for Ford Rouge plant  
4 which is probably one of the most contaminated sites  
5 in the world, and they have cleaner water than we do  
6 here.

7           They could bring their water back to  
8 within 5 parts per million of any contaminants; and  
9 they can't clean our water? There's a problem.

10           The brown water, you brush your teeth in  
11 the morning and you want to gag because the taste of  
12 the water.

13           If this increase is allowed to go  
14 through, then the PUCO ain't out for the public,  
15 they're out for the companies. And I'm sick and  
16 tired of being robbed and bent over and shafted by  
17 this company because they don't know how to do their  
18 job and they will not learn how to do their job  
19 correctly. They need to learn what they're doing,  
20 and that's what I got to say.

21           (Applause.)

22           MR. BOUTON: I'm Phillip Bouton.

23           ATTORNEY EXAMINER BULGRIN: Oh, okay.

24                           - - -

1 PHILLIP BOUTON

2 presented himself as a public witness, and being  
3 first duly sworn, testified as follows:

4 DIRECT TESTIMONY

5 MR. BOUTON: Hi, I'm Phillip Bouton,  
6 that's B, as in boy, o-u-t-o-n, two Ls, and I live at  
7 6472 Cherokee Rose Drive, Westerville, Ohio.

8 I'm also the -- I'm from Sunbury Woods,  
9 I'm also the Sunbury Woods association president, and  
10 I would like to thank everybody who's here from  
11 Sunbury Woods. I'd also like to especially thank  
12 Huber Ridge Civic Association for leading the charge  
13 on this issue and encourage, you know, everyone to,  
14 you know, come up here and voice their opinions.

15 I am going to talk about water quality,  
16 customer service, age of homes relative to water  
17 consumption, or water quality and consumption, impact  
18 on the home values and cost disparities, among other  
19 things.

20 Rust-colored water. I've been in Sunbury  
21 Woods for four-and-a-half years, and I lived in seven  
22 other areas with separate different, you know, water  
23 service providers or utilities, and I've never had  
24 this problem before.

1           Rust-colored water is a chronic problem  
2 in Sunbury Woods. Complaints about this to Ohio  
3 American Water have proved futile. This is a health  
4 concern because customers who learn to ignore the  
5 rust-colored water will also ignore signs that may  
6 indicate other contamination of the water that can  
7 lead to water-borne illness.

8           Odor and taste of the water is a frequent  
9 complaint and it's, you know, it's a significant  
10 concern that I have. Due to this problem many  
11 residents have installed water filters to improve  
12 taste and quality of water; I have one in my home.

13           Water filtration may negatively affect  
14 health due to reduced availability of minerals in  
15 filtered water, but residents, such as myself, feel  
16 that home filtration will make water safer and more  
17 pleasant to drink.

18           It's hard to reach anyone at the customer  
19 service center and get questions answered; I hear a  
20 lot of complaints about that. Ohio American Water  
21 has provided no incentives or education to reduce  
22 water consumption, which is commonly done by public  
23 utilities.

24           Homes in Sunbury Woods were built in the



1 early-'70s and many have no or limited modifications  
2 to reduce the flow of water in faucets, showers, and  
3 toilets, and that's something that the public utility  
4 should be providing incentives on to conserve water.

5 Reports on average water bill costs will  
6 negatively impact purchasing in our neighborhood.  
7 You know, as we heard, there's significant cost  
8 differences.

9 Having a reputation as the most expensive  
10 water service, having the most expensive water in the  
11 area will negatively affect our home values. I know  
12 that looking at averages of, you know, you look at  
13 average costs, you know, when you're looking to  
14 purchase a new home, that's a consideration, and if  
15 you see the water cost on the bill, that may deter  
16 people from purchasing in our neighborhood.

17 Watering gardens which beautify the  
18 neighborhood will decrease with this significant  
19 increase. I currently don't water my lawn because of  
20 the rate. I never have wanted to water my lawn  
21 because of that, even when it's turning brown.

22 Cost disparities exist between the  
23 proposed increase among OAW service areas and central  
24 Ohio and elsewhere, as you've heard before. Cost

1 disparities also exist between OAW service areas in  
2 central Ohio and other water providers in the rest of  
3 the state.

4           If neighborhood income is taken into  
5 account, and I'm not sure, I don't know how you all  
6 estimate, you know, what all goes into considerations  
7 for the rate increase, but, you know, we certainly  
8 don't live in a rich neighborhood. I myself am, you  
9 know, probably lower-middle income and I'm a  
10 single-family wage earner, you know, because we --  
11 that's the lifestyle we want to live so the kids can  
12 stay home with my wife, and we certainly can't afford  
13 a significant increase in our water rates.

14           Let's see. Water is a public resource,  
15 and this proposed increase shows that there is  
16 inherent conflict between profit and affordability of  
17 water. We should not have to pay for poor management  
18 and business practices that lead to a proposed 18.9  
19 percent increase in water rates for a for-profit  
20 business.

21           You know, as we've heard before, you  
22 know, you make bad business decisions and you have to  
23 live with those decisions and you can't stick the  
24 customer for that.

1           The representations of the cost of the  
2 water increase as proposed by OAW are  
3 misrepresentative compared to other jurisdictions or  
4 other water service areas as, you know, we heard  
5 about earlier, I think from our first speaker.

6           In addition, the timing and impending  
7 public offering of OAW stock and the proposed  
8 increase in rates is highly suspect.

9           In closing, the rate increase must not be  
10 approved, it will impose a significant burden on my  
11 family and other families in Sunbury Woods. Thanks.

12           ATTORNEY EXAMINER BULGRIN: Thank you.

13           (Applause.)

14           ATTORNEY EXAMINER BULGRIN: Sharon  
15 Ricker.

16           - - -

17           SHARON RICKER  
18 presented herself as a public witness, and being  
19 first duly sworn, testified as follows:

20           DIRECT TESTIMONY

21           MS. RICKER: My name is Sharon Ricker,  
22 last name R-i-c-k-e-r. I live at 5561 Oslo Drive,  
23 spelled O-s-l-o, Westerville, 43081.

24           I don't have a prepared statement, but I

1 just wanted to make a few comments tonight. I've  
2 lived in this neighborhood for 35 years. I am a  
3 street rep with the association. On my house [sic],  
4 which is one block long, Oslo Drive, there are  
5 currently 26 houses occupied, 3 of those are empty, 9  
6 of those residences are retired and live on fixed  
7 income. That's approximately 40 percent of the  
8 residents on my street who have limited incomes.

9 I have noticed that there is a  
10 deterioration in the quality of the water. When they  
11 first put reverse osmosis in, I noticed an  
12 improvement, but I've had several new faucets  
13 replaced in the last couple of years and I have  
14 noticed that if I don't wipe out my sinks as soon as  
15 I am done, that scale forms on the drains, forms on  
16 the faucets, forms in the sinks, and you have a mess.

17 Also, I've had 1.6 toilets in all my  
18 bathrooms, I've installed a low-use -- I've had a  
19 low-use washer put in, and I would like to say that I  
20 would love to have an average bill of \$30 a month,  
21 and I live alone. I do not water my grass.

22 (Applause.)

23 MS. RICKER: Now, I do water my  
24 landscaping. Because these neighborhoods are older

1 and the landscaping in my yard was very old I had to  
2 have a lot of it dug out because it was overgrown and  
3 old. The landscape company informed me that when you  
4 put new trees and shrubs in, you must water them for  
5 at least three years for them to get established or  
6 you will lose them.

7 I'm not going to put the money into  
8 landscaping and then not water it just to lose it.  
9 I'm doing it to make my property look nicer and so I  
10 can enjoy my yard. The instructions say you must  
11 water for at least three seasons. And let me tell  
12 you, folks, if you've watered your landscaping, it's  
13 not cheap.

14 The first summer I had a couple of new  
15 trees put in and some new bushes, my water bill for  
16 one month was \$175. And I do not water my grass  
17 because grass will come back. Even though it may  
18 look like crap, it comes back.

19 Also, FYI, Ms. Kaplan here mentioned  
20 about Ohio American being a division of RWE AG of  
21 Essen, Germany. RWE AG in 2005 had earnings in  
22 excess of 20 percent; that's pretty good. Usually,  
23 though, when a company wants to have an initial  
24 product offering or price offering, they want to

1 issue stock, you can't immediately raise the cost of  
2 your product because of competition, but this company  
3 has no competition. It's a monopoly.

4           When you want to have an IPO, one of the  
5 first things you do is you look at your business  
6 model. How are you operating? You look at your  
7 costs. Are you managing your costs? You look at  
8 your overhead. And you look at your raw material  
9 costs. They have no raw material costs, Mother  
10 Nature gives it to them, so they don't have to buy it  
11 on the open market.

12           Also, I would like to know why water is  
13 not part of the Choice program in Ohio. When they  
14 first -- when Ohio first issued the Choice program, I  
15 signed up immediately for gas, and I get my gas from  
16 an alternative company. I do not get it from  
17 Columbia. And the first year I saved myself 45  
18 percent over my yearly gas costs.

19           Now, obviously, gas has fluctuated, and  
20 et cetera, et cetera, but I still save money. But  
21 the choice was an option, and I exercised it.

22           Also, regardless of the rate increase  
23 that they may or may not give, I would like to  
24 request the PUCO have their tariff revised to give us

1 the opportunity to have a deduct meter installed. I  
2 don't feel I should pay sewage on water that is going  
3 into the ground, it's coming out of my faucet and  
4 going into the ground.

5 (Applause.)

6 MS. RICKER: Like I said, I don't water  
7 my grass, I don't wash my car, but I do want my  
8 property to stay nice, I do want it to be an asset to  
9 the neighborhood, and I do want my plants to grow. I  
10 don't want them to die. And after I have, you know,  
11 sunk a lot of money into it, I have no alternative  
12 but to water it to keep it looking nice.

13 Like I said, I would love to have an  
14 average bill of \$30 a month, and I live alone. So I  
15 can't imagine what some of you who have families are  
16 paying. I empathize.

17 So I would just like to say I would like  
18 to request that the tariff be revised to allow a  
19 deduct meter, and I feel until they can improve the  
20 quality of this water so that you don't have to  
21 constantly filter, you don't have to constantly wipe  
22 up, you don't have to constantly wipe out your sinks,  
23 and that you are able to drink it, that this rate  
24 increase be denied until they show a serious effort

1 to improve the product. Thank you.

2 (Applause.)

3 ATTORNEY EXAMINER BULGRIN: Alexis  
4 Cofield.

5 - - -

6 ALEXIS COFIELD

7 presented herself as a public witness, and being  
8 first duly sworn, testified as follows:

9 DIRECT TESTIMONY

10 MS. COFIELD: Good evening. I want to  
11 thank PUCO for --

12 ATTORNEY EXAMINER BULGRIN: Could you  
13 state your name and --

14 MS. COFIELD: I'm sorry. I'm sorry. My  
15 name is Alexis Cofield. I live at 3515 Makassar  
16 Drive, Westerville, Ohio 43081.

17 I want to thank PUCO for having this  
18 meeting in our neighborhood this time. It is my  
19 understanding that the last time the rate increase  
20 was proposed that the discussions took place downtown  
21 during the business hours, during the day, and that  
22 there was very little, if any, public comment out of  
23 Huber Ridge, out of Blendon Township. So thank you  
24 for coming to our neighborhood and letting all of us



1 talk with you this evening.

2 (Applause.)

3 MS. COFIELD: We have heard a lot of  
4 comments about bad quality water, bad quality of the  
5 structure, about bad customer service, so I won't  
6 rehash all that, but I just want to reiterate that I  
7 too am not in support of increasing our water rates.

8 I have more a list of questions which may  
9 be rhetorical, likely won't be answered here this  
10 evening, but I'd like them considered in the overall  
11 record.

12 What is Ohio American Water's six- to  
13 ten-year capital improvement plan to justify the  
14 infrastructure increase of this water rate increase,  
15 as well as how will that be measured? In that we as  
16 employees at our jobs, we have tasks that we must  
17 accomplish, we have goals which we must achieve, and  
18 those are measured by our employer.

19 In this case, us customers are parallel  
20 to the employer of Ohio American Water, if you will,  
21 and they are accountable to us as customers.

22 Another question I have is that why is  
23 there a sewer service charge? I called Ohio American  
24 Water shortly after I moved into our neighborhood,

1 their customer serviceperson said, "Well, it's in the  
2 tariff." Well, that doesn't help me. That doesn't  
3 explain what that service charge is for.

4 And I just want to ask -- oh, my comment  
5 is, is that no one is measuring discharge in that it  
6 is based upon water usage, not actual water going  
7 down the drain. And I want to ask, is that -- is  
8 this really practical? Is it appropriate?

9 And it is my understanding from reading  
10 the PUCO's website that this issue is currently being  
11 investigated, or has been, in Prairie Township, and I  
12 would like to know what the outcome of that is. And  
13 is Prairie Township, which also has a sewer system  
14 like we do -- not all Ohio American Water locations  
15 run a sewer system, they either run water and sewer  
16 or only water, but is Prairie Township also being  
17 charged now the sewer rate?

18 And then some other issues I would like  
19 to ask PUCO to address in the settlement, I mean, as  
20 you talk with Ohio American Water, is that the  
21 quality of the hydrants, and which you received  
22 pictures of, are a grave concern, a number of tops  
23 have rusted through or are rusting through. In my  
24 years of living in the neighborhood I have not seen

1   them painted. I would like to see them painted on a  
2   regular basis. Parts need replacement or even  
3   complete repair of hydrants.

4               Also, too, I had read that one of the  
5   outcomes of the last water rate increase was that  
6   Ohio American Water was to hold quarterly meetings  
7   with residents, if I remember correctly. I have not  
8   received any notice that there would be a quarterly  
9   meeting with Ohio American Water. Has anybody here?

10              FROM THE FLOOR: No.

11              FROM THE FLOOR: No.

12              FROM THE FLOOR: No.

13              FROM THE FLOOR: Not yet.

14              MS. COFIELD: So if we could have a  
15   quarterly, biannual, or even annual meeting with Ohio  
16   American Water so they can tell us what their plans  
17   are, so that they can justify to us why we should pay  
18   an increase, that would help the customer relation  
19   aspect between the neighborhood and the company.

20              Also, too, I want to note that in the  
21   information on PUCO's website on Exhibit 3-B, sheet  
22   2, it lists the reverse osmosis charge increase will  
23   increase to 1. -- or, \$1.3250 per CCF. The newspaper  
24   notice that PUCO had placed dated June 3rd, 2006,

1 indicated that the reverse osmosis charge increase  
2 will increase to 1.2881 per CCF. Which is correct?

3 Also, too, my one last question and also  
4 request of PUCO is a clarification on the actual  
5 water bill itself in that the water bill, it  
6 delineates the unit cost times the number of CCF used  
7 for all charges except reverse osmosis charge. I do  
8 not know if Ohio American Water charges a flat rate  
9 currently and they want to change it to a per-CCF  
10 charge, or if it is a per-CCF charge and it's not  
11 broken out. We need additional clarity on our water  
12 bill.

13 Thank you.

14 (Applause.)

15 ATTORNEY EXAMINER BULGRIN: Chan Park.

16 - - -

17 CHAN PARK

18 presented herself as a public witness, and being  
19 first duly sworn, testified as follows:

20 DIRECT TESTIMONY

21 MS. PARK: Hi. Good evening. My name is  
22 Chan Park. I live in 3694 Caracas Drive,  
23 C-a-r-a-c-a-s, Westerville, Ohio 43081.

24 We have moved into the neighborhood about

1 last January, so this is my first opportunity meeting  
2 my neighbors, and so I'm very happy in that aspect.

3 I also have a filter system that we use  
4 in our house, which is called Waterman, in fact, the  
5 rate on the speed in which the water contaminates the  
6 filter is so amazing that the waterman, when he comes  
7 to -- when he came to replace the filter, he was  
8 truly stunned. And so I'm sure, you know, this is  
9 the situation with a lot of us.

10 In a sense, I never anticipated this. I  
11 have lived -- we have lived, my husband Timothy's  
12 over there, but we lived, before we moved into this  
13 neighborhood and first when we came to Ohio it was in  
14 Upper Arlington, and then we moved to Dublin, then we  
15 came to this neighborhood. We love this  
16 neighborhood. We love the people. We love the, you  
17 know, the environment. But we never anticipated that  
18 we would run into this situation with water.

19 There are many other things to worry  
20 about in life, but we spend so much time each month,  
21 each week, worrying about water and how to fight  
22 these people who are not, you know, in the least  
23 courteous people working in the Ohio water company.  
24 And then there are always the reasons, the dire

1 reasons why we have to call in to argue and dispute  
2 and fight; this is very bizarre.

3 In a sense, water has kind of seeped into  
4 our every fiber of our consciousness, all for wrong  
5 reasons, you know, and this is very strange.

6 My sense of justice tells me that no  
7 neighborhood in America, or anywhere else in the  
8 world, should be left alone to defend ourselves from  
9 the corporate interests, because water is so  
10 important, water is our health. And so this is a  
11 public utility, so this is what I would like to  
12 emphasize.

13 Bottom line is, I think this is really  
14 the people versus corporate interests. And I hope  
15 today, and then from the days, you know, the days to  
16 come that PUCO, the representatives will see to it  
17 that the solution will be made for human beings and  
18 not for the corporate benefit.

19 You know, I have all the wonderful  
20 testimonies that you folks have made already so I  
21 really don't have much to add to that aspect, but I  
22 do have the points of comparison from Upper Arlington  
23 and Dublin and, believe me, it is sometimes three  
24 times as much. There is no reason why they should be

1 three times. And so that's another shocking point.

2 And, also, I really, you know, there are  
3 some representatives from the Ohio water company --  
4 please, convey our thoughts that the business ethics  
5 and attitude among the people who work for your  
6 company really should be examined and looked at.

7 And so all this constant harassment and,  
8 you know, the nuisances with the billing, and to this  
9 day I really haven't understood why some months the  
10 bill just jumps up to about three times. I don't get  
11 it. Is it because -- and then, you know, the  
12 explanation is usually "Oh, well, maybe you left, you  
13 know, the toilet is leaking" or "Did you leave the,  
14 you know, the outdoor this on or that on?" And you  
15 have this, "Okay, we'll come out and, you know,  
16 examine the meter." And it's not like we are  
17 hallucinating in Blendon Township --

18 (Laughter.)

19 MS. PARK: -- because we have lived, you  
20 know, many, many years, okay, in many different  
21 neighborhoods including Honolulu, Hawaii, okay, Upper  
22 Arlington, Ohio, or Dublin, and among other places.  
23 And, of course, we are human being, we do, you know,  
24 sometimes keep the -- something trickle down here and

1 there, but then, you know, generally we turn back to  
2 it, so these things always happen.

3 Even so, it never happened that suddenly,  
4 just because there were five, you know, drops of  
5 something leaking somewhere, you suddenly see 125-,  
6 150-dollar jump. And so this is -- I don't know why.  
7 Do you know why? That's something that we really  
8 have to -- is it because Ohio American Water uses  
9 different kind of meter that is hypersensitive?  
10 Something that can really measure, I mean, every  
11 ounce to the nitty-gritty?

12 So this is very, very interesting aspect,  
13 and we would like to, you know, we would like the  
14 answer. I mean, really honest, sincere answer from  
15 you.

16 And then -- so I would just end with my,  
17 you know, modest testimony with the sincere request  
18 that not only, you know, that we do not allow Ohio  
19 American Water a raise, okay, we really have as a  
20 taxpayer of Ohio, okay, and the tax that we pay is  
21 not small, and as taxpayer of Ohio we are entitled to  
22 get protection, especially in the utility, you know,  
23 public utility as important as water.

24 And so we would like the price, the



1 billing cycle, and the quality and the common  
2 courtesy all to be improved, okay, to be comparable  
3 to what other tax-paying communities, you know, pay.  
4 Thank you very much.

5 Thank you.

6 (Applause.)

7 ATTORNEY EXAMINER BULGRIN: For those of  
8 you who may not get a chance to give your testimony  
9 tonight, there's sheets in the back that you can sign  
10 up and add onto, and also on the website there's a  
11 place that you can submit comments to.

12 ATTORNEY EXAMINER FARKAS: Donna Sam.

13 - - -

14 DONNA SAM

15 presented herself as a public witness, and being  
16 first duly sworn, testified as follows:

17 DIRECT TESTIMONY

18 MS. SAM: Hello. Good evening. My name  
19 is Donna Sam, it's S-a-m, and I live at 6419 Trasher  
20 Loop, Westerville, Ohio, that's in Sunbury Woods.  
21 We've lived there for 9-1/2 years. We are a  
22 single-income family, we choose to do that so I can  
23 stay home with our three children.

24 Basically, everything I have to say

1 tonight -- and I did not come prepared to speak, I  
2 wasn't planning on it -- would be a reiteration of  
3 everything that was already said.

4           We do have a whole-house water filter  
5 that we use, so I can attest to the water filters  
6 that have been shown here tonight, that it looks like  
7 that after about two weeks to a month of putting a  
8 new one in. I'm the one that changes it, and as soon  
9 as you put a new one in, it fills it, it's already  
10 got a tint to it.

11           We also have a water softener. The only  
12 time we do not have rusty brown water in our house is  
13 when we use that water softener, when that's running.  
14 Just a couple weeks ago my neighbor called me and  
15 asked if we had brown water, and we didn't at the  
16 time because we were using the water softener, but  
17 there was, you know, we lived there for 9-1/2 years  
18 and we just started using that softener that was in  
19 there a couple years ago.

20           And there was a few months during the  
21 summer when it wasn't on it, and you turn your bath  
22 water on or you go to do laundry and there's this  
23 brown water running out. You call Ohio American  
24 Water. They tell you to run the water. Well, it was

1 running for like 20 minutes; still wasn't running  
2 clear. Do we get a credit? No. So I've called them  
3 numerous times about that.

4 We also have a drinking water system that  
5 I use because the taste is so bad if you use the tap  
6 water. It also -- I have like the scale around the  
7 sink that you get, there's scale on the toilet bowls,  
8 in the bottom of the toilet bowls that you can't get  
9 out unless you use like CLR or something like that.

10 What else?

11 FROM THE FLOOR: Jackhammer.

12 MS. SAM: Yeah, a jackhammer. Exactly.

13 I know that, you know, as far as I have a  
14 neighbor that I will call back in the summer when we  
15 weren't using the water softener, said "Do you have  
16 brown water?" And she said, "Yes." She said, "My  
17 husband took a shower this morning and thinks he  
18 probably has a suntan now."

19 So, you know, you do wonder am I really  
20 getting any cleaner, are my children any cleaner by  
21 washing them in this? You can't do laundry then,  
22 because it will ruin it, ruin your clothing.

23 What else? I have called a friend who  
24 lives in Westerville, north of Maxtown, asked her

1 what her water bills are; they're about a third of  
2 the cost of what ours is. Ours is usually between 80  
3 to a hundred dollars per month. We do have low-flow  
4 toilets. We've put, you know, a low-flow thing on  
5 our showerhead. We don't always take showers every  
6 day, you know, sometimes you just don't need to, or  
7 you wash in the sink.

8 I don't even -- when we do run the  
9 dishwasher, it's usually once every three days  
10 because we're just very conscious of how much water  
11 we're using.

12 We're not watering our lawn. I know  
13 about six years ago a neighbor across the street did  
14 water their lawn for months -- it was a couple months  
15 during the summer because they were having a wedding  
16 reception. Their bill was over \$200 for one month  
17 for watering their lawn. I do water flowers; as was  
18 said, if you want to keep your house, you know, to  
19 look nice, you do that. But we're just very  
20 conscious of how much water is being used.

21 What else? You know, I guess just in  
22 closing that, you know, I would ask that you would  
23 deny the increase and that you would also hold them  
24 accountable to improve the quality of water that is

1 being supplied to us and that, as was said earlier,  
2 then our costs would be brought down to be more in  
3 line with what is comparable in other neighborhoods  
4 and communities, you know, across Ohio and across the  
5 country, shoot. And if they can't do that, then we  
6 should be given a choice of who supplies our water.

7 So, that's it.

8 (Applause.)

