

January 23, 20008

TO: The Honorable Ted Strickland
Governor of Ohio
77 S High St #30
Columbus, Ohio 43215

FROM: Dorothy Crawford
3723 Paris Blvd. E.
Westerville, Ohio 43081-4156

RE: Case # PUCO 07-1112-WS-AIR
Ohio American Water Company/Blendon Township

PUCO

2008 FEB - 1 PM 3:40

RECEIVED-DOCKETING DIV

I am writing to you to ask for your assistance in an ongoing problem we have had for ten years with the Ohio American Water Company. The quality of water they supply, the lack of maintaining the system, the overall attitude toward the customers, and the unreasonable demands they have to raise the price of the water has become (and has been for a long time) intolerable.

The PUCO has been of very little assistance, if fact, they favor the water company instead of the people they are supposed to represent. I have had them out to my home on several occasions to observe the problems we have had to deal with for so long and they have looked but have not done anything in the past.

The EPA representative and a representative from the Ohio Consumers Council have been to my home also and have agreed the water company must improve the situation. During 2007 the water company was instructed to make specific improvements – one of which was to do whatever was necessary to make the water clear instead of looking like strong coffee. They were given a deadline to have this accomplished and I know that at my home that has not been accomplished yet.

I want to extend an invitation to you to come to my home and see for yourself about that which I am speaking. I do not use the tap water for cooking, brushing my teeth or using the dish washer. I have been using paper plates, cups, forks and spoons, and eating my lunch and dinner out so I won't have to wash so many dishes. When I do wash the dishes I hand wash them and put Clorox in the water. Then I buy bottled water and heat a pan of water to rinse the dishes. I use the bottled water when I do any cooking. This is very frustrating and expensive. Truly, we need your assistance both in not allowing the water company to raise our water rates by 31+0% and in getting a better quality of water that is acceptable to the residents in Blendon Township.

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Technician SM Date Processed 2/1/08

If you are willing to come to my home to observe the situation, please give me a call. I can be reached at work at 888-7733 from 8:30 a.m. to 4:00 p.m. Monday thru Friday and/or my home at 882-8243 evenings and Saturdays.

Respectfully,

Dorothy Crawford

Dorothy Crawford

3723 Paris Blvd. E

Westerville, Ohio 43081-4156

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✓ cc: PUCO
Jim Welsh, HRAA President
Carolyn O'Neal, EPA