

Anja Collins
648 Impala Dr.
Mansfield, OH 44903-9635

RECEIVED-DOCKETING DIV

May 5th, 2008

2008 MAY -6 PM 1:27

PUCO

Public Utilities Commission of Ohio
Docketing Division
RE: Case # 07-1112-WS-AIR
180 E. Broad Street, 13th Floor
Columbus, OH 43215-3793

RE: Water Rate Increase for Ohio American Water

Dear Sirs:

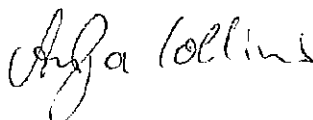
I am writing to protest the requested rate increase for Ohio American Water. I have been living here for the last 13 years and this company has not improved the water quality or repaired any lines in to my knowledge, yet has been raising the rates. All we have here is a patchwork of lines which periodically break and another patch or collar is being added to contain the leak. One of them was in our yard and each of our neighbors has had a break in their water main also. The lines have not been replaced, they just get patched up. I'm sure in the not too distant future we will experience some more leaks. In addition, the water here contains a lot of rust which is not very good for our toilet tanks and appliances.

When I first moved in I called the company to request to be put on a meter, but I was told that was not possible. I do have a meter on the outside of my house, so at some point someone did read it. The problem with this unlimited water rate is that my sewer rate is not. My sewer is provided by my county. How come the sewer can be read by the county (though wireless technology), but can't be accomplished by the water company? If I use my unlimited water, my sewer rate goes weigh up. Why can't the water company use this wireless technology and give everyone a reasonable chance to save on their water consumption. Maybe they can even share the water-meter numbers.

This rate increase is very unreasonable and adds another hardship to the customers in the area. I might not be aware of all the improvements that are being done by the company, but it sure is not done in our area.

In case a rate increase is approved I would also like to see to have them make meters available. In this way each consumer can decide in their water consumption what they have to pay.

Thank you for your attentiveness on this issue.
Sincerely,



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 AMJ Date Processed 5/6/08