

FILE

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of Ohio)
American Water Company for Authority to)
Increase its Rates For Water and Sewer) Case No. 07-1112-WS-AIR
Service Provided to its Entire Service Area.)

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PUCO

**OHIO AMERICAN WATER COMPANY RESPONSE
TO
QUALITY OF SERVICE STATEMENTS MADE BY VARIOUS CUSTOMERS
IN THEIR PROTEST LETTERS**

Ohio American Water Company ("Ohio American" or "Company") submits to the Public Utilities Commission of Ohio ("Commission") this Response to statements made by various customers in the service areas encompassing Huber Ridge, Westerville, Ohio in Ohio American's Franklin County District.

I. Introduction

Since the proceeding was filed, there have been a number of letters filed in opposition to the rate increase requested by Ohio American. For the majority of the letters, customers are concerned about any rate increase and oppose the rate application of Ohio American on that basis, as is their right. Ohio American regrets that there are any letters in opposition, but appreciates that customers should exercise their right, if they are inclined, to oppose the rate increase. It regrets that customers feel compelled to oppose the increases, but respects their position.

Certain customers in the Franklin County District, in addition to expressing their general opposition to the rate increase, also made statements in their letters concerning their personal assessment of the water quality and/or service provided by the Company. Ohio American was

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especially concerned about these statements and thus took action with respect to each customer who expressed dissatisfaction with its service.

Of these customers, who totaled 22 to date, Company representatives made at least one call to but five customers¹ (in most cases, several calls) to determine the exact alleged service problem. Three could not be reached.² For some of the customers who expressed unhappiness with service, only one telephone call was necessary. The Company recorded all the actions its representatives undertook with respect to these customers.

In addition to at least one telephone inquiry, six of these customers were visited personally by an Ohio American representative in an effort to resolve the perceived service issues. At the conclusion of the Company representatives' internal investigatory process concerning the issues raised by these customers, Ohio American's Franklin County District Network Operations Superintendent, Thomas Schwing, wrote letters to the customers summarizing the findings and any further actions that the Company undertook or planned to undertake. However, in all cases, the Company has maintained records that will be made available to the Staff and OCC upon request.

II. Customers whose issues were clarified with a telephone call by an Ohio American representative

All 22 customers³ in the Huber Ridge system whose letters in this case made general statements about service required that the Company telephone them to determine precisely the perceived service issue. Seventeen of these customers received a follow-up letter that referenced

¹ As of the date of this filing, there are five customers who have mentioned service issues and company representatives are following up. A supplemental filing will be made when the issues of the five remaining customers have been addressed.

² Kathleen Durkin, Chris and Karen Feeney and John Savolaine.

³ Duplicates were not counted and the count includes a single customer per residence; five customers have yet to be contacted.

the date of their letters and responded to their perceived issues. The letters of those 11 customers who received a letter after a company representative talked with them by telephone are provided on Exhibit A.

III. Customers who had sites visits by a Company representative

There were six customers in the Huber Ridge system whom, after the telephone call, Ohio American representatives determined that a visit to the customer location should be made to further clarify the issue and to achieve (or at least attempt) resolution. This number does not include letters of Steve Kennedy, one of the Prairie Townships trustees, nor the actions taken by the Company to address concerns noted in those letters to which Ohio American replied in a Response filed on February 13, 2008.

Name	Date Letter Filed	Type of Concern
Dorothy Crawford	2/1/2008	Poor quality water
Jack & Janet Brown	12/13/2007	Build-up and corrosion on plumbing fixtures and appliances
Melissa Oakes	2/3/2008	Poor service
Rose M. Eichenlaub	4/1/2008	Water is cloudy
Thomas & Marcia Tefft	1/28/2008	Sewage backup; unable to leave company a voice mail; 800 number out of order; no one at office
Sharon Ricker	4/1/2008	Water quality not improved; has residue stains on sinks

Letters sent to each of the six customers listed in the table above are attached as Exhibit B.

IV. Customers who could not be contacted

There was one person⁴ who did not give her address, and when Company representatives attempted to match the name with its data base, her name did not appear. Several calls were

⁴ Anna Grant.

made to customers with the same last name to no avail. There was another person⁵ who was not a customer. Finally as of the date of this filing, there were five customers yet to be contacted.⁶

V. Conclusion

It is clear that Ohio American has made every reasonable attempt to resolve issues complained about in the letters filed in this case that alleged service issues. Some of the discontent stemmed from a lack of understanding that the Company was not responsible for problems that occurred on the customer side of the water line; many expressed water issues that occurred prior to July 2007 and others were just generally discontent. This Response indicates the seriousness with which the Company takes its responsibilities to resolve water quality and service issues, once notified, and to provide good customer service.

