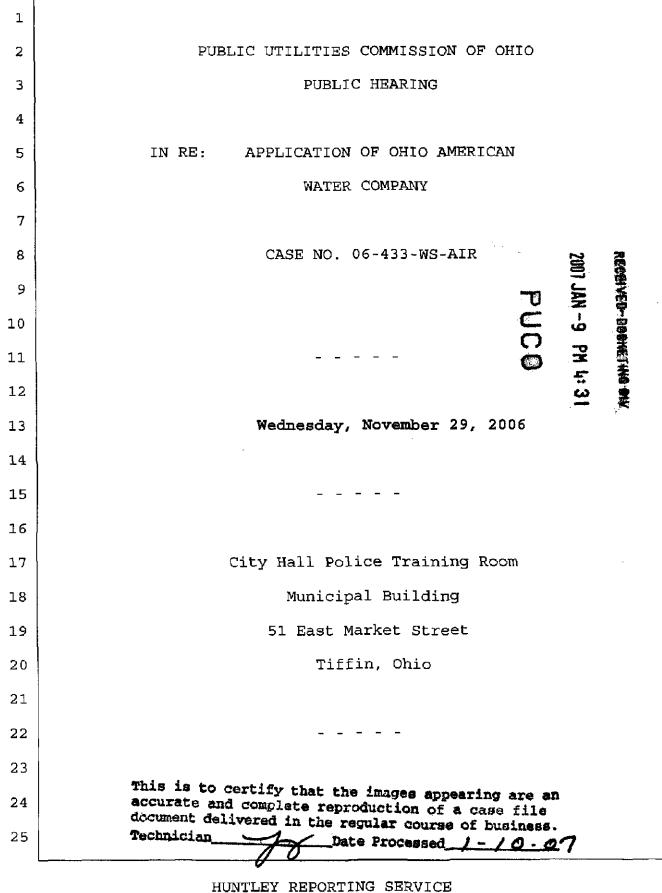
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2	<u>APPEARANCES</u> :
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4	Dick Bulgrin, Esquire PUBLIC UTILITIES COMMISSION OF OHIO
5	180 East Broad Street Columbus, OH 43215-3793
6	Attorney Examiner
7	Thomas O'Brien, Esquire
8	Sally W. Bloomfield, Esquire BRICKER & ECKLER
9	100 South Third Street Columbus, Oh 43215-4291
10	On behalf of the Ohio American
11	Water Company
12	Janine L. Migden-Ostrander, Esquire Maureen Grady, Esquire
13	Melissa Yost, Esquire 10 West Broad Street, 18th Floor
14	Columbus, OH 43215
15	On behalf of Ohio American Water Company
16	Residential Rate Payers
17	Lisa McAlister, Esquire
18	McNEES, WALLACE & NURICK 21 East State Street
19	Columbus, OH 43215-4228
20	On behalf of the Cities of Tiffin and Marion
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1 2 MR. BULGRIN: Good evening. This is the third public hearing by the Public Utilities 3 4 Commission Of Ohio in Case No. 06-433-WS-AIR, being 5 in the matter of the Application of Ohio American 6 Water Company to increase it's rates for water and 7 sewer services provided to its entire service area. My name is Dick Bulgrin, I'm the Attorney 8 9 Examiner assigned by the Public Utilities Commission 10 of Ohio to conduct the hearing this evening. With me 11 are some Commission personnel from our Service 12 Monitoring Enforcement Department and our Office of Public Affairs, so if you have any particular 13 questions they are available to answer those. 14 Ι 15 guess, we'll take appearances for the Company. 16 MR. O'BRIEN: Thank you, Your Honor. 17 On behalf of Ohio American Water Company, Bricker & Eckler, LLC, Thomas J. O'Brien and Sally W. 18 19 Bloomfiled, 100 South Third Street, Columbus, Ohio 43215. 20 21 MR. BULGRIN: Thank you. And for the 22 Consumers' Counsel? MS. MIGDEN-OSTRANDER: Yes, Your Honor. 23 Thank 24 On behalf of Ohio American Water Company you. 25 Residential Rate Payers, the Office of Consumers'

