

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

- - -

In the Matter of: :
: Case No. 07-1112-WS-AIR

In the Matter of the :
Application of Ohio :

American Water Company for:
Authority to Increase Its :
Rates and Charges. :

- - -

PUBLIC HEARING

before Richard Bulgrin, Attorney Examiner, at the
Harvest Assembly of God Church, 8075 Dellinger Road,
Galloway, Ohio, called at 6:00 p.m. on Monday, August
18, 2008.

- - -

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24 - - -

ARMSTRONG & OKEY, INC., Columbus, Ohio (614) 224-9481

1 APPEARANCES:

2 Bricker & Eckler, LLP
By Ms. Sally W. Bloomfield
3 and Thomas J. O'Brien
100 South Third Street
4 Columbus, Ohio 43215-4291

5 On behalf of the Company

6 ALSO PRESENT:

7 Ms. Hartman Fergus,
Commissioner, Ohio Public Utilities
8 Commission.

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1 Monday Evening Session,

2 August 18, 2008.

3 - - -

4 COMMISSIONER FERGUS: Good evening. My
5 name is Ronnie Fergus. I'm a Commissioner with the
6 Public Utilities Commission of Ohio, and seated to my
7 left is Dick Bulgrin, who is an attorney-examiner
8 with the Public Utilities Commission.

9 On behalf of my colleagues, I would like
10 to thank you for taking the time to attend tonight's
11 hearing regarding the application by Ohio American
12 Water to increase rates for water and wastewater
13 service.

14 Tonight is your opportunity to tell the
15 PUCO your thoughts on Ohio American's request. We,
16 as commissioners, value the statements given at these
17 hearings as it provides us with insight into the
18 consumer experience with the company. We read all
19 the transcripts and the testimony presented at these

20 hearings, along with the letters that you all have
21 sent in and other correspondence submitted by
22 consumers in the case record.

23 When a utility requests a rate increase
24 from the PUCO, several steps are taken to review the

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1 company's financial condition and ensure that the
2 company is fulfilling its obligations to customers.
3 As part of this process, the PUCO staff thoroughly
4 reviews the company's application and prepares a
5 Staff Report which advises the Commission on staff's
6 recommendations on how to handle a rate case. The
7 Commission is not bound by the recommendations of the
8 Staff Report, and we may implement some or we may
9 reject others. The company and intervening parties,
10 like the Ohio Consumers' Counsel and the City of
11 Marion and Dragoo Management, Inc., have already been
12 given an opportunity to file objections to the
13 staff's recommendations.

14 Tonight is your opportunity to voice your
15 opinions on this case. The Commissioners thoroughly
16 review the company's application, the PUCO Staff
17 Report, the filings of all the intervening parties,
18 and the testimony that are given at the local
19 hearings, like this one. Your statements at

20 tonight's hearing are an important part of the case

21 process.

22 In a minute I'm going to turn this over

23 to Dick Bulgrin, who is an attorney-examiner with the

24 PUCO and he will be conducting tonight's hearing, but

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1 before I do that, I just want to explain a little bit
2 about the process so you won't be intimidated by it.
3 It's going to sound at first a little like the Law
4 and Order TV show that some of you may watch. We
5 have a judge, who is Dick, a court reporter to my
6 right, and lots of attorneys in the room, but once we
7 get through some of the legal formality, this really
8 is intended to be a customer-friendly process for you
9 to voice your opinion about this case.

10 The parties to this case, the company,
11 the PUCO Staff, the Ohio Consumers' Counsel, the City
12 of Marion, and Dragoo Management, Inc., probably have
13 attorneys here in the room tonight, and they are
14 allowed to ask you questions if you give sworn
15 testimony, which Dick will explain in a minute. But
16 don't worry. This isn't Perry Mason or Judge Judy so
17 if any of this attorneys start acting as if it is
18 Perry Mason or Judge Judy, believe me, we will step
19 in

20 if you want to make your views known and
21 you are still a little nervous to get up in front of
22 the public and testify, you can simply put down your
23 thoughts on a piece of paper, on a letter, and we
24 have staff in the room that can tell you how to get

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1 that to the Commission. I know a lot of you know how
2 to do that. The file is full of the letters from
3 Ohio American consumers, so if there anyone who still
4 wants to submit more, please do so. The
5 Commissioners will review those letters along with
6 everything else in the file.

7 I will now turn things over to the PUCO
8 attorney-examiner, Dick Bulgrin, who is conducting
9 this hearing, and he will go into more depth and
10 explain to you the process in tonight's hearing.

11 Thank you.

12 THE ATTORNEY EXAMINER: Thanks, Ronnie.
13 The Public Utilities Commission of Ohio as set forth
14 for public hearing, local hearing, in Case
15 No. 07-1112-WS-AIR, which is the application of Ohio
16 American Water Company to Increase Its Raise in Its
17 Entire Service Area for Water and Sewer Service.

18 My name is Dick Bulgrin, and I'm the
19 attorney-examiner assigned by the Commission to

20 conduct these hearings. If you have not already done
21 so, there is a sign-up list in the back with the PUCO
22 personnel, and if you want to testify, make sure you
23 get on one of these sheets so we can call your name
24 because we will just take you in order.

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1 I guess we will start with the
2 appearances from the company.

3 MS. BLOOMFIELD: Your Honor, on behalf of
4 Ohio American Water, Sally W. Bloomfield and Thomas
5 J. O'Brien from the law firm of Bricker & Eckler.

6 THE ATTORNEY EXAMINER: Anybody from the
7 OCC?

8 (No response.)

9 THE ATTORNEY EXAMINER: Okay. On
10 November 13, 2007 Ohio American Water filed an
11 application at the PUCO to increase its rates. The
12 rates proposed would generate approximately \$5.5
13 million in additional revenue for the company.

14 The PUCO staff filed its report of
15 investigation on May 28, 2008. In preparation of
16 that Staff Report, the PUCO staff conducted site
17 visits, interviewed company employees and government
18 officials, reviewed company records and performed
19 analyses of data, including financial information

20 collected from the company.

21 After reviewing the application and

22 financial information, the PUCO staff recommended a

23 revenue requirement increase of 3.2 to 3.5 million

24 dollars.

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1 In each water rate case the staff
2 conducts infrastructure inspections, reviews plant
3 and financial reports and assesses the quality of
4 service provided to customer. The staff has shared
5 its concern about Ohio American's progress towards
6 meeting service quality benchmarks that were set in
7 the last rate case and have made recommendations to
8 achieve these goals.