Respectfully submitted on behalf of
OHIO AMERICAN WATER COMPANY



Sally W. Bloomfield
Thomas J. O'Brien
BRICKER & ECKLER LLP
100 South Third Street
Columbus, Ohio 43215-4291
Telephone: (614) 227-2368; 227-2335
Facsimile: (614) 227-2390

⁵ Linda Asbury, who is not a customer; her address is not served by Ohio American.

⁶ Thomas Kreachbaum, Silas Montgomery, William Santo, Waltraud and Jennifer Gross and Marjorie A. Obrist.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that the Ohio American Water Company Response to Quality of Service Statements Made by Various Customers in Their Protest Letters, was either served by electronic mail or regular U.S. Mail this 6th of May 2008.



Thomas J. O'Brien

Maureen R. Grady
Melissa R. Yost
Gregory J. Poulos
Assistant Consumers' Counsel
Office of the Ohio Consumers' Counsel
10 West Broad Street, Suite 1800
Columbus, OH 43215-3485

Thomas Lindgren
Assistant Attorney General
Ohio Attorney General's Office, Public
Utilities Section
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Attorney at Law
50 West Broad Street, Suite 2117
Columbus, OH 43215-3301

Mark D. Russell
Law Director – City of Marion, Ohio
233 West Center Street
Marion, OH 43302

Steve Kennedy
Prairie Township Trustee
23 Maple Drive
Columbus, Ohio 43228

EXHIBIT A

Letters to 11 customers sent after a phone call from a company representative



OHIO
AMERICAN WATER

Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-6586
F 614-882-2170

May 4, 2008

Ms. Kathleen Durkin
3789 Caracus Drive
Westerville, OH 43081

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

Dear Ms. Durkin:

This letter is in response to your January 11, 2008 letter to the PUCO regarding the above rate case. In your letter you referenced water quality concerns. Brian McFarland, Water Quality Supervisor for the OAW's Franklin County District, attempted to contact you by phone on February 22nd, 23th and 25th to discuss your concerns. Unfortunately he was unable to contact you.

If you have a water quality concern you wish to discuss with an OAW representative, please do not hesitate to contact Brian at (614) 882-2506. I have enclosed his business card for your use.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me at the above phone number.

Sincerely,

Thomas Schwing
Network Operations Superintendent

Cc: Governor Strickland
David Little, President OAW
Brian McFarland, Water Quality Supervisor



OHIO

AMERICAN WATER

Franklin County District
5401 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-5586
F 614-882-2176

May 4, 2008

Chris & Karen Feeney
5588 Buenos Aires Blvd.
Westerville, OH 43081

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

Dear Chris and Karen Feeney:

This letter is in response to your letter to the PUCO filed on April 9th regarding the above rate case. In your letter you expressed concerns about the Huber Ridge water quality.

Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) attempted to contact you by phone on April 14th and April 16th to discuss your concerns. Unfortunately he was unable to contact you.

If you have a water quality concern you wish to discuss with an OAW representative, please do not hesitate to contact Brian at (614) 882-2506. I have enclosed his business card for your use.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me at the above phone number.

Sincerely,

Thomas Schwing
Network Operations Superintendent

Cc: David Little, President OAW
Brian McFarland, Water Quality Supervisor



Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-6586
F 614-882-2176

May 4, 2008

Robert and Joya Neff
3615 Stockholm Road
Westerville, OH 43081

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

Dear Robert & Joya Neff:

This letter is in response to your January 14, 2008 letter to the PUCO regarding the above rate case. In your letter you expressed concerns about the Huber Ridge water quality.

On February 26th Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) called and spoke with Ms. Neff regarding your water quality concerns, particularly water hardness.

As Brian explained, the Huber Ridge water is softened to a finished water hardness of approximately 150 mg/L. When water softening is performed, Ohio EPA recommends a finished water hardness between 150 mg/L and 120 mg/L. Because water hardness is an aesthetic issue subject to personal preference, OAW produces a finished water hardness that is cost effective for the consumer and minimizes potential corrosion in the water system and consumers' homes.

