

EXHIBITS

FILE

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

- - -

In the Matter of the :
Application of Ohio :
American Water Company to :
Increase its Rates in its : Case No. 07-1112-WS-AIR
Entire Service Area for :
Water Service and Sewer :
Service. :

- - -

PROCEEDINGS

before Ms. Cheryl Roberto, Commissioner, and Mr. Dick
Bulgrin, Hearing Examiner, at Faith Covenant Church,
3607 Dempsey Road, Westerville, Ohio, called at 6:00
p.m. on Wednesday, August 20, 2008.

- - -

PUBLIC STATEMENTS - WESTERVILLE, OHIO

- - -

9-3-08

Transcript filed / docketed electronically

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Technician JJ Date Processed 9-4-08

ARMSTRONG & OKEY, INC.
185 South Fifth Street, Suite 101
Columbus, Ohio 43215-5201
(614) 224-9481 - (800) 223-9481
Fax - (614) 224-5724

PUCO



OHIO AMERICAN WATER

Westerville

(1)

07-1112-WS-AIR

ANYONE WANTING TO TESTIFY IN THE ABOVE CASE, PLEASE PRINT YOUR NAME AND ADDRESS BELOW:

NAME

ADDRESS AND ZIP CODE

1. ☒ PAMELA J CLEGG 3614 MAKASSAR DR 43081-4027
2. ☒ PAUL HANLY 6474 PURPLEFINCH CT. 43081
3. ☒ Patricia Eldridge 3732 Sundale Rd 43232
4. ☒ SHELTON SCHWEN 3744 BALBOA CT. 43081
5. ☒ Richard Martin 3685 Badger Ct 43081
6. ☒ JOY NEFF 3685 STOCKHOLM RD WESTERVILLE OH.
43081
7. ☒ Alex Cofield 3515 makassar Av
Westerville OH 43081
8. ☒ VALERIE KOLSHAR 3709 PANAMA AVE
WESTERVILLE OH 43081
9. ☒ RICHARD BERNITSEN 6332 Thrasher Ln



OHIO AMERICAN WATER

Westerville

07-1112-WS-AIR

ANYONE WANTING TO TESTIFY IN THE ABOVE CASE, PLEASE PRINT YOUR NAME AND ADDRESS BELOW:

NAME

ADDRESS AND ZIP CODE

17. Michelle Baum 3661 Managua Drive 43081

18. Richard S Westfall 3610 Carthage Ct. Westerville 43081
Sharon's Westfall

19. Dale Loy 6338 Hibiscus Ct Westerville

20. PAMELA SPEERLING 10412 Saddle Ln Ct.

21. Eleanor Murano 6274 Carthage Dr

22. Dick Lugin 6684 Park Ridge

23. DENNIS FLETCHER 3750 CARACAS DR.



OHIO AMERICAN WATER

Westerville

(3)

07-1112-WS-AIR

ANYONE WANTING TO TESTIFY IN THE ABOVE CASE, PLEASE PRINT YOUR NAME AND ADDRESS BELOW:

NAME

ADDRESS AND ZIP CODE

31. ✓ Leah Beaumont

3330 Vickers Dr
Westerville OH 43081

32. ✓ GREG COSSMAN

3795 CARACAS DR
WESTERVILLE, OH 43081

33. ✓ Phillip Bouton

6472 Cherokee Rose Dr
Westerville OH 43081

34. ✓ RALPH D. MURPHY

5725 VIENNA DR
WESTERVILLE 43081

35. ✓ Amy & Kevin Brewer

3355 Arnett Ct
Westerville 43081

36. ✓ W. M. "BILL" RIGGS

5520 COPENHAGEN DR
WESTERVILLE OH.

7.



OHIO AMERICAN WATER

Westerville

8

07-1112-WS-AIR

ANYONE WANTING TO TESTIFY IN THE ABOVE CASE, PLEASE PRINT YOUR NAME AND ADDRESS BELOW:

NAME

ADDRESS AND ZIP CODE

1.

LINDA Goldstein 3621 PANAMA DR
WESTERVILLE OH 43081

2.

THOMAS L. TERT 5683 BASILAN DR.
WESTERVILLE OH 43081

3.

4.

5.

6.

7.



OHIO AMERICAN WATER

Westerville

07-1112-WS-AIR

ANYONE WANTING TO TESTIFY IN THE ABOVE CASE, PLEASE PRINT YOUR NAME AND ADDRESS BELOW:

NAME

ADDRESS AND ZIP CODE

1.

Lynn George

5504 Copenhagen Dr.

Westerville, OH 43081

2.

Kathleen Durkin

3789 Caracas Dr

Westerville OH 43081

3.

Joseph Calabrese

4.

Ron Bricker

5.

Emma Clegg

6.

7.

Ohio American Water Company

Case No. 07-1112-WS-AIR

I was present at the local public hearing held in Westerville, Ohio, on August 20, 2008. I am opposed to the company's proposed rate increase for the reasons expressed by those who have already testified this evening.

Name (Please Print)	Address	Signature
BETSY BRINGS	3515 ^{Westerville OH} Panama Dr	Betsy Brings
KEVIN R. KOSINSKI	3360 ARNETT CT	KRK
MARWITA J. KOSINSKI	3360 ARNETT CT.	Marwita J. Kosinski
David L. LaRosa	5904 Dakar Rd. E.	David LaRosa
KIM SAUNDERS	5925 Dakar Rd. E.	Kim Saunders
Kath San	5925 Dakar Rd	Kath San
Ruth Stewart	5563 Copenhagen Dr	Ruth Stewart
Ruth Hutchinson	5492 Buenos Aires Blvd	Ruth Hutchinson
Cindy Overholts	3620 Stockholm Rd	Cindy Overholts
Jodi Stichel	3917 Bluebird Ct	Jodi Stichel
Amy Abrahamson	6200 Caithness Dr Westerville OH 43081	Amy Abrahamson
DOUGLAS DAPO	3459 PARIS BLVD. WESTERVILLE, OH 43081	Douglas A. Dapo
Rhoda Holt	3574 Panama Dr 43081	RHODA HOLT
Carolyn Cordray	3734 Caracas Dr.	Carolyn Cordray

Case No. 07-1112-WS-AIR

[illegible]

	Water	Elec.
Jan	83.70	161.05
Feb	75.17	145.07
Mar	54.06	82.31
April	79.69	57.92
May	79.69	69.75
June	79.69	80.21

all electric house

\$13.00 Sewer & Water Line
Protection

Hanly
6474 Purplefinch Ct
Westerville, OH 43081-3718

Customer Account Information

For Service To: P Hanly
6474 Purplefinch Ct
Account Number: 22-0003770-9
Premise Number: 22-0003061

Billing Period & Meter Information

Billing Date: Mar 14, 2008
Billing Period: Feb 11 to Mar 12 (30 days)
Next reading on/about: Apr 09, 2008
Rate Type: Residential

Meter readings in current billing period:

Meter Number 3059 is a 5/8-inch meter.