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Counsel, Janine L. Migden-Ostrander Consumers' 1 2 Counsel; Maureen R. Grady, Associate Consumers' Counsel; and Melissa Yost, Associate Consumers' 3 Counsel, 10 West Broad Street, Columbus, Ohio, 43215. 4 MR. BULGRIN: I don't know, do we 5 have anybody from the City of Tiffin? 6 MS. MCALISTER: Yes, Your Honor. Thank 7 On behalf of the cities of Tiffin and Marion, 8 vou. Ohio, McNees, Wallace & Nurick, I'm Lisa McAlister, 9 10 21 East State Street, Columbus, Ohio, 43215. MR. BULGRIN: Thank you. Ohio 11 American Water filed an application with the PUCO to 12 increase it's rates for water and waste water service 13 on April 17th, 2006. As part of this rate case 14 proceeding we staffed with the PUCO and inspected 15 16 portions of the Company's bat and equipment, interviewed Company personnel and government 17 officials, reviewed Company records, and performed 18 analysis of data, including financial information 19 collected from the Company. The staff then prepared 20 and filed it's report on September 25th, 2006. 21 The 22 staff report summarizes the staff's findings 23 regarding Company's financial situation and service performance and sets forth the staff's 24 25 recommendations in this case.

There are five local public hearings scheduled in this case, but that's only one aspect of the rate case process. A public hearing is also scheduled to commence on December 11th, 2006 at the Commission offices in Columbus, and the purpose of that hearing is to allow the Ohio American staff and interveners to present witnesses and evidence in support of their positions in this case. The Consumers' Counsel, which opposes the rate increase, will represent residential customers at that The purpose of tonight's public hearing is hearing. to receive comments from the public and we will be hearing not from the company or the staff or the interveners, but from you. This is your opportunity to let the Commission know what you think about the Company's request to increase rates. 17 We only have two people signed up right now; is that correct? Is there anybody else that would 18 19 like to offer testimony? Okay. I think I'm going to Wilma, is it Klopp? 20dispense with this. MS. KLOPP: Yes. 21 22 MR. BULGRIN: All right. Come up and 23 have a seat here and sit next to the court reporter. Yes, that's fine. If you'd like to raise your right 24 25 Do you swear that the testimony you're about hand:

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1	to give in this proceeding is the truth?
2	MS. KLOPP: Yes.
3	MR. BULGRIN: Can you state your full
4	name and spell your last name and give us your
5	address, please?
6	MS. KLOPP: My name is Wilma Klopp,
7	K-L-O-P-P, I live at 659 Hedgegate South Court,
8	Tiffin. I'm a counsel-at-large and I am the Chairman
9	of the Utilities Related Service Committee.
10	MR. BULGRIN: And if you've got a
11	statement prepared it might be helpful if she could
12	have a copy of it. Just go ahead. Why don't you go
13	ahead and read it into the record.
14	MS. KLOPP: Okay. The main reason
15	I am testifying is because I have been a councilman
16	for nine years and have received complaints mainly
17	about restoration in peoples' yards and that where
18	things are not done properly and but my, one of
19	the main things I have looked at today, is that I
20	read, believe it or not, this 197 page report and
2 1	there's very little in this report about them doing
22	any future repair of an I don't want to say repair
23	I'll read what I have and that way you there
24	is a mention in the report of unaccounted for water,
25	which I assume is due to leaks in the old over 100

year old water lines. My observation has been that there does not seem to be any replacement of lines, Then water is turned except in case of emergency. off unexpectedly and workers, I'm sure, are paid overtime until it is repaired. Would it not be better to have a program to replace lines? Now that Phase Two of the sewer separation is starting would be a perfect time to replace lines in the trenches that are already dug, instead they wait for an emergency and tear the newly repaved streets up in order to repair them. It seems it would be cheaper in the long run to have a program of ongoing replacement. The pressure is too low, it is my understanding, on the water tanks on the north end, that the lines of the south end would blow if they put enough pressure to really fill those tanks. That I have not in all the years I've been a citizen of Tiffin, which is over 40 years, seen any real ongoing and replacement of lines and things seem to be worse since the purchase by this company. In my years on council there was one water

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increase, now there was four in five years and nothing seems to be improving, and here we are hit again and they want another increase. And I'm wondering what the real reason for this increase is?

