

**FILE**

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3789 Caracas Drive  
Westerville, OH 43081

PUCO

Attention: Docketing Division  
180 East Broad Street  
Columbus, OH 43215  
Re: Case Number 07-1112-WS-AIR

January 11, 2008


To Whom It May Concern:

I am writing in response to the application that Ohio American Water Company filed on November 13, 2007 to raise its rates. I recently bought my home just this past June. From the moment I purchased the property, it seems that all I hear about is the status of the water. There have been concerns raised about the quality of the water, and the company has apparently made some upgrades to their system to improve that, but I haven't noticed any great improvements. It is a general joke in the neighborhood that everything that was once white will eventually turn out gray in the wash due to this water problem.

It is my understanding that Ohio American Water raised its rates last March. As a prior homeowner in Cincinnati, I already know that my water bills here in Westerville are substantially higher. I have talked with many other people, both current and prior residents, who have all stated that Ohio American Water is indeed quite expensive. I already pay a lot each month for water for just two people, and I have no idea how families of four or more are handling that bill. We dare not wash our vehicles at home, we rarely take baths, and we never water our lawn. This was not my vision of homeownership. It hardly seems fair that we have to pay so much more for something we need because we have no other options. A 31.86% increase is ludicrous, especially for so many hard-working average people who are trying to raise families and lead normal lives.

I implore PUCO and Governor Strickland to please intervene to make any increase more reasonable. We just had an increase less than a year ago.

Thank you for your time and consideration.



Kathleen M. Durkin  
Resident and Homeowner of Huber Ridge

Cc: Hon. Ted Strickland