Present-estimate 1220

Last-actual 1215

Scheduled Estimate

100 Cubic Feet used 5

1 cu ft equals approx 7.50 gal

Gallons used 3740

Billing Summary

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

Balance from last bill

\$85.70

Payments as of Mar 14, 2008. Thanks!

-85.70

Total prior balance, Mar 14, 2008

.00

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

Service Charge

9.41

Water Volume (\$3.207400 x 5.00)

16.04

Total water charges, Mar 14, 2008

25.45

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

WasteWater Volume (\$6.01730 x 5.00)

30.09

Total wastewater charges, Mar 14, 2008

30.09

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

Reverse Osmosis Surcharge

6.63

Customer Protection Sewer Line

9.00

Customer Protection Water Line

4.00

Total other charges, Mar 14, 2008

19.63

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

\$75.17

If paid after Apr 15, 2008

Add Late Charge

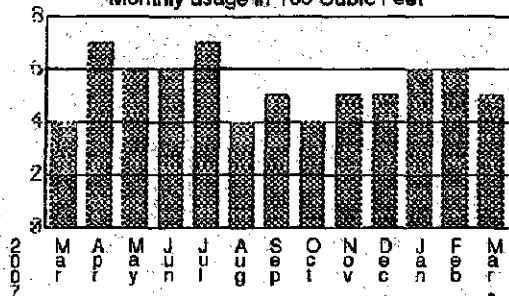
\$3.10

Total Due After Apr 15, 2008

\$78.27

Water Usage Comparison

Monthly usage in 100 Cubic Feet



*=Estimate

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 Timberbook, 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.

* 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.

000506/000506 PCEDLP JAV01 13

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

130



A unit of American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-C-43018200
2313-1

Total Amount Due \$ 145.07
Do Not Pay This Bill

14507

Amount Enclosed

\$

*****AUTO**5-DIGIT 43081



PAUL HANLY
6474 PURPLEFINCH CT
WESTERVILLE, OH 43081-3718

Make Check Payable and Send To:
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417



0000145070000145070100000000001029053234924030904017900002

102-905-323-4-9 CYC 17 31

Please tear on dotted line and return top portion with your payment

SERVICE AT:

PAUL HANLY
6474 PURPLEFINCH CT
BLENDON TWP
WESTERVILLE, OH 43081-3718

For Billing, Outage or
Service Inquiries, Call:

1-800-277-2177

Pay by Phone:

1-800-811-0964

Account Number
102-905-323-4-9

Bill Date 03/24/08
Page 1 of 2 020

PREVIOUS CHARGES:

Total Amount Due at Last Billing
Payment 03/10/08 - Thank You
Previous Balance

Account Balance	Amount Due
\$ 161.05	
\$ 161.05 CR	
\$.00	\$.00

CURRENT AEP CHARGES (1-800-277-2177):

03/24/08 Tariff 022 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0223-4990-0

Generation Service	\$ 62.62
Transmission Service	20.64
Distribution Service	50.74
Customer Charge	4.75
Transition Charge	6.32

Current AEP Charges Due \$ 145.07 \$ 145.07

Total Amount Due \$ 145.07
Do Not Pay This Bill. This Amount Will Be Deducted
From Your Bank Account On Apr 09.

\$4.53 is your average daily cost for current electric service

102-905-323-49

Price To Compare

For tariff 022, in order to save you money a new supplier must offer you a price lower than 3.9 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-To-Compare.

USAGE:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
43018200	02/21/08	03/24/08	12006 A	14124 A	1.0000	2118 KWH

CD - Read Code: A = Actual Reading 32 Billing Days Next Scheduled Read Date 04/22/08



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

Customer Account Information

For Service To: P Hanly
6474 Purplefinch Ct
Account Number: 22-0003770-9
Premise Number: 22-0003061

Billing Period & Meter Information

Billing Date: Apr 14, 2008
Billing Period: Mar 12 to Apr 09 (28 days)
Next reading on/about: May 09, 2008
Rate Type: Residential

Meter readings in current billing period:

Meter Number 3059 is a 5/8-inch meter.

Present-actual 1223

Last-estimate 1220

100 Cubic Feet used 3

1 cu ft equals approx 7.50 gal

Gallons used 2244

Billing Summary

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

Balance from last bill

\$75.17

Payments as of Apr 14, 2008. Thanks!

-75.17

Total prior balance, Apr 14, 2008

.00

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

Service Charge

9.41

Water Volume (\$3.207400 x 3.00)

9.62

Total water charges, Apr 14, 2008

19.03

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

WasteWater Volume (\$6.01730 x 3.00)

18.05

Total wastewater charges, Apr 14, 2008

18.05

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

Reverse Osmosis Surcharge

3.98

Customer Protection Sewer Line

9.00

Customer Protection Water Line

4.00

Total other charges, Apr 14, 2008

16.98

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

\$54.06

If paid after May 14, 2008

Add Late Charge

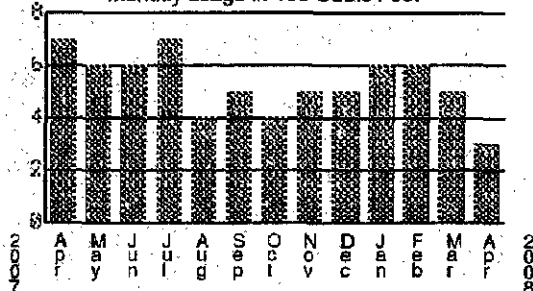
\$2.05

Total Due After May 14, 2008

\$56.11

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.

* 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.pucco.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.

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

000209/000209 PCELUY TAV01 1



A unit of American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-C-43018200
3093-1

Total Amount Due \$ 82.31
Do Not Pay This Bill

8231

Amount Enclosed

\$

*****AUTO**5-DIGIT 43081



PAUL HANLY
6474 PURPLEFINCH CT
WESTERVILLE, OH 43081-3718

Make Check Payable and Send To:
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417



0000082310000082310100000000001029053234922040805017900005

102-905-323-4-9 CYC 17 31

Please tear on dotted line and return top portion with your payment

SERVICE AT:

PAUL HANLY
6474 PURPLEFINCH CT
BLENDON TWP
WESTERVILLE, OH 43081-3718

For Billing, Outage or
Service Inquiries, Call:

1-800-277-2177

Pay by Phone:

1-800-611-0964

Account Number
102-905-323-4-9

Bill Date 04/22/08
Page 1 of 2 020

PREVIOUS CHARGES:

	<u>Account Balance</u>	<u>Amount Due</u>
Total Amount Due at Last Billing	\$ 145.07	
Payment 04/09/08 - Thank You	145.07 CR	
Previous Balance	\$.00	\$.00

CURRENT AEP CHARGES (1-800-277-2177):

04/22/08 Tariff 022 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0223-4990-0

Generation Service	\$ 41.13
Transmission Service	10.66
Distribution Service	22.51
Customer Charge	4.75
Transition Charge	3.26

Current AEP Charges Due	\$ 82.31	\$ 82.31
-------------------------	----------	----------

Total Amount Due \$ 82.31
Do Not Pay This Bill. This Amount Will Be Deducted
From Your Bank Account On May 08.