I have enclosed Brian's business card for your use. Please do not hesitate to contact Brian directly at any time if you have any water quality concerns.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me.

Sincerely,


Thomas Schwing
Network Operations Superintendent

Cc: Governor Strickland
David Little, President OAW
Brian McFarland, Water Quality Supervisor



OHIO

AMERICAN WATER

Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-6586
F 614-882-2176

May 4, 2008

Mr. John Savolaine
3466 Fox Run Road
Westerville, OH 43081

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

Dear Mr. Savolaine:

This letter is in response to your January 30, 2008 letter to the PUCO regarding the above rate case. In your letter you referenced water quality concerns. Brian McFarland, Water Quality Supervisor for the OAW's Franklin County District, attempted to contact you by phone on February 23rd and 25th to discuss your concerns. Unfortunately he was unable to contact you.

If you have a water quality concern you wish to discuss with an OAW representative, please do not hesitate to contact Brian at (614) 882-2506. I have enclosed his business card for your use.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me at the above phone number.

Sincerely,

Thomas Schwing
Network Operations Superintendent

Cc: Governor Strickland
David Little, President OAW
Brian McFarland, Water Quality Supervisor



OHIO
AMERICAN WATER

Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-6586
F 614-882-2176

May 4, 2008

Ms. Jodi Stickel
3917 Bluebird Court
Westerville, OH 43081

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

Dear Ms. Stickel:

This letter is in response to your December 11, 2007 letter to the PUCO regarding the above rate case. In your letter you expressed concerns about water quality as well as Ohio American Water's (OAW) compliance with PUCO Stipulations.

On February 15th Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) spoke with you regarding your concerns which you expressed as the need to use 30 Brita type filters per month in pitchers of water.

It is my understanding that you use a Brita filter primarily for dechlorination of the water. OAW adds chlorine to the water in compliance with Ohio EPA regulations and to protect the bacteriological integrity of the water as it is distributed to our customers. When you use the Brita type filters they are removing the chlorine that the company is required to add to the water.

I have enclosed Brian's business card for your use. If you have any water quality concerns or questions, please do not hesitate to contact Brian directly at any time.

OAW believes it has complied with the PUCO Stipulations and operates in compliance with its approved Tariff and applicable PUCO rules. If you would like to discuss this issue, please call me so that we can set a convenient meeting date and time.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me.

Sincerely,

Thomas Schwing
Network Operations Superintendent

Cc: Governor Strickland
David Little, President OAW
Brian McFarland, Water Quality Supervisor



Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-8586
F 614-882-2176

May 4, 2008

Ms. Sarah LaRosa
5904 Dakar Road E
Westerville, OH 43081

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

Dear Ms. LaRosa:

This letter is in response to your January 2, 2008 letter to the PUCO regarding the above rate case. In your letter you expressed concerns about the Huber Ridge water quality.

On February 15th Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) spoke with you and discussed your water quality concerns that you stated have not been a recent issue.

After acquiring the Huber Ridge water system in 2002, OAW began identifying many of the problems which you noted or experienced. In the five years of OAW ownership, OAW has invested more than a million dollars implementing improvements which we believe resolved the discolored water experienced by Huber Ridge customers in the past. We continue to monitor the water distributed to our Huber Ridge customers in order to provide the best possible water quality.

I have enclosed Brian's business card for your use. If you have any water quality concerns or questions, please do not hesitate to contact Brian directly at any time.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me.

Sincerely,


Thomas Schwing
Network Operations Superintendent

Cc: Governor Strickland
David Little, President OAW
Brian McFarland, Water Quality Supervisor



Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-6586
F 614-882-2176

May 4, 2008

Mrs. Rhonda Burchett
3463 Brazzaville Road
Westerville, OH 43081

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

Dear Mrs. Burchett:

This letter is in response to your February 25, 2008 letter to the PUCO regarding the above rate case. In your letter you referenced water quality concerns and other personal experiences with Ohio American Water (OAW).

On February 25th Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) spoke with you and discussed your water quality concerns and other issues that primarily concerned black flakes. These black flakes appeared approximately in October 2007 but were confined to a single episode. Without a specific date, the company can not investigate further. I do note that the company was flushing the water distribution system I that time period.

After acquiring the Huber Ridge water system in 2002, OAW began identifying many of the problems which you noted or experienced. In the five years of ownership, OAW has invested more than a million dollars implementing improvements which we believe resolved the discolored water experienced by Huber Ridge customers in the past. We continue to monitor the quality of water distributed to our Huber Ridge customers to ensure no water discoloration.