It's seems neighboring towns have lower rates than 1 2 Tiffin does by operating their own. In fact, Tiffin has looked into this and we've been told they won't 3 sell off separately, that they want to sell the whole 4 5 company. We very much like be interested in seeing if it were feasible for us to buy Tiffin Water 6 7 Company. The complaints I received about the water 8 company usually are mainly, as I said, the 9 10 restoration, in that when the lawn in front of someone's house is torn up they don't really repair 11 it properly, they'll throw some seed on it and if it 12 13 doesn't grow too bad, it's just left that way. That's all I have. 14 Thank you. Thank you. 15 MR. BULGRIN: 16 Wayne Stephens? Do you swear the testimony you're about to give in this proceeding is the truth? 17 MR. STEPHENS: I do. 18 MR. BULGRIN: Could you state your 19 name and address for the record? 20 MR. STEPHENS: My name is Wayne 21 Stephens, and my address is 299 Melmore Street, it's 22 M-E-L-M-O-R-E, Tiffin. 23 First of all, I would like to thank the 24 Attorney Examiner for the opportunity to provide 25

This is a very important issue for our testimony. city, because further increases in water rates for our city will have substantial detrimental impact on our citizens and local businesses. It's my understanding that Ohio American Water Company is seeking total increase in rates of 17.3 percent, which equates to 5.22 million dollars. And an increase in rates for Water A, which the city is part of, of 18.3 percent or 4.3 million dollars. An increase of the proposed magnitude would have a negative affect on the economy as the city is already struggling to provide quality education for children, quality jobs, and an affordable place to live. For this reason the city is ultimately concerned about the bottom line in the amount of the increase on it's citizens.

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If approved, this would be the fourth rate 17 increase for the city in less than five years. 18 Not counting Ohio American's current request to increase 19 rates, the Company has requested increases over 30 20 percent and received increases over 16 percent, for a 21 22 total of roughly 7 million dollars in less than four years. If this were an open and competitive market 23 the city does not believe that Ohio American could 24 continue increasing it's rates with the poor level of 25

service quality that it has maintained. For this
reason it is the position of the city that Ohio
American has failed to justify to support such an
increase, and that if Ohio American is granted any
increase at all, the Ohio Consumers' Counsel
recommendation of a 7 percent increase is more
appropriate than the recommendations of both Ohio
American and the PUCO staff.

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It is my understanding that a majority of the requested rate increase in this case is driven by cost increases in operations and maintenance labor costs, \$854,000, and an increased rate base requested return on equity of \$962,000.

As noted by the staff and observed by 14 citizens of Tiffin, this is not the first time the 15 Company has failed to meet obligations and regulatory 16 commitments. The Commission put Ohio American on 17 notice in the last rate case, that if it's 18 performance didn't improve there would be a 19 reflection on the rate of return, for this reason 20 we're recommending that the Commission reduce the 21 22 Company's rate of return, as opposed to paying penalties going forward, sending a strong signal that 23 the Commission will not tolerate a poor compliance 24 25 record. The city offers its concerns that echo those

expressed by citizens about Ohio American's application to increase rates into the record for the Commission's consideration.

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The first concern is the level of unaccounted for water. The city is aware and has received concerns about leaks in the system, the leaks are often not fixed in a timely manner. The city is also concerned about the quality of repairs that are made in this system. It has been noticed that there are instances of water in the city streets and public rights-of-way. The city does not believe that Ohio American has maintained a satisfactory level of unaccounted for water. And the city is concerned about waste of its and its citizens resources.

15 The city is also concerned because Ohio American has failed to reduce unaccounted for water 16 17 not withstanding it's commitment in the stipulation and the Commission's order in the 2003 rate case and 18 it's payment of a \$10,000 penalty. The city does not 19 believe that similar penalty provisions serve as 20 sufficient incentives to make Ohio American Water 21 Company improve the level of unaccounted for water. 22 A second concern is the restoration of 23 private land and public rights-of-way. The city has 24 25 received complaints that when Ohio American makes

repairs to both public rights-of-way and private property, Ohio American does not restore the property to the original condition. The city has received complaints that roads have recently been paved by the city, have problems caused by repairs done by Ohio American Water that are not consistent with the way the road was paved before. The city has received complaints regarding repairs to private property as well, including that lawns are not returned to their original condition.