\$2.84 is your average daily cost for current electric service

102-905-323-49

Price To Compare

For tariff 022, in order to save you money a new supplier must offer you a price lower than 4.7 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-To-Compare.

USAGE:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
43018200	03/24/08	04/22/08	14124 A	15218 A	1.0000	1094 KWH

CD - Read Code: A = Actual Reading 29 Billing Days Next Scheduled Read Date 05/21/08



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

Customer Account Information

For Service To: P Hanly
6474 Purplefinch Ct
Account Number: 22-0003770-9
Premise Number: 22-0003061

Billing Period & Meter Information

Billing Date: May 14, 2008
Billing Period: Apr 09 to May 09 (30 days)
Next reading on/about: Jun 10, 2008
Rate Type: Residential

Meter readings in current billing period:

Meter Number 3059 is a 5/8-inch meter.
Present-actual 1229
Last-actual 1223
100 Cubic Feet used 6
1 cu ft equals approx 7.50 gal
Gallons used 4488

Billing Summary

-----Prior Balance-----
Balance from last bill \$54.06
Payments as of May 14, 2008. Thanks! -54.06
Total prior balance, May 14, 2008 .00
-----Current Water Charges-----
Service Charge 9.41
Water Volume (\$3.207400 x 6.00) 19.24
Total water charges, May 14, 2008 28.65
-----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 7.95
Customer Protection Sewer Line 9.00
Customer Protection Water Line 4.00
Total other charges, May 14, 2008 20.95
-----TOTAL AMOUNT DUE-----

\$54.06

-54.06

.00

9.41

19.24

28.65

30.09

30.09

7.95

9.00

4.00

20.95

\$79.69

If paid after Jun 13, 2008

Add Late Charge

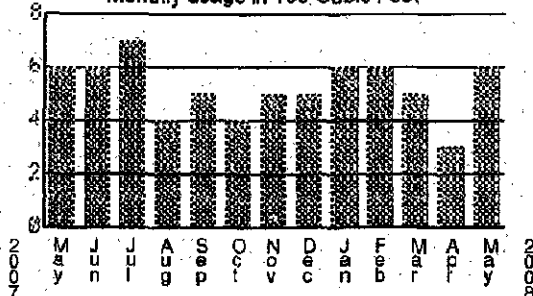
\$3.33

Total Due After Jun 13, 2008

\$83.02

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.

000508/000508 FCEUX0 TAV01 16

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

130



A unit of American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-C-43018200
1729-1

Total Amount Due \$ 57.92
Do Not Pay This Bill

5792

Amount Enclosed

\$

*****AUTO**5-DIGIT 43081



PAUL HANLY
6474 PURPLEFINCH CT
WESTERVILLE, OH 43081-3718

Make Check Payable and Send To:
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417



0000057920000057920100000000001029053234921050606017900002

102-905-323-4-9 CYC 17 3

Please tear on dotted line and return top portion with your payment

SERVICE AT:

PAUL HANLY
6474 PURPLEFINCH CT
BLENDON TWP
WESTERVILLE, OH 43081-3718

For Billing, Outage or
Service Inquiries, Call:

1-800-277-2177

Pay by Phone:

1-800-611-0964

Account Number
102-905-323-4-9

Bill Date 05/21/08
Page 1 of 2 020

PREVIOUS CHARGES:

Total Amount Due at Last Billing
Payment 05/08/08 - Thank You
Previous Balance

Account Balance	Amount Due
\$ 82.31	
\$ 82.31 CR	
\$.00	\$.00

CURRENT AEP CHARGES (1-800-277-2177):

05/20/08 Tariff 022 - RESIDENTIAL SERVICE
Service Delivery Identifier Number: 0004-0621-0223-4990-0

Generation Service	\$ 28.66
Transmission Service	8.07
Distribution Service	13.97
Customer Charge	4.75
Transition Charge	2.47

Current AEP Charges Due \$ 57.92 \$ 57.92

Total Amount Due \$ 57.92
Do Not Pay This Bill. This Amount Will Be Deducted
From Your Bank Account On June 06.

\$2.07 is your average daily cost for current electric service

102-905-323-49

Price To Compare

For tariff 022, in order to save you money a new supplier must offer you a price lower than 4.4 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-To-Compare.

USAGE:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
43018200	04/22/08	05/20/08	15218 A	16046 A	1.0000	828 KWH

CD - Read Code: A = Actual Reading 28 Billing Days Next Scheduled Read Date 06/20/08



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
Important Information

Customer Account Information

For Service To: P Hanly
6474 Purplefinch Ct

Account Number: 22-0003770-9

Premise Number: 22-0003061

Billing Period & Meter Information

Billing Date: Jun 13, 2008

Billing Period: May 09 to Jun 10 (32 days)

Next reading on/about: Jul 10, 2008

Rate Type: Residential

Meter readings in current billing period:

Meter Number 3059 is a 5/8-inch meter.

Present-actual 1235

Last-actual 1229

100 Cubic Feet used 6

1 cu ft equals approx 7.50 gal

Gallons used 4488

Billing Summary

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

Balance from last bill

\$79.69

Payments as of Jun 13, 2008. Thanks!

-79.69

Total prior balance, Jun 13, 2008

.00

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

Service Charge

9.41

Water Volume (\$3.207400 x 6.00)

19.24

Total water charges, Jun 13, 2008

28.65

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

WasteWater Volume (\$6.01730 x 5.00)

30.09

Total wastewater charges, Jun 13, 2008

30.09

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

Reverse Osmosis Surcharge

7.95

Customer Protection Sewer Line

9.00

Customer Protection Water Line

4.00

Total other charges, Jun 13, 2008

20.95

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

\$79.69

If paid after Jul 15, 2008

Add Late Charge

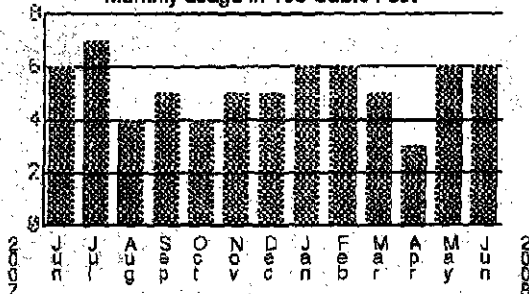
\$3.33

Total Due After Jul 15, 2008

\$83.02

Water Usage Comparison

Monthly usage in 100 Cubic Feet



Messages to you from Ohio American Water

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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.pickccc.org.

