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KDUR 072908 PUC

3789 Caracas Drive
Westerville, 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

07/29/08 02:25

RECEIVED-DOCKETING DIV
2008 JUL 29 PM 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?

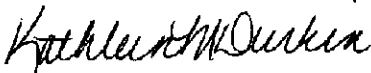
These times are bad for everyone economically, but I have never seen such gross greed when it comes to a product that people need to sustain life. It is not as if we can choose to not have water service, nor do we have the option, as in other utilities, such as electricity and phone, to choose which 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.

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Technician TM Date Processed 7/29/2008

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,

A handwritten signature in black ink, appearing to read "Kathleen Durkin". The script is cursive and somewhat stylized.

Kathleen Durkin
Huber Ridge Resident

Cc: PUCO

Customer Account Information

For Service To: Kathleen Durkin
3789 Caracas Ct
Account Number: 22-0161968-7
Premise Number: 22-0002881

Billing Period & Meter Information

Billing Date: Feb 14, 2008
Billing Period: Jan 10 to Feb 14 (35 days)
Next reading on/about: Mar 11, 2008
Rate Type: Residential

Meter readings in current billing period:

Meter Number 2880 is a 5/8-inch meter.
Present-actual 1100
Last-actual 1093
100 Cubic Feet used
1 cu ft equals approx 7.50 gal
Gallons used 5236

Billing Summary

-----Prior Balance-----

Balance from last bill
Payments as of Feb 14, 2008. Thanks!
Total prior balance, Feb 14, 2008

-----Current Water Charges-----

Service Charge
Water Volume (\$3.207400 x 7.00)
Total water charges, Feb 14, 2008

-----Current Wastewater Charges-----

WasteWater Volume (\$6.01730 x 7.00)
Total wastewater charges, Feb 14, 2008

-----Other Current Charges-----

Reverse Osmosis Surcharge
Water/ 01/15/2008 - 02/14/2008
Late Payment Charge
Total other charges, Feb 14, 2008

-----TOTAL AMOUNT DUE-----

If paid after Mar 17, 2008
Add Late Charge
Total Due After Mar 17, 2008

\$146.34
-149.00
-2.66

9.41
22.45
31.86

42.12
42.12

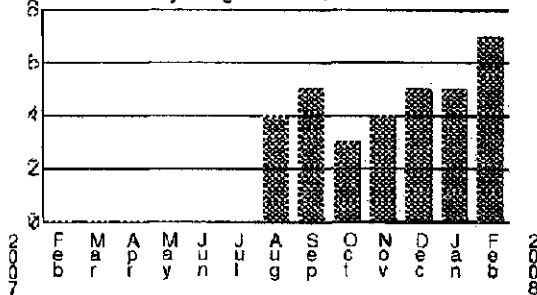
9.28
11.00
3.10
23.38

\$94.70

\$4.17
\$98.87

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. 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.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.

000048/000048 PCE6AL 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

H1M

1961

Customer Account Information

For Service To: Kathleen Durkin
3789 Caracas Ct
Account Number: 22-0161968-7
Premise Number: 22-0002881

Billing Period & Meter Information

Billing Date: Jan 15, 2008
Billing Period: Dec 11 to Jan 15 (35 days)
Next reading on/about: Feb 11, 2008
Rate Type: Residential

Meter readings in current billing period:

Meter Number 2880 is a 5/8-inch meter.
Present-actual 1093
Last-actual 1088
100 Cubic Feet used
1 cu ft equals approx 7.5 gallons
Gallons used 750

Billing Summary

-----Prior Balance-----
Balance from last bill \$73.17
Payments as of Jan 15, 2008: Thanks! .00
Total prior balance, Jan 15, 2008 73.17
-----Current Water Charges-----
Service Charge 9.41
Water Volume (\$3.207400 x 5.00) 16.04
Total water charges, Jan 15, 2008 25.45
-----Current Wastewater Charges-----
WasteWater Volume (\$6.01730 x 5.00) 30.09
Total wastewater charges, Jan 15, 2008 30.09
-----Other Current Charges-----
Reverse Osmosis Surcharge 6.63
Water/ 12/14/2007 - 01/15/2008 11.00
Total other charges, Jan 15, 2008 17.63

