

FILE

07-1112-WS AIR

November 5, 2007

RE: Ohio American Water Rate Increase

My husband and I have been residents of Prairie Township since October of 2005. Before that we were customers of the City of Columbus Water Division for over 42 years. When we moved here we assumed that this was the water company that provided us our water service. I called them and inquired as to when we would be receiving a bill for water and sewer. After doing some checking for me I was informed that our water was paid through Franklin County Department of Sanitary Engineering. I was told however that the Columbus Water Division did handle any problems that might arise with the lines.

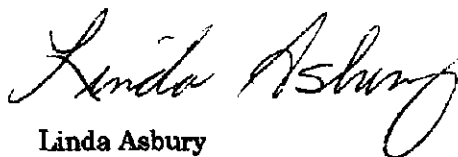
It is my understanding that Ohio American Water just last year received an 11% rate increase and is now going for an even bigger increase. As a senior citizen living on a fixed income these increases are too many and too high. The services I receive are at a minimum. I do not receive water bills in a timely manner. In fact I have to call to get my water bills and the first time as I was calling to find out why I had not received a water bill the man from the water company was out front getting ready to turn my water off. If my husband had not gone out to talk with him our water would have been disconnected and a \$40 fee to reconnect. And this is not the only time I have had to call and ask for a bill. Right now I have called since September to inquire on my bill. I was told that if I had not received it by October 20<sup>th</sup> to call. When I called it was suppose to come last week. NO BILL. I check the website but no bill posted. However if I don't pay promptly they will come and disconnect because my name is on a list. As stated I am a senior citizen and I need to budget so my bills are paid but when I receive a bill that is double what it should be because a company can't get my bill out on time but can ask for rate increases regularly there is a problem.

I sure that this company is able to show a profit for whoever owns it. But if it is like other companies they are pocketing their profits and not using any of them to upgrade and improve their equipment and services because they can always apply for rate increases with the cries that they need to upgrade and improve their equipment and services and it should fall on the customers to supply the funds. NOT TRUE!!!!!!!!!!!!

Quite frankly Prairie Township should tie in with the Columbus Water Division. And the rate increase for Ohio American Water should not be allowed a new rate increase. If OAW is having problems and needing a rate increase every year maybe they should not be supplying water to Prairie Township.

Please give this a long hard look. People are tired of being gouged by everyone and all the time.

Thank you



Linda Asbury  
481 N. Greener Ave.  
Columbus, Ohio 43228  
614-851-8850

PUCO

2007 NOV 15 AM 10:56

RECEIVED-DOCKETING DIV

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                      Date Processed 11-15-07