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3789 Caracas Drive Weste**ndie**, OH 43081 July 21, 2008

Honorable Ted Strickland Governor's Office Riffe Center, 30th Floor 77 South High Street Columbus, OH 43215-6108 Case #07-1112-WS-AIR

09992 RECEIVED-DOCKETING DIV 2000 JUL 29 PH 4: 38 PUCO

To whom it may concern:

This is my second letter concerning the proposed water rate hike in my community. I have enclosed copies of some of my water bills for your perusal, and I ask the same question that was raised at a community hearing back in late April: Why is my water bill so much higher than anyone I know in the surrounding areas? The response that I received from the public advocate at the aforementioned meeting was that Ohio American Water, being a small company in relation to others in this area of the state, and not having large vendors and corporations as customers, therefore needs to charge more money for their services. I can understand that to a point, but my problem lies in the fact that our water already costs 2-3 times more than any of my friends' water who live in outlying areas. Now Ohio American Water is proposing another 30% raise?

These times are bad for everyone economically, but I have never seen such gross greed when it comes to a product that people need to sustain life. It is not as if we can choose to not have water service, nor do we have the option, as in other utilities, such as electricity and phone, to choose which provider we would like to use. There has to be another solution for this problem other than passing the expenses down to people who simply cannot afford it. I had originally budgeted for \$30-40 monthly for my water bill, and I pay around \$80 on average. Most of my friends pay \$90 every three months for the same amount of water that we use. I do not water my lawn. I do not wash my car at home. I rarely take baths. I run my dishwasher maybe four times every week.

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 <u>TM</u> Date Processed <u>729</u> Ohio American Water wrote a letter to me back in May, coincidentally following that public meeting, stating that their representative, Brian McFarland, attempted to reach me in February to discuss my water concerns. I checked my phone records and found no evidence of this contact. I also requested for Ohio American Water to send me a kit to test my water lines and make sure they are working properly. It took over three weeks to arrive, and when it did, the dyes that were supposed to be included were not there. I have noticed that the water leaves an orange film on my sink, bathtub, and shower curtain that I must bleach every so often to clean. I have never experienced such a film in any water source before in my life. I am certainly not pleased with Ohio American Water.

Please consider that people are moving from this area because of these water bills. Read the latest issue of the Huber Ridge Area Organization's quarterly newsletter to find a letter from a former resident who complained about the water bills driving her out of our community. It seems ludicrous that with everything that goes into homeownership, the water has been the biggest concern for myself and many others in our community. We deserve better.

