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FILE

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PUCO,

2008 NOV 25 PM 12:10

Ohio American Water Co. (OAWC) is immediately in violation of the opinion and order for case #07-1112-WS-AIR signed November 12, 2008.

PUCO

I have enclosed my current water bill which I received November 21, 2008, with a due date of December 4, 2008. If you look on the left at the billing period and meter information, you will see the billing period for this bill. The billing period is October 10 to November 12 (33 days). Also, notice on the right side current water charges volume at \$5.044900 per ccf and current wastewater charges at \$8.2600 per ccf. Please note these are the opinion and order rates, and the bill is before the opinion and order signed date.

Page 23 of the opinion and order states "ordered that the new tariffs shall not become effective until the company has filed four (4) complete, printed copies of final tariffs with the Commission. The new tariffs shall be effective for bills rendered on after such effective date." The opinion and order was signed November 12, and on November 14, 2008, the new tariff (revised tariff) was submitted (32 pages) to case #89-7025-WW-TRF by Sally Bloomfield on behalf of OAWC.

It is my understanding that OAWC can charge the approved new rates for water/wastewater usage beginning November 14, 2008. Please note my bill is for October 10 to November 12, 2008.

During the public hearings, numerous customers commented on OAWC's gouging and exploiting their customers. Testimony also expressed numerous flaws in the communication between their own departments - meaning OAWC's right hand does not know what the left hand and feet are doing. OAWC has always twisted and manipulated the laws and tariffs to their best advantage ignoring and gouging the very reason for their existence, their customers. This is the latest example. At the end of case #06-0433-WS-AIR, OAWC tried the same thing but when caught stated it was a clerical error. Now here we go again. This is a blatant disregard for OAWC's customers and the PUCO.

Please also note half of the Huber Ridge customers received their water bills November 19, 2008; and their bills were of the #06-0433-WS-AIR rates, and the other half received bills November 21, 2008, and they were of the #07-1112-WS-AIR rates. What a difference two days make!

While I have your partial attention, I would also like to mention my disbelief (sellout) of the Public (pushover) Utilities Commission of Ohio (PUCO) in their rubber stamp of the stipulation submitted September 4, 2008.

The PUCO's opinion and order is a rubber stamp of the stipulation of September 4; it took 68 days to give this rubber stamp called an opinion and order.

The opinion and order acknowledges several factors:

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Technician _____ Date Processed NOV 25 2008

Page 4 recognizes that numerous letters and petitions were submitted, recognizes the frequency of applications for increase³ in 5 years, and recognizes that OAWC will file another increase after the current increase (#07-1112-WS-AIR) is decided. Yet the PUCO approved a huge increase with no step program, e.g., 10 percent per year for 3 years.

Page 14 recognizes the minimum amount owed for disconnection. The agreed amount between the parties was \$75 for disconnection in arrears. Yet the PUCO and parties involved failed to recognize that OAWC states the average usage is 7 ccf. Seven ccf at #07-1112-WS-AIR rates are now \$110.00 if you look at my bill. I received my bill by USPS on November 21. It is due by December 4 and overdue with a penalty after December 19. If at the current rates I would be disconnected soon afterward because \$75 is not even a month's bill according to OAWC's average 7ccf bill. Wow, \$110.99 a month for water/sewer.

I could pick apart many pages of the agreement and opinion and order, but it would not help. The customers of OAWC pay for each increase many times over. We pay for OAWC's application cost, our own cost to oppose it, the PUCO's and OCC's cost to rubber stamp it, plus the actual increase itself.

I had testified asking for OAWC to donate to the associations who oppose these frequent increases to defray the customers' cost. I had testified asking for OAWC to donate/give back to the customers/communities they take so much from in the form of connecting to the Alum Creek bike trail at the rear of OAWC's property and to donate to our local parks. These are gestures I feel OAWC could partake in to bridge the huge gap between its customers and the Company. Neither of these were considered or discussed, just dismissed.