9 The local public hearings schedules in
10 this case are only one aspect of the process of the
11 case. The evidentiary hearing was actually opened on
12 August 14 and will be continued through, I believe,
13 it's Tuesday, August 26, so if you would like another
14 opportunity to come and testify, we're doing it then
15 but you have to come to the PUCO offices downtown.

16 But the purpose of tonight's hearing is
17 to receive your comments regarding Ohio American
18 Water's application, and, as you know, there's a
19 court reporter present, and she will be transcribing

20 this hearing, and so we ask that you speak clearly
21 and limit your comments as much as possible because
22 we have quite a few people to get through tonight.
23 At this time I'll begin calling witnesses
24 forward who wish to give statements. Before you

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1 begin your statement, I will ask for your name and
2 address, and if you would spell your last name if
3 it's not a common one.

4 Your testimony will be considered part of
5 the official record of the case to be reviewed by the
6 Commissioners before they make their final decision.
7 I'll swear you in, and attorneys for the company will
8 be permitted to ask you questions. We appreciate
9 your patience and anyone who wishes to make a
10 statement will be able to do so. Please be
11 considerate of others waiting to testify and keep
12 your statements to a reasonable period of time.

13 Andy Hickemann.

14 - - -

15 ANDY HICKEMANN

16 being first duly sworn, as prescribed by law, was
17 examined and testified as follows:

18 DIRECT TESTIMONY

19 MR. HICKEMANN: Andy Hickemann,

20 H-I-C-K-E-M-A-N-N, 810 Formation Court, Galloway

21 43119.

22 I'll make it real brief. The main reason

23 I'm even here, too, is that a few years ago, actually

24 it was October 14th of 2005, I filed a formal

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1 complaint. There was 78 subscribers attached to
2 that. I just got the Opinion and Order on this case,
3 05-1275-WW-CSS, back, and the PUCO denied -- well,
4 actually, they ruled that there was -- they just said
5 we lost. It was two years, and I don't know how to
6 explain it. We worked real hard. We had a good
7 lawyer, Brian Murphy, and they had a lot of lawyers
8 at Bricker & Eckler, and we had from their office
9 e-mails, I mean I could go on and on if you all want
10 me to.

11 You can go to the PUCO site and look it
12 all up. It's pretty amazing. Just, you know,
13 reading the Opinion and Order just right here it
14 says: "Complainant notes that Ohio American's
15 general manager conceded that his employees told him
16 that the water softening problems arose, in part,
17 because there were times that the equipment was not
18 operating' and that 'the treatment plant has been
19 poorly maintained.' Moreover, Mr. Hehemann notes

20 that the general manager stated that 'it is very
21 apparent that Ohio American is not able to meet the
22 softening requirements with any significant degree of
23 reliability.' Finally, Complainant claims that Ohio
24 American employees investigating the softening issue

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1 stated that they were 'investigating the problem and
2 have found a lot more than they bargained for."
3 These were from interoffice e-mails with the company.

4 Now, I could go on and on. There's a lot
5 more to this. The evidence was there. When I viewed
6 the webcast from the Commission where the Opinion and
7 Order reaches their desk and they make their
8 decision, I couldn't get over the fact that Alan
9 Schriber sat up there and said: You know, I'm
10 disturbed by what's going on with this company, but
11 we just didn't have enough data.

12 I think we showed with all the motions
13 and all the proceedings that we went with, I just
14 can't believe it. So I'm here to say today here we
15 are at another rate case, and, you know, they are
16 softening now. That's one thing that did come out of
17 this. Thanks, Tom.

18 Steve Kennedy has been doing a great job
19 testing the water every day. I've been testing it.

20 There is few times I was testing they are getting
21 better. We are definitely seeing some things, but we
22 can't afford this. This is ridiculous, and the PUCO
23 should be ashamed. It's wrong what they are doing to
24 us out here. I want to go on record that something

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1 needs to be done with these commissioners. They are
2 in there too long. I think there should be term
3 limits.

4 THE ATTORNEY EXAMINER: Thank you.

5 William Eblin.

6 - - -

7 WILLIAM EBLIN

8 being by me first duly sworn, as hereinafter

9 certified, deposes and says as follows:

10 DIRECT TESTIMONY

11 MR. EBLIN: My name is William Eblin,

12 E-B-L-I-N. I live at 8406 Fairbrook Avenue in

13 Galloway, Ohio 43119. I have been a resident of

14 Galloway since 1995, and I grew up in southern Ohio

15 on a farm where we had a well, so I know what hard

16 water is.

17 I got to admit, I'm pretty disappointed

18 in our water heater. When American Water came in and

19 they bought out Citizens Utility, they said, you

20 know, we are going to make a commitment to improve
21 our water quality. This is going to be something
22 that is not just going to take care of your problems
23 today, but help your community in the future.
24 And over this whole period of time the

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1 only changes they have done is they painted the water
2 tower and they have done some changes over there at
3 the treatment facility, and those are normal
4 maintenance items, and now they're coming to me as a
5 citizen and saying: Well, we need you to pay more
6 money to cover the expenses of our maintenance
7 because it's more than what we thought we could
8 handle.

9 I feel as a member of this area and a
10 person that drinks water every day that I should not
11 have to go out to Kroger or Giant Eagle and whatever
12 and buy water for my wife to drink because she is
13 dissatisfied with the water we have in our own
14 community. Times are tough, everybody knows that,
15 and they're not going to get any easier any other
16 time, and I think if the water company could justify
17 and show exactly how they have improved the water, I
18 just feel like they haven't done that.

19 I mean, painting the tower, working on

20 some of the treatment facilities, things like that,
21 that's part of doing business. My father told me
22 when I was younger if something is worth paying for,
23 then pay for it, but if it's not, then you should
24 say: Why am I going to pay this much if it's not

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1 worth it?

2 You see that every day. Every day we're
3 consumers. Every day we compare this to that to try
4 to get the most for our money and I don't have a
5 problem. If it's worth it, if I feel I'm getting
6 what I'm paying for, then I don't have a problem with
7 that. That's all I'm asking them to do, is to try to
8 demonstrate to me how they are going to justify such
9 a high increase with no changes.

10 I mean, my house was built in 1977. I
11 still have the same original lines that are run into
12 it. We all know that with the Darby accord there's
13 plans to put other houses in here. How are they
14 going to account for that in the future? How are
15 they going to help this community that they want to
16 be part of?