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11 The most recent complaint I personally received was in August of this year from David and 12 Mary Estep, who live at 394 Water Street, as a matter 13 14 fact, in Tiffin, and they had complained that a water 15 main was dug up in their, in front of their house and after the work was completed a pile of rubble was 16 17 left there for quite a long period of time. And in spite of their calls to various numbers to try and 18 19 get this resolved, they were unable to get it resolved on their own. They called my office, I made 20 21 a call to our Public Works Department, and to the credit of Ohio American Water Company in this 22 particular instance, once our Public Works Department 23 did call the water company the repairs were made very 24 25 promptly after that. However, the complaint was that

1	it took quite awhile for anything to get done.
2	We are also concerned about the frequency of
3	reading water meters in compliance with Ohio Law and
4	the Commission's rules. If Ohio American Water
5	Company is not reading the meters, there is no
6	guarantee that our customers are being billed
7	accurately.
8	I'm also concerned about the impact rate
9	increases have on our ability to retain and attract
10	new businesses and industry to Tiffin. I was
11	formally a member of the Business Retention &
12	Attraction Committee founded by our local Chamber of
13	Commerce. During conversations with many of the
14	business leaders and industrial commun members of
15	the industrial community in Tiffin, one of their
16	major complaints was high utility rates and how it
17	impacted their businesses, their ability to compete
18	in the market, hinder their ability to provide jobs
19	for our local citizens. Their complaint was about
20	the water rate, which if you compare Ohio American's
21	water rates to the rates of municipally run water
22	companies in Ohio, you will see that they are in fact
23	much, much higher in comparison.
24	Recently the city went through an economic
25	turn down. I was personally effected by this, since

I went three years without a pay raise, however, my water rates increased yearly. And I'm not one to complain about not having a pay raise for three years, because I have, quite frankly, a relatively high paying job within the city. My concern is more for the people who have lower incomes, who can't afford those consistent rate increases year after year.

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And I'd like to conclude my testimony by 9 saying that to the credit of Ohio American Water 10 Company, they have a great superintendent. I've 11 known Jim Welby, who is the current superintendent, 12for many years. He has done a fantastic job, I 13 think, in running the Company. And I have to say in 14 15 all honesty, that since Mr. Welby has taken over 16 that, the service provided to our community has 17 improved and I think that's good. Thank you. MR. BULGRIN: Thank you. Oh, you do 18 19 have a question? 20 MR. O'BRIEN: Yes. 21 MR. BULGRIN: One moment. 22 MR. O'BRIEN: Mr. Stephens? 23 MR. STEPHENS: Yes. I'm Tom O'Brien, I 24 MR. O'BRIEN: 25 represent the American Water Company, just one

1 question. Are you aware of what the Tiffin Districts unaccounted for water level is over 12 months, 2 averaging a month? 3 4 MR. STEPHENS: No, I do not. 5 MR. O'BRIEN: Thank you. No further 6 questions. 7 MR. STEPHENS: Thank you. Thank you. Thank you, MR. BULGRIN: 8 9 sir. Is there anybody else who would like to give 10 testimony tonight? If not, then this hearing is concluded. There will be one -- when is the next 11 12 one? 13 MR. O'BRIEN: Tuesday. 14 MR. BULGRIN: -- Tuesday in Westerville, Ohio, I believe. Thank you. 15 16 THEREUPON, the meeting was adjourned. 17 18 19 20 21 22 23 24 25

