

FILE

09-391-WS-AIR

October 7, 2009

Dear PUCO,

I am a homeowner in the Timberbrook housing division and writing this letter concerning the proposed rate increase (case 09-0391) by Ohio American Water.

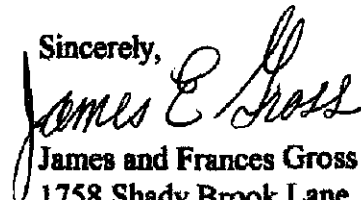
This company has asked for and received rate increases over the years on a regular basis. The forth-coming request seems exorbitant.

We already pay more for water than our neighboring communities. We are an elderly couple who uses on average 4CCF's of water per month at a cost of about \$30.00. Our sewer costs are about the same. With the proposed increase, our water and sewer costs will exceed any of our other utilities. This company doesn't make anything; they extract, process and distribute water.

Also, the quality of the water is not exceptional. We have to maintain a water softening system in order to have water soft enough to shower with and not ruin the fixtures. They want additional money to provide soft water.

I ask you to help us by **NOT** letting a company, who has no competitor, increase their rates to the point where no one will want to live here. They talk about the cost of infrastructure, but I have not seen any evidence of improvements in my neighborhood. I thank you for your consideration.

Sincerely,


James and Frances Gross
1758 Shady Brook Lane
Columbus, OH 43228

RECEIVED-DORCELING DIV
2009 OCT 13 AM 11:57
PUCO

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 _____ Date Processed OCT 13 2009