17 And to me that's the thing, I feel
18 betrayed because when they came in, you know, there
19 were promises made, and I just feel like they haven't

20 fulfilled those.

21 Thank you for your time.

22 THE ATTORNEY EXAMINER: Thank you.

23 Linda Scalf.

24 - - -

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1 LINDA SCALF

2 being first duly sworn, as prescribed by law, was
3 examined and testified as follows:

4 DIRECT TESTIMONY

5 MS. SCALF: Linda Scalf, S-C-A-L-F, 8630
6 Brookville Road, Galloway.

7 I just have a few things. I moved down
8 here in '83. For the first few months I did not have
9 a water softener so I put a water softener in. I
10 just had to have it removed a month or so ago because
11 I couldn't afford it, and now when you take a shower,
12 you can't even lather up a rag or anything to get any
13 soap, and it's kind of ridiculous.

14 And also the water company is not that
15 friendly because they sent a letter out saying if you
16 have a problem about the tower being painted or
17 anything to give them a call. I live right in front
18 of the water tower, and I called them, and the woman
19 said: Put in the last three initials of the person

20 on the letter.

21 I did that. I was clicked over on the

22 phone and a woman said: Leave a message. I'll be

23 back August 22. So you can't even talk to a person

24 at the company. If you do want to talk to anybody,

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1 same way. If you want to get your water bill
2 extended because your payday falls the day after it's
3 due, they won't even give you an extra day. It
4 either has to be paid or they're coming out to cut
5 off your water.

6 The same way if you're a month behind.
7 They won't even wait to see if you are going to pay
8 the full amount the day the water amount is
9 technically due. They want to shut it off the day
10 before or two or three days before and then come
11 charge you that money, plus the money you owe for the
12 previous water bill. And you can't talk to anyone.
13 You have to talk to the people that collect your
14 money over the phone. And they took out the payment
15 place up here at the Dairy Mart and didn't even let
16 anybody know that because I went to go pay a bill and
17 they said: I'm sorry, we don't take the payments
18 anymore. They took them away from us.

19 That's all I have to say.

20 THE ATTORNEY EXAMINER: Thank you.

21 Lisa Carrico.

22 - - -

23

24

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1 LISA CARRICO

2 being first duly sworn, as prescribed by law, was
3 examined and testified as follows:

4 DIRECT TESTIMONY

5 MS. CARRICO: My name is Lisa Carrico
6 C-A-R-R-I-C-O. And I live at 8485 Silverbell Avenue,
7 Galloway. And I'm here just because I don't feel --
8 I can't -- our water bill is so high right now, I
9 don't feel like we are even getting our money's worth
10 at all. We are paying all this money out every
11 month, and I still have to order from Aqua Falls
12 water because the water is just so nasty. Fill a pan
13 and it's white, and I refuse to cook with that
14 And Linda said about taking showers. You
15 have to use a glob of soap, nothing works. And I
16 don't feel like we are getting other money's worth
17 and they want more money.

18 THE ATTORNEY EXAMINER: Thank you.
19 Bob Carrico.

20 Please state your name and address.

21 MR. CARRICO: Robert Carrico, 8485

22 Silverbell Avenue.

23 - - -

24

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1 ROBERT CARRICO

2 being by me first duly sworn, as hereinafter

3 certified, deposes and says as follows:

4 DIRECT TESTIMONY

5 MR. CARRICO: As my wife mentioned about

6 the water, going back, we get the water tank full of

7 that white stuff in the bottom of it. We having been

8 dealing with that stuff for years. You know, if you

9 want to come out and keep raising the bills every

10 time we turn around, we don't know what we are going

11 to get out of this.

12 They paint the tower. A lot of people

13 come around and say: We're going to fix up the paint

14 splashes and stuff. We heard a lot of neighbors

15 complaining about that. Nobody came around yet to

16 look at it, the paint on vehicles or paint on their

17 houses or anything like that. So we are trying to

18 figure out why you guys want to raise the prices up

19 when nobody has taken care of that yet.

20 That's pretty much about all I got.

21 THE ATTORNEY EXAMINER: Thank you.

22 Joseph Leonard.

23 - - -

24

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1 JOSEPH LEONARD

2 being first duly sworn, as prescribed by law, was
3 examined and testified as follows:

4 DIRECT TESTIMONY

5 MR. LEONARD: Joseph Leonard.
6 5211 Bonita place, Columbus, Ohio, 43232.

7 THE ATTORNEY EXAMINER: Thank you.

8 MR. LEONARD: What is upsetting, I hear
9 everything here is about Galloway. I think we should
10 start having meetings in the area where they got the
11 water. In our area I've been there 40 years, I've
12 replaced -- I'm on m fourth hot water tank, and I may
13 have to replace myself. I've had kidney stones three
14 times.

15 The water is real bad and you can't drink
16 it. Our neighborhood, we're not the richest people.
17 It's rough on us to pay our bills. As far as the
18 only good thing I got to say about the water service
19 is the service department is very good. It ain't all

20 negative, but the water is very bad. If you can do
21 anything to help us, I'd like to see some more
22 meetings held. That way we can talk about the
23 quality of that particular water. This is spread out
24 so far you are going to hear about things that don't

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1 affect me. If you have meetings down in the other
2 areas, I'd sure appreciate it.

3 Thank you, and that will be it.

4 THE ATTORNEY EXAMINER: Thank you.

5 Willetta Hutchison.

6 State your name and address.

7 MS. HUTCHISON: Willetta Hutchison,
8 H-U-T-C-H-I-S-O-N, 231 Greenlake Street, in Galloway,
9 Ohio 43119.

10 - - -

11 WILLETТА HUTCHISON

12 being by me first duly sworn, as hereinafter
13 certified, deposes and says as follows:

14 DIRECT TESTIMONY

15 MS. HUTCHISON: My house was the fourth
16 house built in the Darby Estates, and I won't go back
17 that far to tell you all the problems that we have
18 had. But I am a widow, and these prices that they
19 are planning on increasing I can't take. I have -- I

20 have social security disability only and I'm not able
21 to meet all this. I'm one person living in a home,
22 and my water bill is ridiculous. And I have to buy
23 water from Kroger's, as the other gentleman spoke,
24 because I can't drink it. The water tastes horrid.

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1 I can't use it for the coffeepot maker because it
2 stops it up.

