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July 15, 2008

RE: PUCO Case # 07-1112-WS-AIR

“5 Ways The PUCO Works for You: #5 Regulates your rates for utility services where you do not have choices. Even with competition growing in the gas and electric industries, for example, the PUCO still sets the rates for delivery of those services since that part is still controlled by one company.”

As a business owner, I understand in any industry the companies have varying overhead costs, different purchasing power, different goals for the business, etc. Therefore, pricing won't all be the same. However, if I am charging my customers 2 ½ to 3 times more than what other competitors are charging I am either doing something wrong or simply greedy. If I **must** gouge my customers to stay afloat, it is time to shut my doors because I am no longer providing a service but have become a financial burden to the people I am supposedly serving. Or, if the exorbitant prices we pay for water are not a **need** for Ohio ~~American Water~~ then it is absolutely ridiculous they are allowed to continue charging us these rates when we do not have the choice to go somewhere else.

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Either way we are asking you to help us to receive fair pricing.

Our family practices extreme water conservation to the point of ridiculous to keep our bills down. At our home we do not water our lawn, wash our cars, play in the sprinkler, any dishes by hand are done in 2" of water and we take what we call micro-showers. If we get lazy about cycling our water on & off during a shower, it's amazing how much a few full 10 minute showers can affect the bill.

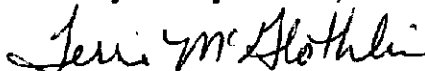
We are currently in the process of wanting to move. We are not looking to upgrade or go far; we simply want a different layout of a home to suit our changing needs. We love Huber Ridge and would love to stay but I will not buy another home in here simply because of the water. My first question about any potential home we see in nearby neighborhoods is if the water is Ohio American Water. I refuse to move into any home if that is the water company. We want to take long showers or even full 10 minute showers, water our lawn, play in the sprinklers, and not secretly cringe when dinner guests offer to do the dishes because I know they will allow the water to run and run as they are free to do in their home...all of this without worrying what our bill is going to look like.

I am glad that OHAWC's requested increase last year was minimized but was disappointed they received any increase at all. If anything, they should be made to decrease or at least hold for many, many, many years until the surrounding areas finally catch up with us due to natural price increases over the years. It is unbelievable they are turning around and asking for an increase again this year.

Please do what you can to help us with our issue. We have many seniors in this area who are on fixed income and I can't imagine how they will handle another increase. If Ohio American Water is in financial trouble, they need cut their losses and give someone else a chance to offer us fair pricing of a basic necessity.

I hope anyone who can impact this situation realizes there are reasons why we are not fighting against our phone, gas, electric, etc. companies. We know we have to pay for these things...and water too. But, there is a reason we are so vehemently opposed to this water increase. Do you hear these complaints regularly about water bills from anyone who is NOT an OHAWC customer? Talk to the people. Look at our bills. Hear what is going on.

Thank you for your time,



Terri McGlothlin 5635 Montevideo Road Westerville, OH 43081

cc: PUCO