FILE 06-433-WS-AIR

2496 Gast Drive
Prospect Ohio 43342
February 14, 2007

To Whom It May Concern,
At the time of the public meetings regarding the increase in charges by Ohio American Water, I was unable to attend due to my husband being hospitalized. Therefore, I am writing at this time with hopes that I am not too late with my comments to influence your decision.
We in Prospect, Ohio were mandated to alter our water arrangements in order that Ohio American Water could service our community. At considerable cost to each home owner from individual contractors, water lines were buried into our home from the street. To my knowledge, there was no discussion or choice involving the matter. We had just installed an expensive water softener from Kinetico which supposedly serves very little use following the arrival of Ohio American Water. This was a forced service to the homeowners.
At the time Ohio American Water Company made grand promises of water cost, delivery, quantity, and (especially) quality.

1) COST: We were content with our well water through the Kinetico softener. There was no monthly cost to attain our required water for living purposes. We now pay an incredible amount of money for the delivery of water.
2) DELIVERY: The initial investment of the new water line was quite high, partially due to the fact that the community of Prospect was captive to the established rates of the independent contractors available.
   We have found the delivery to be interrupted often by the breaking down of these new heavy lines Ohio American Water has buried from the city of Marion far-reaching many miles to service Prospect.
   Due to these water line breaks, Ohio American Water has published in the Marion Star (the local newspaper) when a water restriction has been lifted. We discover this after-the-fact when we have already continued use of the supplied water.
3) QUANTITY: We have discovered the promise of excellent water pressure to be a lie. You cannot use the water in two places of the home and receive adequate pressure. When there is no other water being drawn in the house and I am using my sprayer at the kitchen sink; I cannot get more than a small stream of water (even with the faucet full-open).
4) QUALITY: We have found the distinctive taste and odor of chlorine in the drinking water. At times, there has been a yellow appearance to the water with an odd odor. When we have disenfected our toilet and returned later, we have found particles of dirt or chemicals in the standing water.

For these reasons, we are not in favor of a rate increase for Ohio American Water.

Sincerely,

Don Poland
Glena Poland

Don and Glena Poland

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