1	CERTIFICATE
2	STATE OF OHIO)
3) ss. County of Erie)
4	I, Lori L. Bradshaw Delhees, Stenotype Reporter
5	and Notary Public within and for the State aforesaid, duly commissioned and qualified, do hereby certify
6	that the foregoing, consisting of 15 pages, is a true and complete transcript as taken by me in stenotype
7	and later transcribed under my direction of the proceedings conducted on the 29th day of November, 2006. I do further certify that I was personally
9	present in the room during all of the proceedings.
10	IN WITNESS WHEREOF, I have hereunto set my hand
11	and seal of office at Sandusky, Ohio this day of
12	panelary, 2007
13	Kon L Bradshave Delle
14	HUNTLEY REPORTING SERVICE Lori L. Bradshaw Delhees
15	Notary Public P. O. Box 1067
16	Sandusky, Ohio 44870
17	My commission expires 11/24/03
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PU	JCO HEARING, 11/29/06 C	Conde	ns(elt! [™] IN RE: APP. OF OMWC
		Page 1		Page 3
1			1	
2	PUBLIC UTILITIES COMMISSION OF OHIO		2	MR. BULGRIN: Good evening. This is
з	PUBLIC HEARING		3	the third public hearing by the Public Utilities
4			4	Commission Of Ohio in Case No. 06-433-ws-AIR, being
5	IN RE: APPLICATION OF OHIO AMERICAN		5	in the matter of the Application of Ohio American
б	WATER COMPANY		6	Water Company to increase it's rates for water and
7			7	sewer services provided to its entire service area.
8	CASE NO. 06-433-WS-AIR		8	My name is Dick Bulgrin, I'm the Attorney
9			9	Examiner assigned by the Public Utilities Commission
10				of Ohio to conduct the hearing this evening. With me
11				are some Commission personnel from our Service
12				Monitoring Enforcement Department and our Office of
13	Wednesday, November 29, 2006			Public Affairs, so if you have any particular
14	weatering, hovened, as and			questions they are available to answer those. I
				guess, we'll take appearances for the Company.
15 16			16	MR. O'BRIEN: Thank you, Your Honor.
				On behalf of Ohio American Water Company, Bricker &
17	City Hall Police Training Room			Eckler, LLC, Thomas J. O'Brien and Sally W.
18	Municipal Building			•
19	51 East Market Street			Bloomfiled, 100 South Third Street, Columbus, Ohio
20	Tiffin, Ohio		_	43215.
21			21	MR. BULGRIN: Thank you. And for the
22				Consumers' Counsel?
23			23	MS. MIGDEN-OSTRANDER: Yes, Your Honor. Thank
24				you. On behalf of Ohio American Water Company
25			25	Residential Rate Payers, the Office of Consumers'
		Page 2		Page 4
1			1	Counsel, Janine L. Migden-Ostrander Consumers'
2	APPEARANCES :		2	Counsel; Maureen R. Grady, Associate Consumers'
3				Counsel; and Melissa Yost, Associate Consumers'
4	Dick Bulgrin, Esquire PUBLIC UTILITIES COMMISSION OF OHIO			Counsel, 10 West Broad Street, Columbus, Ohio, 43215.
5	180 Bast Broad Street Columbus, DH 43215-3793		5	
6	Attorney Examiner		6	have anybody from the City of Tiffin?
7	Thomas O'Brien, Esquire		7	
8	Sally W. Bloomfield, Esquire BRICKER & ECKLER		1 -	you. On behalf of the cities of Tiffin and Marion,
9	100 South Third Street			Ohio, McNees, Wallace & Nurick, I'm Lisa McAlister,
10	Columbus, Oh 43215-4291			21 East State Street, Columbus, Ohio, 43215.
11	On behalf of the Ohio American Water Company			
12	Janine L. Migden-Ostrander, Esquire		11	MR. BULGRIN: Thank you. Ohio
13	Maureen Grady, Esquire Mellssa Yost, Esquire			American Water filed an application with the PUCO to
14	10 West Broad Street, 18th Floor Columbus, OH 43215			increase it's rates for water and waste water service
15	On behalf of Ohio American		•	on April 17th, 2006. As part of this rate case
16	Water Company Residential Rate Payers			proceeding we staffed with the PUCO and inspected
17	MATHOUSTAT WITH LAISTA			portions of the Company's bat and equipment,
Í	Lisa MCAlister, Esquire Movers Wallace (Minick			interviewed Company personnel and government
18	MCNEES, WALLACE & NURICK 21 East State Street Columbus of 1221 1220			officials, reviewed Company records, and performed
19	Columbus, OH 43215-4228		19	analysis of data, including financial information
20	On behalf of the Cities of Tiffin and Marion		20	collected from the Company. The staff then prepared
21				and filed it's report on September 25th, 2006. The
22				staff report summarizes the staff's findings
23			1	regarding Company's financial situation and service
24			1	performance and sets forth the staff's
25			1	recommendations in this case.
L			23	recommendations in uns case.