Sincerely,

the Murkin

Kathleen Durkin Huber Ridge Resident

Cc: PUCO

Customer Account Information	Billing Summary		۰.
For Service To: Kathleen Durkin	Prior BalancePrior Balance		٩
3789 Caracas Ct	Balance from last bill	\$146.34	
Account Number: 22-0161968-7	Payments as of Feb 14, 2008. Thanks!	- <u>149.00</u>	
Premise Number: 22-0002881	Total prior balance, Feb 14, 2008	-2.66	
Dilling Devied & Medeu Information	Current Water Charges		
Billing Period & Meter Information	Service Charge	9.41	
Billing Date: Feb 14, 2008	Water Volume (\$3:207400 x 7:00)	22.45	
Billing Period: Jan 10 to Feb 14 (35 days) Next reading on/about: Mar 11, 2008	Total water charges, Feb 14, 2008	31.86	
Rate Type: Residential	Current Wastewater Charges		
nate type. Nesidentia	WasteWater Volume (\$6:01730 x 7.00)	$\frac{42.12}{42.12}$	
Meter readings in current billing period:	Total wastewater charges, Feb 14, 2008 Other Current Charges	42.12	
Meter Number 2880 is a 5/8-inch meter.	Reverse Osmosis Surcharge	9.28	
Present-actual 1100	Water/ 01/15/2008 - 02/14/2008	11.00	
Last-actual 1093	Late Payment Charge	3.10	
100 Cubic Feet used	Total other charges, Feb 14, 2008	23.38	
1 cu ft equals approx 7.50 gal	The start of the good i by 17, 2000		
Gailons used 5256	TOTAL AMOUNT DUE	\$94.70	
	elf paid after Mar 17, 2008		
	Add Late Childge	\$4.17	
	Total Due After Mar 17, 2008	\$98.87	
Weley Hoons Comparison			
Water Usage Comparison			
Monthly usage in 100 Cubic Feet			
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Messages to you from Oh. * Customers may use their credit card, debit card of Customers may also pay on-line at www.water.pays * If your complaint is not resolved after you have can information, residential and business customers may at 1-800-686-7826 (toll free) or for TTY at 1-800-68	r pay by electronic check by calling toll free: 1 nybill.com. A small service fee will apply. Iled Ohio American, or for general utility y contact the Public Utilities Commission of C	hio for assistance	
or at www.puco.ohio.gov. Residential customers may also contact the Ohio C	onsumers' Counsel for assistance with		
complaints and utility issues at 1-877-742-5622 (tol	(free) from 8:00 a.m.to 5:00 p.m. weekdays, c	ar at 👘 👸	
www.pickacc.org. * RECONNECTION POLICY CHANGE - beginning	Sent 3 2002 Customers whose water service	e is disconnected	
for non-payment must contact Ohio American Wate day service reconnection. Calls received after 3:00 business day.	r with their paid receipt number by 3:00 pm E	ST to ensure same 🛛 🔝 🖉	
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		N4.	
	000048	VOCODAB PCEGAL TAVOI 1	
Customer Service & Emergencies 1-800-673-8	5999 (24 Hours)		
For Hearing Impaired Customers TDD 1-800-3	00-6202 (24 Hours)		
Rates available upon request.			
Visit us on the INTERNET at: www.oawc.com	·	H1M 1961	7
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Customer Account Information	Billing Summary	· .
For Service To: Kathleen Durkin	Prior Balance	
3789 Caracas Ct	Balance from last bill	\$73.17
Account Number: 22-0161968-7	Payments as of Jan 15, 2008. Thanks!	.00
Premise Number: 22-0002881	Total prior balance, Jan 15, 2008 Current Water Charges	73.17
Billing Period & Meter Information	Service Charge	9.41
Billing Date: Jan 15, 2008	Water Volume (\$3.207400 x 5.00)	16.04
Billing Period: Dec 11 to Jan 15 (35 days) Next reading on/about: Feb 11, 2008	Total water charges, Jan 15, 2008 ———Current Wastewater Charges——	25.45
Rate Type: Residential	WasteWater Volume (\$6.01730 x 5.00)	<u> </u>
Meter readings in current billing period:	Total wastewater charges, Jan 15, 2008 ————Other Current Charges————	30.09
Meter Number 2880 is a 5/8-inch meter.	Reverse Osmosis Surcharge	6.63
Present-actual 1093	Water/ 12/14/2007 - 01/15/2008	
Last-actual 1088	Total other charges, Jan 15, 2008	17.63
1 cu ft equals approx 7.50 cm Gallons used	TOTAL AMOUNT DUE	\$146.34
	lf Det Deter Feb 14, 2008	AQ 10
	Add Line Charge Total Due Alter Feb 14, 2008	\$3.10 \$149.44
	TITIN ULE ANTI FED 14, 2000	314 3 .44
Water Usage Comparison Monthly usage in 100 Cubic Feet		
b wonday usage in two cubic reet		

Messages to you from Ohio American Water The due date pertains to current charges only. Any past due balance should be paid immediately. * 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. A small service fee will apply. * If your complaint is not resolved after you have called Ohio American, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.public.com or at www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m.to 5:00 p.m. weekdays, or at

www.pickocc.org. * RECONNECTION POLICY CHANGE - beginning Sept 3, 2002, Customers whose water service is disconnected for non-payment must contact Ohio American Water with their paid receipt number by 3:00 pm EST to ensure same day service reconnection. Calls received after 3:00 will be scheduled for reconnection by 2:00 pm EST the next business day.

