

FILE

From: "webmaster@puc.state.oh.us"
 To: "ContactThePUCO@puc.state.oh.us"
 Subject: 39689
 Sent: 9/11/2008 1:36:20 PM
 Message:
 WEB ID: 39689 AT:09-11-2008 at 01:35 PM

TYPE: complaint

NAME: Mr. David Wilkinson

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 4172 Valley Quail Blvd N
- Westerville , Ohio 43081
- USA

PHONE INFORMATION:

- Home: 6148905506
- Alternative: 6145196694
- Fax: 6148416855

E-MAIL: dave.wilkinson@emerson.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Ohio American Water
- Name on account: David Wilkinson
- Service address: 4172 Valley Quail Blvd N
- Service phone: 6148905506
- Account Number: 22-0013373-0

COMPLAINT DESCRIPTION:

RE: Case# 07-1112-WS-AIR

Ohio American Water failed to maintain their aging infrastructure and protection of water quality with the revenues they were generating from ohio customers over the past 6 years since taking over in 2002. Ohio American Water customers now have to pay a high price (2 'exorbitant' inexcusable increases in 2 years with the latest 12%-36% proposal). This is analogous to the current Government bailout of the Freddie Mac and Fannie Mae mortgage debacle whereas if Freddie & Fannie had done what they were supposed to, the government wouldn't have to go in and save them, costing us American taxpayers collectively in the billions and stakeholders only gaining about \$.20 on the dollar of their investment, predicted by financial analysts. Point being, Ohio American Water failed to supervise its own actions and negligently handled its customers product and the facilities and activities behind producing the

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product. (Clean Water Intake and Water Outtake) which is certainly a health and safety issue. With the 18.89% increase from the 4/2006 proposal for Huber Ridge, coupled with the current proposal of 26% for Huber Ridge, the total increase will exceed 42% just for Huber Ridge customers over a 2 year period! Unbelievable. From the 4/2006 increase, Ohio American Water claimed necessity to increase based on "...result of labor, health care, maintenance and chemical costs as well as depreciation and taxes." It is ludicrous to think they can request almost double an increase a year and a half later using the same excuse. As the current phrase goes, you can put lipstick on a pig but it's still a pig. Understandably increases are necessary, in reasonable numbers but they have to be completely justified and critically scrutinized to the fairness of the consumer. In other words, OAW is asking for more (Lots more) money and doing the same thing... we (the customers) have not seen any notable improvement in service and quality level since OAW took over in 2002? No.. I have a whole house water filter system and based on OAW reports of how good their water is, I should not have to resort to this redundant investment. As far as cost comparisons among water systems go, Columbus water customers pay on an average \$22/quarter where OAW customers on average pay \$36/month. Our water bill hovers around \$90-\$110 per month with 3 children and 2 adults who use Energy Conserving appliances and are conservative in our water usage practices. The revenue OAW is expecting with this increase is 11, 30 & 33% from 3 water systems which this is (according to their application) above their 'total current operating revenues'. Point here is what OAW is trying to do and have been doing is unconscionable, inexcusable and PUCO (as the regulatory arm) should not defend this sort of activity. We are asking that this rate increase be flatly denied at this juncture. Thank you for your time & consideration.

Dave & Mindy Wilkinson