

FILE

4

5436 Acapulco Place  
Westerville, OH 43081-4301  
November 21, 2008

RECEIVED-DOCKETING DIV

2008 NOV 24 PM 12:47

PUCO

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

Ladies and Gentlemen:

Subject: Case No. 07-1112-WS-AIR

Enclosed is a copy of my Ohio American Water bill for the billing period of October 10 to November 12, 2008. Also enclosed is a copy of the "Dear Ohio-American Customer" letter which was enclosed with this bill.

I was amazed and very displeased to discover that I was billed at the new rates for water and wastewater for the billing period of October 10 to November 12, 2008, even though you did not approve these new rates until November 12, 2008. Ohio American Water's letter says, "The Company will be implementing new rates on a bills rendered basis effective on November 13, 2008."

My water bill under these new rates has increased from \$50.59 for 400 cubic feet of water under the old rate to \$72.50 under the new rate. Are you proud of your rate increase decision?

Sincerely,

*Marjorie A. Obrist*

Marjorie A. Obrist

Enclosures: Ohio American Water bill  
Letter to Ohio-American Customer

Copy to : Ohio Consumers' Counsel

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business,  
Technician AK Date Processed NOV 24 2008



Ohio American Water  
PO Box 94551  
Palatine, IL 60094-4551

For Service To: 5436 Acapulco Pl

000103 1 AV 0 324 0103 0103 000103 001 1 PCG7XF



**M OBRIST**  
5436 ACAPULCO PL  
WESTERVILLE OH 43081-4301

ACCOUNT NUMBER	22-0001843-6
AMOUNT DUE	\$72.50
DUE DATE	Dec 04, 2008
Due After Dec 19, 2008	\$75.87
Please return this portion with a check Payable to the address above	

Ohio American Water  
PO Box 94551  
Palatine, IL 60094-4551



### Customer Account Information

For Service To: M OBRIST  
5436 Acapulco Pl  
Account Number: 22-0001843-6  
Premise Number: 22-0001521

### Billing Period & Meter Information

Billing Date: Nov 19, 2008  
Billing Period: Oct 10 to Nov 12 (33 days)  
Next reading on/about: Dec 12, 2008  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number 1522 is a 5/8-inch meter.  
Present-actual 1308  
Last-actual 1304  
100 Cubic Feet used 4  
1 cu ft equals approx 7.50 gal  
Gallons used 2992

### Billing Summary

-----Prior Balance-----  
Balance from last bill \$35.50  
Payments as of Nov 19, 2008. Thanks! -35.50  
Total prior balance, Nov 19, 2008 .00  
-----Current Water Charges-----  
Service Charge 9.51  
Water Volume (\$5.044900 x 4.00) 20.18  
Total water charges, Nov 19, 2008 29.69  
-----Current Wastewater Charges-----  
WasteWater Volume (\$8.26000 x 4.00) 33.04  
Total wastewater charges, Nov 19, 2008 33.04  
-----Other Current Charges-----  
Reverse Osmosis Surcharge 4.77  
Customer Protection Water Line 5.00  
Total other charges, Nov 19, 2008 9.77  
-----TOTAL AMOUNT DUE----- \$72.50

If paid after Dec 19, 2008

Add Late Charge

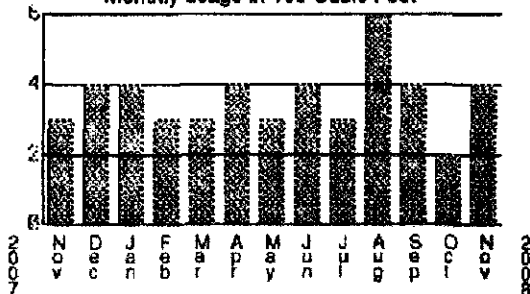
Total Due After Dec 19, 2008

\$3.37

\$75.87

### Water Usage Comparison

Monthly usage in 100 Cubic Feet



### Messages to you from Ohio American Water

\* You likely noticed a new logo at the top of your bill. Ohio American Water is still your local water company but we have a new look. Our new brand represents the excellence you have come to expect and our

Dear Ohio-American Customer:

On October 12, 2007, the Ohio-American Water Company (Company) filed with the Public Utilities Commission of Ohio (PUCO) a notice of its intent to seek an increase in rates in Case No. 07-1112-WS-AIR. After extensive discussions and negotiations, the Company, Office of the Ohio Consumers' Counsel, the City of Marion, a commercial customer, and the staff of the PUCO submitted a joint stipulation and recommendation to the PUCO. Local public hearings were held in Mansfield, Marion, Blendon Township and Prairie Township, Ohio. The Commission approved the new rates on November 12, 2008. The Company will be implementing new rates on a bills rendered basis effective on November 13, 2008. The new water and wastewater rates represent an overall total revenue increase of approximately \$5,264,697, which equates to 15.81% over the rates that have been in effect since March 7, 2007. The factors contributing to the increase were costs associated with an increase investment in new plant, and increases in pension expense, state, local and federal taxes, and general operating expenses.