I have enclosed Brian's business card for your use. If you have any water quality concerns or questions, please do not hesitate to contact Brian directly at any time.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me.

Sincerely,


Thomas Schwing
Network Operations Superintendent

Cc: David Little, President OAW
Brian McFarland, Water Quality Supervisor



Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-8588
F 614-882-2176

May 4, 2008

Mrs. Margaret Splres Ables
3326 Hunt Club Drive N
Westerville, OH 43081

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

Dear Mrs. Ables:

This letter is in response to your January 10, 2008 letter to the PUCO regarding the above rate case. In your letter you expressed concerns about the Huber Ridge water quality.

On February 23rd Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) spoke with you and discussed your water quality concerns. Recently there did not seem to be water issues, but you did indicate you use a water softener which may accelerate corrosion in plumbing.

After acquiring the Huber Ridge system in 2002, OAW began identifying many of the problems which you noted that you had experienced over 38 years. In the five years of ownership, OAW has invested more than a million dollars implementing improvements which we believe resolved the discolored water experienced by our Huber Ridge customers. We continue to monitor the quality of water distributed to our Huber Ridge customers to ensure no discoloration.

OAW delivers to its Huber Ridge customers water which meets the requirements of Ohio EPA as well as the quality established by the PUCO and the Office of Ohio Consumers' Counsel as established in the Stipulation agreement.

If you would experience discolored water, please call us as soon as possible so that we can investigate the problem and cause. I have enclosed Brian's business card for your use. If you have any water quality concerns or questions, please do not hesitate to contact Brian directly at any time.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me.

Sincerely,


Thomas Schwing
Network Operations Superintendent

Cc: David Little, President OAW
Brian McFarland, Water Quality Supervisor



OHIO
AMERICAN WATER

Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-8586
F 614-882-2176

May 4, 2008

Mrs. Margaret Trent
6033 Cairo Road
Westerville, OH 43081

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

Dear Mrs. Trent:

This letter is in response to your January 19, 2008 letter to the PUCO regarding the above rate case. In your letter you expressed concerns about Huber Ridge water quality.


On February 22nd Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) spoke with you and discussed your water quality concerns which had last been documented in December 2006.

After acquiring the Huber Ridge water system in 2002, OAW began identifying many of the problems which you noted that you had experienced over the previous 34 years. In the five years of ownership, OAW has invested more than a million dollars implementing improvements which we believe resolved the discolored water experienced by Huber Ridge customers in the past. We continue to monitor the quality of water distributed to our Huber Ridge customers.

I have enclosed Brian's business card for your use. If you have any water quality concerns or questions, please do not hesitate to contact Brian directly at any time.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me.

Sincerely,


Thomas Schwing
Network Operations Superintendent

Cc: David Little, President OAW
Brian McFarland, Water Quality Supervisor



Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-6586
F 614-882-2176

May 4, 2008

Mrs. Balden
6301 Carthage Court
Westerville, OH 43081

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

Dear Mrs. Balden:

This letter is in response to your January 25, 2008 letter to the PUCO regarding the above rate case. In your letter you expressed concerns about the Huber Ridge water quality.

On February 25th Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) spoke with you regarding your water quality concerns, particularly relating to corrosion from the water and the use of filters.

OAW's finished water is treated so that it is stable and non-corrosive. It is not uncommon for a light calcium film to develop on a water surface particularly from hot water which changes the water chemistry. As a general rule, filter manufacturers recommend changing the filter at least once every three (3) months.

As Brian explained, the Huber Ridge water is softened to a finished water hardness of approximately 150 mg/L. When water softening is performed, Ohio EPA recommends a finished water hardness between 150 mg/L and 120 mg/L. Because water hardness is an aesthetic issue subject to personal preference OAW produces a finished water hardness that is cost effective for the consumer and minimizes potential corrosion in the water system and consumer's plumbing.

I have enclosed Brian's business card for your use. Please do not hesitate to contact Brian directly at any time if you have any water quality concerns.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me.

Sincerely,


Thomas Schwing
Network Operations Superintendent

Cc: David Little, President OAW
Brian McFarland, Water Quality Supervisor



Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-6588
F 614-882-2176

May 4, 2008

Mrs. Michelle Baum
3661 Managua Drive
Westerville, OH 43081

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

Dear Mrs. Baum:

This letter is in response to your January 3, 2008 letter to the PUCO regarding the above rate case. In your letter you referenced water quality concerns, particularly regarding odor in your laundry room.

