

07-1112-WS-AFR

January 03, 2008

To Whom It May Concern,

Our family purchased a home in the Huber Ridge area of Westerville. We have lived here $6\frac{1}{2}$ years now. When we moved into the "Ridge" we became Ohio American Water Co. customers. We only have 3 people in our home. One child with 2 parents. Much to our surprise - our first water bill was higher than we paid for 3 months of service in Columbus. And we pay this bill every month! Just last March 2007 the water company wanted a huge increase. Our community together fought the increase. We won I guess you could say because we did get the increase lowered some. And now 10 months later - here comes OAW asking for another increase! If they get the increase they are requesting, our water bill will have increased over 50%! And for the privilege of paying this huge bill we have some of the worst water ever. Water that sometimes



RECEIVED-DOCKETING DIV

2008 JAN - 7 PM 2:42

P1100

comes out of the faucet BROWN. Totally undrinkable. And the smell? There are times when I turn on my washer and my laundry room smells like an outhouse!

People of the PUCO - you are who we turn to with problems with our utilities. And we definitely have a severe problem with OAW. Every person I've spoken with in the Ridge has agreed that we would rather have any other water company than OAW. Many of the residents here are elderly and live on a small fixed income. As for myself, I became permanently disabled 3 years ago and live on a small disability check every month.

Please people of the PUCO - please stop the outrageous demands of the OAW. If they were at least giving us a quality product it might be a little more bearable. But giving the OAW this increase will truly hurt the people in the Ridge. The case number for our objections is 07-1112-WS-AIR. Thank you for your time and consideration to this matter.

Sincerely,
Michelle
Baum