Your rates are based on water and/or a wastewater charge combined with a monthly service charge. Both of these rates have changed as shown below. The effects of these combined charges are displayed in the bottom chart, showing the average combined bills for each service territory and type of customer.

The newly approved tariff charges for water and wastewater sales in FRANKLIN AND PORTAGE COUNTIES (formerly served by Citizens Utilities of Ohio) are:

<b>WATER</b>	<b>CUBIC FEET PER MONTH</b>	<b>PRESENT RATE PER 100 CUBIC FEET</b>	<b>NEW RATE PER 100 CUBIC FEET</b>
For the first	1,333	\$3.2074	\$5.0449
For the next	58,667	\$1.9686	\$3.0324
For all over	60,000	\$0.0000	\$2.1115
<b>WASTEWATER</b>	<b>CUBIC FEET PER MONTH</b>	<b>PRESENT RATE PER 100 CUBIC FEET</b>	<b>NEW RATE PER 100 CUBIC FEET</b>
For the first	1,333	\$6.0173	\$8.2600
For the next	58,667	\$4.2500	\$5.8340
For all over	60,000	\$1.6589	\$2.2772

The newly approved service charges for water and wastewater IF the customer takes only wastewater service are as follows:

<b>Meter Size</b>	<b>Present Monthly Charge</b>	<b>New Monthly Charge</b>	<b>Meter Size</b>	<b>Present Monthly Charge</b>	<b>New Monthly Charge</b>	<b>Meter Size</b>	<b>Present Monthly Charge</b>	<b>New Monthly Charge</b>
<i>(applies to wastewater only customers)</i>								
5/8"	\$9.41	\$9.51	1 1/2"	\$30.12	\$29.65	4"	\$133.64	\$130.34
3/4"	\$12.00	\$12.03	2"	\$45.64	\$44.75			
1"	\$17.18	\$17.06	3"	\$81.88	\$80.00			

(continued)

The softening surcharge will be changed to \$0.6007 per ccf, from \$0.6122, a decrease of \$0.0115. The reverse osmosis surcharge will be changed from \$1.3250 to \$1.1922 per ccf, a decrease of \$0.1328. The account activation charge will remain unchanged at \$23.10 for new service establishment during the Company's regular business hours. The fire service charges will be changed from \$0.83 to \$1.01, an increase of \$0.18. The purchased water adjustment surcharge will be eliminated. The dishonored payment charge will be changed from \$20.75 to \$17.25, a decrease of \$3.50.

DISTRICT & CLASS		-----AVERAGE BILL-----			
		Usage (ccf)	Old Bill	New Bill	Increase
Franklin County					
Residential	Monthly	7	\$31.86	\$44.82	\$12.96
Commercial	Monthly	31	\$86.95	\$130.34	\$43.39
Portage County with Purchased Water Surcharge					
Residential	Monthly	7	\$42.06	\$44.82	\$2.76
Commercial	Monthly	31	\$132.13	\$130.34	\$(1.79)
Franklin County - Huber Ridge with Reverse Osmosis					
Residential	Monthly	7	\$41.14	\$53.17	\$12.03
Commercial	Monthly	31	\$128.02	\$167.30	\$39.28
Franklin County - Lake Darby and Worthington Hills with Softening Surcharge					
Residential	Monthly	7	\$36.15	\$49.03	\$12.88
Commercial	Monthly	31	\$105.93	\$148.96	\$43.03
Franklin and Portage Wastewater					
Residential	Monthly	6	\$36.10	\$49.56	\$13.46
Commercial	Monthly	37	\$180.81	\$248.20	\$67.39

Copies of the approved tariffs are on file and may be inspected by any interested person at any district office of Ohio-American or at the offices of the Public Utilities Commission of Ohio, 180 East Broad Street, Docketing Section, Columbus, Ohio 43215-3793, or can be reviewed online at the PUCO's web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Please keep in mind that some changes affect certain customers differently than others, depending on the usage and service provided. If you have any specific questions concerning the impact of this rate change on your bill, please call 1-800-673-5999. You are a valued customer and we welcome the opportunity to discuss this matter with you.