

FILE

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11-4161-WS-AIR

January 4, 2012

Pamela J. Clegg and family
3614 Makassar Drive
Westerville, OH 43081-4017

Re: 11-4161-WS-AIR

Mr. Todd A Snitchler, Chairman
Public Utilities Commission of Ohio
180 East Broad Street, 13th Floor
Columbus, OH 43215-3793

Honorable John Kasich
Governor's Office
Riffe Center
77 South High Street, 30th Floor
Columbus, OH 43215-6117

Senator Kevin Bacon
Senate Building
One Capitol Square, Ground Floor
Columbus, OH 43215

Nancy Garland
State Representative
77 South High Street, 10th Floor
Columbus, OH 43215-6117


Anne Gonzales
State Representative
77 South High Street, 12th Floor
Columbus, OH 43215-6117

RECEIVED-DOCKETING DIV

2012 JAN -9 PM 12:26

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 01-09-12

Dear Mr. Snitchler, Honorable Kasich, Senator Bacon, Representatives Garland and Gonzalez: 1-4-2012

This is our almost annual letter stating that we strongly object to the proposed rate increase by Ohio American Water, water and sewer provider for Huber Ridge, case number 11-4161-WS-AIR.

We are writing to specifically state that we still strongly object to the gouging from this private company; our position has not changed. We are writing so that this letter will become part of the docket and all will know we still care that this company is relentless in its pursuit of more money.

OAW's application to the PUCO is based on 500 cubic feet consumption and requests: an increase of 19.74 percent for water, an 11.60 percent sewer rate increase; an increase in reverse osmosis charge (it was 4.50 flat, now they want 1.4179 per Ccf), an increase in the monthly water customer charge (from \$9.51 to \$11.50); and it appears they are proposing a monthly sewer customer charge of \$11.50.

Simply stated, this rate increase would take our current payment of \$57.74 monthly (we typically use 3 Ccf monthly, but we are not the norm) to **\$77.70** monthly (including the monthly sewer customer charge) or **\$66.20** monthly (minus the monthly sewer customer charge). Pity the families who use 5 Ccf monthly!! We vote no, but we do not get a vote in the matter.

Mr. Snitchler, you get to vote on our behalf. Your letter in the Tuesday, December 27, 2011 *Dispatch*, stated that you and your fellow commissioners "must balance the interests of ratepayers to ensure fair rates and quality service. It is our duty and obligation under the laws of Ohio." It should be easy for you to determine that this company does not offer fair rates; nor do they provide, in the case of some, quality service. Enclosed is a copy of a Westerville water/sewer bill for comparison.

Honorable Kasich, you have many items to address as our Governor. I hope you will make time for this issue that concerns more than the Huber Ridge community. We are counting on you.

Senator Bacon, as a former Blendon Township Trustee and one very familiar with the gouging of OAW, I hope you will do your part to help us as our Senator. We are counting on you.

Representative Garland, even though you are not seeking reelection, you did call and ask for our votes in a lengthy phone message. You indicated you would help us on this matter. Please do what you can while you can. We are counting on you.

Representative Gonzalez, you have attended the PUCO hearings even before you were elected. You know all of the issues and are really in touch with how this water company has negatively impacted our community. We are counting on you most of all because you are the most informed.

It is important to the community that winter-summer rates continue, that rates do not increase, and that we as ratepayers should no longer pay for the legal fees every time OAW requests an increase. This company is gouging, oppressive, unfair, and ultimately detrimental to the community. People who have the means move out of the neighborhood because of these rates and in some cases, the quality. Our property values have declined more than the average community. Please help our community.

Sincerely,



Pamela J. Clegg, on behalf of the Clegg family
3614 Makassar Drive, Westerville, OH 43081

pc

Enclosures (2): copy of Clegg October, 2011, OAW bill; copy of Westerville bill, October 2011



Ohio American Water
PO Box 94551
Palatine, IL 60094-4551

pd on 10/23
for 10/27

For Service To: 3614 Makassar Dr



RONALD CLEGG
3614 MAKASSAR DR
WESTERVILLE OH 43081-4027

ACCOUNT NUMBER	
AMOUNT DUE	\$57.74
DUE DATE	Oct 27, 2011
Due After Nov 11, 2011	\$60.63
Please return this portion with check Payable to the address below	

OHIO AMERICAN WATER
PO BOX 94551
PALATINE, IL 60094-4551



Customer Account Information

For Service To: Ronald Clegg
3614 Makassar Dr

Account Number:

Premise Number:

Billing Period & Meter Information

Billing Date: Oct 12, 2011

Billing Period: Sep 08 to Oct 07 (29 days)

Next reading on/about: Oct 27, 2011

Rate Type: Residential

Meter readings in current billing period:

Meter Number 2409 is a 5/8-inch meter.