9 ATTORNEY EXAMINER BULGRIN: Bill Riggs.

10 - - -

11 BILL RIGGS

12 presented himself as a public witness, and being  
13 first duly sworn, testified as follows:

14 DIRECT TESTIMONY

15 MR. RIGGS: My name is Bill Riggs. I  
16 live at 5520 Copenhagen in the Huber Ridge  
17 development. I first want to thank the Huber Ridge  
18 executive officers, especially Mrs. Hedrick, Jim  
19 Welch, and, my favorite, Pam Clegg. Sister Clegg.  
20 Honestly, you've done a yeoman's job this year  
21 volunteering for our association, and I appreciate  
22 everything you've done for us.

23 And I look at all my neighbors out here  
24 tonight and I just want to say wow, what a response.

1                   And I hope you folks from PUCO and  
2 certainly you executives back there from Ohio  
3 American Water get something out of this.

4                   Every speaker has said it all. Next  
5 spring I'll be 30 years in Huber Ridge in the same  
6 old house. Mr. Barber, the 34-year man, and there  
7 was a 44-year man, but Mr. Barber said it all, but I  
8 came tonight -- they covered the quality of our H2O,  
9 I came tonight to talk just a second, which is  
10 unusual, one of my big neighbors is back in the back  
11 here and she knows that's a lie, but I'm going to try  
12 to sum it up. I came to talk about customer service.

13                   Mrs. Kim -- I don't know if your name is  
14 "Kim," but you look like Mrs. Kim.

15                   MS. PARK: That's close.

16                   MR. RIGGS: There's nobody going to top  
17 her, and I pride myself on speaking, but I'm not  
18 going to be able to beat her, but I hope you all  
19 listen, because I want to speak just a moment about  
20 customer service.

21                   And I laughed when Pam Clegg bugged me to  
22 come tonight, because I just received -- seems like  
23 only yesterday, it was September -- a little \$234  
24 bill. And I have a little old wife that's just

1 tighter than a tick, and we brush our teeth this way:  
2 Oop, off. And maybe if you don't need it, you don't  
3 hit that second hit, yet you may go one more time:  
4 Oop, off. And we have that low-flow toilet, too. We  
5 put a brick in each water closet; our plumber told us  
6 this. I know they're going to hate him.

7 And we have that low-flow shower  
8 massager. I don't even know it's hitting me. I have  
9 to call her to come in to see if I'm wet. Lord knows  
10 I don't get enough soap.

11 We laugh at folks as we drive through the  
12 neighborhood and see them watering their lawns; we  
13 know they're newbies.

14 (Applause.)

15 MR. RIGGS: And I want to tell them, but  
16 I'm a street rep on Copenhagen, I can't mess with  
17 those people on Stockholm.

18 Nobody talked tonight about our  
19 appliances. At the very best, Mr. PUCO, we're  
20 getting half distance out of our appliances, and I'm  
21 talking big and small. Your coffee makers, it  
22 doesn't matter which brand you buy, they're dogs.  
23 Luckily, we don't drink coffee.

24 And I love my friends who visit, and

1 they're Christian folk, and, you know, you say, "Can  
2 I get you something to drink?" And what do they say?  
3 They're good people. "I'll have a glass of water."  
4 And my wife says, "You won't here. You'll have a  
5 Coca-Cola." It's honestly cheaper.

6 (Applause.)

7 MR. RIGGS: I'm going to close with my  
8 runaround on my \$234 bill, and I want to submit this  
9 tonight, and I've put my name on it and I've signed  
10 it, fairly pitifully, and I laid a business card on  
11 it. I have no business, but I've seen people pass  
12 out these cards. I got a buddy in the printing game.  
13 I'm a consultant, which is an educated house husband.  
14 I love women; my mother was a girl.

15 I called them up, I had a \$234 bill, and  
16 the mistake they make is they send you every month  
17 with your bill, they send you a graph, and only the  
18 front row can see this, but if you see all these  
19 little ole ta-dabs, and then there's one of these  
20 hugos, and I hate to copy Mrs. Kim, but, you know,  
21 she said "Do you think you might have a leaky  
22 toilet?" I said, "Well, the house we live in if you  
23 shower and something else is running, you'll know  
24 it."



1                   She said, "Well, maybe your faucet  
2 outside has been running forever." And I said,  
3 "Well, the guy that" -- we use that Chemlawn, we burn  
4 a little bit of money, every time he comes it's the  
5 same thing: Water. And he writes on the bottom, he  
6 knows us now, "Ha ha ha."

7                   I said, "If you look at our brown grass,  
8 I want you to show me where the water run off to."

9                   And my plumber, God bless him. They led  
10 me to believe that if I had a statement from the  
11 plumber, that they may negotiate my bill. And I'm  
12 going to tell you they took \$43 and something off,  
13 and they gave me six months to pay it. This was  
14 after four or five different calls, and you can't buy  
15 a supervisor there; it's not allowable. If they  
16 can't help you, forget it.

17                   So after four or five different people  
18 and faxing stuff to them -- we tricked them, we got a  
19 fax -- and pay any bill on time, they gave me \$43 and  
20 something credit. But they never gave me credit for  
21 having a calculator, and when you put up the six  
22 payments they gave me to knock it off, I was paying  
23 \$11.64 more than the 234, and the guy tried to sell  
24 me on that.

1 I said, "You got to talk to my wife,  
2 she's not into math, but I'm sitting here with a  
3 calculator, I'm sorry." And he got irritated with  
4 me.

5 So I want to close with something my very  
6 first boss in life -- I had a job once, my neighbor  
7 back there knows that, she hired me another time,  
8 sorry, Chris. But my first boss in life said -- and  
9 this is for you, PUCO --

10 And I don't know if you're PUCO or you're  
11 PUCO, you both look professional, and the attorney  
12 for the other side, ha-ha. I want you to take this  
13 back to your peeps. My boss said "Perception is  
14 reality." Perception -- you know how ministers say  
15 it twice when they really want you to get it?  
16 Perception is reality. Listen to all these folks  
17 tonight; they can't all be wrong. Thank you.

18 (Applause.)

19 ATTORNEY EXAMINER BULGRIN: Scott  
20 Ryefice.

21 MR. RYEFICE: I'll defer and pass my  
22 comments through another channel.

23 ATTORNEY EXAMINER BULGRIN: Thank you.

24 Loretta Mann.

1 LORETTA MANN .

2 presented herself as a public witness, and being  
3 first duly sworn, testified as follows:

4 DIRECT TESTIMONY

5 MS. MANN: Hi. I'm Loretta Mann, Mann,  
6 M-a-n-n, 3510 Rangoon Drive, Westerville, Huber  
7 Ridge.

8 I'm here to tell you, surprisingly, one  
9 of the first people you'll probably see that says our  
10 bill went down, and it wasn't just because the kids  
11 left home, it was because we had our water meter  
12 changed, and it dropped from \$150 to now it averages  
13 right around \$40 a month for the two of us.

14 But we don't water anything. We don't  
15 wash any cars. We wear the same clothes two or three  
16 days in a row; if you can smell.

17 So that's my biggest complaint about the  
18 water company besides the rusty water and the  
19 terrible smell, that our bills are terribly erratic  
20 and you cannot count on making a budget on what your  
21 water's going to be every month.

22 And I made copies, there's three copies  
23 here, of all my water bills since December of 2005.  
24 No, it actually goes back further than that. So one

1 month we used absolutely no water, according to the  
2 water company, and I still haven't figured that one  
3 out, but our bill was still, you know, the service  
4 charge on it, so we didn't get away with nothing.

5 It goes from nothing one month to  
6 \$120 the next month, so it's -- I called and asked  
7 them about that, why it happened, and they really  
8 didn't have any explanation.

9 Well, it happened again this summer when  
10 we got a \$150 water bill, and this was after the kids  
11 moved out; they moved out in the middle of the  
12 summer. And I went out and read my own water meter,  
13 and I couldn't read it. The dial was so foggy and  
14 old that I could not read what the water meter said.

15 So finally somebody came out after a  
16 couple complaints, and they couldn't read it either.  
17 So in about two months we got the water meter  
18 changed, and now it's regulated so we can no longer  
19 read the meter, it's got a little electronic thing on  
20 the top of it now so you can't lift the lid to see  
21 what the meter says anymore, and they just wave this  
22 wand over it and you take their word for it. So I'm  
23 not exactly sure that that's equitable in my book,  
24 but at least we have regular water usage now.

1                   So here's copies of that.

2                   When we first moved to the neighborhood,  
3                   which was in 1997, we foolishly had a garden. We  
4                   didn't have a garden after that, it shrunk  
5                   considerably. So we've gotten to native species in  
6                   old fashions that don't take a lot of water.

7                   Since we've moved in we've had to replace  
8                   our water faucets and our water heater, and they've  
9                   already since corroded. The pipes are very full of  
10                  sediment. When you have to change anything, you --  
11                  you take the pipes apart and globs of brown stuff  
12                  come out all over the place. So it scares me to know  
13                  that this is in the entire system.

14                  And we live on a slab, so I can only  
15                  imagine when we have to change these pipes under the  
16                  concrete, what we're going to end up with. We don't  
17                  have a choice when that happens, we'll have to rip up  
18                  the entire floor to do it, I'm sure.

19                  What I would think would be logical would  
20                  be if we -- we're paying an exorbitant amount for our  
21                  water, and we would feel that they should replace and  
22                  upgrade the existing system at their own cost and not  
23                  ours. Instead of passing that rate on to us, which  
24                  is what they're proposing, it should be at their own

1 expense.

2 I don't ask them to fix up my house, I do  
3 it at my expense. The water company owns the water  
4 system, it's their expense. In order to make a  
5 profit, you have to keep things running, and that's  
6 their problem, it's not mine.

7 Something I noticed, everybody who comes  
8 up here has to take an oath; so help me God. I said  
9 it. You all said it. I'm an American. I was raised  
10 to be ethical. I have my own values. I teach Boy  
11 Scouts how to be respectable, responsible, kind,  
12 courteous, obedient, thrifty, and I expect that out  
13 of everybody that I meet that wants me to treat them  
14 that way. And if you want me to pay a bill, you  
15 treat me like you respect me.

16 I can't exactly think that, having worked  
17 on the phone with these people, that it took me a  
18 couple months to get our bill resolved. It took a  
19 few times with phone tag to get them to even knock  
20 any money off of our bill. And then when I called  
21 another time, she said, "Oh, we should have never  
22 done that," when I finally got \$20 knocked off the  
23 bill. So I thought that was -- and then when our  
24 bill went down substantially I'm thinking, okay, I

1 shouldn't have done that either, but then . . .

2 I work very hard in this community.

3 There are many people who work alongside me. We try  
4 to improve our community, to make it a better place  
5 to live so that everybody can enjoy where they're at  
6 and be proud of what they have, and I would only hope  
7 that the people that serve us and work with us will  
8 do the same and help us keep our community  
9 attractive. That's all I ask.

10 Thank you.

11 (Applause.)

12 ATTORNEY EXAMINER BULGRIN: Greg  
13 Grossman.

14 MR. GOSSMAN: No R. Not Jewish.

15 ATTORNEY EXAMINER BULGRIN: Oh, I'm  
16 sorry.

17 - - -

18 GREG GOSSMAN

19 presented himself as a public witness, and being  
20 first duly sworn, testified as follows:

21 DIRECT TESTIMONY

22 MR. GOSSMAN: Hi. My name is Greg  
23 Gossman, G-o-s-s-m-a-n, I live in 3795 Caracas Drive,  
24 Westerville, Ohio 43081.

1           Again, much like the rest of you, a lot  
2 of the things that I might have to say would be just  
3 reiteration, and didn't really come with any kind of  
4 a prepared statement, but felt strongly enough about  
5 coming up -- my wife and I both did. Tonight's my  
6 daughter's birthday and, as you might guess, at the  
7 time I'm missing her birthday dinner. Oh, well.

8           A number of things that have been stated  
9 already, you know, we have no option as to where we  
10 get our water. We can't drill a well; we're not  
11 allowed. We can't put in a septic system; we're not  
12 allowed. It's not for the common good of the  
13 community.

14           But for me with a family of six children,  
15 five of which are teenagers, we spend, ladies and  
16 gentlemen, between 180 and 200 dollars every month  
17 for water and sewage.

18           Now, one thing I find particularly  
19 interesting about that, any of you here in the  
20 township that know me, my boys played baseball in  
21 Blendon Little League, and a couple of them are  
22 pretty darn good ball players, and so we spend a lot  
23 of time traveling in the summertime. We don't water  
24 our lawn. And the kids that are younger that aren't



1 participating in sports, I have a hell of a time  
2 getting them in the shower once a week.

3           We travel a lot with our boys playing  
4 ball, but you know what? Every year -- and I've told  
5 my wife this and I've sworn up and down, I used to be  
6 in the industry, that I was going to put in a water  
7 meter that I could get recordings of the months,  
8 because every year that we've been here, about five,  
9 June, July, and August our water bill, every month,  
10 is about 7 to 8 percent higher than it is during the  
11 winter.

12           Now, during the winter with the household  
13 of eight people we average four to five loads of  
14 laundry a day, we take eight to ten showers a day.  
15 But when we're not home, when we don't water our  
16 lawn, we don't wash our cars except down here across  
17 from the Speedway, how is it that my water bill is  
18 going up 10 percent a month during the summers? I  
19 don't quite understand that, Ohio American Water. I  
20 really don't.

21           Couple other things I find particularly  
22 interesting and, you know, while I'm not on a fixed  
23 income, the outgo with six children tends to exceed  
24 the income somehow, I don't quite understand that.

1 But at the same time, I'll say it with a little bit  
2 of egg on my face, there have been a couple of times  
3 I've gotten behind in my bill and, boy, you know  
4 those customer service people are Johnny-on-the-spot  
5 with that wrench out there on that curb box.

6 About a month ago I get up -- I'm a  
7 nutjob. I get up 2, 3, 4 o'clock in the morning  
8 every day and I work on my computer before I go to my  
9 office, because it's the only way I can really get  
10 anything done before the phone starts ringing. I got  
11 up about a month ago and, crazy me, you know, I'm  
12 going to use this water to make coffee anyway, God  
13 forbid, but turned the tap on, no water.

14 First thing I did, I went back upstairs,  
15 tapped my wife and said "We pay the water bill?"  
16 "Yep." "Really?" So I got on the phone, called that  
17 wonderful 800 number to wherever that is really and  
18 got somebody on the phone 5 o'clock in the morning;  
19 he was kind enough to take my call and hear my  
20 concerns and -- dinner's ready -- I told him, "Hey, I  
21 don't have any water here, what's going on?"

22 "Well, you know, your neighbor across the  
23 street called in about 3 o'clock this morning and  
24 said they had a leak." And --

1 (Interruption.)

2 MR. GOSSMAN: Said that the neighbor had  
3 a leak and they had turned his water off. He had  
4 requested that his water be turned off. "Do you live  
5 in a duplex? Are you both on the same meter?" I'm  
6 like, "No, I don't think so." So --

7 (Interruption.)

8 MR. GOSSMAN: So I went out to check it  
9 out. Well, gee, maybe Bill's out there in the court  
10 figuring out what's going on. So I walked out.  
11 Nobody's around in the court. I don't see any  
12 evidence of a problem. I get down in the middle of  
13 the court, boy, he really did have a problem. Boy,  
14 listen to that water coming out of his sump. Water  
15 just gushing.

16 And I'm like -- but I'm in the  
17 construction industry and familiar with subdivision  
18 development and utilities and so forth. There's no  
19 water running in the curb. I'm like --

20 (Interruption.)

21 MR. GOSSMAN: Anyway, so then I couldn't  
22 figure out where it was coming from, and all at once  
23 I realized that there's a nice gurgling spring in the  
24 middle of the court.

1                   So I was kind enough, being a wonderful  
2 customer and I didn't really want to waste all their  
3 money, so I went back in and I called them within  
4 five minutes and I said, "No; you really have a  
5 problem here." I said, "Your water main is broken.  
6 We've got water gurgling up out of the court."  
7 "We'll get ahold of a mechanic, we'll get them right  
8 out there."

9                   Well, at 6:15 I called them back. I  
10 said, "Near as I can tell from my water bill, there's  
11 about 10 bucks a second going down the storm sewer.  
12 Can you get somebody out here?" They did. A  
13 gentleman comes out. He takes a flashlight, he  
14 shines it down at the street, looks at the bubbling  
15 brook, and he says, "Huh, guess we got a water main  
16 break."

17                   Now, I understand why they didn't turn it  
18 off, because if you do turn it off, I mean, the water  
19 continuing to come out of it prevents backflow from  
20 getting into the system, contaminating the  
21 wonderfully pure water. But at any rate, it  
22 continued to gurgle and run.

23                   Because I do design sales I do travel on  
24 the road, I set my own schedule quite a bit, I was at

1 home that morning. It was 10 o'clock before they  
2 started digging. Five hours of a 2-inch line  
3 running wide-open. It was 3 o'clock in the afternoon  
4 before it was finally shut off, the problem was  
5 corrected.

6 Now, I don't know, with some background  
7 in industrial environment, utilities, and other  
8 things, I think we could have done something a little  
9 bit more expediently than that.

10 Again, like I say, you know, America is a  
11 wonderful place to live. My water bill's 180 to 200  
12 bucks a month. Yeah, I have six kids and I do a lot  
13 of laundry so I'm not going to complain about that,  
14 but I really think the responsibility of the PUCO is  
15 to protect us, because we have no protection. We  
16 can't protect ourselves. We can't drill a well and  
17 put in a septic system. And so -- but the rates  
18 they're charging us in a two-year period, we could  
19 probably recover it.

20 The quality of the water isn't even worth  
21 talking about, so I won't.

22 Primarily that's all I really had to say.  
23 Like I say, you know, don't really have a problem  
24 with people making money, but not if they're turning

1 out a good product [sic]. If I tried to go out and  
2 sell a product in my industry that was inferior and  
3 charge two to three times the rate for it, I'm pretty  
4 sure I wouldn't get too many sales. Thanks.

5 (Applause.)

6 ATTORNEY EXAMINER BULGRIN: Richard  
7 Berntsen.

8 FROM THE FLOOR: What was that name?

9 ATTORNEY EXAMINER BULGRIN: Richard  
10 Berntsen.

11 MS. HEDRICK: Richard Berntsen, are you  
12 still here?

13 ATTORNEY EXAMINER BULGRIN: Dan  
14 Cunningham.

15 ATTORNEY EXAMINER FARKAS: Before he  
16 comes up, again, if you get to the point where you  
17 can't stay any longer, we have sheets you can sign  
18 that basically, if you sign them and you want to  
19 affirm testimony that's previously been given, you  
20 can do that and it will be the same -- take the same  
21 meaning by the Commission as if you testified. So  
22 you have that option.

23 - - -

24

1 DAN CUNNINGHAM  
2 presented himself as a public witness, and being  
3 first duly sworn, testified as follows:

4 DIRECT TESTIMONY

5 MR. CUNNINGHAM: My name is Dan  
6 Cunningham. I live at 4039 Beauty Rose Avenue in the  
7 Sunbury Woods development, Westerville, Ohio 43081.

8 I have been a resident in that community  
9 since August of 2003. Prior to that I lived in  
10 Columbus proper where I experienced a water bill that  
11 ran \$78 on average for a three-month period. My  
12 first water bill when I moved to Blendon Township was  
13 \$77 for one month.

14 I also had to pay a garbage bill when I  
15 moved to Blendon Township that I didn't have to pay  
16 in Columbus because it was included with the cost of  
17 my water. So not only are we paying more -- three  
18 times as much for water, we're also paying for  
19 garbage on top of that.

20 I happened to make a rush decision when I  
21 purchased my home, because I had three teenagers, and  
22 it had a nice in-ground pool in the backyard. Little  
23 did I know, when I made that investment, of the water  
24 situation that exists in Blendon Township. The

1 sellers didn't really make me aware of that because  
2 they were trying to sell their home.

3 I have sunk approximately \$1,200 in pool  
4 equipment since I bought that home. In three years  
5 I've had to replace the filtering system twice. Now,  
6 I will attribute the first filtering system to being  
7 old; the previous owner probably left that for my fun  
8 and enjoyment I'll say. But the second one I don't  
9 believe -- the lifehood or the life expectancy of  
10 that filtering system is approximately five to seven  
11 years, per the manufacturer; it didn't last three.

12 Besides that, I have called continually  
13 because -- when you have a pool, you have to lower  
14 the water level to winterize it in Ohio because it  
15 does get below freezing here so the filtering system  
16 and whatnot doesn't get damaged. So I anticipated  
17 having high water bills, which I received, and I  
18 wasn't -- because I paid my previous water bill I  
19 was -- or water bills, I wasn't astonished at the  
20 price, but when I'm pouring brown water in a  
21 chlorinated pool system, it is rather  
22 counterproductive. So I have additional chemical  
23 costs to mitigate that brown iron content that our  
24 water contains.



1 I realize the pool is a luxury and not  
2 everyone can necessarily afford that, but I do  
3 believe I'm paying additional costs in chemicals as  
4 well as a brand-new filtering system that as a  
5 consumer I wouldn't otherwise had to pay if I was,  
6 say, in the Columbus water district, because the  
7 quality of water in Columbus I never had issue with.

8 I have been on the phone with the same  
9 customer service reps that these individuals have  
10 spoken with throughout the evening, and I've had  
11 similar experiences. I have been -- I have given  
12 water samples to the gentleman that runs the quality  
13 assurance department at the Huber Village plant and  
14 he says, "Well, you got one of the worst samples I've  
15 ever seen." And I'm thinking to myself, how many  
16 samples do you have that are of this type of poor  
17 quality?

18 I give him a little four-ounce bottle,  
19 and I'd say at least 3 to 4 centimeters at the  
20 bottom, once the water settled and the sediment  
21 settled to the bottom, was iron-type residue.

22 So I'm here to speak to the price of the  
23 water being three times -- 300 percent higher than  
24 what it is in other neighboring communities, as well

1 as the quality. And I thank you guys for your time  
2 and consideration, and hopefully you take this input  
3 from the community and the time that they've put  
4 coming out here away from their families and other  
5 activities in this busy month of the year and take  
6 that into account of how serious of an issue this is  
7 to our community.

8 Thank you.

9 ATTORNEY EXAMINER BULGRIN: Thank you.

10 (Applause.)

11 ATTORNEY EXAMINER BULGRIN: Mary  
12 Swackhammer.

13 Samantha Hollern.

14 MS. HOLLERN: This was just from tonight.  
15 Two weeks. Here's some of our water. I'm sure  
16 that's what we have in our systems if we drink it.

17 - - -

18 SAMANTHA HOLLERN

19 presented herself as a public witness, and being  
20 first duly sworn, testified as follows:

21 DIRECT TESTIMONY

22 MS. HOLLERN: Hi. My name is Samantha  
23 Hollern, H-o-l-l-e-r-n. We are at 3700 Bogota Drive,  
24 Westerville, Ohio 43081.

1           Like I said, I brought some samples. We  
2 took that water filter out right before we came.  
3 It's probably been in for two weeks maybe; that's a  
4 whole house water filter. And then we have water  
5 samples here. And I think there's dates on those.  
6 We just take them -- we've been calling for six  
7 years. We take them regularly and just kind of save  
8 them in case anyone cares. They haven't yet, but we  
9 try.

10           But, you know, my thought is with that,  
11 that one's been sitting there for a while, is that  
12 what's in our body system -- the other one -- once it  
13 settles? I mean, there's chunks.

14           So other than that, we bought our house  
15 in November of 2000. We were 23 years old, it was  
16 our first house, had no idea. You know, life for us  
17 was just starting. I was 8-1/2 months pregnant, we  
18 had a four-year-old at the time and -- I'm sorry, I'm  
19 really nervous. I hate public speaking.

20           We bought the house based on the price  
21 and so I could maybe work part-time or stay at home  
22 with the kids. At closing the previous owners, after  
23 we signed all of our papers, of course, and pushed  
24 them away from us, they said, "Good luck with the

1 water bill." We thought that was kind of funny,  
2 because we had no idea what it meant.

3 And we got our first one, and I think it  
4 was probably in the 90s, it was probably a little  
5 more expensive because it was the first one, we were  
6 like, "What in the world?" We paid 13 to 15 dollars  
7 in Westerville like not even two miles away. So we  
8 were a little, you know, taken back by that.