3 Any other complaints I can give you, and
4 there are plenty of them, but I don't think you need
5 that, but we do not need this increase because, like
6 I say, one person, the price that they are trying to
7 propose for us, I cannot make and I will lose my
8 house.

9 THE ATTORNEY EXAMINER: Thank you .
10 Scott Holland.

11 - - -

12 SCOTT HOLLAND

13 being by me first duly sworn, as hereinafter
14 certified, deposes and says as follows:

15 DIRECT TESTIMONY

16 MR. HOLLAND: Scott Holland, 932 Master
17 Drive, Galloway, Ohio.

18 The last increase that Ohio American
19 received in '06 was a 14.4 increase. Since that time

20 the water has been disgusting. The pressure is not
21 there. We have Aqua Falls and bought water also
22 because you cannot drink it. It smells of chemicals.
23 It tastes bad. Ohio American has not done anything
24 since the last time. No way they should get an

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1 increase of 33 percent for this time.

2 When we lived in Columbus, our water bill
3 for a quarter was \$90 for three of us. With this
4 increase the water bill would be the same as for a
5 quarter in Columbus, \$90 a month, and that's not
6 counting watering the grass. With the rate costs
7 they charge us now, we can't afford to water the
8 grass.

9 That's all I have.

10 THE ATTORNEY EXAMINER: Thank you.

11 Eric Leu.

12 - - -

13 ERIC LEU

14 being first duly sworn, as prescribed by law, was
15 examined and testified as follows:

16 DIRECT TESTIMONY

17 MR. LEU: My name is Eric Leu, L-E-U. I
18 live at 8877 Lakefield Court, Galloway 43119.

19 The Ohio consumers have endured a rash of

20 price increases in recent history, the cost of
21 gasoline, diesel, electric, food, and now potentially
22 water. Throughout these increases the consumer has
23 had no choice but to find ways to survive. This
24 means we travel less and we spend less and we find

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1 ways to stretch a dollar.

2 This is a technique that has been lost on
3 big business. The proposed rate increase is not just
4 felt in the check I write every month; the water
5 provided by Ohio American Water has other costs. I
6 have to maintain a softener system. I go through a
7 coffeepot every year. I buy cleaners for my shower
8 head and my faucets. I can't can vegetables or meat
9 any more because they're ruined. In less than ten
10 years I replaced my hot water tank. These water
11 bills also affect the resale value of my home.

12 These are the costs that aren't figured
13 in your rate increase, but I still have to bear them,
14 and we, the Ohio consumers, continue to do that. I
15 pay an average of 85 to 90 a month on water. This is
16 double the Columbus water bill. I don't see double
17 the quality.

18 An article 10/27/07 in the West Side
19 Messenger indicates that Ohio American Water received

20 a rate increase last year and now they want another.

21 To me this is poor planning on their part, and we

22 shouldn't have to pay for it. Allowing this rate

23 increase is a virtual slap in the face to the

24 consumer. Our rates are outrageously high as it is.

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1 It is embarrassing to explain our water bill to
2 somebody outside Ohio American Water coverage.

3 When I moved out here, I was much younger
4 and less informed. I didn't look into these water
5 bills, and, of course, no realtor is going to bring
6 it up. But I can assure the township that as your
7 water rates go up, your population will decrease and
8 so will your tax base and I'll be one of them. There
9 are already several foreclosed homes in my area.
10 There's three within half a mile. That number, too,
11 will increase as these water rates go up, and should
12 this rate go through, I promise to use every outlet
13 through the consumer that I can find to voice my
14 opinion about Ohio American Water, PUCO, and the
15 township. That's all I got.

16 THE ATTORNEY EXAMINER: Thank you.

17 Jacob Shiplet.

18 - - -

19 JACOB SHIPLET

20 being first duly sworn, as prescribed by law, was

21 examined and testified as follows:

22 DIRECT TESTIMONY

23 MR. SHIPLET: Jacob Shiplet, 8671 March

24 Place 43119. I don't know how to follow that. As

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1 he said, the last rate hike was March 7, 2007,
2 roughly 14 percent. Now they come to us again
3 looking for roughly another 30 percent, in a year and
4 a half, just under a year and a half. They got their
5 last rate hike that they were in agreement with the
6 OCC and PUCO. They have had violations several
7 times, as stated previously. They have not continued
8 to soften the water the way they said they were going
9 to. They have maintained at best.

10 I also just received a letter from the
11 Ohio EPA dated August 8 in which they were in
12 violation numerous times. People that live pretty
13 close to the water plant have complained of very
14 strong odors to the fact that they have to close
15 their windows at times, and I just don't think --
16 that's not right to have to close your windows. You
17 are trying to save money on your electric bill which
18 is high, as previously stated. You have to keep up
19 with all the other bills going up.

20 Our bill is already double what the City
21 of Columbus pays, and now we are supposed to pay
22 another 30 percent. Explain how that is fair. The
23 PUCO looked at the rate hike and they said they were
24 asking for 40 percent more than what the PUCO thought

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1 they should get. They are asking for \$5.5 million in
2 revenue, and that the highest end the PUCO said was
3 3.5 million, as you stated here. PUCO needs to take
4 that into account by any means.

5 But as Ohio American Water said that on
6 the average bill what their rates were, if you took
7 the PUCO's high end, we would save over \$100 a year
8 if the PUCO would say you can only have 3.5 million
9 instead of the 5.5. 100 is an entire water payment
10 for a month.

11 I think they need to be in compliance
12 with the OCC and the PUCO and the penalties need to
13 be stiffer this time around. They have not put into
14 effect the summer and winter billing cycles as stated
15 with the previous agreement. This is, as I stated,
16 the second rate hike in less than a year and a half,
17 and over almost 50 percent increase from previous.

18 We never know how much water leaves their
19 plant, and it is never accounted for. We never hear

20 that number. On their last agreement with the OCC
21 and PUCO they said less than 15 percent. We have
22 never seen a number that says different. Also on
23 their 2007 year-end review that they released to the
24 public, the water samples that we have, almost all of

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1 them were from 2006 and 2005 and not anything
2 subsequent so we don't know if the barium or chromium
3 or fluoride or any of those chemicals are higher or
4 lower than they were previously because they were not
5 being tested.

6 As stated, there was a softener error in
7 April 2008. We also don't know if this has been
8 corrected, so maybe put a plan in place for the next
9 time or hopefully there won't be a next time. And
10 also I know the violation that just came out
11 August 8, I know today was their date to respond to
12 that, and they haven't had a chance to rebut on that,
13 but I also think that shows to the PUCO and OCC they
14 have not tried to do anything in a year's time. They
15 have had that many violations.

