

FILE

5436 Acapulco Place
Westerville, OH 43081-4301
April 26, 2008

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RECEIVED-DOCKETING DIV
2008 APR 29 PM 12:56
PUCO

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

Ladies and Gentlemen:

Subject: 07-1112-WS-AIR

I am writing to protest the outrageous 31.86 percent rate increase requested by Ohio American Water Company as well as their poor business practices.

In today's mail, I received a "FINAL NOTICE PRIOR TO DISCONNECTION" (see enclosure) for \$41.06 due upon receipt and no explanation for this amount. When I called OAWC's 1-888-389-0633 number, Felicia—who refused to supply her last name—said that she didn't know why this notice was sent to me as all I owed was a \$2.05 late fee.

I protested the late fee since I did not receive an invoice in the middle of March and was not surprised since the number of days in the billing period *varies* and has been as long as 44 days on August 9, 2005, to September 22, 2005 (see enclosure). I did receive a bill dated April 15, 2008, for \$105.25 for March and April (see enclosure) and wrote a check for \$105.25 on April 18 and mailed it promptly. Felicia said that my check was credited to my account on April 24, that she will ask her supervisor to cancel the late fee, and that I should disregard the "FINAL NOTICE PRIOR TO DISCONNECTION." I requested that she send me written confirmation that I do not owe \$41.06.

I find these billing errors—failure to send a March invoice and not knowing why the disconnect invoice was mailed—to be typical of the sloppy business practices that OAWC has engaged in. The company has poked holes in my back yard on several occasions in an effort to find a manhole cover which they feel should be there, but it has never located the manhole cover nor used a camera to try to locate it. OAWC also painted lines in the yards on Acapulco Place but allowed them to disappear in the winter storms before working on a valve at the end of our court this spring (the work seemed to have nothing to do with the lines).

It is hard for me, a retiree living on a pension, to understand why OAWC can request another large rate increase—the third in three years—when my pension is not going to increase in a like manner. Enough is enough! Please turn down the requested rate increase and demand that the Company improve its practices and justify in detail its need for more money to its customers.

Sincerely,

Marjorie A. Obrist

Marjorie A. Obrist

Enclosures

Copy to Governor Ted Strickland

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician AND Date Processed 4/29/08



Ohio

American Water

PO Box 94551

Palatine, IL 60094-4551

For Service To: 5436 Acapulco Pl

019596 1 MB 0.360 3598/19596-003598 072 1 PCEPLF



OBRIST, M

5436 ACAPULCO PL

WESTERVILLE OH 43081-4301

ACCOUNT NUMBER	22- 0001843-6
AMOUNT DUE	\$41.06
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Ohio American Water

PO Box 94551

Palatine, IL 60094-4551



Return this portion with payment.

IMPORTANT! READ THIS IMMEDIATELY!**FINAL NOTICE PRIOR TO DISCONNECTION**

NOTICE DATE: 04/23/2008

Your bill for \$41.06 is overdue. Because your bill is overdue we will shut off water to 5436 Acapulco Pl on or after 7:00 AM on

Monday, May 12, 2008

*** TO STOP THE SHUT OFF, YOU MUST DO ONE OF THE FOLLOWING AT ONCE. ***

1. Pay the total amount overdue.
2. To make a payment agreement, to let us know that you made a payment, or to dispute the overdue bill, call:
1-888-389-0633
3. If you or someone in your home has a serious illness or medical condition, read the Medical Emergency Notice at the bottom of this form. If you have further questions, call:
1-888-389-0633

For authorized payment agent locations, call Customer Service at 1-888-389-0633

If your water service is shut-off, a reconnection charge of \$41.65, in addition to the amount due above, may be required before your service will be turned on again.

If you have any questions or need more information, please call us. Our customer service representatives are on duty to assist you. If that person cannot help you, ask to speak to a supervisor. If the supervisor cannot help you, call the Investigation and Audit Division of the Public Utilities Commission of Ohio toll free at 1-800-686-7826, or for customers using a TTY, call 1-800-686-1570 from 8:00 a.m. to 5:00 p.m. weekdays or visit the PUCO website at www.PUCO.ohio.gov. The Public Utility Commission office is located at 180 East Broad St., Columbus, OH 43215-3793. The Public Utility Commission suggests you call before you are shut off. The Office of the Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be reached toll free at 1-877-742-5622, from 8:00 a.m. to 5:00 p.m. weekdays or visit the OCC website at www.pickocc.org.

Sincerely Yours,
Ohio-American Water Company



Ohio
American Water

PO BOX 578
ALTON, IL 62002-0578

For Service To: 5436 Acapulco Pl

000000009 01 SP 0.370



M OBRIST

5436 Acapulco Pl
Westerville OH 43081-4301

ACCOUNT NUMBER	22-0001843-6
AMOUNT DUE	\$80.04
DUE DATE	Oct 07, 2005
Due After Oct 24, 2005	\$83.84

Please return this portion with check
Payable to the address below

Ohio American Water
PO Box 5127
Carol Stream, IL 60197-5127



Customer Account Information

For Service To: M OBRIST
5436 Acapulco Pl
Account Number: 22-0001843-6
Premise Number: 22-0001521

Billing Period & Meter Information

Billing Date: Sep 22, 2005
Billing Period: Aug 09 to Sep 22 (44 days)
Next reading on/about: Oct 12, 2005
Rate Type: Residential

Meter readings in current billing period:

Meter Number 1522 is a 5/8-inch meter.
Present-actual 1149
Last-actual 1142
100 Cubic Feet used 7
1 cu ft equals approx 7.50 gal
Gallons used 5236

Billing Summary

-----Prior Balance-----

Balance from last bill

\$61.35

Payments as of Sep 22, 2005. Thanks!