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1	There are five local public hearings	1	year old water lines. My observation has been that
2	scheduled in this case, but that's only one aspect of	2	there does not seem to be any replacement of lines,
3	the rate case process. A public hearing is also	3	except in case of emergency. Then water is turned
4	scheduled to commence on December 11th, 2006 at the	4	off unexpectedly and workers, I'm sure, are paid
5	Commission offices in Columbus, and the purpose of	5	overtime until it is repaired. Would it not be
6	that hearing is to allow the Ohio American staff and	6	better to have a program to replace lines? Now that
7	interveners to present witnesses and evidence in	7	Phase Two of the sewer separation is starting would
8	support of their positions in this case. The	8	be a perfect time to replace lines in the trenches
	Consumers' Counsel, which opposes the rate increase,	9	that are already dug, instead they wait for an
10	will represent residential customers at that	10	emergency and tear the newly repaved streets up in
11	hearing. The purpose of tonight's public hearing is	11	order to repair them. It seems it would be cheaper
12	to receive comments from the public and we will be	12	in the long run to have a program of ongoing
	hearing not from the company or the staff or the		replacement. The pressure is too low, it is my
•	interveners, but from you. This is your opportunity		understanding, on the water tanks on the north end,
	to let the Commission know what you think about the	15	that the lines of the south end would blow if they
16	Company's request to increase rates.		put enough pressure to really fill those tanks. That
17	We only have two people signed up right now;		I have not in all the years I've been a citizen of
	is that correct? Is there anybody else that would		Tiffin, which is over 40 years, seen any real ongoing
	like to offer testimony? Okay. I think I'm going to		and replacement of lines and things seem to be worse
20	dispense with this. Wilma, is it Klopp?	20	since the purchase by this company.
21	MS. KLOPP: Yes.	21	
22	MR. BULGRIN: All right. Come up and		increase, now there was four in five years and
	have a seat here and sit next to the court reporter.	1	nothing seems to be improving, and here we are hit
	Yes, that's fine. If you'd like to raise your right		again and they want another increase. And I'm
25	hand: Do you swear that the testimony you're about	25	wondering what the real reason for this increase is?
	_	_	_
	Page 6	5	Page 8
1	Page 6 to give in this proceeding is the truth?		Page 8 It's seems neighboring towns have lower rates than
1	-	1	
	to give in this proceeding is the truth? MS. KLOPP: Yes. MR. BULGRIN: Can you state your full	1	It's seems neighboring towns have lower rates than
2	to give in this proceeding is the truth? MS. KLOPP: Yes. MR. BULGRIN: Can you state your full	1 2 3 4	It's seems neighboring towns have lower rates than Tiffin does by operating their own. In fact, Tiffin has looked into this and we've been told they won't sell off separately, that they want to sell the whole
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2 3 4 5 6 7	to give in this proceeding is the truth? MS. KLOPP: Yes. MR. BULGRIN: Can you state your full name and spell your last name and give us your address, please? MS. KLOPP: My name is Wilma Klopp, K-L-O-P-P, I live at 659 Hedgegate South Court,	1 2 3 4 5 6	It's seems neighboring towns have lower rates than Tiffin does by operating their own. In fact, Tiffin has looked into this and we've been told they won't sell off separately, that they want to sell the whole company. We very much like be interested in seeing
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1	testimony. This is a very important issue for our	1	expressed by citizens about Ohio American's
2	city, because further increases in water rates for	2	application to increase rates into the record for the
3	our city will have substantial detrimental impact on	3	Commission's consideration.
4	our citizens and local businesses. It's my	4	The first concern is the level of unaccounted
5	understanding that Ohio American Water Company is	5	for water. The city is aware and has received