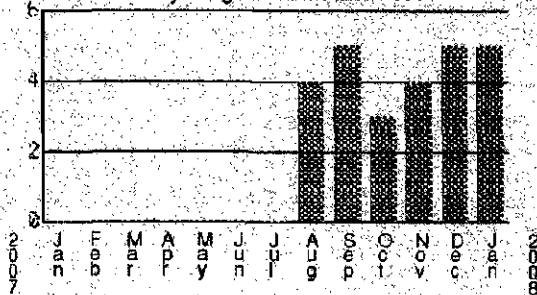
-----TOTAL AMOUNT DUE-----

\$146.34

If paid after Feb 14, 2008
Add Late Charge \$3.10
Total Due After Feb 14, 2008 \$149.44

Water Usage Comparison

Monthly usage in 100 Cubic Feet



Messages to you from Ohio American Water

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000041/000041-PCBYDX-TAV01.1

H1M

1895

Customer Account Information

For Service To: Kathleen Durkin
3789 Caracas Ct
Account Number: 22-0161968-7
Premise Number: 22-0002881

Billing Period & Meter Information

Billing Date: Dec 14, 2007
Billing Period: Nov 08 to Dec 14 (36 days)
Next reading on/about: Jan 10, 2008
Rate Type: Residential

Meter readings in current billing period:

Meter Number 2880 is a 5/8-inch meter.
Present-actual 1088
Last-actual 1083
100 Cubic Feet used
1 cu ft equals approx 7.5 gallons
Gallons used 750

Billing Summary

-----Prior Balance-----
Balance from last bill \$54.71
Payments as of Dec 14, 2007. Thanks! -54.71
Total prior balance, Dec 14, 2007 .00
-----Current Water Charges-----
Service Charge 9.41
Water Volume (\$3.207400 x 5.00) 16.04
Total water charges, Dec 14, 2007 25.45
-----Current Wastewater Charges-----
WasteWater Volume (\$6.01730 x 5.00) 30.09
Total wastewater charges, Dec 14, 2007 30.09
-----Other Current Charges-----
Reverse Osmosis Surcharge 6.63
Water/ 11/14/2007 - 12/14/2007 11.00
Total other charges, Dec 14, 2007 17.63

-----TOTAL AMOUNT DUE-----

If paid after Jan 17, 2008
Add Late Charge
Total Due After Jan 17, 2008

\$54.71

-54.71

.00

9.41

16.04

25.45

30.09

30.09

6.63

11.00

17.63

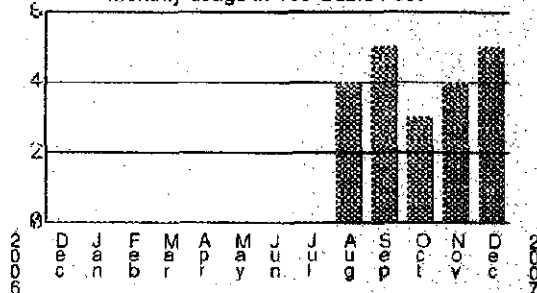
\$73.17

\$3.10

\$76.27

Water Usage Comparison

Monthly usage in 100 Cubic Feet



Messages to you from Ohio American Water

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000031/000031 PCDCN2 TAV01 1.

Customer Account Information

For Service To: Kathleen Durkin
3789 Caracas Ct
Account Number: 22-0161968-7
Premise Number: 22-0002881

Billing Period & Meter Information

Billing Date: Jul 16, 2007
Billing Period: Jun 25 to Jul 10 (15 days)
Next reading on/about: Aug 09, 2007
Rate Type: Residential

Meter readings in current billing period:

Meter Number 2880 is a 5/8-inch meter.
Present-actual 1067
Last-actual 1067
100 Cubic Feet used
1 cu ft equals approx 7.48 gal
Gallons used

Billing Summary

-----Prior Balance-----
Balance from last bill
Payments as of Jul 16, 2007. Thanks!
Total prior balance, Jul 16, 2007

-----Adjustments-----

Svc Activation Fee - Ohio
Total adjustments, Jul 16, 2007

-----Current Water Charges-----

Service Charge
Total water charges, Jul 16, 2007

-----TOTAL AMOUNT DUE-----

If paid after Aug 15, 2007
Add Late Charge
Total Due After Aug 15, 2007

\$.00

.00

.00

23.10

23.10

4.71

4.71

\$27.81

\$1.40

\$29.21

pd 8/19

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 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.