-61.35

Total prior balance, Sep 22, 2005

.00

-----Current Water Charges-----

Service Charge

5.31

Water Volume (\$3.239800 x 7.00)

22.68

Total water charges, Sep 22, 2005

27.99

-----Current Wastewater Charges-----

Service Charge

5.31

WasteWater Volume (\$4.82440 x 7.00)

33.77

Total wastewater charges, Sep 22, 2005

39.08

-----Other Current Charges-----

Reverse Osmosis Surcharge

8.97

Mthly Water Line Protection

4.00

Total other charges, Sep 22, 2005

12.97

-----TOTAL AMOUNT DUE-----

\$80.04

If paid after Oct 24, 2005

Add Late Charge

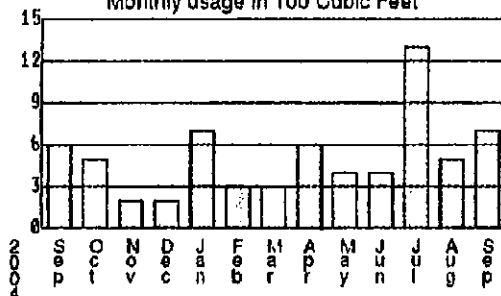
\$3.80

Total Due After Oct 24, 2005

\$83.84

Water Usage Comparison

Monthly usage in 100 Cubic Feet



Messages to you from Ohio American Water

* If your questions are not resolved after you have called Ohio American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-7826. For more information or to visit the PUCO website at www.puco.ohio.gov

Customer Account Information

For Service To: M OBRIST
5436 Acapulco Pl

Account Number: 22-0001843-6

Premise Number: 22-0001521

Billing Period & Meter Information

Billing Date: Apr 15, 2008

Billing Period: Mar 12 to Apr 10 (29 days)

Next reading on/about: May 12, 2008

Rate Type: Residential

Meter readings in current billing period:

Meter Number 1522 is a 5/8-inch meter.

Present-actual 1282

Last-actual 1278

100 Cubic Feet used 4

1 cu ft equals approx 7.50 gal

Gallons used 2992

Billing Summary

-----Prior Balance-----

Balance from last bill

\$46.06

Payments as of Apr 15, 2008. (Thanks!)

.00

Total prior balance, Apr 15, 2008

46.06

-----Current Water Charges-----

Service Charge

9.41

Water Volume (\$3.207400 x 4.00)

12.83

Total water charges, Apr 15, 2008

22.24

-----Current Wastewater Charges-----

WasteWater Volume (\$6.01730 x 4.00)

24.07

Total wastewater charges, Apr 15, 2008

24.07

-----Other Current Charges-----

Reverse Osmosis Surcharge

5.30

Customer Protection Water Line

5.00

Total other charges, Apr 15, 2008

10.30

-----TOTAL AMOUNT DUE-----

\$102.67

If paid after May 15, 2008

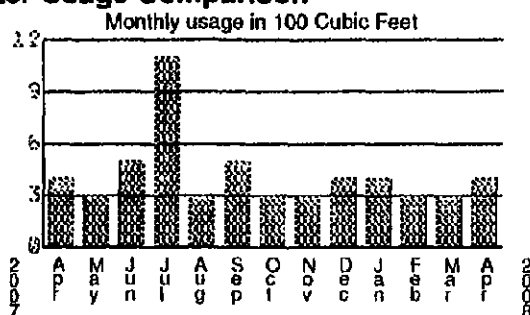
Add Late Charge

\$2.58

Total Due After May 15, 2008

\$105.25

Water Usage Comparison



Messages to you from Ohio American Water

The due date pertains to current charges only. Any past due balance should be paid immediately.

* Ohio American employees will be flushing fire hydrants April 8 - 10 in Madison Township;

March 25 - April 3 in Blendon Township; April 15 in Timberbrook, April 16 in Lake Darby, and West Point;

April 17 in Worthington Hills and Old Woods.

* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.

Customers may also pay on-line at www.water.paymybill.com. A small service fee will apply.

* If your complaint is not resolved after you have called Ohio American, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

* RECONNECTION POLICY CHANGE - beginning Sept 3, 2002, Customers whose water service is disconnected for non-payment must contact Ohio American Water with their paid receipt number by 3:00 pm EST to ensure same day service reconnection. Calls received after 3:00 will be scheduled for reconnection by 2:00 pm EST the next business day.

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Customer Service & Emergencies 1-800-673-5999 (24 Hours)

For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)

Rates available upon request.

Visit us on the INTERNET at: www.oawc.com

HIM

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