9 Over the last six years we've probably  
10 called Ohio American Water 300 times, probably more  
11 than that. My husband actually has them programmed  
12 on his speed dial on his cell phone, we've complained  
13 that many times.

14 Recently they've refused to give us flush  
15 credits because we've, obviously, had too many. We  
16 have kids, and our kids can see, so they can tell  
17 that they don't want to take a bath in brown water.  
18 They can tell that they don't want to drink brown  
19 water. And, you know, we can't expect them to.

20 So they have refused to give us flush  
21 credits now when we have to empty our hot water tank  
22 or, you know, just flush water until we can get it  
23 clear so that we can take our showers.

24 We did -- somebody mentioned having the

1 water meter changed. We had ours changed, and we  
2 have had no difference in our bill. I would like to  
3 see a \$40 bill, but we're not lucky enough to do  
4 that.

5 We have pictures of the grit and the  
6 grime that fill our bathtub afterwards. Our water  
7 filters last about two weeks in our house, and then  
8 it comes through. I didn't bring the pictures, but  
9 I'm assuming other people have some in here.

10 We pay about \$15 for a pack of water  
11 filters. Like I said, each filter lasts about two  
12 weeks. We don't drink our water and we don't cook  
13 with our water. We buy jugs of water and we buy  
14 drinking water, we buy bottles of water for the kids,  
15 so we spend probably 12 more dollars a week just on  
16 water so that we can drink and cook.

17 So on top of our 90 to a hundred dollar  
18 water bill we probably pay another 60 or 70 dollars a  
19 month just to live. There's been more times than I  
20 can count that I have taken the kids or ourselves to  
21 my in-laws, you know, two miles away to bathe, or  
22 just have gone without a bath or a shower because the  
23 water won't stop coming out brown after we've run it  
24 and run it and run it.

1           We've had several workers out to look at  
2   our water after complaining, and we have offered them  
3   a drink, and they have all refused, but in the next  
4   breath they can tell us that it's safe for us to  
5   drink. Try telling your five-year-old that when he's  
6   looking at it.

7           We've also been told, and this is kind of  
8   interesting because as this has come around and we've  
9   seen the signs in people's yards, we've constantly  
10   been told that no one else has this problem, that  
11   we're the only ones. So I find it very interesting  
12   now to actually learn the truth.

13          We have disputed with the PUCO, this is  
14   our second one, and I have a letter here that's an  
15   e-mail from the lady that handled our dispute from  
16   the PUCO with somebody from Ohio American Water named  
17   Thomas Schwing. I don't know who that is or if he's  
18   present or what, but it's interesting to see what  
19   they plan to do to fix our water by November.

20          And it just goes on to say that he agreed  
21   that localized limited areas have experienced  
22   periodic and repeated water quality problems. To  
23   conclude that the root of the cause of the episodes  
24   is caused by the water treatment plant's poor

1 production of poor water quality is, I believe,  
2 simplistic and is not supported by factual  
3 documentation; and I find that interesting because I  
4 think we all provided factual documentation tonight.

5           And he goes on to say that it should be  
6 fixed by November, and there's a list of everything  
7 that he will do, and you guys are more than welcome  
8 to have this. Of course, it did come from somebody  
9 at Ohio American Water, so I would assume you guys  
10 know what it says. But it also says "Franklin  
11 County's goal is to provide the highest quality water  
12 to its customers at a reasonable and fair market  
13 price," and that's directly out of the mouth of  
14 somebody at Ohio American Water.

15           ATTORNEY EXAMINER BULGRIN: Excuse me.  
16 Is there like a case number or anything  
17 referencing --

18           MS. HOLLERN: You can look at it. I may  
19 need it back at the end because the rest of what I  
20 wanted to say is on the back of it.

21           We had a baby in May of 2004. She was  
22 born with a very rare syndrome called Cat-Eye  
23 Syndrome. They can't say what caused her genetic  
24 mutation, but her neonatologist about fell off his

1 chair when I told him about our water. He encouraged  
2 me, among other things, he said to call Six On Your  
3 Side or somebody because we told them we tried, we  
4 can't get any help.

5           You know, we had reported to the PUCO one  
6 other time and they told us that the attorneys for  
7 the water company came back and said they had a water  
8 main break, and my question was, "For four years?" I  
9 don't understand.

10           So my husband and I have tossed around  
11 the idea to actually do that, but at some point we'd  
12 like to sell our house and we didn't feel making it  
13 public that we had that water problem in our house  
14 was going to help us sell our house if we went on Six  
15 On Your Side and said, "Hey, we have brown water by  
16 our house."

17           The same year that we had our daughter we  
18 bought one of those little, you know, blow-up pools  
19 in our backyard, because I wouldn't have been able to  
20 travel with the kids to the pool or whatever; it cost  
21 us \$260 to fill that pool, not to mention how many  
22 filters we replaced. He was going through them like  
23 every two days; they were black. And the chemicals  
24 to just try to keep it clean.



1                   My husband goes to work in the summer,  
2 he's a construction worker, he's in heating and  
3 cooling, and he starts to sweat and the smell of the  
4 water comes out on his clothes, and it's sad that a  
5 sweaty construction worker's clean clothes smell  
6 worse than he does, in my opinion. I use Tide with  
7 Bleach, I use two scoops of OxyClean, I use liquid  
8 fabric softener and fabric sheets, and he still can  
9 come home and say "My clothes smell like our water."

10                  Some of the tests have come back from  
11 Ohio American Water that says our water has a high  
12 level of manganese. They tell us that this is safe,  
13 but yet they still won't drink our water, and I don't  
14 understand why they would expect us to drink the  
15 brown water.

16                  Is there a way I can see that?

17                  ATTORNEY EXAMINER BULGRIN: Here.

18                  MS. HOLLERN: Thanks.

19                  Yeah, you know, it may not be toxic or  
20 unhealthy, but it tastes horrible, it looks  
21 disgusting, and the smell is bad, too. So we, like  
22 many others, have replaced toilets, we've replaced  
23 two toilets, a bathtub, a kitchen sink, the faucets  
24 for all of those, and we've done this in the last

1 year and a half, and you can already tell the  
2 corrosion around it. And I'm pretty compulsive about  
3 faucets, and I can't stop it. You just -- it won't  
4 stop. It just won't stop.

5 In my opinion, no one in this room should  
6 pay more than 10 or 15 dollars a month for the crappy  
7 water we have once you factor in all the additional  
8 money we're spending on everything else, drinking  
9 water, filters, car washes, installing our own whole  
10 house filters, water softeners. And that's just  
11 basically what we're using for showering, and the  
12 bath water.

13 Not to mention some of the money that  
14 some of us have spent on phone bills trying to get  
15 ahold of Ohio American Water.

16 So one question was does anyone else's  
17 water like in your bathroom, do you notice that you  
18 get extra mildew?

19 FROM THE FLOOR: Yes.

20 MS. HOLLERN: Another problem. That's  
21 really all I have to say. When we go on vacation, I  
22 mean, we all shower before we leave, our bathtub when  
23 I come back, all around the edges, it's just mildew.

24 Thank you.

1 (Applause.)

2 ATTORNEY EXAMINER BULGRIN: Christy  
3 Ernst.

4 - - -

5 CHRISTY ERNST

6 presented herself as a public witness, and being  
7 first duly sworn, testified as follows:

8 DIRECT TESTIMONY

9 MS. ERNST: Hi, everyone. My name is  
10 Christy Ernst. I live at 3801 Caracas Drive,  
11 Westerville, Ohio.

12 First of all, I'm sitting here, and I  
13 bought my home probably two years ago, and I'm  
14 getting sick to my stomach sitting in my chair  
15 looking at all your samples because I've got to tell  
16 you guys, I never even knew I had to change a water  
17 filter. So I'm surprised I'm not dead right now by  
18 looking at these.

19 So when I leave here -- Greg was my  
20 neighbor who spoke earlier, with the phone ringing,  
21 I'm going to have to go over and ask him how do you  
22 change my water filter, because I don't think my  
23 husband knows how either. This is our first home.

24 We had the problem with the water main

1 break. I had woke up and I asked my husband the same  
2 question, I said, "Did we pay our water bill?"  
3 because we had absolutely no water. And he said,  
4 "Well, you pay the bills. Did you pay it?" And I  
5 said, "Yeah, I think so."

6 Well, I had gone out and there was just  
7 water gushing everywhere. It was probably six  
8 inches -- my driveway goes down, it was probably six  
9 inches from going down into my garage and flooding my  
10 house. We've had numerous problems with that  
11 happening, and we actually did have water go into our  
12 basement. It's an ongoing problem.

13 The water, when it was coming out, was  
14 just chocolate, and I have seen horrible water in our  
15 house and, like I said, I have never changed our  
16 filter. And you guys are just scaring me to death  
17 right now by looking at those.

18 I don't drink the water in my house. I  
19 don't drink any water for this whole reason. I am in  
20 the real estate industry, so I have -- since I live  
21 in Huber Ridge, I have realtors asking me all the  
22 time "How are your bills in this neighborhood?" And  
23 I tell them honestly, I can't lie to them, there's  
24 going to be someone moving into this neighborhood

1 who's going to want to know how our bills are.

2           And right now I'm looking at it like I  
3 wouldn't have moved into this neighborhood if I knew  
4 my water bill was going to be that much. I mean,  
5 it's bad enough we have to deal with the taxes here,  
6 why do we have to deal with a crappy water bill?  
7 It's awful.

8           Our water bill for my husband and I runs  
9 anywhere from about 85 to 120 dollars a month just  
10 for the two of us. I have two dogs and no kids. But  
11 at this point I'm very scared about having a newborn  
12 baby and bathing a baby in that water. It is  
13 absolutely disgusting. There is a smell.

14           We have gone on vacation, my neighbor  
15 Greg who was here, his kids always come over and  
16 watch our house, watch our dogs. We left -- they  
17 didn't use our bathroom. It was not used for one  
18 week. We went back in, and I could not tell you how  
19 bad that stench was in the bathroom. There was a  
20 green and brown ring around the toilet that I cannot  
21 get off of there. We had to replace our toilet. It  
22 was just an awful -- I could not get this ring out  
23 because the toilet had not been used in a week, had  
24 not been flushed.

1           So I hope that PUCO does monitor this  
2 tonight. I've been looking around and seeing the  
3 reactions of people who are here from Ohio American  
4 Water, and they look shocked. I'd like to know, and  
5 I'm sure everybody would, does anybody who works at  
6 Ohio American Water live in Huber Ridge or Sunbury  
7 Woods and have to deal with their own water? I would  
8 really like to know that.

9           Because would you drink what you're  
10 seeing come up here? Obviously, we have a thing of  
11 water and I don't see anybody from Ohio American  
12 Water or PUCO drinking that water. Who would want  
13 to? So would you want to raise your kids and have  
14 your family drinking and bathing in this disgusting  
15 water and having to deal with what everybody else  
16 here is?

17           So that's all I have to say, and I hope  
18 you really consider not letting them have an  
19 increase.

20           ATTORNEY EXAMINER BULGRIN: Thank you.

21           (Applause.)

22           ATTORNEY EXAMINER BULGRIN: Julie?

23           Anyone else?

24           MR. CHILL: I'd like to say something.

1 JIM CHILL

2 presented himself as a public witness, and being  
3 first duly sworn, testified as follows:

4 DIRECT TESTIMONY

5 MR. CHILL: Hello. My name is Jim Chill,  
6 C-h-i-l-l, 3505 Saigon Drive, Westerville, 43081.

7 I'm not going to, you know, say  
8 everything that everyone else has said, but I did  
9 want to do one thing, or I just wanted to give one  
10 example of something personal that happened to me.

11 We moved into the neighborhood ten months  
12 ago, I had no idea about the water quality at all. I  
13 turned the water on, I put water in the sippy cup for  
14 my daughter -- she's three years old -- and I handed  
15 it to her. Right before she drank it I realized what  
16 it looked like. It was kind of brown like that, a  
17 little bit more brown.

18 And, gentlemen, I just want to show you a  
19 picture of my daughter. Her name's Giovanna.

20 And I just want to speak directly to you  
21 guys. Do you guys -- do you two directly cast the  
22 vote on the --

23 ATTORNEY EXAMINER BULGRIN: No. No,  
24 we're not commissioners.

1 MR. CHILL: Well, whoever does, can you  
2 please give them my story. I know everyone else  
3 here, their stories are just as important, but tell  
4 them that I have a three-year-old daughter that drank  
5 this water, please, and just let them know the  
6 gravity of the situation.

7 That's all I have to say. Thank you.  
8 (Applause.)

9 MS. HEDRICK: Is there anyone else that  
10 would like to speak that hasn't signed in? If so, I  
11 think we're going to open the floor in just a second.

12 Right? After me? I haven't give my  
13 personal testimony yet.

14 ATTORNEY EXAMINER FARKAS: Go ahead.

15 - - -

16 JULIE HEDRICK  
17 presented herself as a public witness, and being  
18 previously duly sworn, further testified as follows:

19 FURTHER DIRECT TESTIMONY

20 MS. HEDRICK: Julie Hedrick again, 5911  
21 Cairo Road, Westerville, Ohio 43081. I manage a  
22 rental property next to me, as well as, I'm sorry,  
23 that's my rental, and then I manage one for my family  
24 down on Buenos Aires.



1 I don't even know where to begin. Just  
2 so you know, for those of you who are still left here  
3 this evening, this is the fifth public forum for this  
4 particular rate increase. I know for PUCO it's just  
5 another public forum on another night for another  
6 utility.

7 It's unfortunate that our OAW executives  
8 are halfway asleep back there. Hopefully you guys  
9 can please stay awake for a couple more minutes. I  
10 hope we're not keeping you from your families. This  
11 is very important to us. And I think it's pathetic  
12 you can't even sit up front. You should be sitting  
13 up front and looking us in the eye and telling us why  
14 we should allow our children to drink this water, to  
15 bathe in this water, our families.

16 There are so many elderly people in our  
17 neighborhood that can't get up here; that's the only  
18 reason why I do this. Go knock on their doors. Go  
19 talk to them. I know you're an attorney, I know  
20 you're paid enough money to go and do this, go to the  
21 people and ask them what's going on because they are  
22 feeding this to their families.

23 And I'm so sorry about your child.

24 What's it going to take? Is someone

1 going to have to die or do we just blame some infant  
2 that's been hurt on some mysterious illness? Did her  
3 mama drink the water? Will she ever know?

4 This is a problem, and we have a serious  
5 issue on our hands.

6 People have talked about property values,  
7 people have talked about safety, people have talked  
8 about their health, and it's pathetic. Ohio American  
9 Water should be ashamed, you should be put out of  
10 business, specifically even American Water. RGK --  
11 is that what it is?

12 MR. WELCH: RWE.

13 MS. HEDRICK: RWE. They don't care.  
14 They're just a foreign company making their money,  
15 and we're just the poor soul idiots that are drinking  
16 the water and paying these bills.

17 I, unfortunately, do not have a solution  
18 or a resolution to help us with this, but it is  
19 pathetic. I think the people that make the  
20 decisions, PUCO, and maybe not directly tonight, you  
21 do have influence at PUCO, and you can go back and  
22 you can say, "Listen, this is a sad situation." And  
23 this is water, this isn't even a luxury. These are  
24 things that go into our bodies. It's a different

1 type of utility than the other public forums that you  
2 probably hold.

3           You do have influence, and I know you can  
4 go back and I know you can say "I'm tired of this. I  
5 don't want to work for a company that can potentially  
6 be making people sick." And will we ever have proof,  
7 will we ever have a correlation between the two, that  
8 the water is making people sick? If the water  
9 filters and the brown water aren't enough, then I  
10 don't know what it's going to do for you.

11           I highly encourage you to take a drink.  
12 I don't think I've seen anyone, especially OAW, come  
13 up here and take a drink. If you guys are thirsty,  
14 come up here and drink it like you tell us to do.

15           MR. WELCH: Daily.

16           MS. HEDRICK: I'm so frustrated, and I'm  
17 so sad to get emotional over this, but I have a  
18 one-year-old and he has to bathe in brown water every  
19 night, or most nights. Every now and then I get it a  
20 little bit clearer. The kid is bottle fed with water  
21 that I buy from Sam's Club, even though I'm paying  
22 anywhere from 60 to a hundred dollars a month in  
23 water rates. This is ridiculous.

24           I think that if Ohio American Water needs

1 to raise its rates, I think they need to look  
2 internally first. You need to cut the executives'  
3 pay. They need to cut their expenses. I think it's  
4 ridiculous that I can't even pay my bill on line  
5 unless I'm charged a dollar 50. Are you kidding me?  
6 I'm saving you money by not printing paper for my  
7 bill, and you want to charge me to pay on line?

8 I thank Victoria who got up here, and I  
9 thank God, bless her for coming in from Washington,  
10 DC, on her ticket and bringing -- you know, we had  
11 prior knowledge, but not true facts of a national  
12 problem here. And I do hope the national media picks  
13 it up. I know we had some issues tonight with our  
14 local media, but we got it picked up from the  
15 Galloway hearings and that sort of thing with Andrew  
16 Hehemann who's out here tonight from Galloway.  
17 Tiffin, Marion, we know you guys are here, too.

18 And I sincerely hope that PUCO sets the  
19 standard, sets the bar, for the entire nation against  
20 American Water. Don't embarrass yourselves. Don't  
21 let them go through with another rate increase. And  
22 I know it's not you two personally, I know that's why  
23 you can't look me in the eye, but please know you do  
24 have influence back at PUCO to make a difference.

1           Our trustees -- if you guys are still  
2 around -- from Blendon Township, we're watching, we  
3 hope that you take this seriously. This is one of  
4 many issues that we're dealing with as a  
5 neighborhood.

6           Everything else that I wrote down is  
7 just, you know, the no car washing, the no lawn  
8 watering, the no gardens, you know, the fire  
9 hydrants, it goes on and on and on; you guys have  
10 already iterated that.

11           We'd like to state for the record we got  
12 over 80 letters, individual letters from our  
13 residents going to PUCO, those are on the docketing  
14 system, hopefully someone from PUCO will read them  
15 someday.

16           We've had over 325 signatures where we  
17 literally went door to door asking people to sign a  
18 petition. Gee, that was fun in the cold winter  
19 months. But PUCO has all of those as well.

20           MR. WELCH: 150 people tonight.

21           MS. HEDRICK: I'm sorry?

22           MR. WELCH: We have 150 tonight.

23           MS. HEDRICK: Yeah, we did, we had, for  
24 the record, a little over 150 residents here tonight,

1 and I'm sure that I can speak for at least the six  
2 houses on my block that couldn't make it out tonight,  
3 because they are so -- they're on fixed incomes and  
4 they can't get out here, and it's just frustrating.

5 I sincerely hope that you guys take some  
6 of this to heart, and I know this is another forum  
7 and I'm sorry you have to go through this, but I hope  
8 that you take the message back or at least do  
9 something on a personal level and think to yourself  
10 how on earth can I sleep knowing that these people  
11 are going through this, people that are already on a  
12 lower income.

13 We do know our housing, this neighborhood  
14 in particular, Huber Ridge, along with Sunbury Woods  
15 to a certain extent, our houses average anywhere  
16 from a hundred thousand to 150,000. We're a  
17 lower-income neighborhood. These people cannot  
18 afford these water rates. People who have lived here  
19 for 10, 20, 30 years plus have continually e-mailed  
20 us, called us, written letters saying, "Please,  
21 please, speak on my behalf because I can't. I'm on a  
22 fixed income, and I cannot afford these rate  
23 increases, what am I supposed to do? I can't move.  
24 The houses in the rest of central Ohio are too

1 expensive. I'm already in one of the lowest  
2 neighborhoods."

3 If there is anyone else tonight that has  
4 to speak, I would sincerely encourage you to do so at  
5 least for the public record.

6 And just a reminder, if you want to come  
7 to the Huber Ridge Area Association meetings, they're  
8 every Thursday, first Thursday of the month; I had to  
9 throw that in there. These are some of the topics  
10 that we're talking about. Thanks for your time, you  
11 guys, and I sincerely appreciate you coming out.

12 FROM THE FLOOR: Thank you.

13 (Applause.)

14 ATTORNEY EXAMINER BULGRIN: Anyone else?

15 - - -

16 ANDY HEHEMANN

17 presented himself as a public witness, and being  
18 first duly sworn, testified as follows:

19 DIRECT TESTIMONY

20 MR. HEHEMANN: It's Andy Hehemann, 810  
21 Formation Court, Galloway, Ohio.

22 I don't live here, I already had our  
23 hearing last week, but -- I probably should have said  
24 this when everybody was here. I believe they're in

1 settlement process now. This thing could be settled.  
2 This rate case could be settled before Christmas,  
3 maybe.

4 Please don't settle. Go to hearing.

5 And what you can do to help this is call  
6 the OCC, call PUCO, call the news agencies, call your  
7 friends, call your neighbors, call, call, call.

8 If they settle this thing, they're going  
9 to get at least 10 percent. And Sally Bloomfield,  
10 I'm sure she's trying to settle this now, and that's  
11 how they do things, so you --

12 Am I mistaken? Is there a settlement  
13 process usually with these rate cases; can you answer  
14 that?

15 ATTORNEY EXAMINER FARKAS: Well, in every  
16 case there's always the opportunity for parties to  
17 try and settle.

18 MR. HEHEMANN: Has there been an offer  
19 for settlement?

20 ATTORNEY EXAMINER FARKAS: We don't know  
21 anything about any settlement discussions.

22 MR. HEHEMANN: It's very important that  
23 they don't settle this.

24 ATTORNEY EXAMINER BULGRIN: But OCC does



1 represent you people, so they are the ones that  
2 are -- your party.

3 MR. HEHEMANN: You've got to call. I  
4 mean, just call them and call them, and if you want  
5 to take it a step further, call the governor. Call  
6 the new governor, because they appoint the  
7 commissioners.

8 MR. WELCH: Five.

9 MR. HEHEMANN: Five commissioners.

10 MR. WELCH: One a year.

11 MR. HEHEMANN: And we have a new  
12 governor. So it's all politics. American Water has  
13 a very good law firm in Bricker & Eckler and, like  
14 you heard, a huge corporation, and the Staff Report  
15 that came out, this is one of the better ones. I  
16 wish we would have, the last rate case, had this type  
17 of showing. I think we'd have a different -- the way  
18 it was set up, the way their rates are set up and the  
19 way they can do this, it's going to be hard.

20 They're not going to -- we're not going  
21 to see a decrease, and we're not going to see a small  
22 increase. They ask for 21, they're going to get 10.  
23 I mean, I'm not reading a crystal ball, but that's  
24 the way it's going to be, unless there's enough

1 people that call and call and call and call.

2           So hit them hard and make the calls  
3 because tonight when we all walk out of here, other  
4 than the testimony, it just goes -- it's, I mean,  
5 they'll take it into consideration, but you got to  
6 keep it going is what I'm saying, and the only way to  
7 keep it going is to call. I keep saying this, but  
8 you got to call.

9           And call the governor's office, too.  
10 Really, start hitting. I don't know when he gets  
11 sworn in. Taft ain't going to listen right now. But  
12 I would definitely, definitely call the OCC and say,  
13 "Look, we don't want to settle. We don't want to  
14 settle."

15           And the hearing's December 11th?

16           ATTORNEY EXAMINER BULGRIN: Yes.

17           ATTORNEY EXAMINER FARKAS: Yeah.

18           MR. HEHEMANN: I know we're all working,  
19 it's 10 a.m., I mean, most people aren't going to be  
20 able to make it, but, please, just pick up the phone,  
21 e-mail, do what you got to do, but you keep the fight  
22 or we're going to be back here in two years again  
23 with another 10 percent increase with brown water,  
24 and I don't know how long it's going to take. I've

1 been fighting them for -- they know my name -- for a  
2 while now, and ours is a different situation, it's  
3 not as bad as yours, it's just hard water.

4 That's all I've got to say.

5 (Applause.)