Customer Service & Emergencies 1 800-673-5999 (24 Hours) For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours) Rates available upon request. Visit us on the INTERNET at: www.oawc.com

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Customer Account Information	Billing Summary	
For Service To: Kathleen Durkin	Prior Balance	· · · · · · · · · · · · · · · · · · ·
3789 Caracas Ct	Balance from last bill	\$54.71
Account Number: 22-0161968-7	Payments as of Dec 14, 2007. Thanksl	-54.71
Premise Number: 22-0002881	Total prior balance, Dec 14, 2007 Current Water Charges	.00
Billing Period & Meter Information	Service Charge	9.41
Billing Date: Dec 14, 2007	Water Volume (\$3.207400 x 5.00)	_16.04
Billing Period: Nov 08 to Dec 14 (36 days) Next reading on/about: Jan 10, 2008	Total water charges, Dec 14, 2007 Current Wastewater Charges	25.45
Rate Type: Residential	WasteWater Volume (\$6.01730 x 5.00)	_ 30.09
Meter readings in current billing period:	Total wastewater charges, Dec 14, 2007	30.09
Meter Number 2880 is a 5/8-inch meter.	Reverse Osmosis Surcharge	6.63
Present-actual 1088	Water/ 11/14/2007 - 12/14/2007	_11.00
Last-actual 1083	Total other charges, Dec 14, 2007	17.63
1 cu ft equals approx 7.50 gal	TOTAL AMOUNT DUE	\$73.17
Gallons used 3740		
	If part after Jan 17, 2008	
A CONTRACTOR OF	Add Lote Sharge	\$3.10
	Listal Due Aner Jan 17, 2008	\$76.27
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Water Usage Comparison		
Monthly usage in 100 Cubic Feet		
4893	4664	
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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. A small service fee will apply. * If your questions are not resolved after you have called Ohio-American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays or visit the PUCO website at www.PUCO.ohio.gov. The Office of the Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be reached toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays or r 5:00 p.m. weekdays, or visit the OCC website at www.pickocc.org. * RECONNECTION POLICY CHANGE - beginning Sept 3, 2002, Customers whose water service is disconnected for non-payment must contact Ohio American Water with their paid receipt number by 3:00 pm EST to ensure same day service reconnection. Calls received after 3:00 will be scheduled for reconnection by 2:00 pm EST the next business day. 000031/000031 PCDON2 TAV01 1. Customer Service & Emergencies 1-800-673-5999 (24 Hours)

For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours) Rates available upon request. Visit us on the INTERNET at: www.oawc.com

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Customer Account Information **Billing Summary** For Service To: Kathleen Durkin -----Prior Balance----3789 Caracas Ct Balance from last bill Account Number: 22-0161968-7 Payments as of Jul 16, 2007. Thanks! Premise Number: 22-0002881 Total prior balance, Jul 16, 2007 -----Adlustments-Billing Period & Meter Information Svc Activation Fee - Ohio Billing Date: Jul 16, 2007 Total adjustments, Jul 16, 2007 Billing Period: Jun 25 to Jul 10 (15 days) ----Current Water Charges-Next reading on/about: Aug 09, 2007 Service Charge Rate Type: Residential Total water charges, Jul 16, 2007 Meter readings in current billing period: -----TOTAL AMOUNT DUE-\$27.81 Meter Number 2880 is a 5/8-inch meter. Present-actual 1067 If paid after Aug 15, 2007 Last-actual 1067 Add Late Charge Total Due After Aug 15, 2007 \$29.21 100 Cubic Feet used 1 cu ft equals approx 7. Gallons used

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. A small service fee will apply. * Please visit our website for information about the quality of your drinking water. An annual water quality report (also called the Consumer Confidence Report) has already been provided to you earlier this year. An additional copy can be obtained by contacting our Customer Service Center or by visiting our website. The website address and the Customer Service Center phone number are located at the bottom of this bill. Landlords, businesses, schools, hospitals and other groups are encouraged to share this important water quality information with water users at their location who may not to share this important water quality information with water users at their location who may not receive a bill and therefore did not receive a copy of this report directly. * If your questions are not resolved after you have called Ohio-American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays or visit the PUCO website at www.PUCO.ohio.gov. The Office of the Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be reached toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit the OCC website at www.pickocc.org. * RECONNECTION POLICY CHANGE - beginning Sept 3, 2002, Customers whose water service is disconnected for non-payment must contact Ohio American Water with their paid receipt number by 3:00 pm EST to ensure same day service reconnection. Calls received after 3:00 will be scheduled for reconnection by 2:00 pm EST the pext day service reconnection. Calls received after 3:00 will be scheduled for reconnection by 2:00 pm EST the next business day.