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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

000560/000560 PCF285 TAV01.1

H1M

128



A unit of American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-C-43018200
1741-1

Total Amount Due \$ 69.75

Do Not Pay This Bill

6975

Amount Enclosed

\$

*****AUTO**5-DIGIT 43081

PAUL HANLY
6474 PURPLEFINCH CT
WESTERVILLE, OH 43081-3718

Make Check Payable and Send To:
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417

0000069750000069750100000000001029053234920060807017900003

102-905-323-4-9 CYC 17 31

Please tear on dotted line and return top portion with your payment

SERVICE AT:

PAUL HANLY
6474 PURPLEFINCH CT
BLENDON TWP
WESTERVILLE, OH 43081-3718

For Billing, Outage or
Service Inquiries, Call:
1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
102-905-323-4-9

Bill Date 06/20/08
Page 1 of 2 020

PREVIOUS CHARGES:

Total Amount Due at Last Billing
Payment 06/06/08 - Thank You
Previous Balance

Account Balance	Amount Due
\$ 57.92	
\$ 57.92 CR	
\$.00	\$.00

CURRENT AEP CHARGES (1-800-277-2177):

06/19/08 Tariff 022 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0223-4990-0

Generation Service	\$ 34.51
Transmission Service	9.29
Distribution Service	18.36
Customer Charge	4.75
Transition Charge	2.84

Current AEP Charges Due \$ 69.75 \$ 69.75

Total Amount Due \$ 69.75
Do Not Pay This Bill. This Amount Will Be Deducted
From Your Bank Account On July 08.

\$2.33 is your average daily cost for current electric service

102-905-323-49

Price To Compare

For tariff 022, in order to save you money a new supplier must offer you a price lower than 4.6 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-To-Compare.

USAGE:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
43018200	05/20/08	06/19/08	16046 A	16999 A	1.0000	953 KWH

CD - Read Code: A = Actual Reading 30 Billing Days Next Scheduled Read Date 07/22/08



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

Customer Account Information

For Service To: P Hanly
6474 Purplefinch Ct

Account Number: 22-0003770-9

Premise Number: 22-0003061

Billing Period & Meter Information

Billing Date: Jul 15, 2008

Billing Period: Jun 10 to Jul 10 (30 days)

Next reading on/about: Aug 11, 2008

Rate Type: Residential

Meter readings in current billing period:

Meter Number 3059 is a 5/8-inch meter.

Present-actual 1241

Last-actual 1235

100 Cubic Feet used 6

1 cu ft equals approx 7.50 gal

Gallons used 4488

Billing Summary

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

Balance from last bill

\$79.69

Payments as of Jul 15, 2008. Thanks!

-79.69

Total prior balance, Jul 15, 2008

.00

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

Service Charge

9.41

Water Volume (\$3.207400 x 6.00)

19.24

Total water charges, Jul 15, 2008

28.65

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

WasteWater Volume (\$6.01730 x 5.00)

30.09

Total wastewater charges, Jul 15, 2008

30.09

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

Reverse Osmosis Surcharge

7.95

Customer Protection Sewer Line

9.00

Customer Protection Water Line

4.00

Total other charges, Jul 15, 2008

20.95

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

\$79.69

If paid after Aug 14, 2008

Add Late Charge

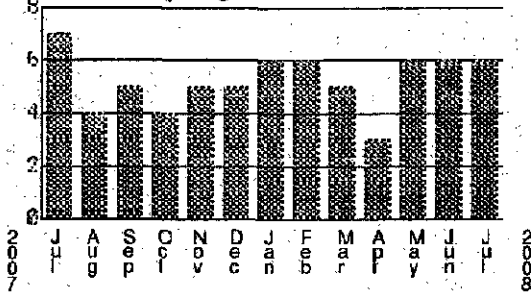
\$3.33

Total Due After Aug 14, 2008

\$83.02

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.

* 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 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.

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

000510/000510 PCF9LW TAV01 13

H1M

128



A unit of American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-C-43018200
5957-1

Total Amount Due \$ 80.21

Do Not Pay This Bill

8021

Amount Enclosed

\$

*****AUTO**5-DIGIT 43081



PAUL HANLY
6474 PURPLEFINCH CT
WESTERVILLE, OH 43081-3718

Make Check Payable and Send To:
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417



0000080210000080210100000000001029053234923070808017900006

102-905-323-4-9 CYC 17 31

Please tear on dotted line and return top portion with your payment

SERVICE AT:

PAUL HANLY
6474 PURPLEFINCH CT
BLENDON TWP
WESTERVILLE, OH 43081-3718

For Billing, Outage or
Service Inquiries, Call:
1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
102-905-323-4-9

Bill Date 07/23/08
Page 1 of 2 020

PREVIOUS CHARGES:

	Account Balance	Amount Due
Total Amount Due at Last Billing	\$ 69.75	
Payment 07/08/08 - Thank You	69.75 CR	
Previous Balance	\$.00	\$.00

CURRENT AEP CHARGES (1-800-277-2177):

07/23/08 Tariff 022 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0223-4990-0

Generation Service	\$ 39.71	
Transmission Service	10.64	
Distribution Service	21.22	
Customer Charge	5.38	
Transition Charge	3.26	
Current AEP Charges Due	\$ 80.21	\$ 80.21

Total Amount Due \$ 80.21

Do Not Pay This Bill. This Amount Will Be Deducted
From Your Bank Account On Aug 08.

\$2.36 is your average daily cost for current electric service

102-905-323-49

Price To Compare

For tariff 022, in order to save you money a new supplier must offer you a price lower than 4.6 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-To-Compare.

USAGE:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
43018200	06/19/08	07/23/08	16999 A	18091 A	1.0000	1092 KWH

CD - Read Code: A = Actual Reading 34 Billing Days Next Scheduled Read Date 08/20/08



Due date does not

See other side for

My name is Alex Cofield and I live at 3515 Makassar Dr.

I am here tonight to express my opposition to the proposed amount of increase in the cost of water and wastewater service requested by Ohio American Water and recommended by PUCO staff.

An increase of over 30% for water service and over 36% for wastewater service is too much. I understand that costs have increased in the past year – fuel costs, health care costs, etc. Because of this, I would accept an increase between 5% - 8%.

Dual increases of over 30% each, or combined for an increase of over 60%, is too much. I believe that the driver behind this outrageous increase is the fact that we – the residents of Huber Ridge – spoke up, banded together, and demanded, again, that Ohio American Water provide water that is clear and particulate free.

Yes, because of our great efforts last year, we are being penalized this year.

The amount of increase requested, and PUCO staff's agreement with the increase, is testimony to the fact that Ohio American Water has not been maintaining their equipment well enough over the years to prevent brown water and particulates in the water.

From what I understand, these issues are not new and did not develop over night. They are long standing issues that OAW knew about when they bought out the previous company. If they did not know about the issues, shame on them for not doing their homework.

Because of their decision not to address equipment issues, they should be the ones held accountable for the cost of addressing the issues today. Residents have brought these issues to their attention numerous times, but OAW did nothing, until last year when they were required to do so by PUCO.

different representative that the service hours for this location is 8am to 4pm.