6 MR. HEHEMANN: Who?

7 MR. WELCH: Senator David Goodman.

8 MR. HEHEMANN: Oh, Senator --

9 MR. WELCH: David Goodman.

10 MR. HEHEMANN: -- David Goodman.

11 MR. WELCH: His number is on our website.

12 MR. HEHEMANN: His number is on our  
13 website.

14 MR. WELCH: Huberridge.org.

15 MR. HEHEMANN: Huberridge.org.

16 MR. WELCH: He wants a call from all the  
17 residents concerned with the water rate issue.

18 MR. HEHEMANN: You got that?

19 THE REPORTER: Yes.

20 MR. HEHEMANN: That's all.

21 ATTORNEY EXAMINER BULGRIN: If there's  
22 nothing further, then this hearing will be concluded.  
23 The next one will be --

24 FROM THE FLOOR: Can't hear you.

1                   ATTORNEY EXAMINER BULGRIN: The next  
2 hearing will be in Ravenna on Thursday night, I  
3 believe, and then there will be a public hearing, you  
4 can come in and testify in Columbus downtown December  
5 11th, I believe it's at 10.

6                   FROM THE FLOOR: What?

7                   ATTORNEY EXAMINER BULGRIN: December  
8 11th at 10.

9                   Thank you.

10                  (Thereupon, the hearing concluded at 9:17  
11 p.m.)

12   - - -

13

14

15

16

17

18

19

20

21

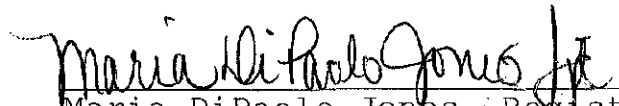
22

23

24

## 1 CERTIFICATE

2 I do hereby certify that the foregoing is a  
3 true and correct transcript of the proceedings taken  
4 by me in this matter on Tuesday, December 5, 2006,  
5 and carefully compared with my original stenographic  
6 notes.

7   
8 Maria DiPaolo Jones, Registered  
9 Diplomate Reporter and CRR and  
Notary Public in and for the  
State of Ohio.

10 My commission expires June 19, 2011.

11 (MDJ-2029)

12 - - -  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24

# EXHIBIT



Case No.

OHIO AMERICAN WATER Page 1

Location

06-433 WS-AIR

BLENDEN TWP

ANYONE WANTING TO TESTIFY IN THE ABOVE CASE, PLEASE **PRINT** YOUR NAME AND ADDRESS BELOW:

NAME

ADDRESS AND ZIP CODE

- ✓ 1. Julie Hedrick  
5911 CAIRO RD. WESTERVILLE, OH 43081
- ✓ 2. Pam Clegg  
3614 Malabar Dr. 43081
- ✓ 3. Steve Barber &  
3621 Dempsey Rd 43081
- ✓ 4. Jim Welch
- ✓ 5. Victoria Kaplan  
1402 16th St NW #225, Washington DC 20010.
- ✓ 6. Charlie Shannon  
3701 Bader Ct. Westerville, OH 43081
- ✓ 7. FRED POPPER  
5140 FULLERTON DR COLUMBUS 43232
- ✓ 8. MARY GROGAN  
3460 SAIGON DR WESTERVILLE 43081
- X 9. Ray J. Souch 3373 "
- ✓ 10. MARK E. HINTZ 3680 SANTIAGO DR 43081
- ✓ 11. Janet Brown 3582 KARIKAL DR
- ✓ 12. Pam Muth 3485 Bader Ct 43081
- ✓ 13. MEREDITH (MERRY) NEFF 3581 KARIKAL DR. 43081
- ✓ 14. Phillip Bouton  
6472 Cherokee Rose DR Westerville OH 43081



Case No. 06-433-WS-AIR  
 Location Blendon Township Ohio Americas

ANYONE WANTING TO TESTIFY IN THE ABOVE CASE, PLEASE **PRINT** YOUR NAME AND ADDRESS BELOW:

NAME

ADDRESS AND ZIP CODE

✓ 1. Deforest Gordon 3475 BRAZZAVILLE Rd 43081

✓ 2. SHARON RICKER 5561 Opale Dr 43081

3. ~~John Arago~~  
Alexis Cofield 3515 Makassar Dr. 43081

X 4. ARN

5. Chan Park 3694 ~~Mac~~ Caracas Dr. 43081

✓ 6. Donna Sam 6419 Thrasher Loop 43081

7. BILL Riggs 5520 COPENHAGEN DR

X 8. Scott Rye fice 5571 Madrid Dr.

9. Loretta Mann 3510 Rangoon Dr.

10. EREG (JANIE) GOSSEMAN 3795 CARACAS DR

X 11. RICHARD BERN TSEN 6332 Thrasher Loop





Case No.

06-433- WS-AIR

Location

Blendon Township

ANYONE WANTING TO TESTIFY IN THE ABOVE CASE, PLEASE **PRINT** YOUR NAME AND ADDRESS BELOW:

NAME

ADDRESS AND ZIP CODE

1.

~~Mike & Donna Malloy~~~~3495 Manila Dr. 43081~~

2. DAN CUNNINGHAM

4039 BEAUTY ROSE AVE  
43081

3. MARY SWICKHAMMER

3374 ARNETT CT., 43081

4. ~~JANICE SEWARD~~~~3586 STOCKHOLM RD 43081~~

5. Samantha Hollern

3700 Bogota Dr. 43081  
WESTERVILLE OH

6. Christy Ernst

3801 CARACAS DR  
WESTERVILLE, OH 43081Twice  
7. Julie Hedrick

5911 CAIRO RD Westerville, OH 43081

8. Tim Phill

35

9.

10.

11.

**Subject:** LCT and Ohio American Water meeting

**From:** "Dorothy Crawford" <dorothy.crawford@gracebrethren.org>

**Date:** Mon, 4 Dec 2006 12:08:02 -0500

**To:** <blockwatch@huberridge.org>

December 4, 2006

11:10 a.m.

Pam: My name is Dorothy Crawford. I live at 3723 Paris Blvd E. in Westerville and I work at the Grace Brethren Church so I have two things to ask you about.

First, I noticed that you helped with the set-up for the LCT concerts. I am in the process of scheduling people to help with the teardown on Saturday, January 6, starting with breakfast around 8:15 a.m. Would you be able to help out with the teardown?

Please give me a call at 410-4222 x4245 and let me know if you can or cannot help.

Then, my second concern is the Ohio American Water Company trying to raise the price of our water. I have fought with the PUCO and the Water Company for several years trying to get them to do something about the bad water we have to use. I have found that the PUCO is "in bed" with the water company and won't listen when we try to get them to help us. I had them come out to my home and look at the filter for my water softener a few years back. I can put on a new filter (which is white) and when I turn the water back on and the filter container fills up with water it is already showing a rusty look, not clear like good water. Within a week it looks like coffee and within a month the water in the filter container is as black as strong coffee. In the bottom of the filter container is something that looks a lot like coffee grounds - I don't know if it is rust or what.

It really provokes me every time I think of people cooking with our water and giving it to their children to drink. It cannot be healthy.

I know there is a meeting tomorrow evening and I'm not sure if I can attend. I changed the filter on my water softener on November 18<sup>th</sup>. That is 17 days on the new filter. I wonder if it would do any good to take the filter and container to the meeting to show the people what kind of water they are having to use. If you are interested please give me a call here at the church 410-4222 x 4245 or at home this evening at 882-8243.

Thanks in advance.

Dorothy Crawford  
[dotcrawford@earthlink.net](mailto:dotcrawford@earthlink.net)

April 17, 2006

Ronald A. and Pamela J. Clegg  
3614 Makassar Dr.  
Westerville, OH 43081-4027

The Public Utilities Commission of Ohio  
Attn: Docketing Division  
180 E. Broad Street  
Columbus, OH 43215-3793

Re: Case 06-0433-WS-Air AIR

~~Dear Sirs: TO WHOM IT MAY CONCERN.~~

DEAR PUCO

This is to request that you deny the proposed rate increase submitted by Ohio American Water March 17, 2006. It is also to request that you allow a choice for another water company to provide us with water and sewer service.

Two surrounding communities, Westerville and Columbus, offer water and sewer to consumers for nearly one third the cost of what Ohio American Water charges us. We know because we have relatives living in those areas and have copies of their bills. If you would like, we can provide the copies for your records, but you should already know what and how Columbus and Westerville charge consumers.

Further, our water quality is at a high risk for contamination according to OAW's own literature. For this reason alone we should disband from this company and connect to Westerville. We are asking you to consider this as an option. Ohio American Water is a company that has historically overcharged for the same service and product, that is, sewer and water.

PUCO literature that we received from the 2005 Ohio State Fair states, "The PUCO was created to assure Ohioans adequate, safe, and reliable public utility services at a fair price." Ohio American Water neither offers a safe nor fairly priced product.

If this rate increase happens, then our neighborhood will be even less attractive as an affordable place to live. This utility is already difficult to afford with the current rates in place. The rates are unfair and unreasonable, in our opinion. Please be our advocate in this matter as your literature indicates. We want change for the better.

Thank you, in advance, for your consideration of our requests.

Sincerely,

Ron (pc) Pam Clegg  
Ron and Pam Clegg

Copy

my letter  
1 why PUCO was created

2 high risk  
SAFE

# the PUCCO

## working for you

The Public Utilities Commission of Ohio (PUCCO) affects just about every household in Ohio. That's because the PUCCO regulates providers of all kinds of utility services, including electric and natural gas companies, local and long distance telephone companies, water and waste-water companies, and rail and trucking companies. The PUCCO was created to assure Ohioans adequate, safe, and reliable public utility services at a fair price. More recently, the PUCCO gained responsibility for facilitating competitive utility choices for Ohio consumers.

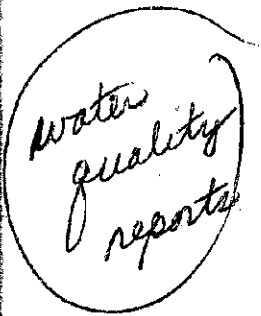
# 5 ways

## the PUCCO

### works for you:



**1** PROTECTS you by monitoring and enforcing PUCCO rules and state laws against unfair, inadequate, and unsafe public utility and transportation services.



## Protecting Your Water Source

The Ohio EPA recently completed studies of the Ohio American Water sources of water listed below to identify potential contaminant sources and provide guidance on protecting the drinking water source. The results of these studies are indicated below. In addition, more information about these source water assessments or that consumers can do to help protect their aquifers is available by calling (800) 673-5999.

### Franklin County - Blacklick Estates Water System

#### Madison Township

The aquifer (water-rich zone) that supplies water to Ohio American Water - Blacklick Estates has a high susceptibility to contamination. This determination is based on the following:

- The presence of a relatively thin protective layer of clay overlying the source of the aquifer;
  - The shallow depth (less than 10 feet below ground surface) of the aquifer;
  - No evidence to suggest that ground water has been impacted by any significant levels of chemical contaminants from human activities; and
  - The presence of significant potential contaminant sources in the protection area.
- This susceptibility means that under currently existing conditions, the likelihood of the aquifer becoming contaminated is relatively high. This likelihood can be minimized by implementing appropriate protective measures.

### Franklin County - Huber Ridge Water System

#### Blendon Township

The aquifer (water-rich zone) that supplies water to Ohio American Water - Huber Ridge has a high susceptibility to contamination. This determination is based on the following:

- Lack of a protective layer of clay overlying the aquifer;
- Shallow depth (less than 10 feet below ground surface) of the aquifer;
- No evidence to suggest that ground water has been impacted by any significant levels of chemical contaminants from human activities; and
- The presence of significant potential contaminant sources in the protection area.

This susceptibility means that under currently existing conditions, the likelihood of the aquifer becoming contaminated is relatively high. This likelihood can be minimized by implementing appropriate protective measures.

### Franklin County - Lake Darby Water System (Prairie Township)

The aquifer (water-rich zone) that provides water to Ohio American Water - Lake Darby has a low susceptibility to contamination. This determination is based on the following:

- Presence of a thick protective layer of clay overlying the aquifer;
- Significant depth (over 100 feet below ground surface) of the aquifer;
- No evidence to suggest that ground water has been impacted by any significant levels of chemical contaminants from human activities; and
- Presence of significant potential contaminant sources in the protection area.

This susceptibility means that under currently existing conditions, the likelihood of this aquifer becoming contaminated is relatively low. This likelihood can be minimized by implementing appropriate protective measures.

### Franklin County - Timberbrook Water System (Norwich Township)

The aquifer (water-rich zone) that supplies water to Ohio American Water - Timberbrook has a moderate susceptibility to contamination. This determination is based on the following:

- Presence of a moderately thick protective layer of clay overlying the aquifer;
- No evidence to suggest that ground water has been impacted by any significant levels of chemical contaminants from human activities; and
- Presence of significant potential contaminant sources in the protection area.

This susceptibility means that under currently existing conditions, the likelihood of this aquifer becoming contaminated is relatively moderate. This likelihood can be minimized by implementing appropriate protective measures.

### Franklin County - Worthington Hills Water System (Sharon/Perry Townships)

The aquifer (water-rich zone) that supplies Ohio American Water - Worthington Hills has a high susceptibility to contamination. This determination is based on the following:

- The lack of a protective layer of clay overlying the aquifer;
- The shallow depth (less than 12 feet below ground surface) of the aquifer;
- No evidence to suggest that ground water has been impacted by any significant levels of chemical contaminants from human activities; and
- The presence of significant potential contaminant sources in the protection area.

This susceptibility means that under currently existing conditions, the likelihood of this aquifer becoming contaminated is relatively high. This likelihood can be minimized by implementing appropriate protective measures.

2003

## What is a Water Quality Report?

To comply with state and EPA regulations, Ohio American Water issues a report annually describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect your drinking water sources. This report provides an overview of last year's (2004) water quality. It includes details about where your water comes from and what it contains.

If you have any questions about this report or your drinking water, please call our Customer Service Center at (800) 673-5999.

## About Ohio American Water

Ohio American Water is the State's largest investor-owned water resources company, serving more than 156,000 residents in more than 36 communities. Ohio American Water has nearly a century of experience in the state and takes pride in being caretakers of this precious natural resource. We work tirelessly to ensure your water meets all standards of purity and safety.

Ohio American Water is a subsidiary of American Water, part of RWE's Water Division, serving 20 million customers in 27 states, 4 Canadian provinces and South America. Over 8,000 employees provide water, wastewater and other related services. RWE's Water Division is the third largest water and wastewater services company in the world.

At Ohio American Water, we work hard every day to provide our customers with water they can enjoy and use with confidence.

2004

## Source Water Information

**Franklin County - Huber Ridge Water System  
(Blendon Township)**

Water is supplied by a series of seven wells that obtain ground water from an underground aquifer. In case of emergencies, the water system also has an interconnection with the City of Westerville water system.

## Protecting Your Water Source

Ohio EPA recently completed a study of the Ohio American Water - Huber Ridge System source water listed below to identify potential contaminant sources and provide guidance on protecting the drinking water source. The results of this study are indicated below. In addition, more information about these source water assessments or what consumers can do to help protect their aquifers is available by calling (800) 673-5999.

**Franklin County - Huber Ridge Water System  
(Blendon Township)**

The aquifer (water-rich zone) that supplies water to Ohio American Water - Huber Ridge has a high susceptibility to contamination. This determination is based on the following:

- Lack of a protective layer of clay overlying the aquifer;
- Shallow depth (less than 10 feet below ground surface) of the aquifer;
- No evidence to suggest that ground water has been impacted by any significant levels of chemical contaminants from human activities; and
- The presence of significant potential contaminant sources in the protection area.

This susceptibility means that under currently existing conditions, the likelihood of the aquifer becoming contaminated is relatively high. This likelihood can be minimized by implementing appropriate protective measures.



## What is a Water Quality Report?

To comply with state and EPA regulations, Ohio American Water Issues a report annually describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect your drinking water sources. This report provides an overview of last year's (2005) water quality. It includes details about where your water comes from and what it contains.

If you have any questions about this report or your drinking water, please call our Customer Service Center at (800) 673-5999.

## About Ohio American Water

Ohio American Water is one of the State's largest investor-owned water resources company, serving more than 159,000 residents in more than 36 communities. Ohio American Water has nearly a century of experience in the state and takes pride in being caretakers of this precious natural resource. We work tirelessly to ensure your water meets all standards of purity and safety.

## About American Water

2005

With a history of over 100 years, American Water provides high-quality water and wastewater services to over 18 million people in 29 states and 3 Canadian provinces. Headquartered in Voorhees, NJ, the company employs approximately 7,000 people nationwide and reported over \$2 billion in revenue for fiscal year 2004. More information can be found by visiting [www.amwater.com](http://www.amwater.com).

At Ohio American Water our goal is to provide our customers the highest quality of water and service so that they may enjoy and use with confidence.

## Investing in Huber Ridge's Future

Ohio American Water continually invests in improvements to the Huber Ridges Public Water System. Ohio American Water believes in its role of good citizenship and proudly contributes a substantial amount in local taxes annually and is a valuable source of revenue to the local community and its services.

## Source Water Information

### Huber Ridge Water System (Blendon Township)

Water is supplied by a series of seven wells that obtain ground water from an underground aquifer. In case of emergencies, the water system also has an interconnection with the City of Westerville water system.

## Protecting Your Water Source

Ohio EPA recently completed a study of the Ohio American Water - Huber Ridge System source water listed below to identify potential contaminant sources and provide guidance on protecting the drinking water source. The results of this study are indicated below. In addition, more information about these source water assessments or what consumers can do to help protect their aquifers is available by calling (800) 673-5999.

### Huber Ridge Water System (Blendon Township)

The aquifer (water-rich zone) that supplies water to Ohio American Water - Huber Ridge has a high susceptibility to contamination. This determination is based on the following:

- Lack of a protective layer of clay overlying the aquifer;
- Shallow depth (less than 10 feet below ground surface) of the aquifer;
- No evidence to suggest that ground water has been impacted by any significant levels of chemical contaminants from human activities; and
- The presence of significant potential contaminant sources in the protection area.

This susceptibility means that under currently existing conditions, the likelihood of the aquifer becoming contaminated is relatively high. This likelihood can be minimized by implementing appropriate protective measures.

Pam Clegg

3614 MAKESSHE DR

WESTERVILLE OH

43081-4027

1.10.89.9.17.2

**Subject:** Re: fyi about Ohio American Water  
**From:** Ron Clegg <raclegg@copper.net>  
**Date:** Wed, 22 Mar 2006 11:39:35 -0500  
**To:** Brent Sheffer <bsheffer@insight.rr.com>  
**CC:** jimwelch@netzero.net, cidge1228@hotmail.com, chrishedrick@insight.rr.com, edhoward@juno.com, juliehedrick@insight.rr.com, lori\_mann@mcgraw-hill.com, marjengeorge@aol.com, mdfarley@sbcglobal.net, shawnawlsc1@yahoo.com, brazzturtle@wowway.com

*value of homes*

Brent and All:

I do want to know the facts as well. While other areas have experienced or are soon to experience rate increases (Westerville and Columbus respectively), there could be no comparison to our already unreasonable rates.

Just so we all know some facts, I have a relative who shared his recent City of Westerville Department of Finance bill dated 12/24/05 - which includes Westerville's new rate. They pay 1.99 per CCF for water as opposed to our current 3.239800 per CCF charge. That is a 63% difference - not including the \$5.31 "service charge" for who knows what. Include the \$5.31 service charge and we pay 101% more than they.

Real number example - our bill this month for water was a total of \$27.99 (including the \$5.31) for 7 CCF. His usage was 8 CCF and he was charged \$15.92. Do the math.

For sewer the difference is 67%. He was charged \$26.68 and we were charged \$39.08, which includes the "other" \$5.31 service charge.

You recall that we had a rate increase effective February 25, 2005, of 9.16% that was supposed to be associated with an increase of \$7.3 million of new plant, security costs in the wake of 9/11, and an increase in pension expense, state, local and federal taxes. The new rate was to represent an overall revenue increase of approximately \$2,532,700.

*attach*

There are two gas stations on the corner. One charges \$4 per gallon, the other \$2 per gallon. Which one would you choose? We are being told we have no choice but to choose the \$4 per gallon gas station.

In an emergency we can hook up to Westerville water, so we have been told. This is an emergency. This is one "levy" to oppose. Why can't they deliver the same product for a similar price? Columbus prices are comparable to Westerville's. If you wish, I will provide an actual bill for comparison.

We talk about the value of our homes. What person in their right mind will want to buy, or for that matter rent, in our neighborhood? Who will be able to sell their home, if that is their choice?

By the way, where did they come up with an average usage of 7 CCF? The last rate increase used 8 CCF for a comparison. Have we really reduced our consumption or are we being duped into thinking the increase won't be as significant?

*attach*



**Dear Ohio American Water Customer:**

On December 11, 2003, the Ohio American Water Company (Company) filed with the Public Utilities Commission of Ohio (PUCO) a notice of its intent to seek an increase in rates in Case No. 03-2390-MS-ALR. After extensive discussions and negotiations, the Company, Office of the Consumers' Counsel, city interveners, and the staff of the PUCO submitted a joint stipulation and recommendation to the PUCO. Local public hearings were held in Tiffin, Marion, Waverly, Columbus and Prairie Township. The Commission approved the new rates on February 23, 2005. The Company will be implementing new rates on a service rendered basis effective on February 25, 2005. The new rate represents an overall total revenue increase of approximately \$2,532,700, which equates to 9.16% over the rates that have been in effect since January 18, 2002. The factors contributing to the increase were costs associated with an increase of \$7.3 million of new plant, security costs in the wake of 9/11/01 and increases in pension expense, state, local and federal taxes.

Your rates are based on a water and/or a wastewater charge combined with a monthly service charge. These rates have changed as shown on the following charts. The effects of these combined charges are displayed, showing the average combined bills for each service territory and type of customer.

*2005 rate increase*

The newly approved tariff charges for water and wastewater sales in FRANKLIN AND PORTAGE COUNTIES (formerly served by Citizens Utilities of Ohio) are:

Water	Cubic Feet Per Month	Present Rate Per 100 Cubic Feet	New Rate Per 100 Cubic Feet
For the first	1,333	\$2.7220	\$3.2398
For all over	1,333	\$1.7930	\$2.1479

Wastewater	Cubic Feet Per Month	Present Rate Per 100 Cubic Feet	New Rate Per 100 Cubic Feet
For the first	1,333	\$4.3010	\$4.8244
For the next	58,667	\$2.6570	\$3.3100
For all over	60,000	\$0.8730	\$1.2890

The newly approved service charges for water and wastewater are as follows:

Meter Size	Present Monthly Charge	New Monthly Charge
5/8"	\$4.00	\$5.31
3/4"	\$4.80	\$6.69
1"	\$6.90	\$9.45
1 1/2"	\$12.90	\$16.35
2"	\$21.25	\$24.62
3"	\$45.20	\$43.94
4"	\$78.70	\$71.52

The softening surcharge will be changed to \$0.4832 per ccf, from \$0.2810, an increase of \$0.2022. The reverse osmosis surcharge will be changed from \$1.5770 to \$1.2821 per ccf, a decrease of \$0.2949. The fire service charges and the purchased water adjustment surcharge will not change. An account activation charge of \$8.00 will now be charged for new service establishment during the Company's regular business hours. The disbonored payment charge will be changed from \$16.00 to \$21.25, an increase of \$5.25. The reconnection fee will be changed from \$10.00 to \$31.50, an increase of \$21.50.

District & Class		Average Bill		
	Usage (ccf)	Old Bill	New Bill	Increase
<b>Franklin County</b>				
Residential	Monthly 7	\$23.05	\$27.99	\$4.94
Commercial	Monthly 31	\$88.38	\$105.74	\$17.36
<b>Portage County with Purchased Water Surcharge</b>				
Residential	Monthly 7	\$30.91	\$35.85	\$4.94
Commercial	Monthly 31	\$123.19	\$140.55	\$17.36
<b>Franklin County - Huber Ridge with Reverse Osmosis</b>				
Residential	Monthly 7	\$34.09	\$36.96	\$2.87
Commercial	Monthly 31	\$137.27	\$145.69	\$8.22
<b>Franklin County - Lake Darby and Worthington Hills with Softening Surcharge</b>				
Residential	Monthly 7	\$25.02	\$31.37	\$6.35
Commercial	Monthly 31	\$97.09	\$120.72	\$23.63
<b>Franklin and Portage Wastewater</b>				
Residential	Monthly 6	\$29.81	\$34.26	\$4.45
Commercial	Monthly 37	\$124.22	\$147.97	\$23.75

*Phase in  
rate increase  
Signed at  
8 CCF*



# **CUSTOMER REMINDER NOTICE**

Citizens Utilities Company of Ohio  
5481 Buonos Aires Blvd  
Westerville, OH 43081  
614-882-1658 OR 1-800-673-5999

DEAR VALUED CUSTOMER:

This REMINDER NOTICE is to inform you that all water and sewer bills rendered after January 18, 2002 will be calculated based on Post Phase In Rates pursuant to our Tariff. The Public Utilities Commission of Ohio (PUCO) approved these rates (Case No. 98-178-WS-AIR) on January 14, 1999.