16 I just don't understand how they can ask
17 for 36 percent when they haven't kept in compliance
18 with their old one. Why should we pay more? Are we
19 fixing their screw-ups? I just don't understand.

20 Thank you.

21 THE ATTORNEY EXAMINER: Thank you.

22 Susan Stewart.

23 - - -

24

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1 SUSAN STEWART

2 being first duly sworn, as prescribed by law, was
3 examined and testified as follows:

4 DIRECT TESTIMONY

5 MS. STEWART: My name is Susan Stewart
6 and I swear so tell the truth, the whole truth, and
7 nothing but the truth, so help me God.

8 I live at 650 Platoon Drive Galloway,
9 Ohio.

10 The only thing I have to say, a lot of us
11 not here didn't come because they didn't think it was
12 going to do any good. We are working class people.
13 A lot of us haven't gotten raises. A lot of us live
14 on a set income. We have to make ends meet.

15 36 percent is way too much. If you give
16 them any kind of increase, give them a smaller one.
17 Give us a break because a lot of us are having
18 trouble making ends meet.

19 THE ATTORNEY EXAMINER: Thank you.

20 Francis Brezing.

21 - - -

22

23

24

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1 FRANCIS BREZING

2 being first duly sworn, as prescribed by law, was
3 examined and testified as follows:

4 DIRECT TESTIMONY

5 MS. STEWART: Francis Brezing, 1455
6 Spindler Road, Columbus, Ohio 43228.

7 I'm a professional engineer for the state
8 of Ohio so I understand water systems. I am
9 concerned because this water, our water costs with
10 this increase, are going to be way out of line for
11 what the City of Columbus charges. Our system did
12 not have the complications of the old lines or other
13 problems that the City of Columbus has and we are
14 still paying much more.

15 As you heard from everybody, our quality
16 is poor. We have a softener. We have carbon
17 filters, and we still buy bottled water. They
18 repaired the line, did not clear the line, ruined my
19 softener with dirt, which now has to be replaced.

20 This is some of the suggestions I think
21 should be applied before we allow an increase.
22 Number one, make them go to some efficiency
23 standards. Instead of billing us every month, go to
24 billing every three months. Instead of reading our

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1 meter every month, read meters every three months.
2 The electric company reads meters every other month.
3 The gas company reads meter every other month. We
4 are running the guy around at so many dollars a day
5 checking the meter every month.

6 Cut salaries of the management. These
7 managers are just making way too much money. I feel
8 this is how you should base your increase to this
9 company. You go to them and say: Okay, I want the
10 average salary of everybody above \$100,000 and how
11 much they are going to cut their salaries from the
12 CEO down. If they cut their salaries 30 percent, you
13 let them have a 30 percent increase. If they cut
14 their salaries 10 percent, you give them a 10 percent
15 increase. Make them set the rate by cutting their
16 salaries. And when I'm talking salaries, I'm talking
17 salaries, stock options, golf club memberships, free
18 cars, the works, everything. That's how you should
19 set this rate. If they're going to cause us pain,

20 they should have pain.

21 Thank you very much.

22 THE ATTORNEY EXAMINER: Thank you.

23 Emma Johnson.

24 - - -

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1 EMMA JOHNSON

2 being first duly sworn, as prescribed by law, was
3 examined and testified as follows:

4 DIRECT TESTIMONY

5 MS. STEWART: Emma Johnson, my address is
6 8567 Renaa Avenue, Galloway, Ohio.

7 I've lived down here for 20 years. When
8 I first moved out here, we had to have a \$3,000 water
9 softener put in the house. I won't go into the
10 details what that softening company found in the
11 water but it was atrocious.

12 I recently had to disconnect that water
13 softener because I can't afford the water that it
14 takes to recycle through every night. It takes five
15 to six gallons a night to recycle the water filter
16 and I can't afford it. My husband passed away a
17 couple years ago so I'm just left with my income
18 trying to maintain my home and pay these utility
19 bills.

20 I have a bill here, and you attorneys
21 over there that want to question me, that's fine,
22 too. One month, \$178.94, for one month's worth of
23 water. For what? The water still smells. The water
24 is not drinkable. Don't tell me you are putting

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1 softener in the water because I don't believe you.

2 Now, if you give them a 30 percent
3 increase, my water bill would have been \$232.62 that
4 month. Where is my Governor? Where is Strickland
5 at? I want to see the man that I voted for that was
6 supposed to make Ohio a better place for us to live
7 because I'm not seeing it here. I cannot pay my
8 mortgage and pay my utility bills. It has to be one
9 or the other. So what? Am I going have to board my
10 house up, leave it vacant because I can't afford this
11 anymore? I cannot.

12 Oh, let's discuss the water tower. I've
13 already got a letter from the water company telling
14 me what all they've done to this water tower so far.
15 So what? Are you going to come back in six more
16 months for another increase because we are going to
17 have that son of a gun, too, because you did not send
18 me just a letter to keep me informed as to what
19 you're doing to it? That's going to be the next pay

20 increase, you guys come back and ask for \$200 a month

21 in water. It's ridiculous.

22 We are not paying quarterly like Columbus

23 is, and they also have their trash included on their

24 water bill. We have to pay additional for that.

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1 That's 80 some more dollars a month we have to pay
2 just to get our trash picked up.

3 I have been to a lot of these meetings.

4 We complained about the water meter that used to be
5 on our house. They came out and changed the water
6 meter. My husband was still alive then. He asked
7 for them not to do it unless he was there because he
8 wanted to do a final reading on the meter. They
9 didn't do that. They came when they knew he would be
10 at work and they took the meter. Now I have this
11 little black thing on the front of my house that
12 doesn't tell you anything. You cannot see numbers.
13 You can't see anything. The little guy hooks his
14 little thing up on there and then takes off. I have
15 no idea even if these numbers on my bill is what that
16 meter is saying because I can't see them.

17 So, Governor Strickland, I have a message
18 for you. You are so worried about the houses that
19 are going into foreclosure and the bank repossessing,

- 20 what is going to happen when we lose our houses
- 21 because you guys keep giving these guys over here pay
- 22 increases, and for what? The quality of the water
- 23 still sucks, and what are we're paying for? Sucky
- 24 water. It doesn't make any sense to me.

