

FILE May 27, 2008

RECEIVED-DOCKETING DIV

PUCO  
Docketing Division  
180 East Broad Street, 13<sup>th</sup> Floor  
Columbus, OH 43215-3793

2008 MAY 29 PM 1:30

PUCO

Re: #07-1112-WS-AIR

I am writing to register my opposition and sincere concern about the rate increase being requested by Ohio American Water (OAW) for the Westpoint/Darby Lakes area in Franklin County.

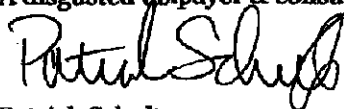
We've lived in the Westpoint community since 2001. Currently our water bill averages \$90 per month for a family of 4. We never water our yard, our children are young and take few baths, nor do we have a pool or anything else requiring a lot of water. Since living here we have lost track of how much we've spent replacing corroded fixtures, humidifiers, coffee makers, etc., etc., etc. Residents of Columbus City pay about the same amount for 3 months of service, including trash pickup!

I attended the last hearing for an OAW rate increase that was held at the Harvest Assembly of God on Dellinger Road a little over a year ago, I believe. I was amazed at how unresponsive the representatives from PUCO at that meeting were to legitimate customer concerns about both the exorbitant rates charged here by OAW and the service and quality issues with the water. It appeared as though the PUCO were just a pawn of commercial interests.

At what point does the PUCO need to require some accountability to OAW to invest in infrastructure at this facility? At what point does the PUCO send out representatives to inspect the work supposedly being done on the water tower off Hubbard Road? The work site around that tower sits vacant for weeks at a time, while OAW reaps the benefit of the increased rates while having no accountability to justify their supposed infrastructure investments. At what point does the PUCO require OAW to provide citizens water above what barely (and many days not even that when we have cloudy water events) meets minimum quality standards? At what point does our state government investigate?

I would prefer to drill a well in my back yard and eventually break even. But then again, my county/township government won't allow me to do this. I am on the Board of Trustees for the homeowner association in Westpoint and can guarantee you everyone here is disgusted with the quality of the water and the lack of options as consumers. We have homeowners going into foreclosure and a state government who appears to be catering to commercial interests not more than 2 years after OAW had another significant rate increase.

A disgusted taxpayer & consumer,



Patrick Schultz  
978 Master Drive  
Galloway, OH 43119

Cc: Thomas Schwing  
Ohio American Water  
Franklin County District  
5481 Buenos Aires Blvd.  
Westerville, OH 43081

Cc: Honorable Ted Strickland  
Governor's Office  
Riffe Center, 30<sup>th</sup> Floor  
37 South High Street  
Columbus, OH 43215-6108

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                      Date Processed 5/29/08