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To: ContactThePUCO
Subject: 60317
Received: 7/14/2011 10:34:41 AM
Message:
WEB ID: 60317 AT:07-14-2011 at 10:34 AM

114161-WS-AIR

Related Case Number:

TYPE: comment

NAME: Mrs. Brittany Root

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3145 Portman Road
- Columbus , Ohio 43232
- USA

PHONE INFORMATION:

- Home: 614-403-9707
- Alternative: 614-403-9707
- Fax: (no fax number provided?)

E-MAIL: brittanyroot@yahoo.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Ohio American Water
- Name on account: Brittany
- Service address: 3145 Portman Road
- Service phone: 614-403-9707
- Account Number: 22-015-9763-6

COMMENT DESCRIPTION:

I am writing to you regarding 2 articles I've read, one in the Columbus Dispatch and another in The Messenger for Groveport. I'm a disappointed to see that once again our water and waste rates are going to be increased dramatically. What is more frustrating is the quality of the water is less than the 'premium' price we are paying. We have purchased an entire house water filtration system and the calcium deposits are still ruining our faucets (on #3 in the kitchen), dishwashers (#2), Ice Makers #2) and anything else it comes in contact with. I was hoping with the increased prices last time to see a difference in our homes water supply, but to my dismay have noticed no change. We're having a hard time not getting upset with the situation when we can't obviously justify it in our home. I have buy

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bottled water from the store to use in my children's humidifier for their room! The previous one became so encrusted with thick hard buildup that it could not be used. I personally find it ridiculous that every single dish, cup or Tupperware in my home is covered in a cloudy buildup from my WATER. The only way I've discovered to get rid of it EXPENSIVE dangerous chemicals that should not be used on things you serve drinks and food off of. We would have in all honesty rethought the purchase of our home if we knew there would have been so many annoyances with the H₂O. I don't mean to sound like a pest and I completely agree that OAW is a company and they need to have a profit to continue operating, however they are seriously missing the, what seems like me obvious, ways to make their customers happy. This water literally leaves it's marks, on faucets, showers, glass, dishes, toilets, laundry, I think you get the point I could go on and on, but you look at any one of those things 20+ times a day it's increasing difficult to NOT get upset and now they are digging deeper into our pockets for the exact same less than stellar product? Not impressed at all.