6	seeking total increase in rates of 17.3 percent,	6	concerns about leaks in the system, the leaks are
7	which equates to 5.22 million dollars. And an		often not fixed in a timely manner. The city is also
8	increase in rates for Water A, which the city is part	8	concerned about the quality of repairs that are made
	of, of 18.3 percent or 4.3 million dollars. An		in this system. It has been noticed that there are
	increase of the proposed magnitude would have a		instances of water in the city streets and public
	negative affect on the economy as the city is already		rights-of-way. The city does not believe that Ohio
	struggling to provide quality education for children,		American has maintained a satisfactory level of
	quality jobs, and an affordable place to live. For		unaccounted for water. And the city is concerned
	this reason the city is ultimately concerned about	14	about waste of its and its citizens resources.
	the bottom line in the amount of the increase on it's	15	The city is also concerned because Ohio
16	citizens.		American has failed to reduce unaccounted for water
17	If approved, this would be the fourth rate	1	not withstanding it's commitment in the stipulation
	increase for the city in less than five years. Not	1	and the Commission's order in the 2003 rate case and
	counting Ohio American's current request to increase		it's payment of a \$10,000 penalty. The city does not
	rates, the Company has requested increases over 30		believe that similar penalty provisions serve as
	percent and received increases over 16 percent, for a		sufficient incentives to make Ohio American Water
	total of roughly 7 million dollars in less than four		Company improve the level of unaccounted for water.
	years. If this were an open and competitive market	23	A second concern is the restoration of
	the city does not believe that Ohio American could		private land and public rights-of-way. The city has
25	continue increasing it's rates with the poor level of	25	received complaints that when Ohio American makes
	Page 10		Page 12
			-
	service quality that it has maintained. For this	1	repairs to both public rights-of-way and private
2	service quality that it has maintained. For this reason it is the position of the city that Ohio	1 2	repairs to both public rights-of-way and private property, Ohio American does not restore the property
2 3	service quality that it has maintained. For this reason it is the position of the city that Ohio American has failed to justify to support such an	1 2 3	repairs to both public rights-of-way and private property, Ohio American does not restore the property to the original condition. The city has received
2 3 4	service quality that it has maintained. For this reason it is the position of the city that Ohio American has failed to justify to support such an increase, and that if Ohio American is granted any	1 2 3 4	repairs to both public rights-of-way and private property, Ohio American does not restore the property to the original condition. The city has received complaints that roads have recently been paved by the
2 3 4 5	service quality that it has maintained. For this reason it is the position of the city that Ohio American has failed to justify to support such an increase, and that if Ohio American is granted any increase at all, the Ohio Consumers' Counsel	1 2 3 4 5	repairs to both public rights-of-way and private property, Ohio American does not restore the property to the original condition. The city has received complaints that roads have recently been paved by the city, have problems caused by repairs done by Ohio
2 3 4 5 6	service quality that it has maintained. For this reason it is the position of the city that Ohio American has failed to justify to support such an increase, and that if Ohio American is granted any increase at all, the Ohio Consumers' Counsel recommendation of a 7 percent increase is more	1 2 3 4 5 6	repairs to both public rights-of-way and private property, Ohio American does not restore the property to the original condition. The city has received complaints that roads have recently been paved by the city, have problems caused by repairs done by Ohio American Water that are not consistent with the way
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PUCO HEARING, 11/29/06	Condens	IN RE: APP. OF OMWO