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1 Oh, I can have a lot more to say, but I'm
2 starting to get upset and words will come out of my
3 mouth. So thank you.

4 THE ATTORNEY EXAMINER: Thank you.

5 Felecia Ray.

6 - - -

7 FELECIA RAY

8 being first duly sworn, as prescribed by law, was
9 examined and testified as follows:

10 MS. RAY: Felecia Ray, R-A-Y,
11 933 Military Drive, Galloway 43119.

12 We moved in in '01, and they were still
13 building. I think we were the sixth house in West
14 Point 2 on Military Drive, and I asked the guys that
15 were building and one of my neighbors, I was like:
16 Is this what the water bill is like every month? And
17 my neighbor said yes. Well, the building supervisor
18 said it should come down later.

19 So when I called American Water and asked

20 them is this what my bill is going to be every month?

21 They said: Oh, as you build houses, your bill will

22 come down. As they build houses, my bill went up,

23 up, up.

24 And I don't know if the people said

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1 they're paying 80 and 90. There's four, my husband,
2 me and two children. Our bill has been over 100
3 just about every single month. This time we got a
4 bill for \$98. We were happy about \$98. We don't
5 water the grass. We do not water the flowers. The
6 kids do not fill up a pool or play in water. When we
7 go out of town, we do turn it off in the basement so
8 nobody else can even get to the water because it's
9 already over 100 a month as it is.

10 And as you heard everyone say, the water
11 does not taste good. We get water brought in from
12 somewhere. That is our choice, but I even give the
13 water we buy to the dog because it does not taste
14 good. I'm not convinced that just drinking it
15 straight out of there is safe if it smells like it
16 smells.

17 When you fill a glass up with water, you
18 have to wait for it to turn clear because it's white.
19 It looks like if you had milk in a glass, poured the

20 milk out again, and then put water in it. That's how

21 the water looks. I don't know if that's very safe.

22 They say it's safe, but is it really safe to drink it

23 if it is that cloudy?

24 And then seeing what it does to the

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1 plumbing in my house, what is it going to do to the
2 plumbing in my body? I mean, I'm just not happy with
3 the way it looks, and the chlorine that you can smell
4 sometimes and the smell of eggs sometimes, I'm not
5 that sure that the water is that good for us to
6 drink.

7 And they're making improvements. And
8 when are the improvements going to stop? There's
9 only so much improvement you can do. Since they got
10 the last rate increase, they made improvements.
11 Well, you can only improve and improve and improve,
12 and at some point you should be done, and 36 percent,
13 you all, is a lot. That's not a little bit. That's
14 36 percent is a huge amount. It is for me and my
15 family.

16 Thank you.

17 THE ATTORNEY EXAMINER: Thank you.

18 Michael Higgins.

19 MR. HIGGINS: I beg your indulgence. I

20 came in late.

21 THE ATTORNEY EXAMINER: State your name

22 and address.

23 MR. HIGGINS: Michael Higgins,

24 984 Military Drive.

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1 - - -

2 MICHAEL HIGGINS

3 being first duly sworn, as prescribed by law, was
4 examined and testified as follows:

5 DIRECT TESTIMONY

6 MR. HIGGINS: I came in a little late. I
7 missed all the introductions. Is there a company
8 officer from Ohio American Water present?

9 THE ATTORNEY EXAMINER: Yes.

10 AUDIENCE MEMBER: A corporate officer?

11 THE ATTORNEY EXAMINER: No, I don't think
12 a corporate officer.

13 AUDIENCE MEMBER: They have never had
14 company representation. They send lawyers and stuff,
15 other representatives. They have never had a person,
16 someone from the. I would submit that should be
17 considered. They don't care enough about this to
18 have anyone. Al Capone sent representatives to take
19 care of his stuff, too.

20 As I understand, they're allowed a
21 reasonable return in investment. As others have
22 said, most people think reasonable is a single digit,
23 maybe three, four percent. They just had I believe
24 14 percent a year ago, and they now want 30 percent.

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1 I'd like it explained, you know, how they go from
2 reasonable of a single digit, maybe three to four
3 percent -- most groceries are lucky if they get a two
4 percent return and that's our food. You're talking
5 30 percent for our water.

6 That's based on extremely marginal,
7 questionable service they're providing. You're
8 hearing what everyone is saying. That was after the
9 court battle, you know, had to file charges where you
10 think you might be safe, too. I think PUCO needs to
11 consider what it's costing to citizens, the
12 taxpayers, the constituents in quality of life and
13 the cost of maintenance.

14 You're hearing people say they have to
15 replace items at a much more rapid rate than what
16 most people have to. They're replacing two and three
17 coffeepots a year. Shoot, coffeepots, I've known
18 folks down the hills that have them for decades, and
19 like folks said, you have had people that have drunk

20 well water before. Just totally they aren't
21 providing adequate service, they aren't providing to
22 their customers, yet they keep wanting us to foot the
23 bill.

24 Obviously, painting the water tower they

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1 feel good, but I think you should see that ain't the
2 best thing they could spend their money on.

3 Thank you for your time.

4 THE ATTORNEY EXAMINER: Thank you.

5 Mark Kotur.

6 - - -

7 MARK KOTUR

8 being first duly sworn, as prescribed by law, was
9 examined and testified as follows:

10 DIRECT TESTIMONY

11 MR. KOTUR: My name is Mark Kotur,
12 K-O-T-U-R. I reside at 651 Platoon Drive, Galloway
13 43119.

14 I came in tonight with an open mind to
15 listen to concerns that all had. I've heard an
16 elderly lady on a fixed income, it's too much for
17 her. I heard this lady who is paying well over
18 \$100 a month in water. If this is analogous to
19 saying you are what you eat, does it not also apply

20 to what you drink? I bring to bear here with the
21 same things that everyone else has brought here, and
22 I want to say with fierce conviction, and it needs to
23 be said again and again: 30 percent? 30 percent for
24 how long? For what?

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1 In my line of business -- I'm a
2 biologist, by the way, so I do understand water.
3 What are the deliverables? That's the question I'm
4 asking. In my line of work, if I'm going to be paid
5 X amount of dollars from a client. What do they get
6 for that?

7 I would like to see a list of numerical
8 data, some tangible evidence that says the bottom
9 line is the quality of the water. Where is it, if
10 there's a website, if there's some data that I may
11 look at it. Again, I'm open-minded. The data speaks
12 loudly.

