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2011 DEC 23 PM 12: 56

December 23, 2011

RE: PUCO case number 11-4161-WS-AIR

PUCO

To Whom It May Concern:

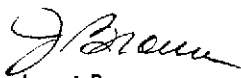
Hello and thank you for reading this letter. It seems as though we are constantly having to struggle everyday just to keep our bills paid and food on the table. Then comes our Ohio American Water always wanting to increase our rates – which are already exorbitant. There seems to be no constant in the way they charge – one month my bill will be \$10+ higher than the next one and with the same usage. Definitely not sure what they base their charges upon. There are just two people in our household and no reason for the charges to vary so much.

I live in Blendon Township, Huber Ridge area and drive by their plant every day. As of recent, I see several new vehicles parked in their lot – don't seem like they are trying to cut expenses like the rest of us have to do.

Please take a serious look as to why they are always asking for rate increases and then consider the residents that are/will be affected. Definitely, people are not looking to buy a house in our area because of the water rates and quality. If you were to survey the area, there are a lot of empty homes.

Thank you again for assisting the township residents with this rate hearing and telling OAW no increases.

Sincerely,



Janet Brown
3582 Karikal Dr
Westerville OH 43081

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Technician ASJ Date Processed 11/23/11