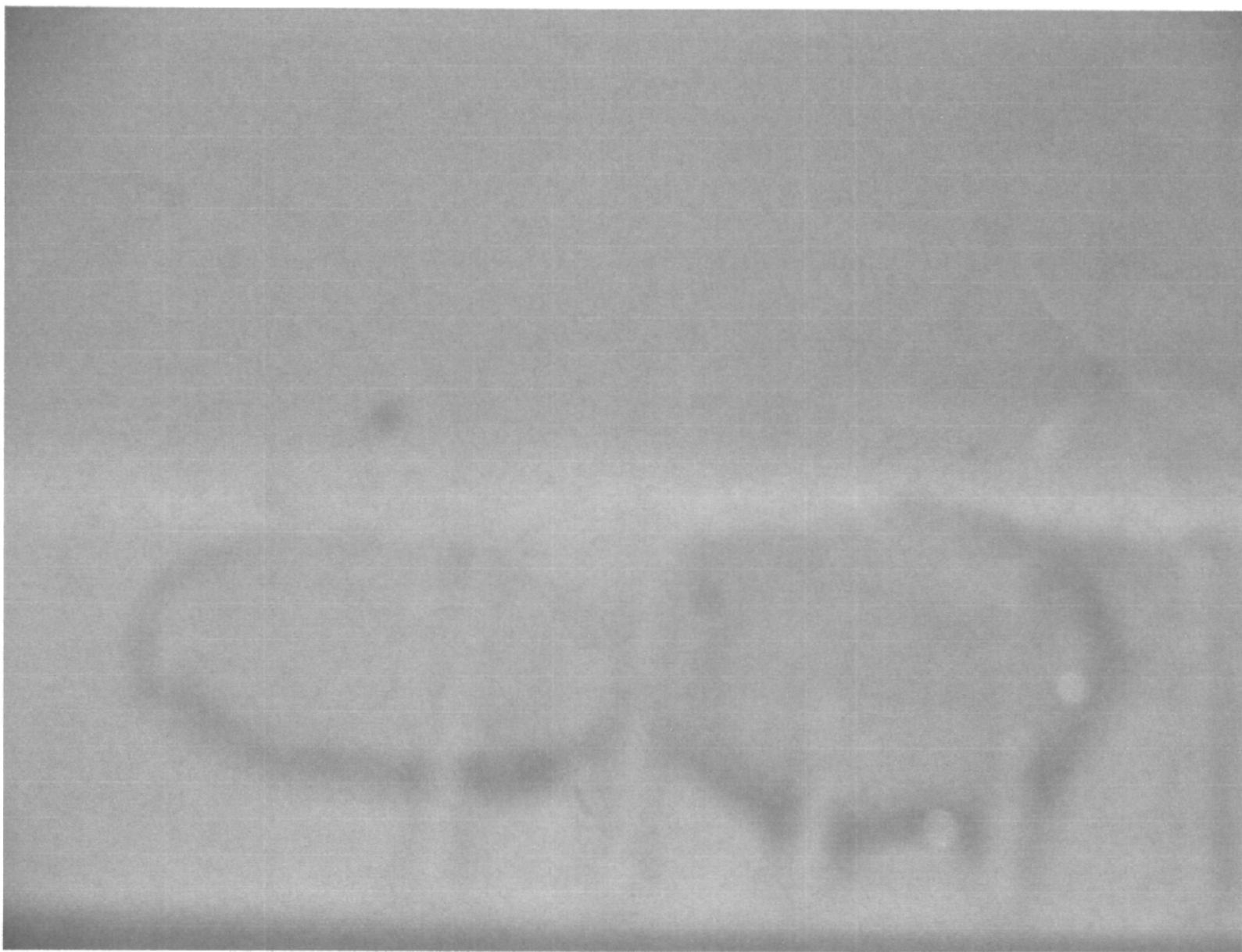
I believe most people in Huber Ridge work between the hours of 8am and 4pm and would have to take ^{time} off work to attend to a piece of defective equipment owned by OAW. If we are to have increased rates every year, I want an increase in service hours. I suggest the following:

- One or two nights a week there would be extended service hours until 6pm or on an as needed basis
- And/or Saturday morning hours

Based upon what I've presented here, the number of people in this room, and the number of opposition comments on the docket, I urge PUCO to significantly reduce the recommended increase to between 5-8%.

Thank you.





PUBLIC NOTICE

Notice is hereby given that Ohio-American Water Company has filed an Application with the Public Utilities Commission of Ohio (Case No. 07-1112-WS-AIR) seeking increases in, and adjustments to, its rates and charges for sewer customers in Franklin County and water service customers in its entire service area that includes its seven districts located in the Ohio counties of: Ashtabula, Franklin, Lawrence, Marion (which administers the Preble County and Pike County service areas), Morrow, Portage, Richland, and Seneca, Ohio.

The rates proposed by Ohio-American Water Company, given below, are for general water service in all districts, except Franklin and Portage, to RESIDENTIAL, COMMERCIAL, INDUSTRIAL and PUBLIC SERVICE CUSTOMERS. Note: Most of Ohio-American's customers are billed bi-monthly; however, some customers are billed monthly.

METER RATES

Under the proposal of the Ohio-American Water Company, the increased rates for consumption would be:

	100 Cubic Feet	Rate Per	1,000 Gallons	Rate Per
	Bi-Monthly	100 Cubic Feet	Bi-Monthly	1,000 Gallons
For the first	20	\$5.0422	15	\$6.7229
For the next	1,980	3.6898	1,485	4.9197
For all over	2,000	1.5850	1,500	2.1133

	100 Cubic Feet	Rate Per	1,000 Gallons	Rate Per
	Bi-Monthly	100 Cubic Feet	Bi-Monthly	Per 1,000 Gallons
For the first	40	\$5.0422	30	\$6.7229
For the next	3,960	3.6898	2,970	4.9197
For all over	4,000	1.5850	3,000	2.1133

UNMETERED RATES

\$79.66 Per BI-MONTHLY

SERVICE CHARGES

Upon approval of the proposed increase in rates, all metered general water service customers would pay a service charge monthly or bi-monthly, at the option of the Company, based on the size of each meter installed, according to the bi-monthly rates set forth below:

Size of Meter	Monthly	Bi-Monthly
5/8"	\$10.59	\$21.18
3/4"	13.51	27.02
1"	19.34	38.68
1-1/2"	33.90	67.80
2"	51.38	102.76
3"	92.17	184.34
4"	150.43	300.86
6"	296.11	592.22

SURCHARGE

All metered general water service Customers served by the Marion District-Marion County and Morrow County shall pay a surcharge for water softening costs. This surcharge shall be at the rate set forth below:

Surcharge per 100 cubic feet	\$0.36090
or per 1,000 gallons	\$0.48120

REPRESENTATIVE CUSTOMERS

Under the Ohio-American Water Company proposal, a representative customer in each of the following classes would experience rate changes as shown below:

Representative	Consumption	Bi-Monthly	Percent
Bi-Monthly	Cubic Feet	Increase	Increases
<u>Residential-5/8" meter</u>			
-w/o softening surcharge	1,180	\$9.92	13.61%
-with softening surcharge	1,180	\$10.41	14.06%
<u>Commercial-5/8" meter</u>			
-w/o softening surcharge	4,650	\$48.80	13.25%
-with softening surcharge	4,650	\$55.02	13.93%
<u>Industrial 2" meter</u>			
-w/o softening surcharge	57,810	\$495.86	12.63%
-with softening surcharge	57,810	\$573.20	13.46%

The rates proposed by Ohio-American Water Company, given below, are for general water service for districts in Franklin and Portage Counties, to RESIDENTIAL, COMMERCIAL, INDUSTRIAL, and PUBLIC SERVICE CUSTOMERS. Note: Most of Ohio-American's customers are billed bi-monthly; however, some customers are billed monthly.

DOMESTIC SERVICE

Water Customer Charge	
For 5/8" meter	\$10.59 per Month
For 3/4" meter	\$13.51 per Month
For 1" meter	\$19.34 per Month
For 1-1/2" meter	\$33.90 per Month
For 2" meter	\$51.38 per Month
For 3" meter	\$92.17 per Month
For 4" meter	\$150.43 per Month

NON-DOMESTIC SERVICE

Water Customer Charge	
For 5/8" meter	\$21.18 per Month
For 3/4" meter	\$27.02 per Month
For 1" meter	\$38.68 per Month
For 1-1/2" meter	\$67.80 per Month
For 2" meter	\$102.76 per Month
For 3" meter	\$184.34 per Month
For 4" meter	\$300.86 per Month
For 6" meter	\$592.22 per Month

August 19, 2008

TO: Jim Welch

FROM: Dorothy Crawford

RE: Upcoming meeting with the PUCO

Jim:

3724 Harris

Since the meeting with the PUCO is this Wednesday (tomorrow) and I haven't had any return calls from you, I am going to put in writing information that might be helpful at the meeting. Please use your discretion as to whether you want to say anything about these things.

This is the touchy part. Last February I had a water meter installed in my home that measures the water used by the gallon. (I checked it out and as long as the meter was after the OAW meter it is permissible. However, I have not wanted the PUCO or the OAW to know anything about this until I could get a good record on water use and am not sure that this is the time to bring this up or not.) With this being the last chance we have before a decision is made regarding the increase in rates, after you study the figures do you think it would be wise to use this information at the meeting? I have made a copy of the record I have been keeping and have attached it for you to study. If you have questions please give me a call. Home evenings 882-8243; work 888-7733.

Summary of what the record shows regarding amount of water used and what has been charged:

Charged for 5 months (Feb thru June) for 1 ccf	=	3,740 gallon
Charged only "Service charge" for 1 month (July)		
Charged 1 month (August) for 2 ccf	=	1,496
Total charged		5,236 gallon
Water used from 2-11-08 to 08-08-08	=	4,770 gallon
on the meter measuring by the gallon		
Difference in meter readings (Overcharged)	=	466 gallon

The July charge was for service only of \$9.41 because they had the same reading (526) for both June and July. This means they have now charged the service charge of \$9.41 twice for the same ccf.

The 4,770 gallon of water went through the filter (see the picture of the filter). The important point here is that **what really counts is how much water goes through the filter**, not how long the filter has been in place. Also, the 4,770 gallon would probably be about **one month** of water used by a family of three or more but in this case this is a one person home. This shows me that the quality of the water has not improved sufficiently to be acceptable.

Jim Welch

Page 2

Other information that needs to be stressed:

I **do not** use OAW for any of the following:

Cooking

Washing fruits and vegetables

Brushing my teeth

Drinking

Cleaning around the kitchen where any food or eating takes place

Washing dishes in dishwasher. I put OAW water in my sink and add Clorox to wash dishes by hand then heat bottled water to rinse them. This is really not an acceptable way to do dishes.

Also not an acceptable way to feel one has to live because of the condition of the OAW water. That means it is much more expensive having to buy bottled water for all cooking purposes etc. **From July 5, 2008 to August 12, 2008 I paid \$32.27 for bottled water.** **I also eat most of my lunches and dinners at a restaurant so I won't have to cook or wash dishes in OAW water.**

I don't know if my record has been kept long enough to prove anything yet for certain. Perhaps if we had a few more months to keep the record it would be more impressive. I know the first four months I watched very closely the amount of water I used so I would stay within the 748 gallon per month. Then I told Pam Clegg that I was going to intentionally go over one ccf during the fifth month to see how they would bill me. I evidently didn't go over far enough to show what I thought it might show. I'm not sure I really understand their billing for June, July, and August but perhaps another month and another bill will begin to show a pattern more clearly

Jim, I think this can be proven that they are overcharging us on our water bills by charging by the ccf instead of the actual gallon used. It may take time. However, I am very weary in trying to fight this battle which has really been going on for years. What I want to do is sell my property and get moved out of the area where OAW is involved. I would hope I could sell my home to someone who would pursue this water problem to its conclusion so that would mean selling to someone who would continue to record the water usage, etc. Perhaps you might know, or be able to find someone, who would fit into that situation.

If this could be proved I would think the OAW would have to pay their customers back what they overcharged. Just think of how many people would benefit if we could prove we are being overcharged. That would be worth pursuing to the end but feeling that the water is not good enough to use for everything in my home I am sick and tired of having to live like this. So, I just want to get out of this situation. ~~I should be able to sell my house for a better price since there is the potential of proving what needs to be proved.~~

Jim Welch

Page 3

There certainly should be someone who would be willing to keep the record going and be willing to do what they could to benefit the people in this community. Even though most people aren't willing to get involved in a thing like this, I am sure if someone took the responsibility of fighting this battle for them they would be very appreciative.

I am planning on being at the meeting but would appreciate it if you would address these points I have included in this letter. I am not one to get up in front of people and be able get the points across in a way that could cause the people to really fight for what is right.

Again, if you have any questions or concerns please feel free to contact me at one of the numbers I have given previously in this letter.

Respectfully,

A handwritten signature in cursive script, appearing to read "Dorothy".

Dorothy Crawford



The Public Utilities
Commission of Ohio

FAX Transmission

Ted Strickland, Governor
Alan R. Schriber, Chairman

Pages 1 of 7 (including cover)

Date: 7/11/08

To: D. Crawford

Organization: PUCO

Fax: 614-888-1258

Phone: _____

From: G. Dewhurst

Phone: 466-0518

Fax: _____

Re: OA Rates & Billing info

Message: Jim: I called PUCO and asked them to send me a copy of the original contract that OAW set up with the customers. This document is what they faxed to me.