In order to ease the impact of the increase in rates, the PUCO approved our request to phase-in the increase in rates over a three (3) year period. The post phase-in period will show a decrease in rates as indicated in the table set out below.

The following table illustrates the change in the monthly bill for a typical residential and commercial customer receiving water and/or wastewater service. Usage of both 8 CCF (6,000 gallons) and 30 CCF (22,440 gallons) were used for this table. Your individual bill may vary from those shown below depending on your actual consumption patterns.

DOMESTIC SERVICE @ 8 ccf/mo	Phase 2 Rates 01/19/00 - 01/18/01	Phase 3 Rates 01/19/01 - 01/18/02	Post Phase-In Rates 01/19/02 -
Basic Water Treatment (Blacklick, Timberbrook & Portage Co. Districts)	25.98	27.32	25.78
Ion-Exchanged Softening (Worthington Hills & Lake Darby)	28.22	29.57	28.02
RO Treatment (Blendon Township Area)	38.62	40.60	38.39
Wastewater Service (Blacklick, Huber Ridge & Lake Darby)	38.91	43.50	38.41
NON-DOMESTIC SERVICE @ 30 ccf/mo	Phase 2 Rates 01/19/00 - 01/18/01	Phase 3 Rates 01/19/01 - 01/18/02	Post Phase-In Rates 01/19/02 -
Basic Water Treatment (Blacklick, Timberbrook & Portage Co. Districts)	70.31	73.03	70.17
Ion-Exchange Softening (Worthington Hills & Lake Darby)	78.74	81.46	78.60
RO Treatment (Blendon Township Area)	117.71	122.85	117.48
Wastewater Service (Blacklick, Huber Ridge & Lake Darby)	107.18	120.28	105.62



## **CUSTOMER REMINDER NOTICE**

DEAR VALUED CUSTOMER:

This REMINDER NOTICE is to inform you that all water and sewer bills rendered after January 18, 2001 will be calculated based on Phase 3 rates pursuant to our Tariff. The Public Utilities Commission of Ohio (PUCO) approved these rates (Case No. 98-179-WS-AIR) on January 14, 1999.

In order to ease the impact of the increase in rates, the PUCO approved our request to phase-in the increase in rates over a three (3) year period. The post phase-in period will show a decrease in rates as indicated in the table set out below.

The following table illustrates the change in the monthly bill for a typical residential and commercial customer receiving water and/or wastewater service. Usage of both 8 CCF (6,000 gallons) and 30 CCF (22,440 gallons) were used for this table. Your individual bill may vary from those shown below depending on your actual consumption patterns.

<b>DOMESTIC SERVICE @ 8 ccf/mo</b>	<b>Phase 2 Rates 01/19/00 - 01/18/01</b>	<b>Phase 3 Rates 01/19/01 - 01/18/02</b>	<b>Post Phase-in Rates 01/19/02 -</b>
<b>Basic Water Treatment</b> (Blacklick, Timberbrook & Portage Co. Districts)	25.98	27.32	25.78
<b>Ion-Exchanged Softening</b> (Worthington Hills & Lake Darby)	28.22	29.57	28.02
<b>RO Treatment</b> (Blendon Township Area)	38.62	40.60	38.39
<b>Wastewater Service</b> (Blacklick, Huber Ridge & Lake Darby)	38.91	43.50	38.41
<b>NON-DOMESTIC SERVICE @ 30 ccf/mo</b>	<b>Phase 2 Rates 01/19/00 - 01/18/01</b>	<b>Phase 3 Rates 01/19/01 - 01/18/02</b>	<b>Post Phase-in Rates 01/19/02 -</b>
<b>Basic Water Treatment</b> (Blacklick, Timberbrook & Portage Co. Districts)	70.31	73.03	70.17
<b>Ion-Exchanged Softening</b> (Worthington Hills & Lake Darby)	78.74	81.46	78.60
<b>RO Treatment</b> (Blendon Township Area)	117.71	122.85	117.48
<b>Wastewater Service</b> (Blacklick, Huber Ridge & Lake Darby)	107.18	120.28	105.62

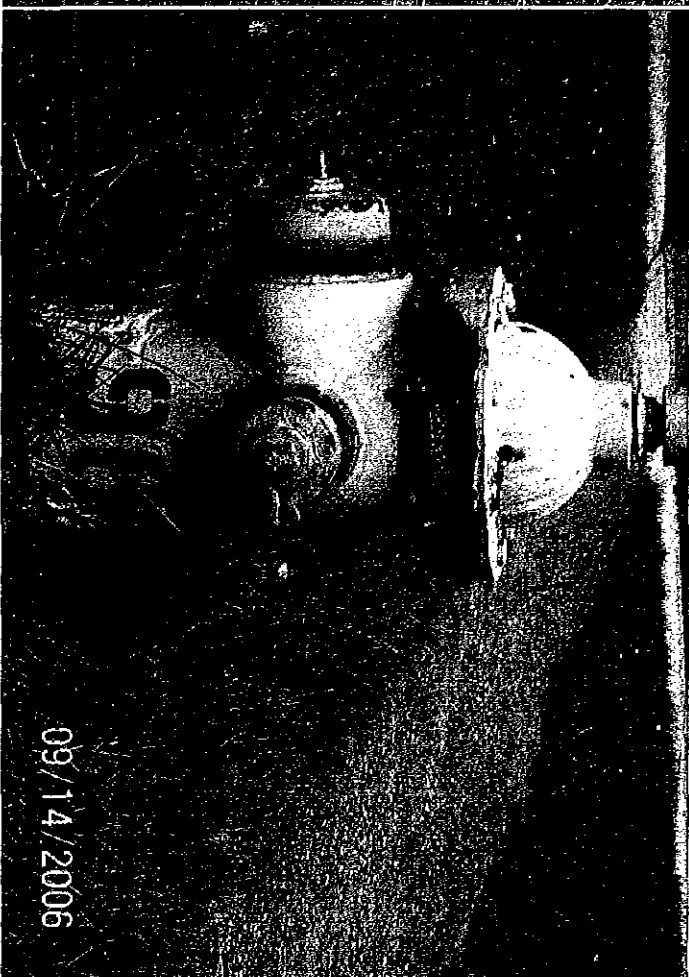
1 ccf = 100 cubic feet = 7.48 Gallons

Welch

06-433-WS-AIR



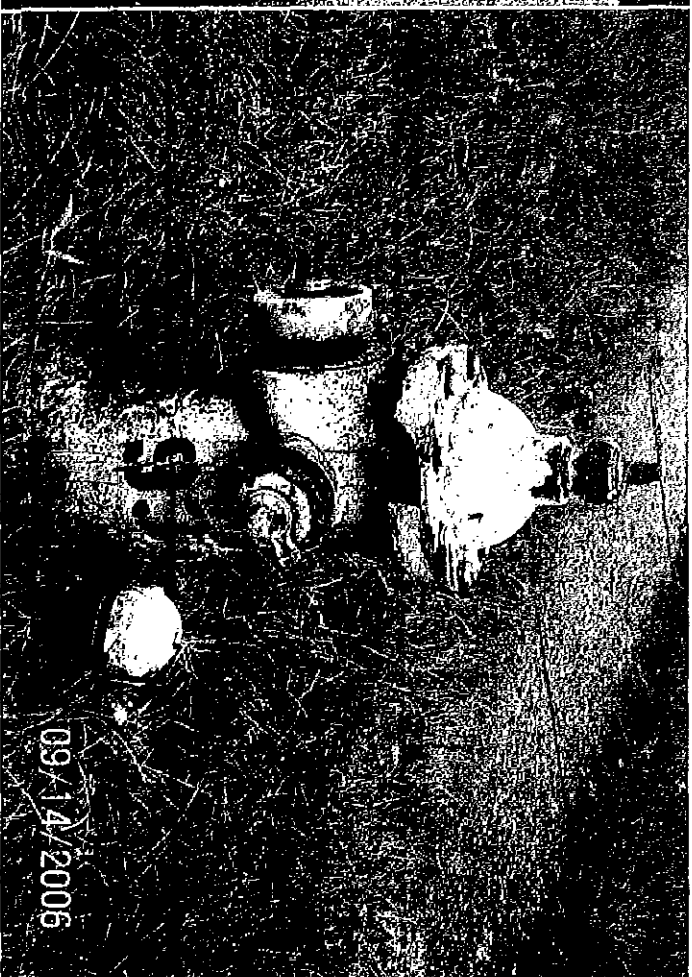
09/14/2006



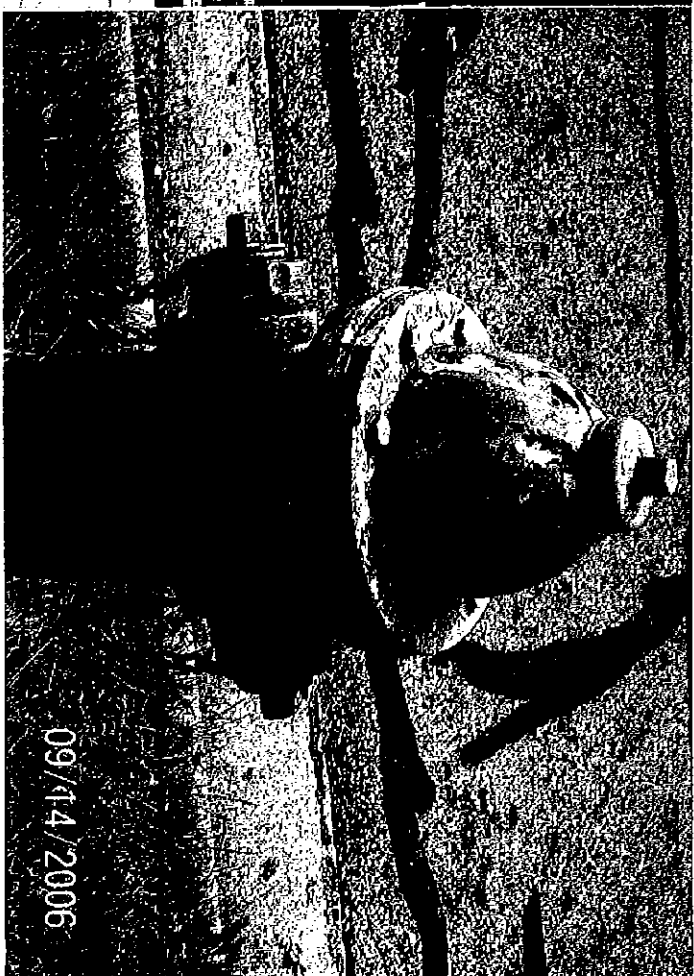
09/14/2006



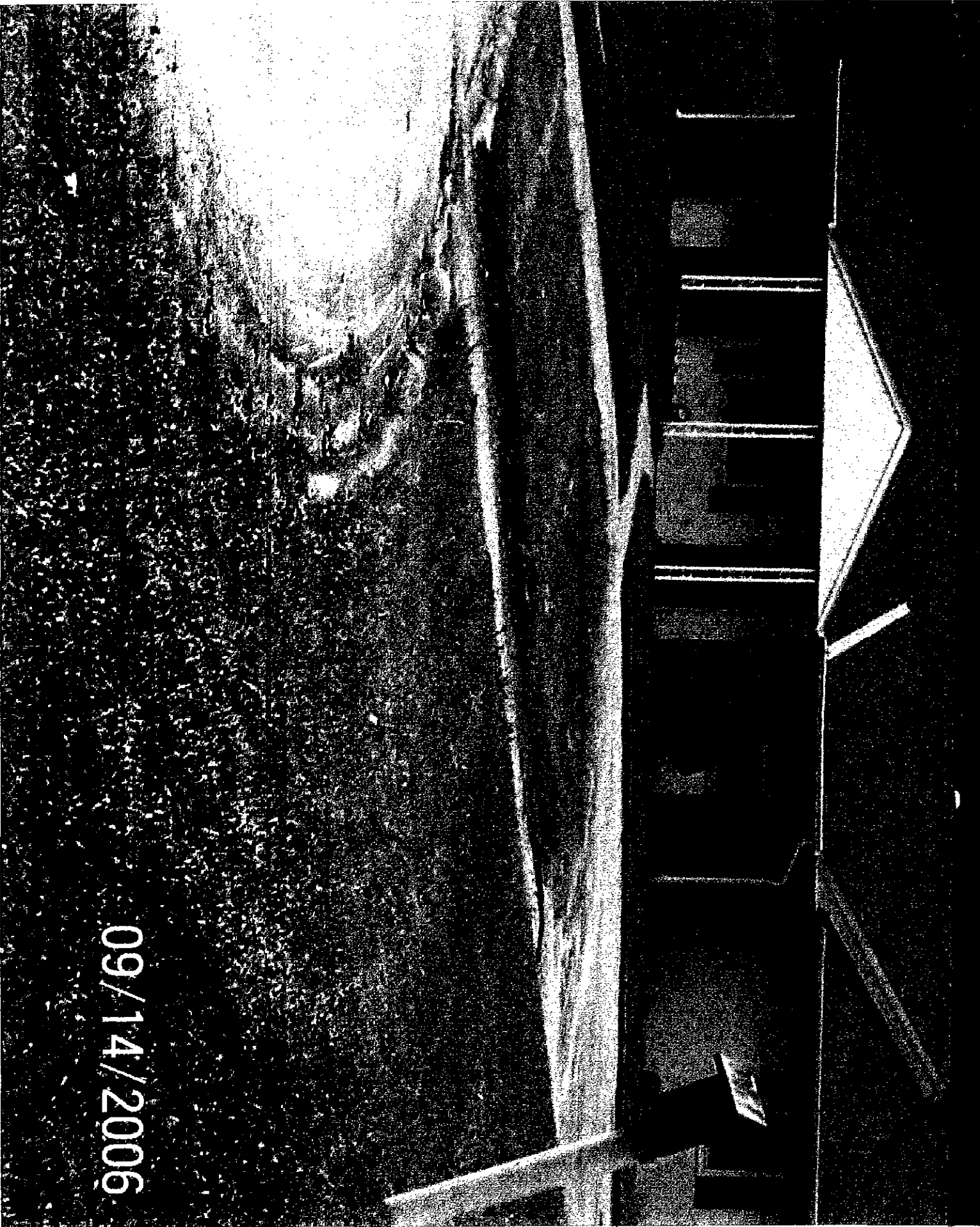
09/14/2006



09/14/2006







09/14/2006



Customer to Furnish  
Electrical Outlet  
Within 5 Feet  
of Installation

### WATER ANALYSIS REPORT

Name FRED POPPER Home Phone 837-1253 Work Phone \_\_\_\_\_ Date \_\_\_\_\_  
Address 5146 FULLERTON DR City COLUMBUS County FRANKLIN State OHIO Zip \_\_\_\_\_  
Directions \_\_\_\_\_

WATER ANALYSIS		Description of Equipment	Model	Price
Hardness <u>22</u> gpg	Iron <u>TRACE</u> ppm			
pH <u>7+</u>	Hyd. Supl. _____ ppm			
No. in family _____	No. Reg. _____			
Iron Algae _____	Other _____			
<b>SPECIAL INSTRUCTIONS</b>  _____ _____ _____ _____ _____ _____ _____ _____ _____ _____  NO PERFORMANCE GUARANTEE, EXPRESSED OR IMPLIED, APPLIES IF ABOVE WATER CHARACTERISTICS CHANGE.		<b>TERMS:</b>		
		1. Total Cash Selling Price		
		2. Sales Tax		
		3. Total Cash Price		
		4. Down Payment		
		5. Trade In Allowance		
		6. Total Down Payment		
		7. Unpaid Cash Balance		
		8. Finance Charge		
		9. Time Balance		
		No. Of Months <input type="text"/>		
		Monthly Payment \$ <input type="text"/>		
		C.O.D. <input type="text"/>		
		Date Equipment to be installed _____		

#### NOTICE OF BUYER RIGHT TO CANCEL

You, THE BUYER, may cancel this transaction prior to midnight of the third business day after the date of this transaction shown at the top of this contract.

The Purchaser hereby understands and agrees that no oral representations or other written agreements by any representative or salesman, builder or dealer, which vary the terms of this written contract, shall bind the seller unless specifically written into this contract and then only when initialed by the seller. This instrument and Notices of Right to Cancel, which shall be attached, constitute the sole agreement between the parties. The purchaser hereby agrees that this contract with note and financing statements and disclosures if, attached hereto, may be assigned or sold by the Dealer.

Hague shall not be liable for direct or consequential damages or expenses due to acts or delays beyond its control, such as (but are not limited to) fires, strikes, lockouts, delays in manufacturing, delays in transportation or delivery of materials, embargoes, insurrections, acts of civil or military authority, or acts of God.

Witnessed:

Buyer's Approval

Approved and Accepted By: \_\_\_\_\_

X

Buyer

Officer of Company \_\_\_\_\_

X

Co-buyer



**Customer Account Information**

For Service To: F A Popper  
5140 Fullerton Dr  
Account Number: 22-0005058-7  
Premise Number: 22-0004084

**Billing Period & Meter Information**

Billing Date: Jul 07, 2006  
Billing Period: May 31 to Jul 07 (37 days)  
Next reading on/about: Aug 01, 2006  
Rate Type: Residential

**Meter readings in current billing period:**

Meter Number 81557180 is a 5/8-inch meter.  
Present-actual 16  
Last-actual 6  
100 Cubic Feet used 10  
1 cu ft equals approx 7.5 gal  
Gallons used 7480

**Billing Summary**

-----Prior Balance-----  
Balance from last bill  
Payments as of Jul 07, 2006. Thanks!  
Total prior balance, Jul 07, 2006  
-----Current Water Charges-----  
Service Charge  
Water Volume (\$3.239800 x 10.00)  
Total water charges, Jul 07, 2006  
-----Current Wastewater Charges-----  
Service Charge  
WasteWater Volume (\$4.82440 x 10.00)  
Total wastewater charges, Jul 07, 2006  
-----Other Current Charges-----  
Customer Protection Water Line  
Total other charges, Jul 07, 2006

**TOTAL AMOUNT DUE**

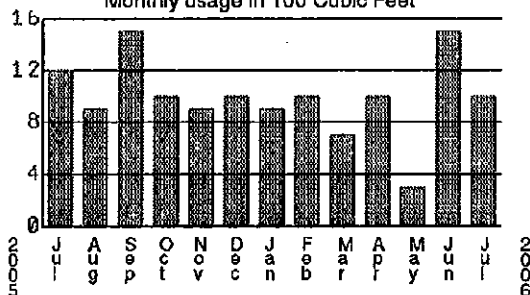
If paid after Aug 08, 2006  
Add Late Charge  
Total Due After Aug 08, 2006

\$132.24  
-132.24  
.00  
5.31  
32.40  
37.71  
5.31  
48.24  
53.55  
5.00  
5.00  
\$96.26

\$4.57  
\$100.83

**Water Usage Comparison**

Monthly usage in 100 Cubic Feet

**Messages to you from Ohio American Water**

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.  
Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
\* An annual water quality report (Consumer Confidence Report) was provided to you earlier this year.  
Copies can also be obtained by contacting our Customer Service Center or by visiting our website (phone number and website address print at the bottom of this bill). Landlords / businesses / schools and other groups are asked to share this water quality information with water users at their location who may not receive a bill and therefore did not receive a copy of this report directly.  
\* If your questions are not resolved after you have called Ohio American Water, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays or visit the PUCO website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).  
\* RECONNECTION POLICY CHANGE - beginning Sept 3, 2002, Customers whose water service is disconnected for non-payment must contact Ohio American Water with their paid receipt number by 3:00 pm EST to ensure same day service reconnection. Calls received after 3:00 will be scheduled for reconnection by 2:00 pm EST the next business day.

Customer Service & Emergencies 1-800-673-5999 (24 Hours)  
For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)  
Rates available upon request.  
Visit us on the INTERNET at: [www.oawc.com](http://www.oawc.com)

**Customer Account Information**

For Service To: F A Popper  
5140 Fullerton Dr  
Account Number: 22-0005058-7  
Premise Number: 22-0004084

**Billing Period & Meter Information**

Billing Date: Nov 06, 2006  
Billing Period: Sep 29 to Nov 06 (38 days)  
Next reading on/about: Dec 01, 2006  
Rate Type: Residential

**Meter readings in current billing period:**

Meter Number 81557180 is a 5/8-inch meter.  
Present-actual 59  
Last-actual 49  
100 Cubic Feet used 10  
1 cu ft equals approx 7.50 gal  
Gallons used 7480

**Billing Summary**

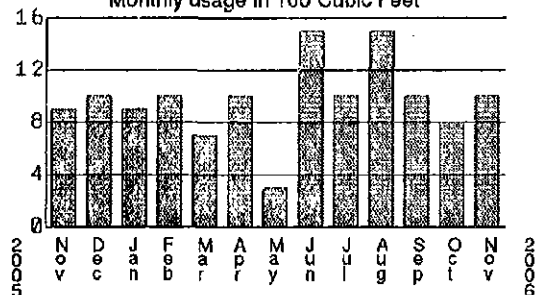
-----Prior Balance-----  
Balance from last bill \$80.14  
Payments as of Nov 06, 2006. Thanks! -80.14  
Total prior balance, Nov 06, 2006 .00  
-----Current Water Charges-----  
Service Charge 5.31  
Water Volume (\$3.239800 x 10.00) 32.40  
Total water charges, Nov 06, 2006 37.71  
-----Current Wastewater Charges-----  
Service Charge 5.31  
WasteWater Volume (\$4.82440 x 10.00) 48.24  
Total wastewater charges, Nov 06, 2006 53.55  
-----Other Current Charges-----  
Customer Protection Water Line 5.00  
Total other charges, Nov 06, 2006 5.00  
-----TOTAL AMOUNT DUE-----

\$80.14  
-80.14  
.00  
5.31  
32.40  
37.71  
5.31  
48.24  
53.55  
5.00  
5.00  
\$96.26

If paid after Dec 06, 2006  
Add Late Charge \$4.57  
Total Due After Dec 06, 2006 \$100.83

**Water Usage Comparison**

Monthly usage in 100 Cubic Feet

**Messages to you from Ohio American Water**

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
\* If your questions are not resolved after you have called Ohio American Water, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays or visit the PUCO website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).  
\* Residential customers may call the Ohio Consumer's Counsel (OCC) toll free at 1-877-742-5622 from 6:30 a.m. to 5:30 p.m. weekdays or visit the OCC website at [www.pickocc.org](http://www.pickocc.org).  
\* RECONNECTION POLICY CHANGE - beginning Sept 3, 2002, Customers whose water service is disconnected for non-payment must contact Ohio American Water with their paid receipt number by 3:00 pm EST to ensure same day service reconnection. Calls received after 3:00 will be scheduled for reconnection by 2:00 pm EST the next business day.

Customer Service & Emergencies 1-800-673-5999 (24 Hours)  
For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)  
Rates available upon request.  
Visit us on the INTERNET at: [www.oawc.com](http://www.oawc.com)

**Customer Account Information**

For Service To: F A Popper  
5140 Fullerton Dr  
Account Number: 22-0005058-7  
Premise Number: 22-0004084

**Billing Period & Meter Information**

Billing Date: Oct 05, 2006  
Billing Period: Aug 31 to Oct 05 (35 days)  
Next reading on/about: Nov 01, 2006  
Rate Type: Residential

**Meter readings in current billing period:**

Meter Number 81557180 is a 5/8-inch meter.