13 In my house, I'm an empty nester at this
14 point. We have two people and Kita the wonder dog,
15 and so I bring to bear two people who work, and I pay
16 \$70 a month. Now, unless Kita, the wonder dog, my
17 German Shepherd, can turn on water, I don't know
18 where that water is going. So that brings the
19 situation in which my wife and I are both gone from

20 the house 40 hours a week, and we're still spending
21 \$70 a month. I go through coffeepots, and I am an
22 avid coffee drinker. It seems like a woman who lives
23 in this area doesn't need to take calcium
24 supplements.

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1 So I will close out with saying that in
2 my line of work, when you propose what your
3 deliverables are, you also are held accountable.
4 What or who will be held accountable for the
5 36 percent increase? But it brings to bear also to
6 me it's either mismanagement of funds or
7 mismanagement itself.

8 Thank you for your time.

9 THE ATTORNEY EXAMINER: Thank you.

10 Steve Kennedy.

11 - - -

12 STEVE KENNEDY

13 being first duly sworn, as prescribed by law, was
14 examined and testified as follows:

15 DIRECT TESTIMONY

16 MR. KENNEDY: My name is Steve Kennedy.

17 I live at 6621 West Broad Street, Galloway, Ohio
18 43119. I'm also one of the Prairie Township
19 trustees.

20 My major issue right now when the rate
21 increase came is both the cost and quality. When it
22 came out in October, I personally made a
23 determination that there wasn't going to be a whole
24 lot I could do personally about the cost of the

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1 increase, but I personally could add some
2 accountability to the hardness testing of the water.
3 For years there's been complaints that
4 the hardness issues out here weren't being addressed
5 so I started testing. I started doing compliance
6 checks back in October. Every day this year I went
7 out and did compliance tests to verify that the
8 company was doing what the company says. My issue is
9 that the way the current tests are set up, the
10 company is allowed to test themselves. They only
11 test at the plant with staff personnel, only when the
12 plant is open, and then have they test verified by a
13 company-owned lab. Where is the accountability to
14 that? There is none.

15 From just me, you know, doing compliance
16 checks has brought the issues to the forefront. Back
17 in October there were numerous days they were well
18 above the 200 milligrams per liter mark. The current
19 stipulation states they stay between 120 and 150.

20 There has been ten times since December that there
21 has been a third-party lab verifying they have been
22 out of range, but the current stipulation doesn't
23 address for a third-party test. It only addresses
24 let the company do their own tests.

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1 From the current stipulation the company
2 should have been, in my opinion, fined three times
3 for being out of range with the last one being
4 July 2008. They were out of range on the 1st. Way
5 low in my book is good, and then on the 13th they
6 had another reading well above 200. The company
7 hasn't been fined in July, so I'm hoping the
8 accountability issues will be addressed in the next
9 stipulation.

10 The high cost harms every -- not just the
11 residents out here, but it harms every resident in
12 the township. When these house values out here go
13 down, it affects the whole township. We can't
14 continue to let this go on. If the company
15 determines they're going to keep up year after year
16 asking for these increases and we don't step up or
17 coming to the bat to see what we can do to address
18 it -- there's another trustee here. Anybody that has
19 any questions after this hearing, we will be in the

20 back of the room. Thank you.

21 THE ATTORNEY EXAMINER: Thank you.

22 THE ATTORNEY EXAMINER: Thank you.

23 Anybody else?

24 AUDIENCE MEMBER: I wasn't on the list,

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1 but could I say something.

2 THE ATTORNEY EXAMINER: We have one over
3 here first and then you.

4 - - -

5 NANCY KELLEY

6 being first duly sworn, as prescribed by law, was
7 examined and testified as follows:

8 DIRECT TESTIMONY

9 MS. KELLEY: My name is Nancy Kelly,
10 K-E-L-L-E-Y. I live 445 Heidelberg Court, Galloway.
11 My sister did not want me to come up here and testify
12 because of how I act, but I promised not to curse,
13 I'm in a church.

14 Anyway, I've been watching the attorneys
15 and representatives for the American Water Company,
16 and some of them act like they're just disconcerned,
17 they don't care. Well, during the painting of that
18 tower, I live right across from road from it, and my
19 car, my new car, was splattered with this paint.

20 They sent people out. I contacted for those that
21 don't know what to do to contact the Ohio American
22 Water, and they will connect you with someone else.
23 But they did come up, and they did -- I
24 contacted several people in our court. They said:

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1 Well, yeah, I had that overspray. Yeah I had that
2 overspray. So we all got together, had the people
3 come up and clean.

4 I also have been doing everything that I
5 can to make my house energy efficient. Like everyone
6 said about their water softener, I don't use my water
7 softener. I can't afford it. I am on a fixed income
8 also. I can't afford it. My sister doesn't make a
9 whole lot of money, and she can't afford it. We're
10 splitting the bills and it's still too high,
11 especially for the water quality. And, people, you
12 know, I have an aquarium. My fish have died because
13 of this water. You know, I mean, I've got dogs.
14 They're losing their teeth because the water is so
15 bad.

16 Well, you know, my sister is using a
17 Britta filter on her water. I buy bottled water. It
18 doesn't make any sense for us to have an increase
19 when the water company is not doing anything for us.

20 I mean, give us better water quality.

21 I had my water tested. The guy said it

22 was so bad -- he said: You don't even want to hear

23 about it. I said: Okay, I don't. Well, what

24 happens, I had my pipes get rusted out. I'll

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1 probably take that insurance that they give so they
2 can come under my house and fix the pipes that go to
3 street and fix my pipes going there. Why should we
4 have to buy that? Why don't we have better water so
5 we don't have to replace our things?

6 I have to replace our Bunn coffee maker
7 every year. I pay over \$100 for that. I don't want
8 to replace my water heater. I don't want to do
9 everything. I went out and bought new appliances
10 washer, dryer, refrigerator, stove to do the energy
11 efficiency, and it seems like I spent money for
12 nothing. Everybody is increasing their bills,
13 increasing their costs to all the consumers, and half
14 of us don't make that much money.

15 I retired out here. I came out here to
16 retire, and it's getting so bad I'm going to have to
17 move me, my sister, my five dogs, seven cats, an
18 aquarium, and my pond to go to a condo to be able to
19 afford anything, or else I'm going to have some

20 people, single people, move into my house to be able

21 to split the bill four ways, something like that.

