

09-391-WS-AIR

2

FILE

MARJORIE L. SEBRING

3679 SANTIAGO DRIVE

WESTERVILLE, OHIO 43081

January 8, 2010

The Public Utilities Commission of Ohio

Attention Please: Docking Division

180 East Broad Street

COLUMBUS, OHIO 43215

PUCO

2010 JAN 15 PM 12:57

RECEIVED-DOCKETING DIV

I am writing regarding increase for the subscriber's to Ohio American Water Company water and waste water rates in Blendon Township, namely Huber Ridge. This being their third request in as many years for increases. This company definitely has a monopoly situation as I have stated in my previous letter to you. There still remains another question that has not been discussed to my knowledge. This involves what was referred to as "Basic Service" prior to 2002 at the rate of \$4.00 per month. In April, 2005 this was listed only as "Service Charge" at the rate of \$5.31 per month, as I have stated below but in October, 2007, this charge still listed as "Service Charge" escalated to the rate of \$9.41 per month and to \$9.51 per month in October 2008. This reflects an increase of 79% in the period between October 2007 and October 2008. This charge has never been explained to the customers nor the reason for the tremendous increase in "Service Charge". The only notable change that I am aware of, is that OAW installed devices on our meters that can be read from the street and I have no longer gotten estimated bills.

According to my records, I received my first water bill from American Water Co. starting with billing period January 8, 2002. Two months later they increased the "basic" cost (no water or waste water usage) from \$3.33 and \$3.33 respectively to \$4.00 and \$4.00 respectively. At the water usage rate of \$2.722 per 100 cubic feet used (1 cu. Ft. equals approx. 7.50 gal.) and waste water at the rate of \$4.301 per 100 cubic feet. All of these rate included a waste water rate that was not waste water but water used to water lawns, gardens and wash autos, outdoor furniture and outside used equipment. By May 2003, the name became Ohio American Water Co. During that period a vote to be cast by owners to install a reverse osmosis system arose. The vote results presented to us were 51% for and 49% against. However, what many of the residents were unaware of was that Huber Homes Inc. owned every fifth house and thus went their vote for osmosis. (Huber Utilities were the original owners of the water plant). They did not have to pay for the osmosis since it was billed to their

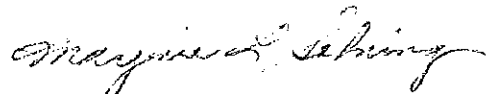
This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Clerk _____ Date Processed 4/15/10

tenants. This definitely saved Huber Homes Inc. corrosive plumbing repairs. By June 9, 2005 minimum charge referred to as "service charge" increase to \$5.31 and \$5.31 respectively and water usage rates were increased to \$3.2398 and waste water rates to \$4.8244 per 100 cubic feet, respectively. Representing a 24% raise plus osmosis of \$1.28 per 100 cu. ft. I am not opposed to the reverse osmosis charges of \$1.28 per 100 cu. ft., because it eliminates water softeners and salt supplies, but I question the obvious and presence of chlorine in my water supply; is it truly osmosis water? Some complaints are their water is brown. I guess the chlorine doesn't reach them as it definitely will remove the brown in the water. Knowing of course, that PURE water is a most uncontrollable and strongest "chemical" element.

My son, a graduate Civil Engineer (and PE, with a major in hydraulics and a minor in environmental) at the time of his enrolment at OSU told me that water plants were permitted each month to "dump" a certain amount of sewerage into adjacent streams. In the past, when rain was predicted, very, very late at night or on week-ends the stench from Alum Creek was not to be ignored. (no EPA Offices open, of course.) However they did get caught and fined, both here in Huber Ridge and I believe Reynoldsburg. I do not know the local current regulations.

By April 2007 after a Utilities dispute and decisions rates were \$9.41 monthly service charge, \$3.2074 water volume charge and \$6.01739 waste water charge per 100 cu. ft. plus \$1.33 osmosis. With October 2008 billing from Ohio American Water the rates raised to \$9.51 service charge, \$5.0449 water volume and \$8.26 waste water charge plus osmosis. Representing another 22+% increase. In the period of these large raises, Ohio American Water extended their facilities to reach new areas east of Huber Ridge. They also installed Meter reading devices on our meters that can be read from the truck, possibly 6 at a stop. I'm sure these cost figures were included in their requests. I don't believe the current customers are responsible for paying for the extended territory as they are means for them for potential increased income. And, most certainly the cost of meter reading devices and installations should decrease the company PAYROLL, FICA, MED, BJ&FS and Workman's Compensation and possibly Medical Insurance contributions. Before the Ohio American Water Co. deserves any more rate increases, which is touted to double the present rates, a more thorough accountings of their books and perhaps an accounting of their PERKS and BONUSES should be reviewed.

Sincerely,



Marjorie L. Sebring