Present-actual 49  
Last-actual 41  
100 Cubic Feet used 8  
1 cu ft equals approx 7.50 gal  
Gallons used 5984

**Billing Summary**

-----Prior Balance-----  
Balance from last bill  
Payments as of Oct 05, 2006. Thanks!  
Total prior balance, Oct 05, 2006  
-----Current Water Charges-----  
Service Charge  
Water Volume (\$3.239800 x 8.00)  
Total water charges, Oct 05, 2006  
-----Current Wastewater Charges-----  
Service Charge  
WasteWater Volume (\$4.82440 x 8.00)  
Total wastewater charges, Oct 05, 2006  
-----Other Current Charges-----  
Customer Protection Water Line  
Total other charges, Oct 05, 2006

**-----TOTAL AMOUNT DUE-----**

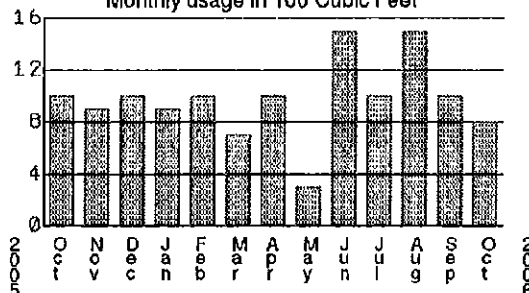
If paid after Nov 06, 2006  
Add Late Charge  
Total Due After Nov 06, 2006

\$96.26  
-96.26  
.00  
5.31  
25.92  
31.23  
5.31  
38.60  
43.91  
5.00  
5.00  
\$80.14

\$3.76  
\$83.90

**Water Usage Comparison**

Monthly usage in 100 Cubic Feet

**Messages to you from Ohio American Water**

- \* Residential customers may call the Ohio Consumer's Counsel (OCC) toll free at 1-877-742-5622 from 6:30 a.m. to 5:30 p.m. weekdays or visit the OCC website at [www.pickocc.org](http://www.pickocc.org).
- \* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.
- \* Ohio American employees will be flushing fire hydrants from 9 AM to 4:30 PM on September 26, 27, 28, October 3, 4, 5 in Blendon Township; in Madison Township on October 17, 18, 19; in Norwich and Prairie Townships on October 26; and Perry and Sharon Townships on Oct. 31.
- \* If your questions are not resolved after you have called Ohio American Water, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays or visit the PUCO website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).
- \* RECONNECTION POLICY CHANGE - beginning Sept 3, 2002, Customers whose water service is disconnected for non-payment must contact Ohio American Water with their paid receipt number by 3:00 pm EST to ensure same day service reconnection. Calls received after 3:00 will be scheduled for reconnection by 2:00 pm EST the next business day.

Customer Service & Emergencies 1-800-673-5999 (24 Hours)  
For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)  
Rates available upon request.  
Visit us on the INTERNET at: [www.oawc.com](http://www.oawc.com)

**Customer Account Information**

For Service To: F A Popper  
5140 Fullerton Dr  
Account Number: 22-0005058-7  
Premise Number: 22-0004084

**Billing Period & Meter Information**

Billing Date: Sep 07, 2006  
Billing Period: Jul 31 to Sep 07 (38 days)  
Next reading on/about: Oct 02, 2006  
Rate Type: Residential

**Meter readings in current billing period:**

Meter Number 81557180 is a 5/8-inch meter.

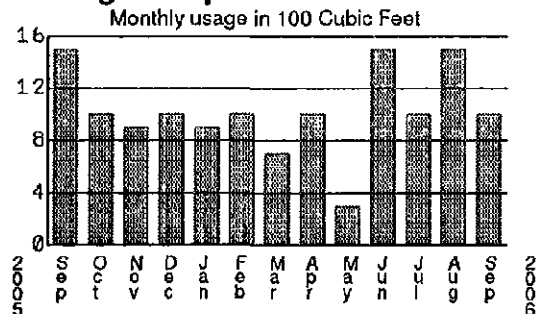
Present-actual 41  
Last-actual 31  
100 Cubic Feet used 10  
1 cu ft equals approx 7.50 gal  
Gallons used 7480

**Billing Summary**

-----Prior Balance-----  
Balance from last bill \$132.24  
Payments as of Sep 07, 2006. Thanks! -132.24  
Total prior balance, Sep 07, 2006 .00  
-----Current Water Charges-----  
Service Charge 5.31  
Water Volume (\$3.239800 x 10.00) 32.40  
Total water charges, Sep 07, 2006 37.71  
-----Current Wastewater Charges-----  
Service Charge 5.31  
WasteWater Volume (\$4.82440 x 10.00) 48.24  
Total wastewater charges, Sep 07, 2006 53.55  
-----Other Current Charges-----  
Customer Protection Water Line 5.00  
Total other charges, Sep 07, 2006 5.00  
-----TOTAL AMOUNT DUE-----  
If paid after Oct 09, 2006  
Add Late Charge \$4.57  
Total Due After Oct 09, 2006 \$100.83

\$132.24  
-132.24  
.00  
5.31  
32.40  
37.71  
5.31  
48.24  
53.55  
5.00  
5.00  
\$96.26

\$4.57  
\$100.83

**Water Usage Comparison****Messages to you from Ohio American Water**

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
\* If your questions are not resolved after you have called Ohio American Water, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays or visit the PUCO website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).  
\* RECONNECTION POLICY CHANGE - beginning Sept 3, 2002, Customers whose water service is disconnected for non-payment must contact Ohio American Water with their paid receipt number by 3:00 pm EST to ensure same day service reconnection. Calls received after 3:00 will be scheduled for reconnection by 2:00 pm EST the next business day.

Customer Service & Emergencies 1-800-673-5999 (24 Hours)  
For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)  
Rates available upon request.  
Visit us on the INTERNET at: [www.oawc.com](http://www.oawc.com)

**Customer Account Information**

For Service To: F A Popper  
5140 Fullerton Dr  
Account Number: 22-0005058-7  
Premise Number: 22-0004084

**Billing Period & Meter Information**

Billing Date: Aug 04, 2006  
Billing Period: Jun 30 to Aug 04 (35 days)  
Next reading on/about: Aug 01, 2006  
Rate Type: Residential

**Meter readings in current billing period:**

Meter Number 81557180 is a 5/8-inch meter.

Present-actual	31
Last-actual	16
100 Cubic Feet used	15
1 cu ft equals approx 7.50 gal	
Gallons used	11220

**Billing Summary****-----Prior Balance-----**

Balance from last bill  
Payments as of Aug 04, 2006. Thanks!  
Total prior balance, Aug 04, 2006

**-----Current Water Charges-----**

Service Charge  
Water Volume (\$3.239800 x 13.33)  
(\$2.147900 x 1.67)  
Total Use Billed 15

**-----Current Wastewater Charges-----**

Service Charge  
WasteWater Volume (\$4.82440 x 13.33)  
(\$3.31000 x 1.67)  
Total Use Billed 15

**-----Other Current Charges-----**

Customer Protection Water Line  
Total other charges, Aug 04, 2006

**-----TOTAL AMOUNT DUE-----**

If paid after Sep 05, 2006

Add Late Charge

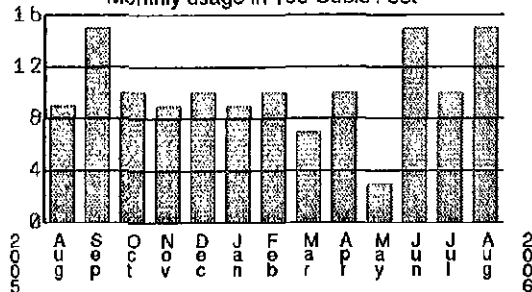
Total Due After Sep 05, 2006

\$96.26
-96.26
.00
5.31
43.19
3.59
52.09
5.31
64.31
5.53
75.15
5.00
5.00
\$132.24

\$6.36
\$138.60

**Water Usage Comparison**

Monthly usage in 100 Cubic Feet

**Messages to you from Ohio American Water**

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.

Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.

\* If your questions are not resolved after you have called Ohio American Water, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays or visit the PUCO website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

\* RECONNECTION POLICY CHANGE - beginning Sept 3, 2002, Customers whose water service is disconnected for non-payment must contact Ohio American Water with their paid receipt number by 3:00 pm EST to ensure same day service reconnection. Calls received after 3:00 will be scheduled for reconnection by 2:00 pm EST the next business day.

Customer Service & Emergencies 1-800-673-5999 (24 Hours)

For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)

Rates available upon request.

Visit us on the INTERNET at: [www.oawc.com](http://www.oawc.com)

**Bill Message**

Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement, although your physical check will not be presented to your financial institution or returned to you. The original check will be destroyed after it is processed. This transaction will not enroll you in any American Water automatic debit process and will only occur each time a check is received. Any re-submissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure in American Water's check conversion program. If you do not wish to participate please contact our customer service number on your bill to "opt out" of this process.

My wife and I don't water our yard or wash our cars at home we take 1 shower per day each and do 2 peoples laundry and we eat out often so we are not even washing dishes everyday.

We have a water softener which runs about once every ten days.

Our water bill is between 100 and 120 per month

At least once a week I find my water is brown and not fit to drink until later that day

We have complained and been given a variety of excuses , from we know and are flushing , to you are at the end of the line , to we're trying a different way of flushing , or the lines are old .

The quality of the water for the cost is outrageous the cost is outrageous even for good water

What they are charging us is highway robbery

If I can buy my gas from the lowest cost supplier and get it thru Columbia gas lines and electric and phone service thru the best price supplier why can't I get my water from someone else?? They have a monopoly and are robbing us.

It would be cheaper to dig a well and put in a septic sys.

If this company cannot provide us with good water at a reasonable price then they need to fold up there business and we should tap in to Columbus or Westerville water and sewer if there was a disaster with our water supply where would we get our water Westerville or Columbus well this is a disaster.

I don't want to blame the township officials or puco  
but someone needs to look out for our best interests

this must stop thank you

A handwritten signature in cursive script that reads "Steve Barber". The signature is written in black ink and is positioned below the typed text "this must stop thank you".

## PUCO, REGARDING OHIO AMERICAN WATER COMPANY

12-3-06

Subject: Brown water.

I have lived in my home in Glengary Estates for 30 years, so I have seen the water system evolve.

When the system was owned by Citizen's Utilities, I used a whole house filter, a water softener, and a drinking water filter, in that order.

On one visit to my home for a service complaint, the service man said, regarding my equipment, that I shouldn't have to have a water plant in my basement. I agreed.

Steve Hensen, who at one point was in charge of water quality at Citizen's said they had an equipment failure at the plant that caused a large injection of iron into the system. They were trying to get it out by flushing. Drawing upon my experience flushing fire hydrants while employed as a fire officer for the Columbus Fire Department, I told him I didn't think they were doing adequate, planned flushes and were not doing them often enough..

At some point Citizen's decided to install a reverse osmosis system. A poorly executed vote was conducted which in my opinion prejudiced the outcome in favor of having the customers finance the cost of the new system. I believe the company wanted to build the system at customer expense and be able to market the company as having a cutting edge system with an above average cash flow. Ohio American took the bait.

Now, instead of having the cash cow they thought they bought, they have a system with significant problems and many justifiably upset customers.

My opinion is that as with entry into any business, the buyer assumes risks with the expectation of a reward. When the buyer makes a mistake in buying a business, they suffer a loss. That's the American way. A normal business cannot make the customer pay for their bad decision because the customer can go elsewhere, but we, as customers do not have that choice, so we depend upon the PUCO to protect our rights and see that the cost of a bad business decision on the part of American Water is not borne by the customer in the form of exorbitant rates.

I have documented my filter changes starting in 1991. Filters are designed to last 2 to 3 months, depending on the brand. We are conservative consumers, using only 3 to 4 units per month, which is below average. Instead of using 3 filters since April, which would have been the filter design expectation. We have replaced 8 filters. And several of those should have been replaced sooner because I waited until I could see the dirty water marks in our toilet before changing the filter.



I have those filters and documents and will make them available for inspection.

There is another significant aspect of the problem. Quality measurements are taken at the plant discharge. That does not take into account the corruption in the mains that is being picked up and delivered to our homes, so the water quality report is not an accurate reflection of the quality of water we get.

Ohio American made a bad business decision, based on the greedy expectation of big profit, when they bought the business from Citizen's, and they should have to eat the loss.

A handwritten signature in cursive script, reading "Charles W. Drumm". The signature is written in dark ink and is positioned above the printed name and address.

Charles W. Drumm  
3559 Karikal Dr.  
Westerville, Ohio 43081



Ohio  
American Water  
PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

00000043 01 AV 0.293 B 00001 01 FJ0KM



Byron Mann  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035

12-4  
38.66

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	\$38.66
DUE DATE	Dec 01, 2006
Due After Dec 18, 2006	\$40.59

Please return this portion with check  
▼ Payable to the address below ▼

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Nov 16, 2006  
Billing Period: Oct 11 to Nov 10 (30 days)  
Next reading on/about: Dec 13, 2006  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 81557582 is a 5/8-inch meter.

Present-actual 8  
Last-actual 5  
100 Cubic Feet used 3  
1 cu ft equals approx 7.50 gal  
Gallons used 2244

### Billing Summary

-----Prior Balance-----  
Balance from last bill  
Payments as of Nov 16, 2006. Thanks!  
Total prior balance, Nov 16, 2006  
-----Current Water Charges-----  
Service Charge  
Water Volume (\$3.239800 x 3.00)  
Total water charges, Nov 16, 2006  
-----Current Wastewater Charges-----  
Service Charge  
WasteWater Volume (\$4.82440 x 3.00)  
Total wastewater charges, Nov 16, 2006  
-----Other Current Charges-----  
Reverse Osmosis Surcharge  
Total other charges, Nov 16, 2006  
-----TOTAL AMOUNT DUE-----

\$38.66

-38.66

.00

5.31

9.72

15.03

5.31

14.47

19.78

3.85

3.85

\$38.66

If paid after Dec 18, 2006

Add Late Charge

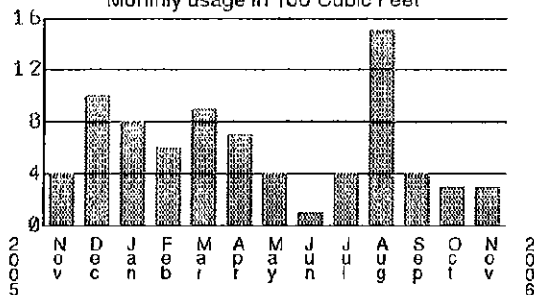
Total Due After Dec 18, 2006

\$1.93

\$40.59

### Water Usage Comparison

Monthly usage in 100 Cubic Feet



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.

\* If your questions are not resolved after you have called Ohio American Water, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays or visit the PUCO website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

00000113 01 AV 0.293 B 00001 02 FJ0IT



Byron Mann  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	\$38.66
DUE DATE	Nov 01, 2006
Due After Nov 16, 2006	\$40.59
Please return this portion with check ▼ Payable to the address below ▼	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr

Account Number: 22-0002341-0

Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Oct 17, 2006

Billing Period: Sep 13 to Oct 11 (28 days)

Next reading on/about: Nov 13, 2006

Rate Type: Residential

### Meter readings in current billing period:

Meter Number 81557582 is a 5/8-inch meter.

Present-actual	5
Last-actual	2
100 Cubic Feet used	3
1 cu ft equals approx 7.50 gal	
Gallons used	2244

### Billing Summary

#### Prior Balance

Balance from last bill

Payments as of Oct 17, 2006. Thanks!

Total prior balance, Oct 17, 2006

#### Current Water Charges

Service Charge

Water Volume (\$3.239800 x 3.00)

Total water charges, Oct 17, 2006

#### Current Wastewater Charges

Service Charge

WasteWater Volume (\$4.82440 x 3.00)

Total wastewater charges, Oct 17, 2006

#### Other Current Charges

Reverse Osmosis Surcharge

Total other charges, Oct 17, 2006

#### TOTAL AMOUNT DUE

If paid after Nov 16, 2006

Add Late Charge

Total Due After Nov 16, 2006

\$39.53

-39.53

.00

5.31

9.72

15.03

5.31

14.47

19.78

3.85

3.85

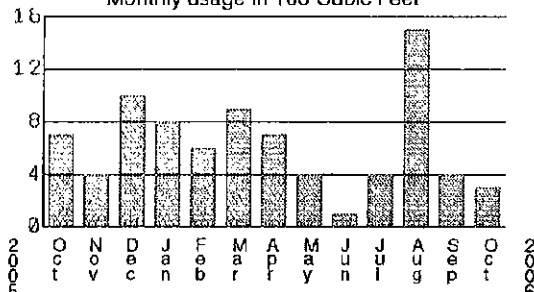
\$38.66

\$1.93

\$40.59

### Water Usage Comparison

Monthly usage in 100 Cubic Feet



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.

\* Ohio American employees will be flushing fire hydrants from 9 AM to 4:30 PM on September 26, 27, 28, October 3, 4, 5 in Blendon Township; in Madison Township on October 17, 18, 19; in Norwich and



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

00000046 01 AV 0.293 B 00001 02 FJ0H9



**Byron Mann**  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035

BP 356  
39.53  
10-6

ACCOUNT NUMBER	22- 0002341-0
AMOUNT DUE	\$39.53
DUE DATE	Oct 04, 2006
Due After Oct 19, 2006	\$41.93

Please return this portion with check  
▼ Payable to the address below ▼

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Sep 19, 2006  
Billing Period: Aug 10 to Sep 13 (20 days)  
Next reading on/about: Oct 12, 2006  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 81557582 is a 5/8-inch meter.

Present-actual 2  
Last-actual

\*Meter Changed Aug 24, 2006.

Meter Number 1898 is a 5/8-inch meter.

Present-actual 1260  
Last-actual 1258

100 Cubic Feet used 4

1 cu ft equals approx 7.50 gal

Gallons used 2992

### Billing Summary

-----Prior Balance-----	
Balance from last bill	\$128.91
Adjustments	-37.39
Payments as of Sep 19, 2006. Thanks!	-100.00
Total prior balance, Sep 19, 2006	-8.48
-----Current Water Charges-----	
Service Charge	5.31
Water Volume (\$3.239800 x 4.00)	12.96
Total water charges, Sep 19, 2006	18.27
-----Current Wastewater Charges-----	
Service Charge	5.31
WasteWater Volume (\$4.82440 x 4.00)	19.30
Total wastewater charges, Sep 19, 2006	24.61
-----Other Current Charges-----	
Reverse Osmosis Surcharge	5.13
Total other charges, Sep 19, 2006	5.13
-----TOTAL AMOUNT DUE-----	
	\$39.53

If paid after Oct 19, 2006

Add Late Charge

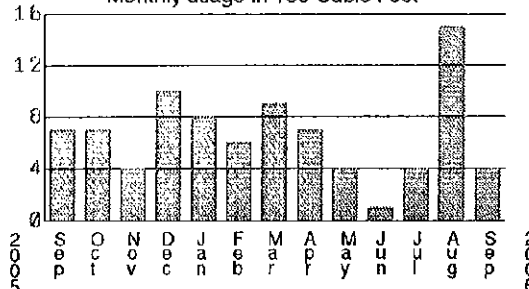
Total Due After Oct 19, 2006

\$2.40

\$41.93

### Water Usage Comparison

Monthly usage in 100 Cubic Feet



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.

\* Ohio American employees will be flushing fire hydrants from 9 AM to 4:30 PM on September 26, 27, 28, October 3, 4, 5 in Blendon Township; in Madison Township on October 17, 18, 19; in Norwich and



For Service To: 3510 Rangoon Dr

00000599 01 MB 0.326 B 00004 07 FJ0G7



**Byron Mann**  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035

ACCOUNT NUMBER	22- 0002341-0
AMOUNT DUE	<b>\$91.52</b>
DUE DATE	<b>Sep 15, 2006</b>

Please return this portion with check  
▼ Payable to the address below ▼

**Ohio American Water**  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Aug 31, 2006

Rate Type: Residential

### Billing Summary

#### -----Prior Balance-----

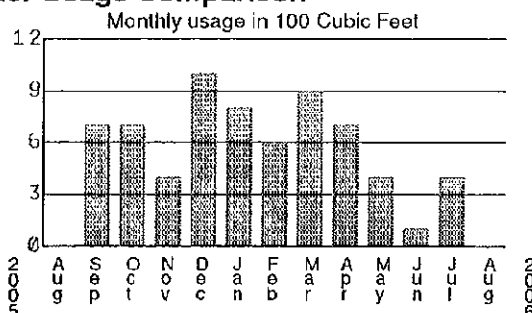
Balance from last bill	\$148.87
Payments as of Aug 31, 2006. Thanks!	-19.96
<b>Total prior balance, Aug 31, 2006</b>	<b>128.91</b>

#### -----Adjustments-----

Lk at Prop - Adj Res	-12.96
Sewer Account - Adj Res	-19.30
Reverse Osmosis	-5.13
<b>Total adjustments, Aug 31, 2006</b>	<b>-37.39</b>

<b>-----TOTAL AMOUNT DUE-----</b>	<b>\$91.52</b>
-----------------------------------	----------------

### Water Usage Comparison



### Messages to you from Ohio American Water

The due date pertains to current charges only. Any past due balance should be paid immediately.  
 \* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.  
 Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
 \* If your questions are not resolved after you have called Ohio American Water, you may call the Public



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr



00000045 01 AV 0.293 B 00001 01 FJ0FF



**Byron Mann**  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035

12891  
BP 344  
9-1-100

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	\$148.87
DUE DATE	Aug 31, 2006
Due After Sep 15, 2006	\$156.20
Please return this portion with check ▼ Payable to the address below ▼	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Aug 16, 2006  
Billing Period: Jul 14 to Aug 10 (27 days)  
Next reading on/about: Sep 14, 2006  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1258  
Last-actual 1243  
100 Cubic Feet used 15  
1 cu ft equals approx 7.50 gal  
Gallons used 11220

### Billing Summary

#### -----Prior Balance-----

Balance from last bill	\$70.37
Payments as of Aug 16, 2006. Thanks!	-68.97
<b>Total prior balance, Aug 16, 2006</b>	<b>1.40</b>

#### -----Current Water Charges-----

Service Charge	5.31
Water Volume (\$3.239800 x 13.33)	43.19
(\$2.147900 x 1.67)	3.59
<b>Total Use Billed</b>	<b>52.09</b>

#### -----Current Wastewater Charges-----

Service Charge	5.31
WasteWater Volume (\$4.82440 x 13.33)	64.31
(\$3.31000 x 1.67)	5.53
<b>Total Use Billed</b>	<b>75.15</b>

#### -----Other Current Charges-----

Reverse Osmosis Surcharge	19.23
Late Payment Charge	1.00
<b>Total other charges, Aug 16, 2006</b>	<b>20.23</b>

-----TOTAL AMOUNT DUE----- **\$148.87**

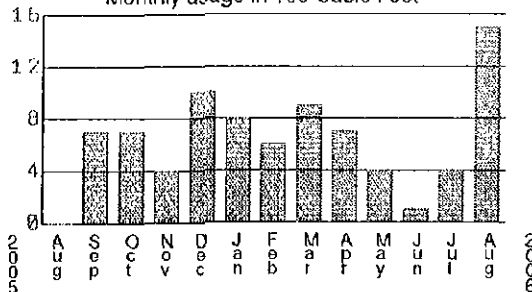
If paid after Sep 15, 2006

Add Late Charge \$7.33

Total Due After Sep 15, 2006 \$156.20

### Water Usage Comparison

Monthly usage in 100 Cubic Feet



9-14-06  
NEXT  
READ

3.21  
\$91.52

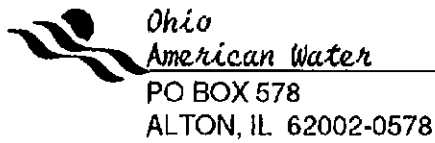
### Messages to you from Ohio American Water

The due date pertains to current charges only. Any past due balance should be paid immediately.

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.

Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.

