

FILE

10

March 31, 2008

RECEIVED-DOCKETING DIV

2008 APR -1 PM 12:34

PUCO

Attention: Docketing Division  
180 East Broad Street  
Columbus, OH 43215

PUCO

RE: Case # 07-1112-WS-AIR

To Whom It May Concern:

I live in the Huber Ridge neighborhood and have lived here for 6 years now. Our water bills are so high compared to other neighborhoods and it is very hard to keep up with those bills. The increase they are requesting now of 31.86% will cause a lot of financial difficulty for myself as well as, I am sure, several other families in the neighborhood. I know that we have a very bad reputation for such high water bills and I do feel it may affect people's decisions about moving in and moving out of the neighborhood as well.

Please reconsider increasing the water bills again.

Thank you for time.

Sincerely,



Tracy Robson  
3680 E. Dublin Granville  
Westerville, OH 43081

cc: Honorable Ted Strickland

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Technician SM Date Processed 4/1/08

March 31, 2008

PUCO

Attention: Docketing Division  
180 E. Broad St.  
Columbus, Ohio 43215

RECEIVED-DOCKETING DIV

2008 APR -1 PM 12:31

PUCO

Sharon Ricker  
5561 Oslo Dr.  
Westerville, Ohio 43081

RE: PUCO Case # 07-1112-WS-AIR

Dear Commission Members,

I have been a resident of the Huber Ridge subdivision in Franklin County since 1973 and I am writing to protest the rate increase requested by Ohio American Water. I am opposed to the rate increase for the following reasons:

- The parent company of OAW currently enjoys earnings of 20%. Earnings that high can only be obtained by charging higher than normal prices for their products. The company has been criticized for its high prices.
- If a company wants to raise money in order to issue stock it should look at its business procedures, overhead, and possibly restructure its business plan. The company has no raw material costs so that is a savings that other utilities do not enjoy.
- When Citizens Utilities was purchased by OAW it was aware that reverse osmosis was offered to the residents of Huber Ridge and willingly took on the responsibility of maintenance of this system. They also knew that this was an older water system with inherent problems that they acquired when they chose to purchase Citizens Utilities.
- It has been my experience that the reverse osmosis system is not being maintained properly. If the system was working as it should I would not have to use CLR to clean my fixtures. Using CLR is a catch-22 situation. I need to use CLR to clean my fixtures and the chemical goes into the drain to be treated by the sewage system. The company is always using sewage treatment costs as one of the justifications for its increases. We are paying for the benefits of reverse osmosis and we are not getting it.
- The water quality has not improved. I have a dark blue glass sink in my bathroom and if I do not wipe it out every time I use it, a white residue forms on the drain cover and the bottom of the sink. The residue is so hard I have to use CLR to remove it, which also damages the finish on the drain cover. The same is true of a sink I have in my half bath. I have a red porcelain cast iron sink in my kitchen and the white residue shows immediately.
- I need to scrub my toilets with a coarse brush in order to remove a dark ring that forms with standing water. Putting chemicals in the tank does not remove the ring.

- I do not have the problem of colored water when I turn on the faucet. Fortunately, I live on a street that connects to two other streets so the water has a chance to "clear" before it gets to my house. Not everyone is that fortunate.
- There is no way to accurately judge if we are being charged the correct amount on our water bill. We are supposed to be charged a winter rate in summer, however there is no way to verify the charge is correct. The bill has not been changed to reflect the new charging method. Any other business that has changed its billing procedure has always made changes to the physical bill so the consumer can see that they are being charged accurately. Columbia Gas and AEP modify their bill to reflect a change in charges.

As soon as it was offered, I participated in the choice program for natural gas. The program has saved me money and I continue to participate. Unfortunately, the citizens of Ohio do not have the same choice with water. Water companies are a monopoly and we are the "captive" users.

OAW received a rate increase a year ago and I can see no improvement in the product I am receiving that would justify another rate increase.

Respectfully yours,

A handwritten signature in cursive script that reads "Sharon Ricker".

Sharon Ricker

FILE

3/30/08

PUCO

ATTN: Docketing Division  
180 EAST BROAD ST  
Columbus, OH 43215

PUCO

RECEIVED-DOCKETING  
2008 APR -1 PM 12:30

TO Whom It CONCERNS:

Ref: CASE NUMBER 07-1112-WS-R

"NO INCREASE"

"ENOUGH IS ENOUGH"

The average resident has been drained  
dry with food cost, gas cost, and  
enough mis-management.

Corporation's "greed" is Killing America.

Please help - "Enough Is Enough".

Thank You

Ronald K. Bricker  
Huber Ridge Home Owner

FILE

RECEIVED-DOCKETING DIV

2008 APR -1 PM 12: 28

PUCO

March 31, 2008

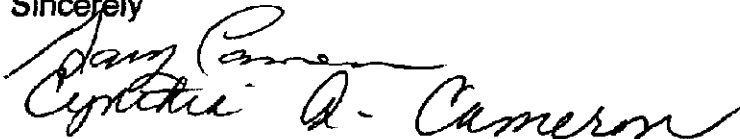
PUCO  
Attention Docketing Division  
180 East Broad Street  
Columbus, OH 43215

RE: Case Number 07-1112-WS-AIR,

We are writing in opposition to the proposed absurd rate increase of 31.86% by the Ohio American Water Company. This proposed increase would include 51,000 residences and follows the rate increase of 10% in 2006. OAWC customers already pay rates exceeding other areas in and around Columbus.