This has a February 25, 2005 date on it so I'm thinking there had to be a contract before this one for OAW took over several years before this date, didn't they?

Maybe this is the one that is current and being used. I could not find in this anything that says there is a minimum charge like if one used less than 1 ccf they would be charged for 1 ccf anyway. If that is the case then why...

CONFIDENTIALITY NOTICE

The Public Utilities Commission of Ohio intends this message to be used exclusively by the addressee. If you received this communication in error please dispose of the message and contact the sender at the number provided.

The Public Utilities Commission of Ohio is the sole agency charged with regulating public utility service and rates. The role of the Public Utilities Commission of Ohio is to assure all residential, business, and industrial consumers have access to adequate, safe, and reliable utility services at fair prices while facilitating an environment that provides competitive choices.

on my record would they not charge me for 1 ccf on that fifth month, but did charge for less than 1 ccf on the first four months? DC

12. TERMS AND CONDITIONS OF BILLING AND PAYMENT

- (A) Private fire service charges shall be payable monthly.
- (B) All general water and/or sewer service charges will be billed in arrears for periods ending at such dates as may be determined by the Company according to the following schedule:

<u>County District</u>	<u>Customer Class</u>	<u>Frequency of Billing</u>
Ashtabula	All	Bi-Monthly and Monthly
Lawrence County	All	Bi-Monthly and Monthly
Marion	All	Bi-Monthly and Monthly
Tiffin	All	Bi-Monthly and Monthly
Franklin County	All	Monthly
Portage County	All	Monthly

- (C) Special charges shall be payable upon demand.
- (D) All bills for water and/or sewer service are due and payable at the time specified on the bill at the office of the Company, or at a designated branch collecting agency, and are considered delinquent if not paid within (15) days thereafter. Failure to pay will render the Customer subject to discontinuance of service and to a charge for reconnecting service. If any bill for water and/or sewer service is not paid within twenty-two (22) days following the submission thereof, the service may be discontinued upon fifteen (15) days' notice as provided in Section 13 (E).
- (E) All bills will be sent to the address entered in the Application unless the Company is notified in writing by the Customer of any change of address.
- (F) Customers are responsible for furnishing the Company with their correct addresses. Failure to receive bills will not be considered an excuse for non-payment nor permit an extension of the date when the account shall be delinquent.
- (G) The Company will not be bound by bills rendered under mistake of fact as to the quantity of service rendered.
- (H) Where one service pipe is used for both general and fire purposes, separate charges will be made for each type of use, in accordance with the applicable schedule of rates, the charge for private fire protection service being based on the schedule of Rates for Private Fire Protection or Private Fire Service, and that for general water meter service being based on the consumption through and the size of the meter or meters installed.

Issued: February 25, 2005

Effective: February 25, 2005

Filed under authority in
Case No. Case No. 03-2390-WS-AIR

ISSUED BY: TERRY L. GLORIOD, PRESIDENT
Ohio American Water Company
365 East Center Street, Marion, Ohio 43302

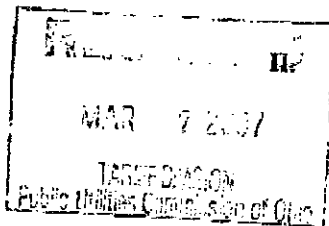
12. TERMS AND CONDITIONS OF BILLING AND PAYMENT (Cont'd.)

- (I) The use of water and/or sewer service by the same Customer in different premises or localities will not be combined for billing purposes, and the service to each premises shall be billed separately.
- (J) When a customer disputes a particular bill, the Company will not discontinue service for nonpayment so long as the customer (i) pays the undisputed portion of the bill (or a normal bill for the Customer for the period involved), and (ii) pays all future periodic bills by the due date, and (iii) enters into bona fide discussions with the Company to settle the dispute with dispatch. If agreement cannot be reached on settlement of the dispute, the Customer may register such dispute with the Commission.

13. DISCONTINUANCE OF WATER AND/OR SEWER SERVICE

- (A) Water and/or sewer service will be discontinued to any premises on account of temporary vacancy upon written request of the Customer.
- (B) The Company may disconnect service to a customer without prior notice for any of the following reasons:
 - I. For tampering with any main, service line, meter, curb stop, curb box, seal, or other appliance under the control of, or belonging to the Company;
 - II. For connecting the Customer's service pipe or any pipe directly or indirectly connected to it, with any other source of supply or with any apparatus which may in the opinion of the Company contaminate the Company's water supply or threaten the integrity of its system; or
 - III. For any other violation or failure to comply with the tariff provisions of the Company, which may in the opinion of the Company or any public authority, create an emergency situation.
- (C) The Company may disconnect service to a Customer after at least twenty-four (24) hours prior written notice for any of the following reasons:
 - I. For the use of water and/or sewer for any purpose not stated in the Customer's application, or for the use of service upon any premises not stated in such application; or

To prevent waste or reasonably avoidable loss of water.



Issued: March 7, 2007

Effective: March 7, 2007

Filed under authority in
Case No. 06-433-WS-AIRISSUED BY: TERRY L. GLORIOD, PRESIDENT
Ohio American Water Company
365 East Center Street, Marion, Ohio 43302

GENERAL WATER SERVICE **RATES AND CHARGES FOR FRANKLIN COUNTY AND PORTAGE COUNTY DISTRICTS**

1. DOMESTIC SERVICE

Water Customer Charge

For 5/8" meter	\$9.41	per Month
For 3/4" meter	\$12.00	per Month
For 1" meter	\$17.18	per Month
For 1 1/2" meter	\$30.12	per Month
For 2" meter	\$45.64	per Month
For 3" meter	\$81.88	per Month
For 4" meter	\$133.64	per Month
For 6" meter	\$263.05	per Month

Water Consumption Charge - Basic Water Service (applies to all customers):

First 13.33 Ccf	\$3.2074 per Ccf*	or per 1,000 gallons \$4.2765
Over 13.33 Ccf	\$1.9686 per Ccf*	or per 1,000 gallons \$2.6248

Softening Surcharge (Only applies to the Lake Darby and Worthington Hills Service Areas) \$0.6122 per Ccf*

Reverse Osmosis Surcharge (applies to Blandon Township Only) \$1.3250 per Ccf*

Purchase Water Adjustment Surcharge (applies to Portage County Districts Only) \$1.4573 per Ccf*

2. NON-DOMESTIC SERVICE:

Water Customer Charge

For 5/8" meter	\$9.41	per Month
For 3/4" meter	\$12.00	per Month
For 1" meter	\$17.18	per Month
For 1 1/2" meter	\$30.12	per Month
For 2" meter	\$45.64	per Month
For 3" meter	\$81.88	per Month
For 4" meter	\$133.64	per Month
For 6" meter	\$263.05	per Month

Water Consumption Charge - Basic Water Service:

First 13.33 Ccf	\$3.2074 per Ccf*
Over 13.33 Ccf	\$1.9686 per Ccf*

Softening Surcharge (Only applies to the Lake Darby and Worthington Hills Service Areas) \$0.6122 per Ccf*

Reverse Osmosis Surcharge (applies to Blandon Township Only) \$1.3250 per Ccf*

Purchase Water Adjustment Surcharge (applies to Portage County Districts Only) \$1.4573 per Ccf*

Charges for water service will be comprised of the applicable Water Customer Charge plus the Water Consumption Charge calculated on the number of metered or estimated units at the appropriate rate block for non-softened water (basic water service), plus any surcharges for softened water, reverse osmosis treated water or purchased water in Portage County.