Customer Service & Emergencies 1-800-673-5999 (24 Hours) For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours) Rates available upon request. Visit us on the INTERNET at: www.oawc.com

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Customer Accou	int Information	Billing Summary	
For Service To: K	athleen Durkin	Prior BalancePrior Balance	
	789 Caracas Ct	Balance from last bill	\$62.61
Account Number: 22	2-0161968-7	Payments as of Apr 14, 2008. Thanks!	-62.61
Premise Number: 2		Total prior balance, Apr 14, 2008	.00
, galler fundinget 24	 .	Current Water Charges	.00
Dilling Poriod &	Meter Information		9.41
Billing Date: Apr 14		Service Charge	
÷ .	12 to Apr 14 (33 days)	Water Volume (\$3.207400 x 7.00)	22.45
Next reading on/abo		Total water charges, Apr 14, 2008	31.86
Rate Type: Residen		Current Wastewater Charges	10.10
nate Type: Treatoon	LIEAT	WasteWater Volume (\$6.01730 x 7.00)	42.12
a an a an a an an an an an an an an an a	mont hilling saded	Total wastewater charges, Apr 14, 2008	42.12
	Irrent billing period:	Other Current Charges	
	80 is a 5/8-inch meter.	Reverse Osmosis Surcharge	9.28
Present-actual	1111	Water/ 03/14/2008 - 04/14/2008	11.00
Last-estimate	1104	Total other charges, Apr 14, 2008	20.28
100 Cubic Feet (TOTAL STREET, STRE	· · · · · · · · · · · · · · · · · · ·	
1 cu ft equals appr	ox 7.50 gal	TOTAL AMOUNT DUE	\$94.26
Gallons used	15206 William		
and the second sec	Charles in the second second	If paid after May 14, 2008	
	- TOTAL CONTRACTOR OF TOTAL CO	Add Lan Bharge	\$4.17
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Water Usage C			
	nly usage in 100 Cubic Feet		
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Me	ssages to you from O	hio American Water	
* Ohio American emi	ployees will be flushing fire hy	vdrants April 8 - 10 in Madison Township:	
March 25 - April 3 in	Blendon Township; April 15 i	n Timberbook, April 16 in Lake Darby, and West F	Point;
April 17 in Worthingt	on Hills and Old Woods. The their credit card, debit card	l or pay by electronic check by calling toll free: 1-8	66.271_6522
Customers may also	pay on-line at www.water.pa	ymybill.com. A small service fee will apply.	00°27 1°0022.
* If your complaint is	not resolved after you have a	called Ohio American, or for general utility	
information, resident	ial and business customers n	nay contact the Public Utilities Commission of Ohio	o for assistance
at 1-800-686-7826 (t or at www.puco.ohio	оннее) опог гттат 1-800-8 d0V	686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. we	enaays,
Residential custome	s may also contact the Ohio	Consumers' Counsel for assistance with	
complaints and utility	issues at 1-877-742-5622 (t	oll free) from 8:00 a.m.to 5:00 p.m. weekdays, or a	at
www.pickocc.org.	DOLIOV OUMOE - haningin	in Cont 2, 2002, Oustamore where water service	a disconnected
for non-payment mu	rocor oriange - beginnin st contact Ohio American Wa	ig Sept 3, 2002, Customers whose water service is ter with their paid receipt number by 3:00 pm EST	s alsconnected to ensure same
day service reconnel	ction. Calls received after 3:0	0 will be scheduled for reconnection by 2:00 pm E0	ST the next
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Customer Service	& Emergencies 1-800-673		DISE PCELUY TAVOI 1