Please say NO to this absurd rate increase

Sincerely



Gary R. Cameron  
Cynthia A. Cameron  
3550 Karikal Dr.  
Westerville, OH 43081

cc: Governor's Office

**FILE**

March 30, 2008

RECEIVED-DOCKETING DIV

2008 APR -1 PM 12: 16

PUCO

Attn: Docketing Division  
180 East Broad Street  
Columbus, Ohio 43215

**PUCO**

Re: case # 07-1112-WS-AIR

To Whom It May Concern:

I am sending this letter to express my concern over the rising costs of running water. It is my understanding that the increase may go as high at 31.86%.

Most families cannot afford the high water bills as they are. I know, as we are one of those families. My family size is small, and the water bills are extremely high. My family cannot continue to reside in the Huber Ridge area, if the water as well as the other utilities, are raised. It is most unfortunate that our economy is in major trouble. I just recently took a pay cut at my job, and my bills are getting higher.

I cannot afford any further increases from the Ohio American Water Co. I pray that something else can be done to resolve the Water bills from getting any higher. The water is always cloudy and my family refuses to drink it. I have to purchase bottled water just to have clear drinking water. It is absurd to pay more for this poor quality of drinking water.

Thank you for your cooperation in this matter,



Rose M. Eichenlaub  
3636 E. Dublin-Granville Rd.  
Westerville, Ohio 43081

CC: Honorable Ted Stickland, Governor's Office  
Riffe Center, 30<sup>th</sup> floor  
77 South High Street  
Columbus, Ohio 43215-6108



American Water Co.  
Case Number 071112 WSAIR  
Re: Increase in Rates

MIFFLIN/MADISON TWP - RICHLAND COUNTY, MANSFIELD, OHIO

SINCE AMERICAN WATER CO HAS TAKEN OVER OUR WATER SYSTEM WE HAVE  
HAD CONTINUOUS INCREASES IN OUR FEES. AT THE PRESENT TIME WE ARE  
BEING CHARGED \$70.77 EVERY TWO MONTHS.

SINCE APRIL OF 2006 THERE HAVE BEEN TWO ADDITIONAL INCREASES  
IMPOSED WITH A THIRD INCREASE WAITING ON APPROVAL FROM  
THE PUCO. WE, THE UNDERSIGNED, OPPOSE ANY FURTHER INCREASES  
IN OUR RATES AT THIS TIME.

WE ALSO REQUEST THAT WATER METERS BE INSTALLED ON OUR PROPERTIES.

DATE	NAME	ADDRESS
"Jack"	John Cowell	806 BRYONAIRE DR. MANS. 44903
	Massey's Top	1131 Deal Rd - Mans
	Frank Dittmarich	1092 Lantry Dr.
	Mary Baney	2750 LUTER AVE - Mans, OH 44903
	GEORGE FOX	477 ESLEY LANE MANS OH 44903
	Anna Rhee	1021 Belmont Ave Mns 44900
	Ellen Handberg	Near Mary's Dr
	Joseph Baker	1201 Walker Ave
	Theresa M. Miller	976 Ramsey Dr. Mansfield OH #19-585-9351
	Chris Constock	128 Gamere Ave. Mans OH 44906
	Evelyn Rogers	600 Dogwood " 44903
	Barbara Butts	840 Argemone Rd. Mans Ohio
	James E. Butts	6410 Brynmore Rd. Mansf, Ohio
	Michael D.	851 Brynmore DR Mans 44903
	Mary E. Piamos	839 Shelburne Dr H 2
	Charles Carter	806 Shelburne Dr
	Mr. Kenzil Liddens	798 Shelburne Dr.
	Jeff Higgins	786 Shelburne DR.
	Joseph D. Doughty	795 Shelburne Pl
	Dean A. Ament	2912 LESTER CT, MANS. OHIO 44903
	Kim L. Crook	2552 Brynnaire Dr.



American Water Co.  
Case Number 071112 WSAIR  
Re: Increase in Rates

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DATE	NAME	ADDRESS
3/03/08	Joseph Saltz	789 Bryonaire Dr 44903
3/08/08	Pat Williams	819 Bryonaire
3/3/08	Cheryl Wheeler	829 Bryonaire
3/3/08	Mike Smith	830 Bryonaire Dr. 44903
- 3/3/08	Nancy E. Mullen	2536 Bryonaire Dr 44903
3/3/08	John Overholt	2538 Bryonaire Drive 44903
- 3/3/08	Stephanie Lairs	2535 Bryonaire Dr.
3/3/08	Susan Hoty	2525 Bryonaire Rd
3/3	Songda Kuhn	2521 Bryonaire Rd
3/3/08	Jon N. Alrston	2515 Bryonaire
3-3-08	Trinity Floyd	2512 Bryonaire
3-3-08	Craig A. Allen	2516 Bryonaire Dr.
3/6/08	Christy Boyd	324 Colonial Dr.
3-6-08	John Kutz	323 Colonial Dr.
3-6-08	Dana Klein	271 Colonial Dr
3-6-08	Keri Barker	195 Colonial Dr
3-6-08	Louise Wicks	175 Colonial Dr
3-6-08	Celia Wilson	" " "
3-6/08	Sandra Jhon	2772 Lutz Ave

FILE

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2008 APR -1 AM 10:46

PUCO

07-1112 - WS - AIR

*No Increase Enough is enough*

*Mr Patterson*