

FILE

RECEIVED-DOCKETING DIV

2008 JAN 28 PM 12: 57

January 24, 2008

PUCO

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Attn: Docketing Division
180 E. Broad St
Columbus, OH 43215

RE: Case Number 07-1112-WS-AIR

Dear Docketing Division,

This letter is to voice our opposition to the rate increase requested by the Ohio American Water Company (OAWC) in the above case number. Enclosed you will find our reasoning as to why this increase is unjustified. As retirees it is becoming increasingly difficult to pay for utilities, the future is looking grimmer.

First I would like to bring up the charges for Reverse Osmosis, which is not working and can be evidenced by our new fixtures and appliances. Last year an offer was made to Mr. David Johnson to inspect our home as evidence to the mineral build-up and corrosion even after the attempt to improve water quality was made.

Secondly, our water rates are already higher than any of the surrounding areas. We currently pay a higher rate on a monthly basis than the city of Columbus pays on a quarterly basis. While we recognize that OAWC should realize a reasonable return it should not result in a rate ridiculously in excess of surrounding services.

Thirdly, I would like to bring up our current sewage issues. During the past week we as well as our neighbors have been having sewage issues in our homes. The first case was our neighbor across the street (5680 Bashaw Dr), a plumber was called and their problem was "resolved". On January 19, 2008, I found sewage in our basement as did another neighbor (5664 Bashaw Dr). My husband called OAWC to report the problem; he left a message. Later in the day the water company was on our street and my husband went out to see what was happening to resolve the issue. The water company was power washing the sewer lines from either end of the street as far as they could reach. At this time the company was aware that this would not resolve the issue, as there are two additional sewer heads in the main and they are unable to locate them. One should be in our side yard (no one knows where) and the other is in a yard down the street (supposedly 5649). They can only power wash up to each of the hidden sewer heads not the area in between them. Please see attached diagram. Saturday my husband was assured that the water company

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Technician T.M. Date Processed 1/28/2008

would be looking for these missing lines early in the week. Monday morning I began the laundry; upon returning to the basement to put the first load in the dryer I found more sewage and began to move things to rescue them as it was moving higher than before. A call to the plumber was the next step.

The plumber ran a snake into the main sewer; our line runs 25 feet to the main line. The snake was run 30 feet out and found no cause. "Unknown" is marked on our \$143.00 invoice. The plumber did remark that 3 incidents with the sewer in such a short time on our street was "quite a co-incidence".

Fueled by the paid invoice for the plumber and his comment, a call was made to the phone number given by Mr. Johnson last year; his mail box was full. As a call was not working I drove to the OAWC office, rang the bell, waited. As the door was not answered I made note of the 1-800-number on the door for service issues. Upon returning home I called the number from the door to find it was out of order. It was then time to clean and disinfect the basement for the second time in 3 days. As I was not home alone I am able to be certain that no one came to look for a sewer access in our side yard while I was disinfecting the basement again. At 1:00 pm I did call the service number again and spoke to a sympathetic lady by the name of Julie. Julie tried to contact the local office while I was on hold, when she was unable to do so she involved her supervisor who was going to get into contact with the local office. I was assured that I would receive a call later in the day. I am still waiting for that promised phone call; I am not holding my breath for the call or for OAWC to locate the 2 missing sewer accesses.

Please do not grant OAWC another increase. The performance of their job does not warrant an increase. The only reason they may have to justify an increase is the fleet of new vehicles that have appeared over the year.

Sincerely,



Thomas & Marcia Tefft
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Westerville, OH 43081
614-890-2045
TMT; mat

Cc: Honorable Ted Strickland
Governor's Office
Riffe Center, 30th FL
77 S. High St.
Columbus, OH 43215-6108

MANHOLE A
↓
5706

MAIN
SEWER
LINE 1

MANHOLE B
↓
5083

MAID
SEWER
LINE 2

MANHOLE C
↓
5249

MAIN
SEWER
LINE 3

MANHOLE D
↓

BASHAW

METRO