\* If your questions are not resolved after you have called Ohio American Water, you may call the Public



For Service To: 3510 Rangoon Dr

00000043 01 AV 0.293 B 00001 01 FJ0DV



**Byron Mann**  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035

ACCOUNT NUMBER	22- 0002341-0
AMOUNT DUE	\$70.37
DUE DATE	Aug 03, 2006
Due After Aug 18, 2006	\$72.77
Please return this portion with check ▼ Payable to the address below ▼	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Jul 19, 2006  
Billing Period: Jun 12 to Jul 14 (32 days)  
Next reading on/about: Aug 11, 2006  
Rate Type: Residential

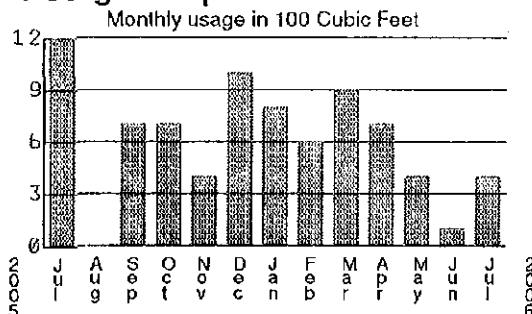
### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1243  
Last-actual 1239  
100 Cubic Feet used 4  
1 cu ft equals approx 7.50 gal  
Gallons used 2992

### Billing Summary

-----Prior Balance-----	
Balance from last bill	\$67.97
Payments as of Jul 19, 2006. Thanks!	-48.01
Total prior balance, Jul 19, 2006	19.96
-----Current Water Charges-----	
Service Charge	5.31
Water Volume (\$3.239800 x 4.00)	12.96
Total water charges, Jul 19, 2006	18.27
-----Current Wastewater Charges-----	
Service Charge	5.31
WasteWater Volume (\$4.82440 x 4.00)	19.30
Total wastewater charges, Jul 19, 2006	24.61
-----Other Current Charges-----	
Reverse Osmosis Surcharge	5.13
Late Payment Charge	2.40
Total other charges, Jul 19, 2006	7.53
-----TOTAL AMOUNT DUE-----	\$70.37
If paid after Aug 18, 2006	
Add Late Charge	\$2.40
Total Due After Aug 18, 2006	\$72.77

### Water Usage Comparison



### Messages to you from Ohio American Water

The due date pertains to current charges only. Any past due balance should be paid immediately.  
\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.  
Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
\* An annual water quality report (Consumer Confidence Report) was provided to you earlier this year.  
Copies can also be obtained by contacting our Customer Service Department.



Ohio  
American Water  
PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

00000080 01 AV 0.293 B 00001 02 FJ0C0



Byron Mann  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035

BP 331  
7-24

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	\$67.97
DUE DATE	Jul 03, 2006
Due After Jul 18, 2006	\$68.97

Please return this portion with check  
▼ Payable to the address below ▼

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Jun 16, 2006  
Billing Period: May 10 to Jun 12 (33 days)  
Next reading on/about: Jul 14, 2006  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1239  
Last-actual 1238  
100 Cubic Feet used 1  
1 cu ft equals approx 7.50 gal  
Gallons used 748

### Billing Summary

#### -----Prior Balance-----

Balance from last bill  
Payments as of Jun 16, 2006. Thanks!  
Total prior balance, Jun 16, 2006

#### -----Current Water Charges-----

Service Charge  
Water Volume (\$3.239800 x 1.00)  
Total water charges, Jun 16, 2006

#### -----Current Wastewater Charges-----

Service Charge  
WasteWater Volume (\$4.82440 x 1.00)  
Total wastewater charges, Jun 16, 2006

#### -----Other Current Charges-----

Reverse Osmosis Surcharge  
Total other charges, Jun 16, 2006

#### -----TOTAL AMOUNT DUE-----

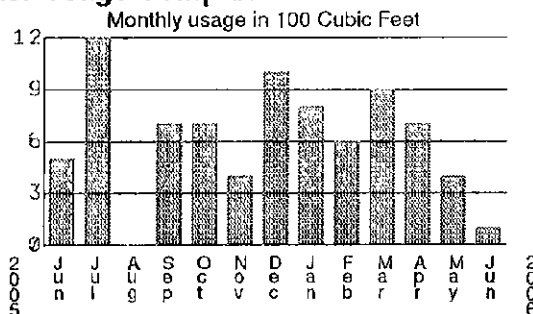
If paid after Jul 18, 2006  
Add Late Charge  
Total Due After Jul 18, 2006

\$124.05  
-76.04  
48.01  
5.31  
3.24  
8.55  
5.31  
4.82  
10.13  
1.28  
1.28

\$67.97

\$1.00  
\$68.97

### Water Usage Comparison



### Messages to you from Ohio American Water

The due date pertains to current charges only. Any past due balance should be paid immediately.  
\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.  
Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
\* An annual water quality report (Consumer Confidence Report) was provided to you earlier this year.  
Copies can also be obtained by contacting our Customer Service Center or by visiting our website





Ohio  
American Water  
PO BOX 578  
ALTON, IL 62002-0578

BP 337  
8-15

ACCOUNT NUMBER	22- 0002341-0
AMOUNT DUE	<b>\$19.96</b>
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



For Service To: 3510 Rangoon Dr

00002846 01 AB 0.317 B 00016 40 FT0EC



Mann, Byron  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035

Return this portion with payment.

**IMPORTANT! READ THIS IMMEDIATELY!**

### FINAL NOTICE PRIOR TO DISCONNECTION

NOTICE DATE: 07/25/2006

Your bill for \$19.96 is overdue. Because your bill is overdue we will shut off water to 3510 Rangoon Dr on or after 7:00 AM on

Thursday, August 24, 2006

\*\*\* TO STOP THE SHUT OFF, YOU MUST DO ONE OF THE FOLLOWING AT ONCE. \*\*\*

1. Pay the total amount overdue.
2. To make a payment agreement, to let us know that you made a payment, or to dispute the overdue bill, call:  
**1-888-389-0633**
3. If you or someone in your home has a serious illness or medical condition, read the Medical Emergency Notice at the bottom of this form. If you have further questions, call:  
**1-888-389-0633**

1-888-389-0633 payment agent locations, call Customer Service at:

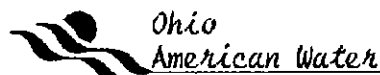
If your water service is shut-off, a reconnection charge of \$31.50, in addition to the amount due above, may be required before your service will be turned on again.

If you have any questions or need more information, please call us. Our customer service representatives are on duty M-Th 7am-9pm CST, Fri 7am-7pm CST, Sat 7-11am CST. If no one is available, please leave a message. Someone will return your call the next business day.

If that person cannot help you, ask to speak to a supervisor. If the supervisor

Center at 1-800-686-7826, customers using a TDD, call 1-800-686-1570. The Public Utilities Commission of Ohio office is located at 180 East Broad St. Columbus, OH 43215-3793. The Public Utilities Commission of Ohio suggests you call before you are shut off.

Sincerely Yours,  
Ohio-American Water Company



Ohio  
American Water

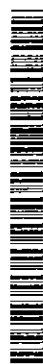
PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

00000047 01 SP 0.390 B 00001 01 FJ09P



Byron Mann  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035



124.05  
76.04  
48.01

BP 316  
6-15

ACCOUNT NUMBER	22- 0002341-0
AMOUNT DUE	\$124.05
DUE DATE	May 31, 2006
Due After Jun 15, 2006	\$126.45
Please return this portion with check ▼ Payable to the address below ▼	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: May 16, 2006  
Billing Period: Apr 13 to May 10 (27 days)  
Next reading on/about: Jun 13, 2006  
Rate Type: Residential

### Meter readings in current billing period:

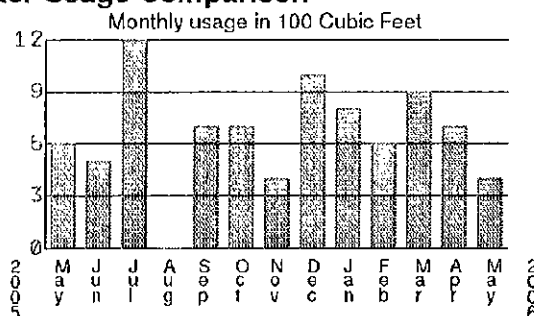
Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1238  
Last-actual 1234  
100 Cubic Feet used 4  
1 cu ft equals approx 7.50 gal  
Gallons used 2992

### Billing Summary

-----Prior Balance-----  
Balance from last bill \$76.04  
Payments as of May 16, 2006. Thanks! .00  
Total prior balance, May 16, 2006 76.04  
-----Current Water Charges-----  
Service Charge 5.31  
Water Volume (\$3.239800 x 4.00) 12.96  
Total water charges, May 16, 2006 18.27  
-----Current Wastewater Charges-----  
Service Charge 5.31  
Wastewater Volume (\$4.82440 x 4.00) 19.30  
Total wastewater charges, May 16, 2006 24.61  
-----Other Current Charges-----  
Reverse Osmosis Surcharge 5.13  
Total other charges, May 16, 2006 5.13  
-----TOTAL AMOUNT DUE----- \$124.05

If paid after Jun 15, 2006  
Add Late Charge \$2.40  
Total Due After Jun 15, 2006 \$126.45

### Water Usage Comparison



### Messages to you from Ohio American Water

The due date pertains to current charges only. Any past due balance should be paid immediately.  
\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.  
Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
\* If your questions are not resolved after you have called Ohio American Water, you may call the Public



For Service To: 3510 Rangoon Dr

00000113 01 AV 0.293 B 00001 03 PJ07M



**Byron Mann**  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035

ACCOUNT NUMBER	22- 0002341-0
AMOUNT DUE	\$76.04
DUE DATE	May 03, 2006
Due After May 18, 2006	\$79.84

Please return this portion with check  
▼ Payable to the address below ▼

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Apr 18, 2006  
Billing Period: Mar 10 to Apr 13 (34 days)  
Next reading on/about: May 11, 2006  
Rate Type: Residential

### Meter readings in current billing period:

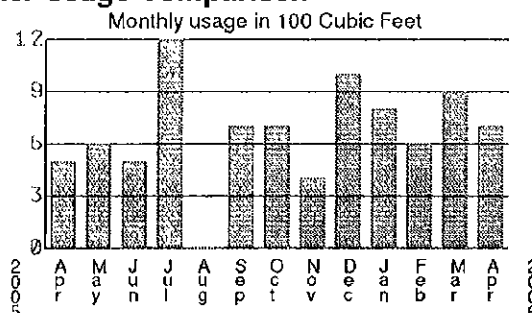
Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1234  
Last-actual 1227  
100 Cubic Feet used 7  
1 cu ft equals approx 7.50 gal  
Gallons used 5236

### Billing Summary

-----Prior Balance-----  
Balance from last bill \$94.74  
Payments as of Apr 18, 2006. Thanks! -94.74  
Total prior balance, Apr 18, 2006 .00  
-----Current Water Charges-----  
Service Charge 5.31  
Water Volume (\$3.239800 x 7.00) 22.68  
Total water charges, Apr 18, 2006 27.99  
-----Current Wastewater Charges-----  
Service Charge 5.31  
WasteWater Volume (\$4.82440 x 7.00) 33.77  
Total wastewater charges, Apr 18, 2006 39.08  
-----Other Current Charges-----  
Reverse Osmosis Surcharge 8.97  
Total other charges, Apr 18, 2006 8.97  
-----TOTAL AMOUNT DUE----- \$76.04

If paid after May 18, 2006  
Add Late Charge \$3.80  
Total Due After May 18, 2006 \$79.84

### Water Usage Comparison



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.  
Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
\* If your questions are not resolved after you have called Ohio American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at



PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

00000049 01 AV 0.293 B 00001 02 FJ05S



**Byron Mann**  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035



BP 296  
4-4

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	<b>\$94.74</b>
DUE DATE	Mar 31, 2006
Due After Apr 17, 2006	<b>\$99.48</b>
Please return this portion with check ▼ Payable to the address below ▼	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Mar 16, 2006  
Billing Period: Feb 10 to Mar 10 (28 days)  
Next reading on/about: Apr 13, 2006  
Rate Type: Residential

### Meter readings in current billing period:

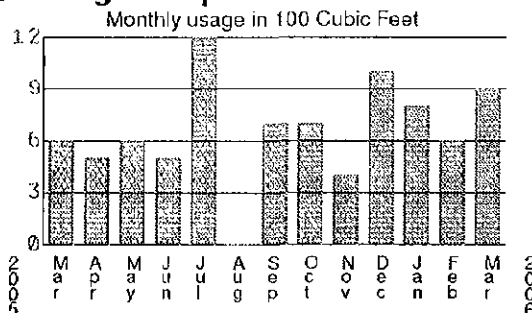
Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1227  
Last-actual 1218  
100 Cubic Feet used 9  
1 cu ft equals approx 7.50 gal  
Gallons used 6732

### Billing Summary

-----Prior Balance-----  
Balance from last bill \$66.70  
Payments as of Mar 16, 2006. Thanks! -66.70  
Total prior balance, Mar 16, 2006 .00  
-----Current Water Charges-----  
Service Charge 5.31  
Water Volume (\$3.239800 x 9.00) 29.16  
Total water charges, Mar 16, 2006 34.47  
-----Current Wastewater Charges-----  
Service Charge 5.31  
WasteWater Volume (\$4.82440 x 9.00) 43.42  
Total wastewater charges, Mar 16, 2006 48.73  
-----Other Current Charges-----  
Reverse Osmosis Surcharge 11.54  
Total other charges, Mar 16, 2006 11.54  
-----TOTAL AMOUNT DUE----- **\$94.74**

If paid after Apr 17, 2006  
Add Late Charge \$4.74  
Total Due After Apr 17, 2006 \$99.48

### Water Usage Comparison



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.  
Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
\* If your questions are not resolved after you have called Ohio American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-7826.



Ohio  
American Water  
PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

00000052 01 AV 0.293 B 00001 02 FJ04A



**Byron Mann**  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	<b>\$66.70</b>
DUE DATE	Mar 03, 2006
Due After Mar 20, 2006	<b>\$70.03</b>
Please return this portion with check ▼ Payable to the address below ▼	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Feb 16, 2006  
Billing Period: Jan 12 to Feb 10 (29 days)  
Next reading on/about: Mar 13, 2006  
Rate Type: Residential

### Meter readings in current billing period:

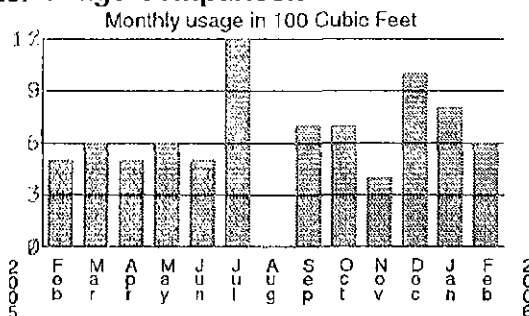
Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1218  
Last-actual 1212  
100 Cubic Feet used 6  
1 cu ft equals approx 7.50 gal  
Gallons used 4488

### Billing Summary

-----Prior Balance-----  
Balance from last bill \$85.20  
Payments as of Feb 16, 2006. Thanks! -85.20  
Total prior balance, Feb 16, 2006 .00  
-----Current Water Charges-----  
Service Charge 5.31  
Water Volume (\$3.239800 x 6.00) 19.44  
Total water charges, Feb 16, 2006 24.75  
-----Current Wastewater Charges-----  
Service Charge 5.31  
WasteWater Volume (\$4.82440 x 6.00) 28.95  
Total wastewater charges, Feb 16, 2006 34.26  
-----Other Current Charges-----  
Reverse Osmosis Surcharge 7.69  
Total other charges, Feb 16, 2006 7.69  
-----TOTAL AMOUNT DUE----- **\$66.70**

If paid after Mar 20, 2006  
Add Late Charge \$3.33  
Total Due After Mar 20, 2006 \$70.03

### Water Usage Comparison



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
\* If your questions are not resolved after you have called Ohio American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

1-30

BP 213

For Service To: 3510 Rangoon Dr

00000048 01 AV 0.293 B 00001 01 FJ02D



**Byron Mann**  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	<b>\$85.20</b>
DUE DATE	Jan 31, 2006
Due After Feb 15, 2006	<b>\$89.46</b>
Please return this portion with check ▼ Payable to the address below ▼	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Jan 16, 2006  
Billing Period: Dec 12 to Jan 12 (31 days)  
Next reading on/about: Feb 13, 2006  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1212  
Last-actual 1204  
100 Cubic Feet used 8  
1 cu ft equals approx 7.50 gal  
Gallons used 5984

### Billing Summary

#### -----Prior Balance-----

Balance from last bill	\$104.08
Payments as of Jan 16, 2006. Thanks!	-104.08
<b>Total prior balance, Jan 16, 2006</b>	<b>.00</b>

#### -----Adjustments-----

Lost Water Credit	- .20
<b>Total adjustments, Jan 16, 2006</b>	<b>- .20</b>

#### -----Current Water Charges-----

Service Charge	5.31
Water Volume (\$3.239800 x 8.00)	25.92
<b>Total water charges, Jan 16, 2006</b>	<b>31.23</b>

#### -----Current Wastewater Charges-----

Service Charge	5.31
WasteWater Volume (\$4.82440 x 8.00)	38.60
<b>Total wastewater charges, Jan 16, 2006</b>	<b>43.91</b>

#### -----Other Current Charges-----

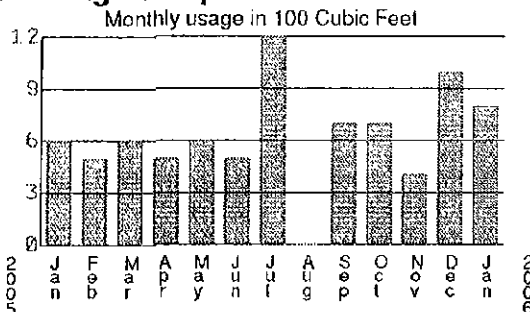
Reverse Osmosis Surcharge	10.26
<b>Total other charges, Jan 16, 2006</b>	<b>10.26</b>

<b>-----TOTAL AMOUNT DUE-----</b>	<b>\$85.20</b>
-----------------------------------	----------------

If paid after Feb 15, 2006

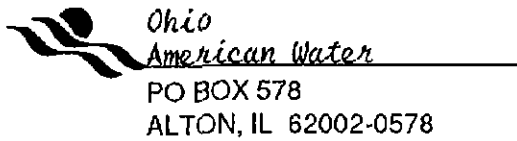
Add Late Charge	\$4.26
<b>Total Due After Feb 15, 2006</b>	<b>\$89.46</b>

### Water Usage Comparison



### Messages to you from Ohio American Water

\* Ohio American water is issuing all water customers a one-time credit of \$0.20 (20 cents) as shown on this bill under the heading: Unaccounted for Water Credit.  
\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.  
Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.



For Service To: 3510 Rangoon Dr



00000116 01 AV 0.278 B 00001 03 FJ00R


Byron Mann  
3510 RANGOON DR  
WESTERVILLE OH 43081-4035

1-3  
BP 266

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	<b>\$104.08</b>
DUE DATE	Dec 29, 2005
Due After Jan 13, 2006	<b>\$109.29</b>
Please return this portion with check ▼ Payable to the address below ▼	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127


### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Dec 14, 2005  
Billing Period: Nov 10 to Dec 12 (32 days)  
Next reading on/about: Jan 13, 2006  
Rate Type: Residential

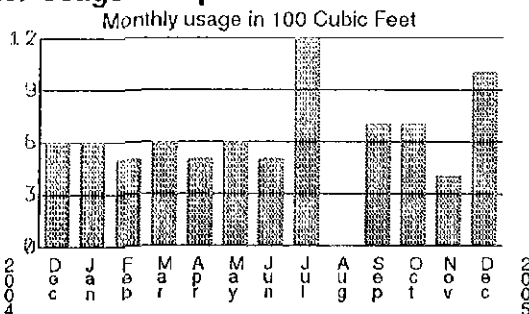
### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1204  
Last-actual 1194  
100 Cubic Feet used 10  
1 cu ft equals approx 7.50 gal  
Gallons used 7480

### Billing Summary

-----Prior Balance-----	
Balance from last bill	\$48.01
Payments as of Dec 14, 2005. Thanks!	-48.01
Total prior balance, Dec 14, 2005	.00
-----Current Water Charges-----	
Service Charge	5.31
Water Volume (\$3.239800 x 10.00)	32.40
Total water charges, Dec 14, 2005	37.71
-----Current Wastewater Charges-----	
Service Charge	5.31
WasteWater Volume (\$4.82440 x 10.00)	48.24
Total wastewater charges, Dec 14, 2005	53.55
-----Other Current Charges-----	
Reverse Osmosis Surcharge	12.82
Total other charges, Dec 14, 2005	12.82
-----TOTAL AMOUNT DUE-----	<b>\$104.08</b>
If paid after Jan 13, 2006	
Add Late Charge	\$5.21
Total Due After Jan 13, 2006	<b>\$109.29</b>

### Water Usage Comparison



### Messages to you from Ohio American Water

\* If your questions are not resolved after you have called Ohio American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays or visit the PUCO website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).  
\*Please note the due date only applies to water charges.



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

000000346 01 AV 0.278



Byron Mann  
3510 Rangoon Dr  
Westerville OH 43081-4035

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	\$48.01
DUE DATE	Nov 30, 2005
Due After Dec 15, 2005	\$50.41
Please return this portion with check Payable to the address below	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr

Account Number: 22-0002341-0

Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Nov 15, 2005

Billing Period: Oct 14 to Nov 10 (27 days)

Next reading on/about: Dec 13, 2005

Rate Type: Residential

Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.

Present-actual 1194

Last-actual 1190

100 Cubic Feet used 4

1 cu ft equals approx 7.50 gal

Gallons used 2992

### Billing Summary

-----Prior Balance-----  
Balance from last bill \$76.04  
Payments as of Nov 15, 2005. Thanks! -76.04  
Total prior balance, Nov 15, 2005 .00  
-----Current Water Charges-----  
Service Charge 5.31  
Water Volume (\$3.239800 x 4.00) 12.96  
Total water charges, Nov 15, 2005 18.27  
-----Current Wastewater Charges-----  
Service Charge 5.31  
WasteWater Volume (\$4.82440 x 4.00) 19.30  
Total wastewater charges, Nov 15, 2005 24.61  
-----Other Current Charges-----  
Reverse Osmosis Surcharge 5.13  
Total other charges, Nov 15, 2005 5.13

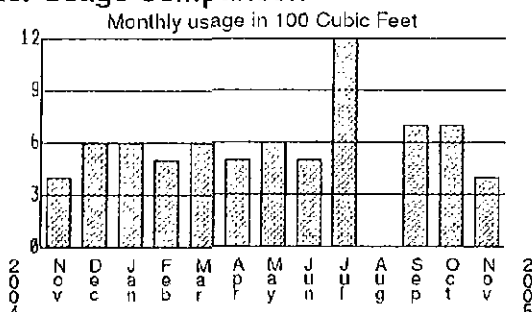
-----TOTAL AMOUNT DUE----- \$48.01

If paid after Dec 15, 2005

Add Late Charge \$2.40

Total Due After Dec 15, 2005 \$50.41

### Water Usage Comparison



### Messages to you from Ohio American Water

\* If your questions are not resolved after you have called Ohio American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays or visit the PUCO website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).  
\* Please note the due date only applies to water charges.





Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

000000524 01 AV 0.278



**Byron Mann**  
3510 Rangoon Dr  
Westerville OH 43081-4035

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	<b>\$76.04</b>
DUE DATE	Nov 02, 2005
Due After Nov 17, 2005	<b>\$79.84</b>
Please return this portion with check Payable to the address below	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Oct 18, 2005  
Billing Period: Sep 15 to Oct 14 (29 days)  
Next reading on/about: Nov 11, 2005  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1190  
Last-actual 1183  
100 Cubic Feet used 7  
1 cu ft equals approx 7.50 gal  
Gallons used 5236

### Billing Summary

#### -----Prior Balance-----

Balance from last bill	\$76.04
Payments as of Oct 18, 2005. Thanks!	-76.04
<b>Total prior balance, Oct 18, 2005</b>	<b>.00</b>

#### -----Current Water Charges-----

Service Charge	5.31
Water Volume (\$3.239800 x 7.00)	22.68
<b>Total water charges, Oct 18, 2005</b>	<b>27.99</b>

#### -----Current Wastewater Charges-----

Service Charge	5.31
WasteWater Volume (\$4.82440 x 7.00)	33.77
<b>Total wastewater charges, Oct 18, 2005</b>	<b>39.08</b>

#### -----Other Current Charges-----

Reverse Osmosis Surcharge	8.97
<b>Total other charges, Oct 18, 2005</b>	<b>8.97</b>

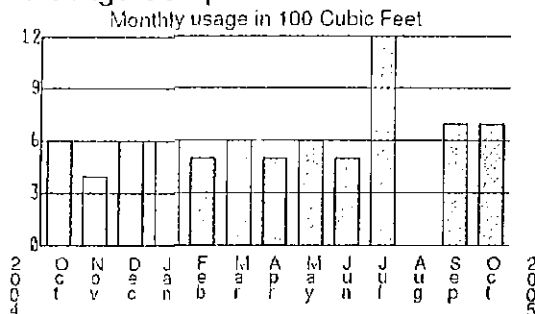
<b>-----TOTAL AMOUNT DUE-----</b>	<b>\$76.04</b>
-----------------------------------	----------------

If paid after Nov 17, 2005

Add Late Charge	\$3.80
-----------------	--------

<b>Total Due After Nov 17, 2005</b>	<b>\$79.84</b>
-------------------------------------	----------------

### Water Usage Comparison



### Messages to you from Ohio American Water

\* If your questions are not resolved after you have called Ohio American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays or visit the PUCO website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).  
\*Please note the due date only applies to water charges



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

000000480 01 AV 0.278

Byron Mann  
3510 Rangoon Dr  
Westerville OH 43081-4035

BP236  
10-11

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	\$76.04
DUE DATE	Oct 04, 2005
Due After Oct 19, 2005	\$79.84
Please return this portion with check Payable to the address below	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Sep 19, 2005  
Billing Period: Aug 11 to Sep 15 (35 days)  
Next reading on/about: Oct 13, 2005  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1183  
Last-actual 1176  
100 Cubic Feet used 7  
1 cu ft equals approx 7.50 gal  
Gallons used 5236

### Billing Summary

#### -----Prior Balance-----

Balance from last bill \$10.62  
Payments as of Sep 19, 2005. Thanks! -10.62  
Total prior balance, Sep 19, 2005 .00

#### -----Current Water Charges-----

Service Charge 5.31  
Water Volume (\$3.239800 x 7.00) 22.68  
Total water charges, Sep 19, 2005 27.99

#### -----Current Wastewater Charges-----

Service Charge 5.31  
WasteWater Volume (\$4.82440 x 7.00) 33.77  
Total wastewater charges, Sep 19, 2005 39.08

#### -----Other Current Charges-----

Reverse Osmosis Surcharge 8.97  
Total other charges, Sep 19, 2005 8.97

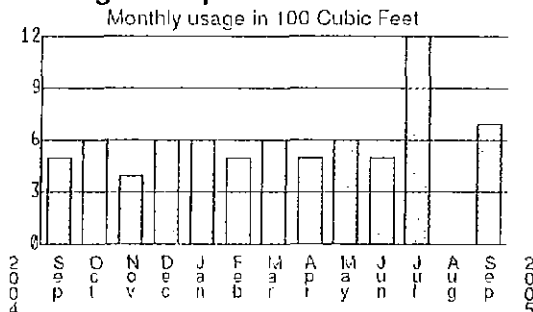
-----TOTAL AMOUNT DUE----- \$76.04

If paid after Oct 19, 2005

Add Late Charge \$3.80

Total Due After Oct 19, 2005 \$79.84

### Water Usage Comparison



### Messages to you from Ohio American Water

\* If your questions are not resolved after you have called Ohio American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays or visit the PUCO website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).  
\*Please note the due date only applies to water charges.



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

000000571 01 AV 0.278



**Byron Mann**  
3510 Rangoon Dr  
Westerville OH 43081-4035

223  
8.30

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	<b>\$10.62</b>
DUE DATE	Aug 30, 2005
Due After Sep 14, 2005	<b>\$11.16</b>
Please return this portion with check Payable to the address below	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Aug 15, 2005  
Billing Period: Jul 13 to Aug 11 (29 days)  
Next reading on/about: Sep 14, 2005  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1176  
Last-actual 1176  
100 Cubic Feet used 0  
1 cu ft equals approx 7.50 gal  
Gallons used

### Billing Summary

-----Prior Balance-----  
Balance from last bill  
Payments as of Aug 15, 2005. Thanks!  
Total prior balance, Aug 15, 2005  
-----Current Water Charges-----  
Service Charge  
Total water charges, Aug 15, 2005  
-----Current Wastewater Charges-----  
Service Charge  
Total wastewater charges, Aug 15, 2005  
-----TOTAL AMOUNT DUE-----

\$122.78  
-122.78  
.00

5.31  
5.31

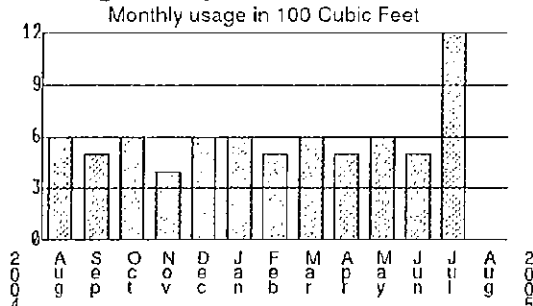
5.31  
5.31

**\$10.62**

If paid after Sep 14, 2005  
Add Late Charge  
Total Due After Sep 14, 2005

\$ .54  
**\$11.16**

### Water Usage Comparison



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.

\*\* Please refer to the check authorization process on the back of the bill.

\* An annual water quality report (Consumer Confidence Report) was provided to you earlier this year.



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

000000749 01 AV 0.278

Byron Mann  
3510 Rangoon Dr  
Westerville OH 43081-4035

BP215  
8-3  
\$122.78

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	\$122.78
DUE DATE	Aug 02, 2005
Due After Aug 17, 2005	\$128.92
Please return this portion with check Payable to the address below	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Jul 18, 2005  
Billing Period: Jun 10 to Jul 13 (33 days)  
Next reading on/about: Aug 11, 2005  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1176  
Last-actual 1164  
100 Cubic Feet used 12  
1 cu ft equals approx 7.50 gal  
Gallons used 8976

### Billing Summary

#### -----Prior Balance-----

Balance from last bill \$57.35  
Payments as of Jul 18, 2005. Thanks! -57.35  
Total prior balance, Jul 18, 2005 .00

#### -----Current Water Charges-----

Service Charge 5.31  
Water Volume (\$3.239800 x 12.00) 38.88  
Total water charges, Jul 18, 2005 44.19

#### -----Current Wastewater Charges-----

Service Charge 5.31  
WasteWater Volume (\$4.82440 x 12.00) 57.89  
Total wastewater charges, Jul 18, 2005 63.20

#### -----Other Current Charges-----

Reverse Osmosis Surcharge 15.39  
Total other charges, Jul 18, 2005 15.39

-----TOTAL AMOUNT DUE----- \$122.78

If paid after Aug 17, 2005

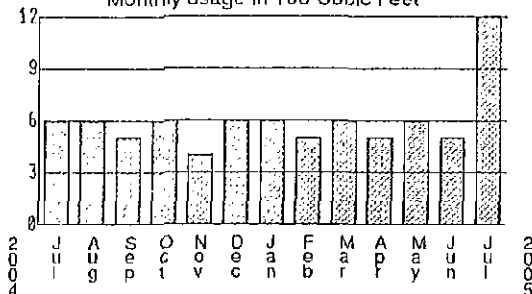
Add Late Charge

Total Due After Aug 17, 2005

\$6.14  
\$128.92

### Water Usage Comparison

Monthly usage in 100 Cubic Feet



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.

\*\* Please refer to the check authorization process on the back of the bill.

\* Please visit our website for information about the quality of your drinking water. An annual



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

000000547 01 AV 0.278



**Byron Mann**

3510 Rangoon Dr  
Westerville OH 43081-4035

BP 204  
7-12-05

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	<b>\$57.35</b>
DUE DATE	Jun 29, 2005
Due After Jul 14, 2005	\$60.22
Please return this portion with check Payable to the address below	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Jun 14, 2005  
Billing Period: May 12 to Jun 10 (29 days)  
Next reading on/about: Jul 14, 2005  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1164  
Last-actual 1159  
100 Cubic Feet used 5  
1 cu ft equals approx 7.50 gal  
Gallons used 3740

### Billing Summary

-----Prior Balance-----  
Balance from last bill  
Payments as of Jun 14, 2005. Thanks!  
Total prior balance, Jun 14, 2005  
-----Current Water Charges-----  
Service Charge  
Water Volume (\$3.239800 x 5.00)  
Total water charges, Jun 14, 2005  
-----Current Wastewater Charges-----  
Service Charge  
WasteWater Volume (\$4.82440 x 5.00)  
Total wastewater charges, Jun 14, 2005  
-----Other Current Charges-----  
Reverse Osmosis Surcharge  
Total other charges, Jun 14, 2005  
-----TOTAL AMOUNT DUE-----

\$66.70  
-66.70  
.00

5.31  
16.20  
21.51

5.31  
24.12  
29.43

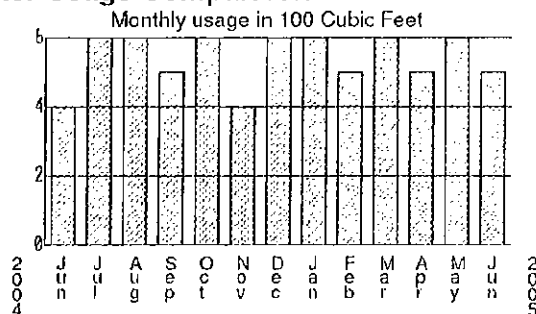
6.41  
6.41

**\$57.35**

If paid after Jul 14, 2005  
Add Late Charge  
Total Due After Jul 14, 2005

\$2.87  
\$60.22

### Water Usage Comparison



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.  
Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.

\*\* Please refer to the check authorization process on the back of the bill.

\*If your questions are not resolved after you have called Ohio-American, you may call the Public



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

000000572 01 AV 0.278



**Byron Mann**  
3510 Rangoon Dr  
Westerville OH 43081-4035

BP194  
5-28

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	<b>\$66.70</b>
DUE DATE	Jun 01, 2005
Due After Jun 16, 2005	<b>\$70.03</b>
Please return this portion with check Payable to the address below	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: May 17, 2005  
Billing Period: Apr 13 to May 12 (29 days)  
Next reading on/about: Jun 13, 2005  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1159  
Last-actual 1153  
100 Cubic Feet used 6  
1 cu ft equals approx 7.50 gal  
Gallons used 4488

### Billing Summary

-----Prior Balance-----  
Balance from last bill \$58.77  
Payments as of May 17, 2005. Thanks! -58.77  
Total prior balance, May 17, 2005 .00  
-----Current Water Charges-----  
Service Charge 5.31  
Water Volume (\$3.239800 x 6.00) 19.44  
Total water charges, May 17, 2005 24.75  
-----Current Wastewater Charges-----  
Service Charge 5.31  
WasteWater Volume (\$4.82440 x 6.00) 28.95  
Total wastewater charges, May 17, 2005 34.26  
-----Other Current Charges-----  
Reverse Osmosis Surcharge 7.69  
Total other charges, May 17, 2005 7.69  
-----TOTAL AMOUNT DUE-----

\$58.77

-58.77

.00

5.31

19.44

24.75

5.31

28.95

34.26

7.69

7.69

**\$66.70**

If paid after Jun 16, 2005

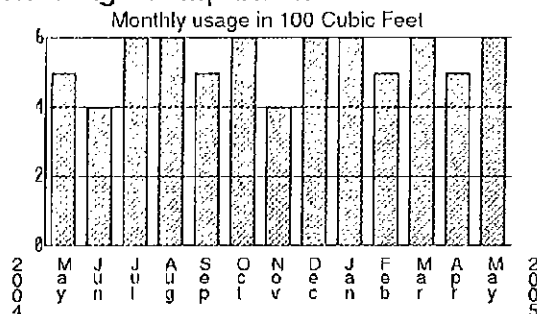
Add Late Charge

Total Due After Jun 16, 2005

\$3.33

**\$70.03**

### Water Usage Comparison



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.  
Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
\* OAW's Franklin County District will be flushing fire hydrants on June 14, 15 and 16 between the hours of 9:00 AM and 4:30 PM.



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

000000580 01 AV 0.278



**Byron Mann**  
3510 Rangoon Dr  
Westerville OH 43081-4035

BP184  
4-28

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	<b>\$58.77</b>
DUE DATE	May 02, 2005
Due After May 17, 2005	<b>\$61.71</b>
Please return this portion with check Payable to the address below	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Apr 15, 2005  
Billing Period: Mar 10 to Apr 13 (34 days)  
Next reading on/about: May 12, 2005  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1153  
Last-actual 1148  
100 Cubic Feet used 5  
1 cu ft equals approx 7.50 gal  
Gallons used 3740

### Billing Summary

#### -----Prior Balance-----

Balance from last bill	\$63.16
Payments as of Apr 15, 2005. Thanks!	-63.16
<b>Total prior balance, Apr 15, 2005</b>	<b>.00</b>

#### -----Current Water Charges-----

Service Charge	6.02
Water Volume (\$3.239800 x 5.00)	16.20
<b>Total water charges, Apr 15, 2005</b>	<b>22.22</b>

#### -----Current Wastewater Charges-----

Service Charge	6.02
WasteWater Volume (\$4.82440 x 5.00)	24.12
<b>Total wastewater charges, Apr 15, 2005</b>	<b>30.14</b>

#### -----Other Current Charges-----

Reverse Osmosis Surcharge	6.41
<b>Total other charges, Apr 15, 2005</b>	<b>6.41</b>

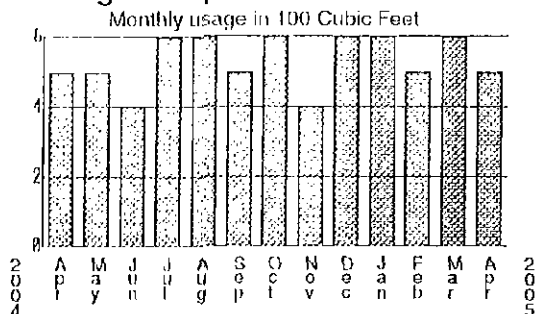
<b>-----TOTAL AMOUNT DUE-----</b>	<b>\$58.77</b>
-----------------------------------	----------------

If paid after May 17, 2005

Add Late Charge	\$2.94
-----------------	--------

<b>Total Due After May 17, 2005</b>	<b>\$61.71</b>
-------------------------------------	----------------

### Water Usage Comparison



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.

\* H2O Help, the program to provide emergency assistance to customers served by Ohio American who are unable to pay their bill and would be subject to service disconnection. Customers will be



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

000000503 01 AV 0.278



Byron Mann  
3510 Rangoon Dr  
Westerville OH 43081-4035

3-29  
#175

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	<b>\$63.16</b>
DUE DATE	Mar 30, 2005
Due After Apr 05, 2005	\$66.32
Please return this portion with check Payable to the address below	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Mar 15, 2005  
Billing Period: Feb 10 to Mar 10 (28 days)  
Next reading on/about: Apr 13, 2005  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1148  
Last-actual 1142  
100 Cubic Feet used 6  
1 cu ft equals approx 7.50 gal  
Gallons used 4488

### Billing Summary

#### -----Prior Balance-----

Balance from last bill	\$51.01
Payments as of Mar 15, 2005. Thanks!	-51.01
Total prior balance, Mar 15, 2005	.00

#### -----Current Water Charges-----

Service Charge	4.66
Water Volume (\$2.722000 x 3.00)	8.17
Water Volume (\$3.239800 x 3.00)	9.72
Total Use Billed 6	22.55

#### -----Current Wastewater Charges-----

Service Charge	2.00
WasteWater Volume (\$4.30100 x 3.00)	12.90
Service Charge	2.66
WasteWater Volume (\$4.82440 x 3.00)	14.47
Total Use Billed 6	32.03

#### -----Other Current Charges-----

Reverse Osmosis Surcharge	8.58
Total other charges, Mar 15, 2005	8.58

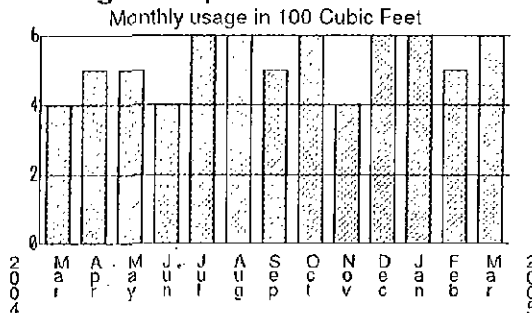
-----TOTAL AMOUNT DUE----- **\$63.16**

If paid after Apr 05, 2005

Add Late Charge	\$3.16
-----------------	--------

Total Due After Apr 05, 2005	\$66.32
------------------------------	---------

### Water Usage Comparison



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.

Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.

\*If your questions are not resolved after you have called Ohio-American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7880, or file TDD/TTY toll free at 1-800-686-7880.





Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

000000626 01 AV 0.278



Byron Mann  
3510 Rangoon Dr  
Westerville OH 43081-4035

BP 166  
51.01

2-26

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	\$51.01
DUE DATE	Mar 02, 2005
Due After Mar 08, 2005	\$53.57
Please return this portion with check Payable to the address below	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Feb 15, 2005  
Billing Period: Jan 12 to Feb 10 (29 days)  
Next reading on/about: Mar 11, 2005  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1142  
Last-actual 1137  
100 Cubic Feet used 5  
1 cu ft equals approx 7.50 gal  
Gallons used 3740

### Billing Summary

-----Prior Balance-----

Balance from last bill

Payments as of Feb 15, 2005. Thanks!

Total prior balance, Feb 15, 2005

-----Current Water Charges-----

Service Charge

Water Volume (\$2.722000 x 5.00)

Total water charges, Feb 15, 2005

-----Current Wastewater Charges-----

Service Charge

WasteWater Volume (\$4.30100 x 5.00)

Total wastewater charges, Feb 15, 2005

-----Other Current Charges-----

Reverse Osmosis Surcharge

Total other charges, Feb 15, 2005

-----TOTAL AMOUNT DUE-----

If paid after Mar 08, 2005

Add Late Charge

Total Due After Mar 08, 2005

\$59.60

-59.60

.00

4.00

13.61

17.61

4.00

21.51

25.51

7.89

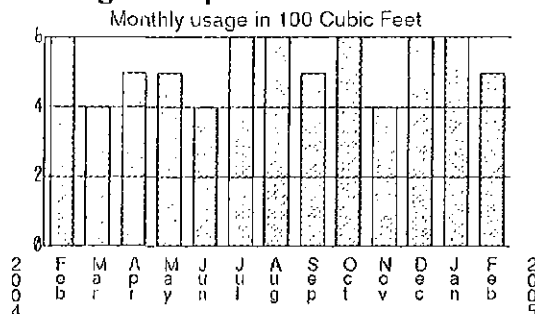
7.89

\$51.01

\$2.56

\$53.57

### Water Usage Comparison



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.

\*If your questions are not resolved after you have called Ohio-American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-688-3888 or fax TDD/TTY toll free at



Ohio  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

BP156

000000612 01 AV 0.278



Byron Mann  
3510 Rangoon Dr  
Westerville OH 43081-4035

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	\$59.60
DUE DATE	Feb 01, 2005
Due After Feb 07, 2005	\$62.58
Please return this portion with check Payable to the address below	

Ohio American Water  
PO Box 5127  
Carol Stream, IL 60197-5127



### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Jan 17, 2005  
Billing Period: Dec 10 to Jan 12 (33 days)  
Next reading on/about: Feb 11, 2005  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1137  
Last-actual 1131  
100 Cubic Feet used 6  
1 cu ft equals approx 7.50 gal  
Gallons used 4488

### Billing Summary

#### -----Prior Balance-----

Balance from last bill \$59.60  
Payments as of Jan 17, 2005. Thanks! -59.60  
Total prior balance, Jan 17, 2005 .00

#### -----Current Water Charges-----

Service Charge 4.00  
Water Volume (\$2.722000 x 6.00) 16.33  
Total water charges, Jan 17, 2005 20.33

#### -----Current Wastewater Charges-----

Service Charge 4.00  
Waste Water Volume (\$4.30100 x 6.00) 25.81  
Total wastewater charges, Jan 17, 2005 29.81

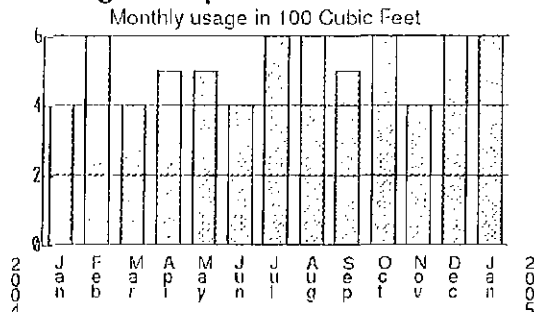
#### -----Other Current Charges-----

Reverse Osmosis Surcharge 9.46  
Total other charges, Jan 17, 2005 9.46

-----TOTAL AMOUNT DUE----- \$59.60

If paid after Feb 07, 2005  
Add Late Charge \$2.98  
Total Due After Feb 07, 2005 \$62.58

### Water Usage Comparison



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
\*If your questions are not resolved after you have called Ohio-American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7888 or file TDD/TTY toll free at 1-800-686-7888.

 **Ohio  
American Water**  
PO BOX 578  
ALTON, IL 62002-0578

For Service To: 3510 Rangoon Dr

000000748 01 AV 0.278

  
**Byron Mann**  
3510 Rangoon Dr  
Westerville OH 43081-4035

ACCOUNT NUMBER	22-0002341-0
AMOUNT DUE	\$59.60
DUE DATE	Dec 30, 2004
Due After Jan 05, 2005	\$62.58
Please return this portion with check Payable to the address below	

**Ohio American Water**  
PO Box 5127  
Carol Stream, IL 60197-5127





### Customer Account Information

For Service To: Byron Mann  
3510 Rangoon Dr  
Account Number: 22-0002341-0  
Premise Number: 22-0001897

### Billing Period & Meter Information

Billing Date: Dec 15, 2004  
Billing Period: Nov 10 to Dec 10 (30 days)  
Next reading on/about: Jan 13, 2005  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1898 is a 5/8-inch meter.  
Present-actual 1131  
Last-actual 1125  
100 Cubic Feet used 6  
1 cu ft equals approx 7.50 gal  
Gallons used 4488

### Billing Summary

#### -----Prior Balance-----

Balance from last bill	\$42.40
Payments as of Dec 15, 2004. Thanks!	-42.40
<b>Total prior balance, Dec 15, 2004</b>	<b>.00</b>

#### -----Current Water Charges-----

Service Charge	4.00
Water Volume (\$2.722000 x 6.00)	16.33
<b>Total water charges, Dec 15, 2004</b>	<b>20.33</b>

#### -----Current Wastewater Charges-----

Service Charge	4.00
WasteWater Volume (\$4.30100 x 6.00)	25.81
<b>Total wastewater charges, Dec 15, 2004</b>	<b>29.81</b>

#### -----Other Current Charges-----

Reverse Osmosis Surcharge	9.46
<b>Total other charges, Dec 15, 2004</b>	<b>9.46</b>

<b>-----TOTAL AMOUNT DUE-----</b>	<b>\$59.60</b>
-----------------------------------	----------------

If paid after Jan 05, 2005

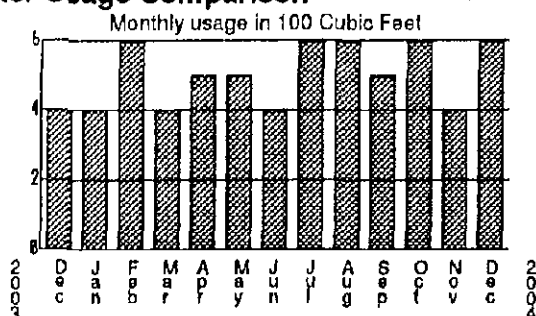
Add Late Charge

Total Due After Jan 05, 2005

\$2.98

\$62.58

### Water Usage Comparison



### Messages to you from Ohio American Water

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A small service fee will apply.  
\*If your questions are not resolved after you have called Ohio-American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-688-7826, or for TDD/TTY toll free at