

Amber & James Chill
3505 Saigon Drive
Westerville, Ohio 43081
September 9, 2008

FILE

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PUCO

PUCO

Attention: Docketing Division
180 East Broad Street
Columbus, OH 43215

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

Dear PUCO Commissioners:

I am disappointed and outraged with the results of the "Stipulation and Recommendation" that has been entered into the **PUCO docket information case no. 07-1112-WS-AIR** regarding Ohio American Water rate increase application on September 4, 2008.

I have spent three years in our home paying double the water bill that we paid to Del-co Water and Columbus City. I have spent two weeks straight for each of the past two years walking around my neighborhood listening to neighbors' complaints and having them sign their names as opponents to the Ohio American Water Rate Increase. I spent four hours listening to my neighbors tearfully and emotionally describe their experiences with Ohio American Water Company to a PUCO commissioner during a meeting in Blendon Township. I spent a month hopeful that this time, we had someone on our side that could finally hear our words and were ready to fight for us. I spent 2 days in complete disbelief that not only would Ohio American Water get their rate increase, but that **PUCO has given them more than they had originally asked for.**

I understand that prices are high and that many people are finding it more and more difficult to make ends meet. I am grateful that so far, my husband and I are able to keep our heads above water as we work, return to finish college, and raise our five year old daughter. I do worry, however, for my neighbors who are elderly and on a fixed budget. The money that this increase will cause me is not actually my main complaint for this increase.

Our water has been brown. Brown, as tea. There were days when I couldn't use any water and my concerns and calls to Ohio American went by with little action or assistance on their part. I had ruined loads of laundry. I was told that "maybe there is construction in your area. Let the water run until it is clear." And when I that did little more than leave me frustrated with an even higher water bill, and a surplus of brown water, I received "I don't know what to tell you, go call a plumber". Yet, this company got its increase. And I had gotten brown water and a lack of customer service with a high price tag. Now, I have stains in my sinks, faucets, toilets, tiles, and bath tubs. We have to drink bottled water and

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use filtered water pitchers. However, we don't have the funds for a whole house water filter, and this is why I am outraged.

I have to consider our health and no one else has. Our water was brown for a year and Ohio American Water got their increase. Now that the funds have been received by this company, they claim they need a higher increase. My water is now light orange on occasion. So, yes, it has improved. In context my brown water lighted to orange after Ohio American flushed a chemical into our water system. This doesn't sound healthy to me, and this Company doesn't really inspire my confidence as a consumer.

I am outraged that we are being asked to pay a premium for a product (a basic necessity no less) that is orange. Orange water.

We can't drink the water from our tap. We use only what we need. My daughter didn't run through a sprinkler or play in a paddling pool in the back yard this summer. My flowers and lawn died, and I feel inhumane for giving my *dog* tap water. We can't afford to get a whole house water filtration system, which is what we would need to just drink the water that Ohio American Water Company supplies us.

Would you **want** to pay an extra \$20 on top of an already high \$75 (average MONTHLY) water bill?

Would you **be willing to pay** an extra \$20 for water that you can't (shouldn't or don't) drink because it is has a tendency to be orange?

Well, I don't want to.

I have my health and that of my family's to keep in mind (if no one else does). If that isn't a hefty enough investment, I have a home and a mortgage on that home. These things are investments that I and my husband have hanging in the balance. Apparently PUCO and Ohio American Water don't consider those comparable to the financial investments and business burdens that Ohio American Water must bare.

That is why I am pleading for your help and the help of Governor Strickland. I believe that you care for the health of all Ohioans. We are in trouble in Blendon Township. We are being asked to compromise our health, our family's health, our financial wellbeing, and our enjoyment and benefits of our investment in our home and community.

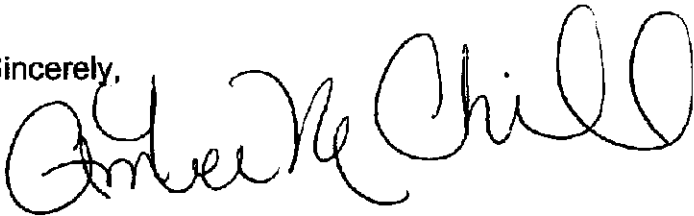
We are being asked to pay too high of a premium- for orange water! For water which is not supplied with a healthy continuity throughout the township. For water that we need to live, but that we can't afford to use, and that should never actually pass between our lips.

Please look into this matter. Please, **reconsider the health of your Ohioans and to NOT approve this "Stipulation and Recommendation" of Case#: 07-1112-WS-AIR.**

Please, help our community. This has been going on too long (since 1970's) and we need someone to fight for us and for our children.

I hope that you will seriously consider **the impact that Case#: 07-1112-WS-AIR would have and orange water will have on us** (it goes beyond the \$89 that I will be paying!)

Sincerely,

A handwritten signature in black ink, appearing to read "Amber M. Chill". The signature is fluid and cursive, with the first name "Amber" written in a smaller, more compact script, and the last name "Chill" written in a larger, more prominent cursive style.

Amber M. Chill
Blendon Township Resident, Ohio American Customer