On February 22nd Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) talked with you about your water quality concerns that appeared to be confined to the laundry room. Because the event occurred in January, it isn't possible to pin point the problem. If you experience discolored water in the future, please call us as soon as possible so that OAW can investigate the issue.

In regards to odor you noted, we recommend customers check and fill their drain traps monthly to prevent a dry trap from developing which could allow sewer gas to enter their home. If you experience any sewer gas odors, please call us so that we can investigate.

I have enclosed Brian's business card for your use. Please do not hesitate to contact Brian directly at any time if you have any water quality concerns.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me.

Sincerely,


Thomas Schwing
Network Operations Superintendent

Cc: David Little, President OAW
Brian McFarland, Water Quality Supervisor

EXHIBIT B

Letters to six customers who were visited by a company representative



Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081
T 614-882-6586
F 614-882-2176

February 20, 2008

Thomas & Marcia Tefft
5683 Bashaw Drive
Westerville, OH 43081

Dear Mr. and Ms. Tefft:

This letter is in response to your letter dated January 24, 2008 to the Public Utilities Commission of Ohio (PUCO) and copied to Governor Strickland in reference to Case # 07-1112-WS-AIR and your complaint to the Office of the Ohio Consumers' Counsel (OCC) dated February 15, 2008 (Reference # 150242509).

On January 19th at 3:36 PM a Service Order was created to investigate your report of a sewer back-up in your house. Our Sewer Blockage Report documents that a crew responded at 4:15 PM. OAWC crew investigated and determined that the Ohio American owned sewer main was flowing properly. The Sewer Blockage Report notes that the field crew spoke with someone at your house and advised them that the Company's sewer main was flowing properly.

In reviewing our records I found that there had been a similar problem in your house's sewer service line in December 2004.

During the January 19th field inspection it was observed that two (2) manholes (identified as MH #16 and MH #17) had been covered over. The fact that they were covered did not impede the Company's ability to inspect other upstream and downstream manholes to verify that the Company sewer main was flowing properly.

While on location, the Company's field crew ran the high pressure cleaner hose through the entire length of the sewer main on Bashaw Drive to verify an open sewer main. No resistance to the high pressure cleaning hose and no water surcharging was observed confirming there was no obstruction in the Company's sewer main.

In your letter you stated that the field crew stated that the two covered manholes would be located and uncovered. Doug Boggs, the individual who inspected and verified the sewer main was flowing properly on January 19th, reported that he had advised you that the manholes would be located and raised but did not provide a specific timetable in which the work to be accomplished. Since the sewer main was operating properly the locating and uncovering of the manholes was scheduled as non-emergency work.

As you are aware, one manhole (MH #17) had been covered over by concrete during the installation of your concrete driveway. In order to safely access the second manhole (MH #16) a tree had to be cut down. Both manholes have been uncovered and raised to grade as of



February 4th. When uncovered both manholes were inspected and found to be clean with no evidence of current or past sewer surcharging.

In regard to your comment that Mr. Johnson gave you his phone number last year, Mr. Johnson has not worked for Ohio American since August 2004. I do not know the phone number he gave you to call. We ask all customers to call the 24/7 Ohio Customer Service center phone number (800-673-5999) so that the calls can be documented and handled in the most efficient manner.

In regard to you going to the local office, you did not identify the day or time of your visit. The Franklin County District's office hours are Monday through Friday 8:00 AM to 4:00 PM except holidays and during lunch periods. Generally the office has at least one staff person present but on occasions there may be no one present. However if you would please provide me with the date and time of your office visit I would be happy to follow-up and determine why there was no one at the office at the time of your visit.

The phone number on our office door (800-673-5999) is correct. This is our toll free Ohio Customer Service phone number that is available 24 hours a day - 7 days a week. I am sorry to hear that you were advised that the number was out of order. Could you provide the date and time you called so I can check our records for phone line problems? I have since verified that the phone line is operational at this time.

It is my understanding that you had conversation with the Company's field crew who raised the manholes and therefore are aware this work has been completed.

If you have further concerns or do not receive a timely response from our 24/7 Ohio Customer Service center, please do not hesitate to contact me. I have enclosed my business card for your reference.

