

FILE

RECEIVED-DOCKETING DIV

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August 20, 2008

2008 AUG 22 PM 1:37

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

PUCO

Subject: 07-1112-WS-AIR

Dear Sir:

I attended the Westerville open testimony concerning the rate increase. I did not speak but would like to offer my comments.

My Name is Gerald E. Brown; I live at 6412 Montford Road East, Westerville, Ohio 43081. I live in Blendon Township.

I have lived in several communities in Ohio and in Central Indiana. I have never paid as high a water bill as I have for Ohio American Water Company.

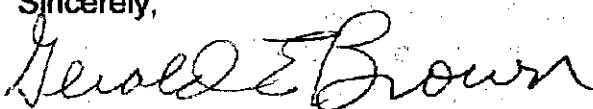
I have a problem with the economics of regulated industries. It allows for a very poorly managed company to make a profit. They should be required to be properly managed before they are given a rate increase. A sale should not be allowed for an amount that causes the company to have high consumer rates in order to recoup their initial investment.

I would recommend that Ohio American Water not be given any rate increase unless they change all management without a buyout provision. The new management should be hired at reduced wages and bonuses. One of the things an economically regulated industry should understand is that they do not make as much money, even the management. They have a captive clientele. They are not taking risks and will have income even when the country's economy is bad. The fact that they pay high salaries to management with excessive bonuses should not be allowed, and paid for by consumers. That is unethical!

Please review these comments along with the testimony given at the hearing and reject the rate increase that is requested by Ohio American water.

Thank you for allowing this input into the case.

Sincerely,



Gerald E. Brown

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**PUCO**

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

I have already submitted a letter in opposition to the proposed rate increase but have a few more concerns after receiving the response letter from the PUCO and attending last night's public hearing at Faith Covenant Church in Westerville.

Your response letter to me stated that the under Ohio American Water's proposed rates the average residential customer water bill in the Franklin County district would be \$39.07, an increase of \$10.42 per month for water service. Also that an average wastewater bill in the Franklin County district would be \$49.39 per month, an increase of \$13.29. I believe these numbers they submitted are distorted for several reasons.

When we moved here in September of 2001 our first bill was \$158.66 for one month. After talking to them and realizing an upstairs toilet had issues, they agreed if we fixed the toilet and provided proof by receipts, they would credit us back money to what would be the normal average bill. I was very shocked when they told me they would credit us back to \$90.00. \$90.00 for one month of water! That's what other surrounding areas were paying for three months, not one. So I find it hard to believe they are saying that seven years later the average bill AFTER THE PROPOSED INCREASE would be \$88.46. Even so, don't you find almost \$90.00 per month for our water bill alarming??!!!

Using their provided numbers, they are saying the current average bill in Franklin County is \$64.75. I find that hard to believe as well. Majority of the people at the meeting last night were paying \$75.00 - \$120.00 per month or higher, some even being homes with only two people.

Our bill is currently around \$50.00 per month. Do you know what we have to do to get it that low? We cannot let the water run during showers, we turn it on and off for "rinse cycles". And that is not even taking showers every day. We do not water the lawn, flowers, wash our car. We only wash full loads of laundry and dishes. We do not run water while brushing our teeth. We would love to have a humidifier in the house but fear the water operational costs would be too high. My children get in trouble for trying to turn on the hose out back. I feel bad about it but I know what running all that water will mean on my next bill. As kids, we played for hours in the sprinkler during summer time.



We had a house guest for less than a month in Spring. He took daily showers but only did a couple loads of laundry the whole time he was here. Our bill jumped up to \$75.00 that month.

With our EXTREME conservation making our bill around \$50.00 a month, I simply don't believe the current average bill for everyone in Franklin county is \$64.75. That is not what I heard at the meeting last night or what I heard as I talked to people when I was collecting signatures for our petition. Most people say they are close to or over \$100.00 per month.

Ohio American said their numbers are based on an average of 6 CCF. With all of our conserving we are at 5 CCF. When our house guest was here, our usage jumped to 6 CCF which tells me our 5 CCF is borderline to 6 CCF because his water usage was minimal.

I cannot imagine what our bills would cost or our CCF usage would be if we used water like most normal households in Columbus or Westerville are able to do.

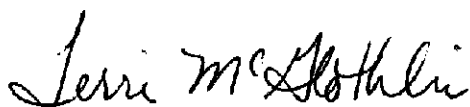
I don't buy what they are saying and if there is any minimal truth in what they are saying it is because their exorbitant pricing has forced us to live abnormally, relinquishing basic water usage needs or pleasures such as decent showers, caring for lawns and kids just having fun outside in the water. By doing so, it would have forced down the average CCF usage and monthly bills. But I still am not hearing they are as low as OHAWC claims.

It was brought up at the meeting last night that the rate increase request is partially due to less revenue because of decreased volume in usage. IF this is true, which I don't know first hand, it would make complete sense to me and the source of the problem would be that if you charge too much and people cannot afford it, of course they are going to cut back.

Two important things you need to realize on our behalf is that the current pricing, let alone any increase is a financial burden to many of our residents and our water prices are hurting our community in regards to how it looks and killing people's desire to live here.

Residents should not have to foot the bill for this company, whatever the reasoning. Surrounding areas and most of Ohio seem to be able to provide water and sewage at reasonable prices to homeowners.

Terri McGlothlin 5635 Montevideo Road Westerville, OH 43081

A handwritten signature in cursive script that reads "Terri McGlothlin". The ink is dark and the signature is fluid, with the first name "Terri" being more prominent than the last name "McGlothlin".