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OCT 1 2008

INVESTIGATION / COMPLAINT SECTION
PUBLIC UTILITIES COMMISSION OF OHIO

Sept 30, 2008

Dear PUCO Staff,

I have the misfortune of being an American Water customer.

I am willing to bet that we here in Huber Ridge already pay one of the highest water rates in the state, for nasty water. My drinking water is bottled. Tea and coffee water must be bottled also. A cup of tea goes up like a mad dog and when that settles down there is an oil slick across the top of your drink. Coffee taste horrible. My mom always said "You can tell the quality of your water with a cup of tea." Greener words were never spoken. Since I've lived here since '83, I've always had to drink bottled water. American Water and all these price increases has not changed a thing.

This is where American Water has my household of two 50 somethings. Forget my hot baths in the winter, 2 minutes or less showers year round. I don't use my dishwasher but the water is so horrible it messes up the inside anyway. Does your household use the dishwasher? If so, feel privileged. It's cheaper to pay to go to a pool than fill a very small blow up pool for my grandson. My hot water heater is in the basement, so when I need hot water only (dishes) I catch the pint and a half of cool water that comes out first. Between that & catching the rain

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water, I put it on my vegetable garden.

No, American Water doesn't get to take my vegetable garden from me (like a hot bath). When it rains my backyard is full of containers catching it to store for later. Does your household have to go through this? I could write 5 pages of things I do to conserve water. American Water starts out with a free product, a Bad given product, and my monthly water bill still runs \$55 to \$70. How do they sleep at night? Greed has no conscience.

Has PUC ever told a utility company "No"? I would love to see the stats on that question. Do you know those companies pay thousands of dollars to pay someone to spin those petitions? That's right, spin doctors write those petitions. Can't you "Just say No"?

All the profit American Water ^{makes} goes straight out of the USA. That's part of this country's financial problems. Another problem is All bigger companies MUST make those "record quarterly profits". That's record quarterly profits from the quarter before, which was also a record quarterly profits before that one (and and and, years of quarterly profits). Pure Greed. You know, like with AEP.

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I don't think anyone here in Huber Ridge gets a 30% to 36% raise every 18 months. We are a low to middle income neighborhood. Someone must pay the highest water rate in the state, but why us? Why not New Albany, Dublin or maybe the Beavly area? I know, I know, because that's where PUCO employees live.

And where does your paycheck come from? Angel at O.C.C. refused to tell me where their pay checks come from when I called them on Sept 10. Did you listen to us at the Faith Covenant Church? I've been to all these meetings and did not hear one single word that sounded like American Water deserves a rate increase. I heard a lot that sounds like this company deserves a rate decrease. Please help us.

Lois Milliron
3588 Kankakee
Westerville, Oh
43081

Blendon Township

One thing is for sure, Blendon Township residents will be paying more for water in October and just change

OCC to PUCO?

Residents: OCC no help with water rates

By LIN RICH

The Press-Scimitar

As far as Blendon Township residents are concerned, the Ohio Consumer Council is not a helpful organization. It is not a helpful organization, they say, and it is not a helpful organization.

Residents sought help from the OCC in 1989, 9 years ago, when they were an attempt to block a request for a water rate increase by Ohio American Water, a subsidiary of the American Water Works Association, and its parent company, the American Water Works Association.

on the proposal and the OCC had been in discussions with the Public Utilities Commission of Ohio related to Ohio American Water's request for a rate increase. The OCC also had been in discussions with the Public Utilities Commission of Ohio related to Ohio American Water's request for a rate increase.

But in the end, the OCC was party to a settlement with Ohio American Water, the PUCO staff and others that would increase water rates for customers and its parent company, the American Water Works Association.

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See BLENDON TWP., page A1

Blendon Twp. residents: OCC no help in stopping water rate hike

Continued from page A1

"We're not the cause of the problem," said one resident. "We're just the victims." The residents of Blendon Township are angry about the water rate increase and the lack of help from the Ohio Citizens' Council (OCC) in stopping it. The residents say the OCC has not been helpful in stopping the rate increase. They say the OCC has not been helpful in stopping the rate increase. They say the OCC has not been helpful in stopping the rate increase.

According to OCC spokesman Anthony Dell, the agreement with the American Water Works Association (AWWA) is a voluntary agreement. It is not a requirement. The agreement is a voluntary agreement. It is not a requirement. The agreement is a voluntary agreement. It is not a requirement.

The water company also will not be required to provide water to the residents. The water company also will not be required to provide water to the residents. The water company also will not be required to provide water to the residents.

Each house

Customers will not be charged for the chemical and power costs associated with water. Customers will not be charged for the chemical and power costs associated with water. Customers will not be charged for the chemical and power costs associated with water.

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