Present-actual 1814

Last-actual 1811

100 Cubic Feet used 3

1 cu ft equals approx 7.50 gal

Gallons used 2244

Billing Summary

Prior Balance

Balance from last bill

Payments as of Oct 12, 2011. Thanks!

Total prior balance, Oct 12, 2011

Current Water Charges

Service Charge

Water Volume (\$5.741200 x 3.00)

Total water charges, Oct 12, 2011

Current Wastewater Charges

WasteWater Volume (\$8.83580 x 3.00)

Total wastewater charges, Oct 12, 2011

Other Current Charges

Reverse Osmosis Surcharge

Total other charges, Oct 12, 2011

TOTAL AMOUNT DUE

If paid after Nov 11, 2011

Add Late Charge

Total Due After Nov 11, 2011

\$72.23

-72.23

.00

9.51

17.22

26.73

26.51

26.51

4.50

4.50

\$57.74

\$2.89

\$60.63



**City of Westerville
Utility Billing Department**

64 E. Walnut St.
Westerville, OH 43081
Phone: (614) 901-6430 Fax (614) 901-6820
www.westerville.org

RESIDENTIAL

Total Amount Due	\$165.16
Account Number	
Due Date	11/15/2011
Account Name	
Service Location	
Current Bill Date	10/28/2011
Last Payment	\$256.31 10/14/2011

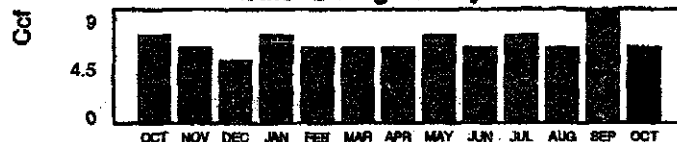
WESTERVILLE OH 43082-1018



Electric Billing History



Water Billing History



Service Period	Days	Meter Number	Mult	Units	Previous Reading	Current Reading	Reading Type	Usage
E 09/07/2011 10/05/2011	28		1.00	KWH	24500.00	25414.00	ACTUAL	914.00
W 09/07/2011 10/05/2011	28		1.00	CCF	4747.00	4753.00	ACTUAL	6.00
Service				Usage	Charge		Total	
ELECTRIC CUSTOMER CHARGE					\$4.00			
ELECTRIC FIRST 800 KWH				800.00	\$55.20			
ELECTRIC OVER 800 KWH-WINTER				114.00	\$3.37			
ELECTRIC PWR SUPPLY COST ADJ				914.00 (\$0.03954 per kWh)	\$36.14		\$98.71	
REFUSE					\$17.75		\$17.75	
SEWER FIRST 2 CCF				2.00	\$15.98			
SEWER OVER 2 CCF				4.00	\$19.40		\$35.38	
WATER FIRST 2 CCF				2.00	\$4.80			
WATER NEXT 1 CCF				1.00	\$1.86			
WATER NEXT 12 CCF				3.00	\$6.66		\$13.32	
TOTAL CHARGES							\$165.16	

Join us at the annual community Tree Lighting Ceremony, Fri, Dec 2, at 7 pm in the City Hall Courtyard. Bring the whole family to enjoy holiday caroling, sweet treats and one of Santa's first appearances in Westerville.

Do you get the weekly City of Westerville e-newsletter? Sign up now online at www.westerville.org or email Webmaster@westerville.org.

CURRENT CHARGES	\$165.16
PREVIOUS BALANCE	\$0.00
TOTAL AMOUNT DUE	\$165.16
DUE DATE	11/15/2011

PLEASE DETACH THIS PORTION AND RETURN WITH PAYMENT

9854



**City of Westerville
Utility Billing Department**

64 E. Walnut St.
Westerville, OH 43081
Phone: (614) 901-6430 Fax (614) 901-6820

Office Hours: 8:00 AM to 5:00 PM Monday - Friday

Please allow 5 business days for mailed payment to be received.

Please make checks payable to:

City of Westerville
PO Box 6107
Westerville, OH 43086-6107

Customer Name: [REDACTED]
Service Location: [REDACTED]

ACCOUNT NUMBER	
TOTAL AMOUNT DUE	\$165.16
DUE DATE	11/15/2011

☐ Please do not include a return payment envelope with my future utility bills.

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