	Page 13	Page 1.
1 it took quite awhile for anything to get don	e. 1	1 question. Are you aware of what the Tiffin Districts
2 We are also concerned about the frequ	ency of 2	2 unaccounted for water level is over 12 months,
3 reading water meters in compliance with O	hio Law and 3	3 averaging a month?
4 the Commission's rules. If Ohio American	Water 4	4 MR. STEPHENS: No, I do not.
5 Company is not reading the meters, there is	sno 5	5 MR. O'BRIEN: Thank you. No further
6 guarantee that our customers are being bille	ed 6	6 questions.
7 accurately.	7	7 MR. STEPHENS: Thank you.
8 I'm also concerned about the impact r	ate 8	8 MR. BULGRIN: Thank you. Thank you,
9 increases have on our ability to retain and a	attract 9	9 sir. Is there anybody else who would like to give
0 new businesses and industry to Tiffin. I w	as 10	10 testimony tonight? If not, then this hearing is
1 formally a member of the Business Retenti	, j	11 concluded. There will be one when is the next
2 Attraction Committee founded by our local		12 one?
3 Commerce. During conversations with ma		13 MR. O'BRIEN: Tuesday.
14 business leaders and industrial commun	-	14 MR. BULGRIN: - Tuesday in
5 the industrial community in Tiffin, one of		15 Westerville, Ohio, I believe. Thank you.
6 major complaints was high utility rates and		16 THEREUPON, the meeting was adjourned.
7 impacted their businesses, their ability to c		17
8 in the market, hinder their ability to provid	-	18
9 for our local citizens. Their complaint was	-	19
0 the water rate, which if you compare Ohio		20
water rates to the rates of municipally run		20
2 companies in Ohio, you will see that they a		22
• • •		
23 much, much higher in comparison.	-	23
Recently the city went through an eco	1	24
5 turn down. I was personally effected by th		25
	Page 14	1 CERTIFICATE Page
1 I went three years without a pay raise, how	rever, my	2 STATE OF OHIO)
2 water rates increased yearly. And I'm not	one to	3 COUNTY OF ERLE
3 complain about not having a pay raise for	three	4
4 years, because I have, quite frankly, a relat	hvely	1. Lori L. Bradshaw Delhees, Stenotype Reporter
5 high paying job within the city. My conce	m is more	5 and Notary Public within and for the State aforesaid, duly commissioned and qualified, do hareby certify
6 for the people who have lower incomes, wh	ho can't 🏻 🎽	6 that the foregoing, consisting of 15 pages, is a true and complete transcript as taken by me in stenotype
7 afford those consistent rate increases year	after (7 and later transcribed under my direction of the proceedings conducted on the 29th day of November,
8 year.	8	8 2006. I do further certify that I was personally present in the room during all of the proceedings.
9 And I'd like to conclude my testimon	yby ⁹	9
0 saying that to the credit of Ohio American	Water	10 IN WITNESS WHEREOF, I have hereunto set my hand and seal of office at Sandusky, Ohio this day of
1 Company, they have a great superintenden	111	, 2007
12 known Jim Welby, who is the current supe	111	12
13 for many years. He has done a fantastic jo	113	13
14 think, in running the Company. And I have	114	14 HUNTLEY REPORTING SERVICE Lori L. Bradshaw Delhees
15 all honesty, that since Mr. Welby has taken	- 115	15 Notary Public P. O. Box 1067
16 that, the service provided to our communit	114	16 Sandusky, Ohio 44870
17 improved and I think that's good. Thank	- 11	17 My commission expires 11/24/03
18 MR. BULGRIN: Thank you. Oh, y	·	18
18 MA. BOLCKIN: Thank you. On, y 19 have a question?	19	19
	20	20
20 MR. O'BRIEN: Yes.	21	21
21 MR. BULGRIN: One moment.	22	22
22 MR. O'BRIEN: Mr. Stephens?		23
23 MR. STEPHENS: Yes.		24
24 MR. O'BRIEN: I'm Tom O'Brien,	1	25
25 represent the American Water Company, j	ust one	

 25 represent the American Water Company, just one

 HUNTLEY REPORTING SERVICE, 800-247-8360

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\$10,000 - Department IN RE: APP. OF OMWC

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Dhio-American Water 06-433- WS- AIR Case No. IFFIN Location ANYONE WANTING TO TESTIFY IN THE ABOVE CASE, PLEASE **PRINT** YOUR NAME AND ADDRESS BELOW: ADDRESS AND ZIP CODE NAME 659 Hedgegste 4. Poffin 44883 1. WAYNE STEPHENS 299 MELMORE ST. TIFFIN, OH 44883 2. 3. 5. 6. 7. 8. 9 10. 11.