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FILE

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Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215

PUCO

Attention: Docketing Division

RE: PUCO Case # 0711121-WS-AIR

I am again writing to ask your attention be directed to what we consider a manipulation of due process in the public's right to be involved in the decisions which will be made by the PUCO regarding the Ohio American Water's (OAW) request in the above case number.

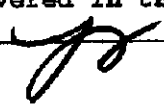
Although we wrote letters, signed and sent petitions, and testified at the hearings we now face a piece of the process called "Stipulation and Recommendation" in which some entity has recommended an increase greater than the original request!

To be specific, this "Stipulation and Recommendation" document recommends an increase for us of 30.37% for water and a 36.94% increase for wastewater. In November 2007, OAW applied for a rate increase asking for an increase of a 26.81% for water and 36.8% on wastewater.

Whose recommendation was this? Who is responsible for this document being entered into the case?

That document was submitted without adequate time for us, the consumer, to respond although it is supposed to represent a cooperative effort among the parties petitioned. **It does not.** In fact it is my understanding that our representative, James Welch, was not permitted to be part of any negotiation? While I may not use the proper legal language, it is obvious that an intervention has been made in behalf of OAW which will benefit OAW and certainly does not represent us, the consumers! There were hundreds of consumers who attended the hearings in just our service area (Huber Ridge) to support the numerous who testified. We heard testimony expressing our proof of OAW's poor quality water, lack fulfilling promises from the last increase just a couple years ago, unethical business practices, poor customer service and deceptive documentation.

Are you listening?

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We have a monopoly providing our water, an essential utility, and a public legal system that is failing to hear us.

The next thing we anticipate is for OAW to make promises just as they did with the last increase, then pull a deceptive maneuver like testing the quality of the water at their service tap! Sure, ignore the customer's lines!

I know I have digressed into anger, but living with a water monopoly that already charges twice that of Columbus, Westerville, and other surrounding companies, one that can not be trusted to deal in good faith, seeing a new twist, i.e. the "Stipulation and Recommendation" document proposing an even higher increase than the afore mentioned monopoly's request for a 30% plus increase, would arouse a saint to anger.

We hold you responsible to assure your staff's considerations are valid, reflective of standard practices, and inclusive of our position. We expect you to accept our representative into the discussion arena and provide us time to respond to OAW's input. Without those conditions the outcome will reflect a unfair position, open to public criticism.

Respectfully,



Joya Neff
3615 Stockholm Road
Westerville, OH 43081

cc: Governor Ted Strickland
Office of the Ohio Consumer's Counsel