Sincerely,


Thomas Schwing

Cc: Honorable Ted Strickland, Governor of the State of Ohio
(In Response to Tefft letter dated January 24, 2008 and copied to Governor Strickland)
David Little, President, Ohio American Water Company



Franklin County District
5481 Buenos Aires Blvd
Westerville, OH 43081
T 614-882-6586
F 614-882-2176

March 18, 2008

Ms. Dorothy Crawford
3723 Paris Blvd.
Westerville, Ohio 43081-4156

Dear Ms. Crawford:

This letter is in response to your January 23, 2008 letter to the PUCO regarding rate case #07-112-WS-AIR and a copy of which you sent to Governor Strickland.

Sam Frazzini (Ohio American Water Company's Operation Supervisor) met with you on February 5th to review your concerns regarding water quality.

Mr. Brent Scheffer, a member of the Water Committee of the Huber Ridge Civic Association, was present and stated that he does not have discoloration problems at his residence at 5663 Bashaw Drive.

Sam Frazzini reported that you stated that you were not experiencing discolored water in your home but are concerned about the appearance and color of your 5 micron whole house sediment filter.

You reported that in the past you had to replace your filter after 2 to 4 weeks of use. However you have had the current filter in service for more than six (6) months.

It is natural for sediment filters to collect material and show discoloration. Ohio American Water Company (OAWC) recommends that your filter be replaced regularly with a new filter per the manufacturer's recommendations. This type of filter usually has a service life of three (3) months.

Consumers should be aware that sediment filters can create a chlorine demand which lowers the chlorine residual in the water. This may result in the growth of undesired bacteria or slime growth in hot water tanks, toilets, plumbing tubing and other devices.

You currently are operating a water softener to reduce the water hardness to zero. It is important that water softeners be properly adjusted, serviced and maintained per the manufacturer's recommendations. This may require periodic cleaning of the unit.

Mr. Frazzini collected a sample of OAWC water delivered to your home and a sample of water after passing through your water filter and softener treatment unit.

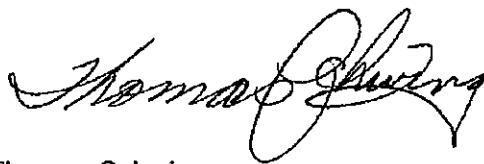
The results of the chemical analysis of the two (2) samples are attached for your records.

Water softness is a consumer's personal preference. The test results from your kitchen faucet indicates that you are softening the water to zero hardness. Water with zero hardness is generally corrosive and will cause damage to home water appliances such as faucets, dishwaters, hot water tanks, etc.

Analysis of the water sample prior to your water softener documents that the water OAWC delivers to your residence is within acceptable standards for the measured parameters.

If you have any additional questions or concerns regarding water quality, please do not hesitate to contact me.

Sincerely,



Thomas Schwing
Network Operations Superintendent

Cc: Governor Strickland
David Little, President
Clifford Evans, PUCO
Carolyn O'Neal, OEPA
Jim Welch, HRAA President
File

3723 Paris Blvd.
Westerville, Ohio 43081-4156
Sample Date – February 5, 2008

Parameter	Spigot Sample OAWC Water	Kitchen Faucet - after cartridge filter and in-house softener
Iron	<0.03 mg/L	<0.03 mg/L
Manganese	0.04 mg/L	<0.03 mg/L
pH	8.64 S.U.	8.75 S.U.
Hardness	152 mg/L	0 mg/L
Langelier Index	0.75	Corrosive (hardness=0)
Alkalinity	110 mg/L	114 mg/L
Turbidity	0.57 NTU	0.29 NTU
Total Chlorine	1.03 mg/L	0.29 mg/L
Free Chlorine	0.79 mg/L	0.08 mg/L



OHIO
AMERICAN WATER

Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-6588
F 614-882-2176

May 4, 2008

Mr. & Mrs. Jack Brown
3582 Karikal Drive
Westerville, OH 43081

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

Dear Mr. & Mrs. Brown:

This letter is in response to your December 31, 2007 letter to the PUCO regarding the above rate case. In your letter you referenced water quality concerns and problems.

On February 20th Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) met and spoke with you regarding your water quality concerns, particularly relating to corrosion from the water.

As Brian explained, the Huber Ridge water is softened to a finished water hardness of approximately 150 mg/L. When water softening is performed, Ohio EPA recommends a finished water hardness between 150 mg/L and 120 mg/L. Because water hardness is an aesthetic issue subject to personal preference, OAW produces a finished water hardness that is cost effective for the consumer and minimizes potential corrosion in the water system and customer's plumbing.

