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PUCO

August 13, 2008

PUCO  
Attn: Docketing Division  
180 East Broad Street  
Columbus, OH 43215

RE: 07-1112-WS-AIR

Dear Sir or Madame:

I wanted to write you about my concerns about the Ohio American Water increase. I'm shocked that this company has the audacity to ask for another raise when we are paying the highest water bills in the county.

I have a serious concern about just how my water is calculated. I can't "see" the water meter as it's in the ground. I have to just take their word for what they say I am using. I don't believe it is correct and I can't prove otherwise. Imagine having to just "guess" how many minutes you used on your cell phone and having to rely upon your provided to tell you at the end of the month and never knowing how much your bill would be? Why do I have to be subject to this? Why do these utility companies get away with this? I should be able to know (within a reasonable amount) what my water bill is at any given time during the month. I should be able to find out what my reading is. I can check my reading for my gas and electric!

When you call them for customer service and complain they say you must have a leak! When you call and complain about the rates they say, "It's better than having to shower with bottled water." I'm not exaggerating this was a comment given to me by a Ohio American Water rep!

I don't understand the need for having reverse osmosis water. I could care less for this. I don't need that to take a shower or pee in! I don't understand why I don't have a choice in providers; is this considered a monopoly? Why can't we connect to Columbus for our water.

When I tell my co-workers and friends about our water bill they are shocked. Their average water bills are about \$100-\$150 for 3 months of water and garbage together. My water bill has never been lower than \$120 on average per MONTH! This is 2 times higher....WHY???? My realtor flat out lied to sell us this house because you can't sell houses in Huber Ridge once someone finds out about the water.

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Your agency will be responsible for the higher foreclosure rates and urban blight that will occur if you grant these irresponsible people their rate hike. Already the drugs and gangs are moving to our area. Already the foreclosure rate and blight are creeping in.

I can't barely afford my house and utilities now. Please let my family keep their home...if you grant this increase I will have to sell or just let the house go back to the lender.

Sincerely yours,

*Paula J. Dudgeon*  
Paula J. Dudgeon