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000010/000010 PCCHRI TAV01 1

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Visit us on the INTERNET at: www.oawc.com

HIM

1859

Customer Account Information

For Service To: Kathleen Durkin
3789 Caracas Ct

Account Number: 22-0161968-7

Premise Number: 22-0002881

Billing Period & Meter Information

Billing Date: Apr 14, 2008

Billing Period: Mar 12 to Apr 14 (33 days)

Next reading on/about: May 09, 2008

Rate Type: Residential

Meter readings in current billing period:

Meter Number 2880 is a 5/8-inch meter.

Present-actual 1111

Last-estimate 1104

100 Cubic Feet used

1 cu ft equals approx 7.50 gal

Gallons used 750

Billing Summary

Prior Balance

Balance from last bill

\$62.61

Payments as of Apr 14, 2008. Thanks!

-62.61

Total prior balance, Apr 14, 2008

.00

Current Water Charges

Service Charge

9.41

Water Volume (\$3.207400 x 7.00)

22.45

Total water charges, Apr 14, 2008

31.86

Current Wastewater Charges

WasteWater Volume (\$6.01730 x 7.00)

42.12

Total wastewater charges, Apr 14, 2008

42.12

Other Current Charges

Reverse Osmosis Surcharge

9.28

Water/ 03/14/2008 - 04/14/2008

11.00

Total other charges, Apr 14, 2008

20.28

TOTAL AMOUNT DUE

\$94.26

If paid after May 14, 2008

Add Late Charge

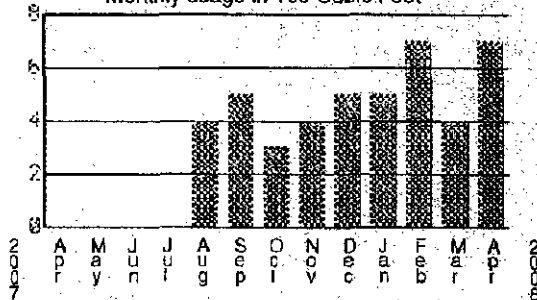
\$4.17

Total Due After May 14, 2008

\$98.43

Water Usage Comparison

Monthly usage in 100 Cubic Feet



Messages to you from Ohio American Water

* Ohio American employees will be flushing fire hydrants April 8 - 10 in Madison Township; March 25 - April 3 in Blendon Township; April 15 in Timberbrook, April 16 in Lake Darby, and West Point; April 17 in Worthington Hills and Old Woods.

* 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.

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000138/000138 PCELLUY TAV011

HTM 1445

Customer Account Information

For Service To: Kathleen Durkin
3789 Caracas Ct
Account Number: 22-0161968-7
Premise Number: 22-0002881

Billing Period & Meter Information

Billing Date: May 14, 2008
Billing Period: Apr 09 to May 14 (35 days)
Next reading on/about: Jun 10, 2008
Rate Type: Residential

Meter readings in current billing period:

Meter Number 2880 is a 5/8-inch meter.

Present-actual 1116

Last-actual 1111

100 Cubic Feet used

1 cu ft equals approx 7.5 gallons

Gallons used 750

Billing Summary

-----Prior Balance-----

Balance from last bill

\$94.26

Payments as of May 14, 2008. Thanks!

.00

Total prior balance, May 14, 2008

94.26

-----Current Water Charges-----

Service Charge

9.41

Water Volume (\$3.207400 x 5.00)

16.04

Total water charges, May 14, 2008

25.45

-----Current Wastewater Charges-----

WasteWater Volume (\$6.01730 x 5.00)

30.09

Total wastewater charges, May 14, 2008

30.09

-----Other Current Charges-----

Reverse Osmosis Surcharge

6.63

Water/ 04/14/2008 - 05/14/2008

11.00

Total other charges, May 14, 2008

17.63

-----TOTAL AMOUNT DUE-----

\$167.43

If paid after Jun 13, 2008

Add Late Charge

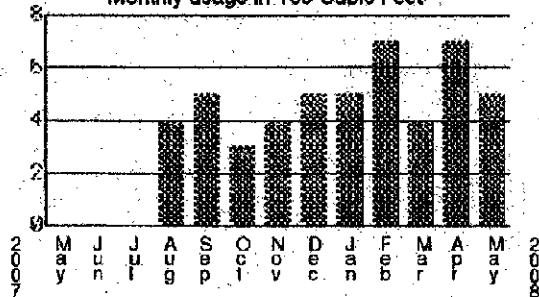
\$3.10

Total Due after Jun 13, 2008

\$170.53

Water Usage Comparison

Monthly usage in 100 Cubic Feet



167.43
- 94.26
73.17

Messages to you from Ohio American Water

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000026/000028 PCEUXD TAV01.18

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1319