22 I mean, it's just ridiculous that the

23 prices -- the increase, that's almost a 50 percent

24 increase in a year and a half. 50 percent, that is

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1 outrageous. What happens if we refuse to pay those
2 water bills? Oh, we get our water taken away. It
3 did not make any sense that we have to work so hard.
4 I have to work a second job to try to make ends meet.
5 It doesn't make any sense. I am just upset.

6 I want to contact Ohio American Water and
7 wish to speak to somebody in a high place because
8 this paint spray was all over my house, all over my
9 brand-new windows and my deck. I have a large deck,
10 and instead of putting a transparent stain on it, I
11 had to go with a color stain to cover up all the
12 splashes. I mean, it wasn't splotches. It was a
13 fine mist, you know.

14 So, anyway, I'm going to contact you
15 guys. I want you guys to pay my water bill for the
16 last two or three months seeing how I had to power
17 wash my deck twice. I had to, you know, do the
18 windows that weren't cleaned. I can't say anything
19 about the house, but I don't appreciate the spray on

20 my deck, having to use water that I can't afford to

21 take it off.

22 And I just don't appreciate the fact we

23 don't have good water. We're paying too much as is.

24 Improve the water for everybody. Then we might not

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1 get so mad if we have an increase that is reasonable.

2 I think 36 percent is outrageous. That is what I

3 have to say.

4 Thank you.

5 THE ATTORNEY EXAMINER: Thank you.

6 Yes, ma'am.

7 - - -

8 JOANNE BURKE

9 being first duly sworn, as prescribed by law, was

10 examined and testified as follows:

11 DIRECT TESTIMONY

12 MS. BURKE: My name is Joanne Burke,

13 B-U-R-K-E. And I live at 788 Lakefield Drive,

14 Galloway, 43119. Everybody has been talking about

15 drinking the water, how it smells. I'll tell you at

16 the other end how bad it is. I live right across the

17 street from the sewage treatment plant. Bad as you

18 say the water smells, you ought to smell it from the

19 other end because, I mean, the other gentleman did

20 mention that we had complained to the EPA, and we did
21 get some affirmative statements from them in saying
22 that, yes, the water company is in violation. They
23 were given ten days to correct these problems. The
24 last nine months I would say have been where I can't

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1 spend time outside at all because the odors are so

2 putrid. It smells like S-H --.

3 I have the phone number of the manager of

4 the plant. I called him last Sunday night at quarter

5 till 9:00, and I said: Can't you please help us? I

6 wanted to open my windows and keep them open and I

7 couldn't. It makes you gag when you go outside.

8 And he says: Well, the boys just aren't

9 giving enough oxygen to the sludge. He says: I'll

10 go in tomorrow and tell them to start increasing the

11 amount that they put for oxygen into the sludge.

12 That was my answer. It didn't help a

13 whole lot. And he was also told by the EPA they need

14 to start hauling away the sludge at a more frequent

15 rate. I know that it cost money to get the waste

16 management trucks out there to haul it away. I live

17 across the street. It is horrid, and they're asking

18 for more money?

19 They need to fix the water and make it

- 20 better to drink, but please take care of the other
- 21 end of it too, not just when we few neighbors who get
- 22 the drift of it. You guys are really lucky you live
- 23 over at the other end of it. You are at the water
- 24 treatment area where the fresh water is coming from.

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1 I'm at the other end and it's pretty nasty,

2 Thank you.

3 THE ATTORNEY EXAMINER: Thank you.

4 Anyone else?

5 - - -

6 JAMIE MUELLER

7 being first duly sworn, as prescribed by law, was

8 examined and testified as follows:

9 DIRECT TESTIMONY

10 MR. MUELLER: My name is Jamie Mueller,

11 4959 West Broad Street, Prairie Township, Ohio,

12 M-U-E-L-L-E-R.

13 The problem does not affect just these

14 homeowners. It affects all us here in Prairie

15 Township and all of us in the respective school

16 districts. Ohio American, in my opinion, overpaid

17 for their acquisition. They didn't account for the

18 obsolescence of the equipment. There should be no

19 rate increase. The increase costs that these

20 homeowners pay for their water comes off the bottom
21 line. That's less income they can pay for their
22 mortgage. It makes it more difficult to sell their
23 house, depreciation of the real estate values and
24 deteriorates the tax base. If they overpaid and

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1 can't operate within a reasonable rate, they should

2 give it back to their finance company. Thank you.

3 THE ATTORNEY EXAMINER: Thank you.

4 Anyone else?

5 - - -

6 JOSEPH LEONARD

7 being previously sworn, as prescribed by law, was

8 examined and testified as follows:

9 REDIRECT TESTIMONY

10 MR. LEONARD: Joseph Leonard. I've been

11 here. I just got a couple more.

12 THE ATTORNEY EXAMINER: Additional

13 thoughts?

14 MR. LEONARD: Right.

15 THE ATTORNEY EXAMINER: Go ahead.

16 MR. LEONARD: I listened to all the

17 testimony and everything, but what I want to get at,

18 it's just one little small group. I'm the only one

19 that is outside of the area that spoke for the other

20 areas. How many water plants does this hearing

21 represent? Three?

22 THE ATTORNEY EXAMINER: I'm not entirely

23 sure, but there is another hearing in Westerville on

24 Wednesday.

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1 MR. LEONARD: Yes, but not in my area.

2 Can the PUCO do something to have a hearing at each

3 individual area where the water problem is in that

4 area? I mean this sounds like a pretty bad problem

5 in this area, but believe me, it's in other areas.

6 If we a get a hearing in our area, I would appreciate

7 it.

8 THE ATTORNEY EXAMINER: Okay. Thank you.

9 Anyone else?

10 (No response.)

11 THE ATTORNEY EXAMINER: If there is

12 nothing further, this hearing is adjourned. Like I

13 say, the next one will be Wednesday night in

14 Westerville.

15 Thank you.

16 (The hearing adjourned at 7:15 a.m.)

17 - - -

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CERTIFICATE

I do hereby certify that the foregoing is a
true and correct transcript of the proceedings taken
by me in this matter on Monday, August 18, 2008, and
carefully compared with my original stenographic
notes.

Rosemary Foster Anderson,
Professional Reporter and
Notary Public in and for
the State of Ohio.

My commission expires April 5, 2009.

(RFA-8188)

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Summary: Transcript Ohio American Water 8-18-08 electronically filed by Mrs. Jennifer D. Duffer on behalf of Armstrong & Okey, Inc.