

FILE

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November 26, 2008

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PUCO

PUCO

Attn: Docketing Division, Case #07-1112-WS-AIR  
180 E. Broad Street  
Columbus, OH 43215

To Whom It May Concern,

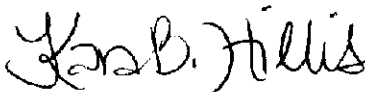
I was in a state of shock yesterday (11/25/08) upon receiving my Ohio American Water bill, which had increased by \$30 from last month. I live in the West Point subdivision in Galloway (Prairie Township), with no other water company available with which to use. I understand that a 15.81% increase took effect on 11/13 after many meetings between the Ohio American Water & PUCO, but I am completely confused as to why our water bill increased 40% from October to November!

Upon calling Ohio American Water last night, I was told that our water usage is fairly consistent and the increase is strictly due to the rate hike in Prairie Township. I was also informed that our monthly bill would most likely continue to be in the \$105 range. \$1,200 per year for water? Absolutely outrageous!

Ohio American Water, a company who provides sub par service in the first place, is operating as a monopoly. This joint decision to drastically increase the cost of water to the consumer is totally uncalled for, especially in these already difficult economic times.

I will also write to the Ohio Consumers Council, as suggested on our bill, as well as to our Prairie Township trustees, in hopes that a more reasonable resolution can be achieved. Significantly over-charging the customer, who has no choice in selecting their water provider, is not the answer.

Sincerely,



Kara B. Hillis

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