Rates available upon request. Visit us on the INTERNET at: www.oawc.com

Customer Account Information	Billing Summary	
For Service To: Kathleen Durkin	Prior Balance	
3789 Caracas Ct	Balance from jast bill	\$94.26
Account Number: 22-0161968-7	Payments as of May 14, 2008. Thanks!	00
Premise Number: 22-0002881	Total prior balance, May 14, 2008	94.26
	Current Water Charges	
Billing Period & Meter Information	Service Charge	9.41
Billing Date: May 14, 2008	Water Volume (\$3.207400 x 5.00)	_16.04
Billing Period: Apr 09 to May 14 (35 days)	Total water charges, May 14, 2008	25.45
Next reading on/about: Jun 10, 2008	Current Wastewater Charges	23.74
Rate Type: Residential	WasteWater Volume (\$6.01730 x 5.00)	_30.09
	Total wastewater charges, May 14, 2008	30.09
tator readings in surrent hilling pariod.	지수는 것 같은 것 같	50.09
Meter readings in current billing period:	Other Current Charges	2 7 9
Meter Number 2880 is a 5/8-inch meter.	Reverse Osmosis Surcharge	6.63
Present-actual 1116	Water/ 04/14/2008 - 05/14/2008	
Last-actual 1111	Total other charges, May 14, 2008	17.63
100 Cubic Feet used		
1 cu ft equals approx 7.50 bal		\$167.43
Gallons used		
	If parts after Jun 13, 2008	
The second s	Add Lole Charge	\$3.10
	Motal Doesiller Jun 13, 2008	\$170.53
Water Usage Comparison		
Water Usage Comparison Monthly usage in 100 Cubic Feet		
Monthly usage In 100 Cubic Feet	1.143	
Monthly usage In 100 Cubic Feet	167.43	
Monthly usage In 100 Cubic Feet	167.43	
Monthly usage In 100 Cubic Feet	167.43	
Monthly usage In 100 Cubic Feet	167.43 - 94.210 - 13.17	
Monthly usage In 100 Cubic Feet	167.43 - 04.210 - 04.210 - 13	
Monthly usage In 100 Cubic Feet	167.43 - 04.210 - 04.210 - 17 - 13	
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Monthly usage In 100 Cubic Feet	M 2 a 0 y 0 y 0 s hio American Water y past due balance should be paid immediately. or pay by electronic check by calling toll free: 1-86	6-271-5522.
Monthly usage In 100 Cubic Feet Monthly usage In 100 Cubic Feet Mage Solution Messages to you from Oi The due date pertains to current charges only. An Customers may use their credit card, debit card Customers may use their credit card, debit card Customers may use their credit card, debit card	hio American Water y 0 y 0 y 13 hio st due balance should be paid immediately. or pay by electronic check by calling toll free: 1-86 ymybili.com. A small service fee will apply.	6-271-5522.
Monthly usage In 100 Cubic Feet Monthly usage In 100 Cubic Feet Monthly usage In 100 Cubic Feet Monthly usage In 100 Cubic Feet Messages to you from Ol Messages to you from Ol The due date pertains to current charges only. An * Customers may use their credit card, debit card Customers may also pay on-line at www.water.pa * If your complaint is not resolved after you have c	hio American Water y 0 y 0 y past due balance should be paid immediately. or pay by electronic check by calling toll free: 1-86 ymybili.com. A small service fee will apply. zalled Ohio American, or for general utility	
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Monthly usage In 100 Cubic Feet Monthly usage In 100 Cubic Feet Monthly usage In 100 Cubic Feet Monthly usage In 100 Cubic Feet Messages to you from Of Messages to you from Of The due date pertains to current charges only. An " Customers may use their credit card, debit card Customers may also pay on-line at www.water.pa " If your complaint is not resolved after you have to information, residential and business customers m at 1-800-686-7826 (toll tree) or for TTY at 1-800-6 or at www.puco.ohio.gov.	M 2 a 0 y 0 y 0 bio American Water y past due balance should be paid immediately. or pay by electronic check by calling toll free: 1-86 ymybill.com. A small service fee will apply. called Ohio American, or for general utility hay contact the Public Utilities Commission of Ohio 586-1570 (toll free) from 8:00 a.m. to 5:00 p.m. wee	for assistance
Monthly usage In 100 Cubic Feet Monthly usage In 100 Cubic Feet Monthly usage In 100 Cubic Feet Messages to you from Of Messages to you from Of The due date pertains to current charges only. An Customers may use their credit card, debit card Customers may also pay on-line at www.water.pa " If your complaint is not resolved after you have d information, residential and business customers m at 1-800-686-7826 (toll free) or for TTY at 1-800-6 or at www.puco.ohio.gov. Residential customers may also contact the Ohio	M 2 a 0 y 0 bio American Water y past due balance should be paid immediately. or pay by electronic check by calling toll free: 1-86 ymybili.com. A small service fee will apply. called Ohio American, or for general utility hay contact the Public Utilities Commission of Ohio 586-1570 (toll free) from 8:00 a.m. to 5:00 p.m. wee Consumers' Counsel for assistance with	for assistance kdays,
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Customer Service & Emergencies 1-800-673-5999 (24 Hours) For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours) Rates available upon request. Visit us on the INTERNET at: www.oawc.com 000026/000026 PCEUX0 TAV01 16