

07-1112-WS-AIR

FILE

May 10, 2008

Public Utilities Commission of Ohio:

Recently the community of Westpoint subdivision was notified that Ohio American Water is asking for a substantial increase in our water and sewage rates. I feel that this increase is above and beyond what it needs to be, if any should be made at all.

We are a family of four, and our water bill is our most expensive bill, even more than our monthly natural gas bill. I pay approximately \$100.00 a month for water that I can't even drink. I feel that there has been no improvement in our water quality, and yet we pay more than we did two years ago when rate increases occurred. I cannot afford an increase of \$30 or more a month. My husband and I want to send our 4 year old to preschool, but feel that we cannot afford it because we fear a huge increase in our water bill. It is sad that I may have to do this because of water costs.

This is not my only complaint about Ohio American Water. In December of 2007, I received a bill for \$120.00 when in the past my bills were around \$90.00 at the most. This was even the case during the summer months. I do not water my grass and rarely wash my car at home because I feel that the water bill would be too high. I called Ohio American Water and asked them to explain the substantial increase in my bill because my water usage comparison bar graph on the bill did not substantiate the amount due of \$120.20. According to this graph, the highest water usage occurred in September when I paid about \$95.00. They responded that that was my cost. I pressed further and asked for a better explanation. I was then told that the winter costs are an average of the summer months of May-September. How then could the highest bill I have ever had occur in December if I was receiving an average of those months which never even hit \$100.00? I told the company that that just does not make any sense. They did not respond further. I then spoke with my neighbors and found out that others had the same problem. Everyone received the same nonsense explanation while some did not see an increase at all. My bill for January 2008 came to \$110.36 and for February 2008, \$90.78. Since then, my bill has never been over \$95.

I tell you this because I do not trust a company who can offer no reasonable explanation for their cost fluctuations. I am happy that my bills are lower, but feel that if I was not aggressive in calling them about the problem they would never have lowered my bills. I feel that we are being taken advantage of because we cannot change service providers or live without water. We are simply being held prisoner to their whims of increasing their rates as often as they like. I hope that when this matter is considered that PUCO will decide to help us out by refusing to increase our water rates. There are many young families in this community who struggle to pay school and property taxes. This radical increase in water rates will hurt many families.

Thank you for your time and consideration.

Sincerely,

*Lori Hudson*

Lori Hudson  
854 Master Drive, Galloway OH 43119

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2008 MAY 13 PM 12:42

PUCO

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Technician TM Date Processed 5/13/2008



Ohio  
American Water  
PO BOX 578  
ALTON, IL 62002-0578

For Service To: 854 Master Dr.

22

000308 1 AV 0.312 03080308000308 001 1 PCDUKW

**LORI & JASON HUDSON**  
854 MASTER DR  
GALLOWAY OH 43119-8238

110-36  
1/4/08

ACCOUNT NUMBER	22-0015405-8
AMOUNT DUE	\$120.20
DUE DATE	Dec 05, 2007
Due After Dec 20, 2007	\$126.21
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: LORI & JASON HUDSON  
854 Master Dr.  
Account Number: 22-0015405-8  
Premise Number: 22-0009116

**Billing Period & Meter Information**

Billing Date: Nov 20, 2007  
Billing Period: Oct 12 to Nov 14 (33 days)  
Next reading on/about: Dec 17, 2007  
Rate Type: Residential

**Meter readings in current billing period:**

Meter Number 9997 is a 3/4-inch meter.  
Present-actual 501  
Last-actual 490  
100 Cubic Feet used 11  
1 cu ft equals approx 7.50 gal  
Gallons used 8228

**Billing Summary**

-----Prior Balance-----  
Balance from last bill  
Payments as of ~~Nov 20, 2007~~. Thanks!  
Total prior balance, Nov 20, 2007  
-----Current Water Charges-----  
Service Charge  
Water Volume (\$3.207400 x 11.00)  
Total water charges, Nov 20, 2007  
-----Current Wastewater Charges-----  
WasteWater Volume (\$6.01730 x 11.00)  
Total wastewater charges, Nov 20, 2007  
-----Other Current Charges-----  
Softening Surcharge V & LD  
Total other charges, Nov 20, 2007  
-----TOTAL AMOUNT DUE-----

	-78.06
	.00
	12.00
	35.28
	47.28
	66.19
	66.19
	6.73
	6.73
<b>TOTAL AMOUNT DUE</b>	<b>\$120.20</b>
If paid after Dec 20, 2007	
Add Late Charge	\$6.01
<b>Total Due After Dec 20, 2007</b>	<b>\$126.21</b>

Dec  
Jan  
Feb

water avg.

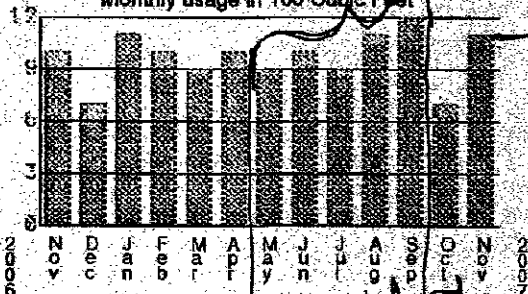
actual

March inc. rates

avg

**Water Usage Comparison**

Monthly usage in 100 Cubic Feet



**Messages to you from Ohio American Water**

\* 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](http://www.water.paymybill.com). A small service fee will apply.

\* If your questions are not resolved after you have called Ohio-American, you may call the Public Utility Commission of Ohio (PUCO) toll free at 1-800-688-7098 or file a PUCO complaint.