Ohio is on top of the country's list for unemployment and foreclosures. Ohio's businesses and residents are leaving the state - moving mainly due to the cost of doing business and living in Ohio. The costs are due to our PUCO's uncanny ability to approve our utilities rate increase applications. The laws that govern these utilities are old and outdated. Most that are on the books were there to protect the customers. Over the years, they have been twisted, manipulated, and interpreted for the benefit of the utilities.

I think it is time to review these laws and modify/rewrite the laws to do the job they were intended to do - protect the consumer. The PUCO should look at these and write a review/report of the changes needed.

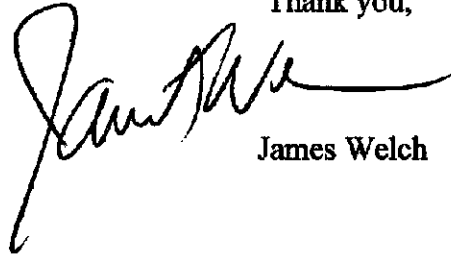
Second, maybe it is time to elect, not nominate the PUCO's Commissioners. This change allows for accountability.

It appears in this case #07-1112-WS-AIR that some money has exchanged hands under the table between OAWC and PUCO, OCC. There should have been some give and take for both parties involved - the OAWC and its customers. All we saw is a lot of take on the part of the OAWC with the OCC and PUCO's help. The PUCO took 68 days

to rubber stamp this agreement - just 7 days after the election. Is this a coincidence? I believe not. The customers of OAWC and the res

Your attention to the early billing is appreciated.

Thank you,

A handwritten signature in black ink, appearing to read 'James Welch', with a long horizontal flourish extending to the right.

James Welch

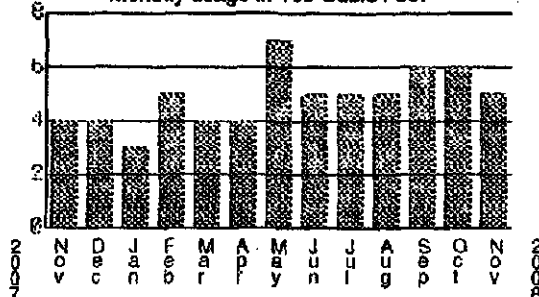
For Service To: 5460 Acapulco Pl

XX

JIM WELCH
5460 ACAPULCO PL
WESTERVILLE OH 43081-4301

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

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* 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

OAWC suggest the average consumer bill is now 7 ccf. Let me put a chart together with present rates and the suggested (pending approval) rates. Then I will present Columbus water and Westerville water into the picture.

7 ccf OAWC bill

	present	pending
water	22.45	35.35
service charge	9.41	9.51
sewer	42.12	57.82
reverse osmosis	9.28	8.35
total bill 1 month	\$83.22	\$110.99

22 ccf Columbus bill (3 months -- quarterly billing) from Feb. 2008 bill

Clean river fund 1 eru	7.74
sewer	75.16
storm water 1 eru	11.88
water	53.66
total bill 3 months	\$148.42

7 ccf Westerville from may 2008 bill

sewer 1 st 2 ccf	13.94
sewer over 2 ccf = 5ccf	21.15
water 1 st 2 ccf	4.45
water 1 ccf	1.52
water next 12ccf = 4	7.96
total bill 1 month	\$49.02

To bring into comparison:

Columbus bill of quarterly 22ccf =	\$148.42
Westerville bill x 3 month 7 ccfx3=21ccf	\$147.06
OAWC bill x 3 month 7 ccfx3=21ccf	\$249.78 now's rates
OAWC bill x 3 month 7 ccfx3=21ccf	\$332.99 PUCO's proposed rate

OUTRAGEOUS!!!!!!! Profit is not a crime but rape is. Mix in the inferior product and service.

These are just the facts in black and white. Blendon Township residents deserve better, heck any human being deserves better. Its water, the basic need to human and animal life!