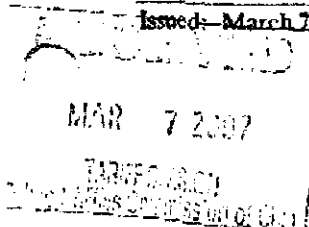
*1 Ccf = 100 cubic feet

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ISSUED BY: TERRY L. GLORIOT, PRESIDENT
Ohio American Water Company
365 East Center Street, Marion, Ohio 43302



OHIO AMERICAN WATER COMPANY

P.U.C.O. No. 15

1st Revised Sheet No. 3
Replaces Original Sheet No. 3**GENERAL SEWER SERVICE
RATES AND CHARGES FOR FRANKLIN AND PORTAGE COUNTY DISTRICTS****1. DOMESTIC SERVICE**Sewer Customer Charge - Applicable to Customers
who only receive Sewer Service:

For 5/8" meter	\$9.41	per Month
For 3/4" meter	\$12.00	per Month
For 1" meter	\$17.18	per Month
For 1 1/2" meter	\$30.12	per Month
For 2" meter	\$45.64	per Month
For 3" meter	\$81.88	per Month
For 4" meter	\$133.64	per Month
For 6" meter	\$263.05	

Sewer Consumption Charge:

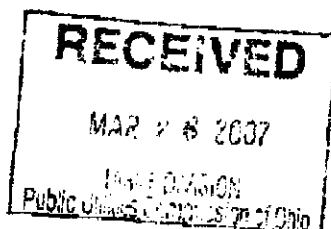
First 13.33 cubic feet	\$6.0173	per Ccf*
or per 1,000 gallons	\$8.0231	
Next 586.67 cubic feet	\$4.2500	per Ccf *
or per 1,000 gallons	\$5.6667	
Over 600 cubic feet	\$1.6589	per Ccf *
or per 1,000 gallons	\$2.2119	

Domestic Customers without Ohio American Water
Service

\$35.98 per Month

Charges for sewer service will be comprised of the applicable Sewer Customer Charge and the Sewer Consumption Charge calculated on the number of metered or estimated units at the appropriate rate block in accordance with the Summer/Winter Usage Formula.

*1 Ccf = 100 cubic feet



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OHIO AMERICAN WATER COMPANY

P.U.C.O. No. 15

Original Sheet No. 3A

GENERAL SEWER SERVICE (Cont.)
RATES AND CHARGES FOR FRANKLIN AND PORTAGE COUNTY DISTRICTS

2. NON-DOMESTIC SERVICE

Sewer Customer Charge - Applicable to
 Customers who only receive Sewer Service:

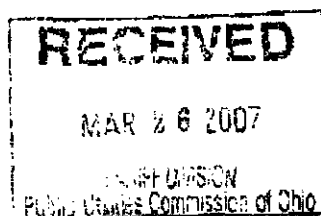
For 5/8" meter	\$9.41	per Month
For 3/4" meter	\$12.00	per Month
For 1" meter	\$17.18	per Month
For 1 1/2" meter	\$30.12	per Month
For 2" meter	\$45.64	per Month
For 3" meter	\$81.88	per Month
For 4" meter	\$133.64	per Month
	\$263.05	

Sewer Consumption Charge:

First 13.33 cubic feet	\$6.0173	per Ccf*
or per 1,000 gallons	\$8.0231	
Next 586.67 cubic feet	\$4.2500	per Ccf *
or per 1,000 gallons	\$5.6667	
Over 600 cubic feet	\$1.6589	per Ccf *
or per 1,000 gallons	\$2.2119	

Charges for sewer service will be comprised of the applicable Sewer Customer Charge and the Sewer Consumption Charge calculated on the number of metered or estimated units at the appropriate rate block in accordance with the Summer/Winter Usage Formula.

*1 Ccf = 100 cubic feet



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SUMMER/WINTER SEWER USAGE FORMULA

This formula applies to Domestic sewer customers only.

Definitions:

Winter Period is defined as the revenue periods of December, January and February wherein the sewer customer's meter is read and/or estimated and billed by the Company.

Winter Period Average Usage is defined as the sum of the usage per the actual and/or estimated water meter registration during the Winter Period divided by three.

Summer Period is defined as the revenue periods of May, June, July, August and September wherein the sewer customer's meter is read and/or estimated and billed by the Company.

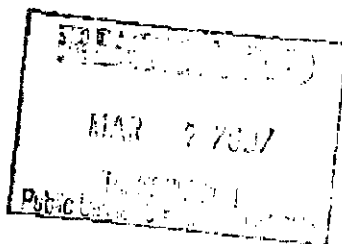
Non Summer Period is defined as the revenue periods of October through April wherein the sewer customer's meter is read and/or estimated and billed by the Company.

Formula Description:

The volume of sewer use during the Summer Period months shall be considered to be equal to the lesser of the Winter Period Average Usage or actual usage. In the Summer Period, the lesser of the Winter Period Average Usage or actual usage as defined above will be billed at the tariff rates for General Sewer Service as listed on Sheet No. 3.

For customers who have not been provided service for all three Winter Period months and thus have not established a Winter Period Average Usage, the lesser of actual Summer Period usage or 6 ccf (4,500 gallons) per month will be used for the Summer Period billings. The lesser of actual usage or 6 ccf will be billed at the tariff rates at the General Sewer Service tariffs as listed on Sheet No. 3.

In the Non-Summer Period, sewer customers will be billed for sewer service based on actual and/or estimated water meter registration and using the General Sewer Service tariff as listed on Sheet No. 3.



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1 ccf = 100 cubic feet or 748 gallons

Charged

Date Ohio American Water

OW Meter 1

MY Meter 2

Witnesses

2008 On bill

2-11 Actual 0522892

3-10 Actual 0523477

3-13 Estimated 0523550

4-9 Actual 052424

5-8 Actual 052502

6-9 Actual 052604

7-9 Actual 052700

8-8 Actual 052892

CCF

Used

Paid for #

0000060

0000590

0000620

0001290

0001990

0002920

0003790

0004500

158

498

78

48

706

930

870

710

Handwritten signatures and initials

182 over 122 over

↑ These are the

readings on

OW meter

inside my

home

This is the meter

it shows up in my

bill

↓ These are

the readings

on my meter

5236 gals

4770 gals