

FILE

May 28, 2008

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2008 MAY 30 AM 10:17
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Public Utilities Commission of Ohio
Docketing Division
RE: Case # 07-1112-WS-AIR
180 E. Broad Street, 13th Floor
Columbus, Ohio 43215-3793

Public Utilities Commission,

I am writing you in opposition to the proposed rate increases being asked for by Ohio American Water for the Lake Darby area. First of all, we now have the highest water bills in Franklin County. My coworkers who live in the surrounding area pay for three months what we are paying for one month of water and sewer. One of the reasons Ohio American states for this increase is the improvement of the water quality. The water is very hard here. About six months ago, we put new shower doors on our showers. Every time you take a shower, you have to completely wipe out the track, both the sides and bottom where the door slides. If you don't do this for a couple of days there are hard water stains that you have to scrub with Lime Away or Scrubbing Bubbles.

After EVERY load of dishes there are white crystals dried on the bottoms of all the glasses. I have to use a wet dish cloth to scrub the calcium deposits off and dry them before putting them in the cabinet. If you don't do this, your glasses are ruined very quickly. It's interesting when you have family visiting and they are helping unload the dishwasher to explain to them that they have to scrub the bottoms of the glasses before putting them away.

We cannot make coffee with the water. If you do, there is a film that forms over the coffee and you can see it floating around over the coffee.

We have lived here since 1992 and don't feel that the quality of the water has improved much since Ohio American Water has been supplying the water.

We understand that they are trying to run a business but these increases they are proposing are outrageous.

Sincerely,

Doug and Brenda Morris

Doug and Brenda Morris
Lake Darby (Galloway)

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