In addition, Ohio American adds a phosphate solution as part of its treatment program to control potential corrosion. Mr. McFarland did not find evidence of corrosion.

I have enclosed Brian's business card for your use. Please do not hesitate to contact Brian directly at any time if you have any water quality concerns.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me.

Sincerely,

Thomas Schwing
Network Operations Superintendent

Cc: Governor Strickland
David Little, President OAW
Brian McFarland, Water Quality Supervisor



OHIO
AMERICAN WATER

Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-6586
F 614-882-2176

May 4, 2008

Ms. Rose Eichenlaub
3636 East Dublin-Granville Road
Westerville, OH 43081

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

Dear Ms. Eichenlaub:

This letter is in response to your March 30, 2008 letter to the PUCO regarding the above rate case. In your letter you expressed concerns about water quality and "cloudy" hot water.

On April 3rd Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) met and spoke with you and your husband regarding your water quality concerns, particularly relating to cloudy water from your hot water faucet.

As Brian explained, the "cloudy" water is commonly related to the release of dissolved gases in the water when it is heated in the hot water tank. The gas bubbles are harmless and release to the atmosphere. Brian observed no particles in the cold water samples he inspected at the time he met with you.

I have enclosed Brian's business card for your use. Please do not hesitate to contact Brian directly at any time if you have any water quality concerns.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me.

Sincerely,


Thomas Schwing
Network Operations Superintendent

Cc: Governor Strickland
David Little, President OAW
Brian McFarland, Water Quality Supervisor



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Westerville, OH 43081

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May 4, 2008

Ms. Sharon Ricker
5561 Oslo Drive
Westerville, OH 43081

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

Dear Ms. Ricker:

This letter is in response to your March 31, 2008 letter to the PUCO regarding the above rate case. In your letter you expressed concerns about water quality concerns and problems in understanding your water and sewer bill.

On April 8th Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) met with you and discussed some of your concerns which related primarily to white water spots on your dark colored sinks – probably caused by hardness minerals.

The finished water in the Huber Ridge water distribution system meets all Ohio EPA criteria and is within the recommended water hardness range. I have requested Brian to contact you and collect both hot and cold water samples to determine if there is a change in the water chemistry. Brian will send these test results to you when the analysis has been completed. We will also provide a comparison of the water treatment plant's finished water quality for the same parameters for your information.

I have enclosed Brian's business card for your use. Please do not hesitate to contact Brian directly at any time if there is a discoloration water problem.

At your convenience would you please call me to set-up a meeting date and time so that I can meet with you to review your water /sewer bill and answer any questions about your bill.

In the meantime if I can assist you regarding any water/sewer service issues, please do not hesitate to contact me.

Sincerely,


Thomas Schwing
Network Operations Superintendent

Cc: David Little, President OAW
Brian McFarland, Water Quality Supervisor



Franklin County District
5481 Buenos Aires Blvd.
Westerville, OH 43081

P 614-882-6686
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May 4, 2008

Ms. Melissa Oakes
4211 Camellia Court
Westerville, OH 43081

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

Dear Ms. Oakes:

This letter is in response to your February 23, 2008 letter to the PUCO regarding the above rate case. In your letter you expressed concerns about the Huber Ridge water quality.

On February 22nd Brian McFarland (Water Quality Supervisor for Ohio American Water's Franklin County District) met with you to discuss your water quality concerns which he believes are related to household plumbing and reviewed the circumstances of the discoloration in January 2008.

After acquiring the Huber Ridge system in 2002, OAW began identifying many of the problems which you noted that you had experienced over 18 years. In the five years of ownership, OAW has invested more than a million dollars implementing improvements which we believe resolved the discolored water experienced by Huber Ridge customers. We continue to monitor the quality of distributed to our Huber Ridge customers to ensure no discoloration.

If you would experience discolored water, please call us as soon as possible so that we can investigate the problem and cause. I have enclosed Brian's business card for your use. If you have any water quality concerns or questions, please do not hesitate to contact Brian directly at any time.

If I can assist you regarding any water/sewer service issues, please do not hesitate to contact me.

Sincerely,


Thomas Schwing
Network Operations Superintendent

Cc: David Little, President OAW
Brian McFarland, Water Quality Supervisor