

PUCO EXHIBIT FILING

Date of Hearing: 3/19/2012

Case No. 11-4161-WS-AIR

PUCO Case Caption: Imo Ohio American
Water Company

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List of exhibits being filed:

- Sign-in sheets
- Petition
- Public testimony

Reporter's Signature: Maria Hipolito Jones
Date Submitted: 3/26/2012

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BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

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In the Matter of the :
Application of Ohio :
American Water Company : Case No. 11-4161-WS-AIR
to Increase its Rates for :
Water and Sewer Service. :

- - -

PROCEEDINGS

before Mr. André Porter, Commissioner, and Ms. Katie
Stenman, Hearing Examiner, at Eastland Career Center,
4465 South Hamilton Road, Multipurpose Room,
Columbus, Ohio, called at 6:00 p.m. on Monday, March
19, 2012.

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PUBLIC HEARING

- - -

ARMSTRONG & OKEY, INC.
222 East Town Street, 2nd Floor
Columbus, Ohio 43215
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COMPANY: OAW CASE NO.: 11-4161-WS-AIK
 DATE: 3-19-12 LOCATION: GROVEPORT

If you would like to provide testimony,
 please PRINT your name and address below.

No.	NAME	ADDRESS
✓ 1	Emily Rose	3232 Arnsby Rd
✓ 2	Marty Baker	3232 ARNSBY RD
✓ 3	Joya NEFF	3615 STOCKHOLM RD, WESTERVILLE, OH
✓ 4	Sharon Picken	5561 Oslo Dr Westerville
✓ 5	Penney Smith	5342 Fullerton Dr.
✓ 6	MARILYN LOGSDON	5471 SEDALIA DR. COLUMBUS, OH 43232
✓ 7	Bonnie Goshen	3540 Arnsby Rd Columbus OH 43232
✓ 8	Joseph Oman	5189 Zimmer Dr Columbus 43232
✓ 9	JEFFREY ROE	4983 BREWSTER DR COLUMBUS
✓ 10	Dona Steele	3646 Telford Rd 43232
✓ 11	Bob Heely	2901 Kenpro Rd 43232
✓ 12	Michael Rundley	2911 Kenpro Rd 43232
✓ 13	Gary McDonald	Trustee Madison Twp
✓ 14	Craig Farrell	3868 EVANSTON RD. 43232
✓ 15	Pat Mahaffy	Truro Township Trustee
✓ 16	Fred Newson	4856 Crosscreek dr.
✓ 17	Dixie Vargo	3203 Fontaine Rd 43232
✓ 18	Ernest Lee Lakoo	" " " "

COMPANY: OAW CASE NO.: 11-4166-WS-AIR
DATE: 3-19-12 LOCATION: GROVEPORT

If you would like to provide testimony,
please **PRINT** your name and address below.

No.	NAME	ADDRESS
✓ 19	Donna Baker	3411 W 2nd Rd Col. OH 43232
✓ 20	KEVIN THOMAS	6431 BERRY RD CLEVELAND, OH 4410
21	MARLENE JONES	3310 EVERSON RD E Cols. OH 43232
	Shirron Gardner	5024 Gunston Dr.

The Public Utilities Commission of Ohio has assigned for public hearing at this time and place Case No.11-4161-WS-AIR, which is captioned, In the Matter of *In the Matter of the Application of Ohio American Water Company to Increase Its Rates for Water and Sewer Service.*

I was present at the local public hearing held in Groveport, Ohio, on March 19, 2012. I am **opposed** to the company's proposal for the reasons expressed by those who already testified.

[illegible]

Testimony before the
Public Utilities Commission of Ohio
March 19, 2012

To the Chairman, Officers and Staff,

This testimony will not belabor the long standing issues our community has with the Ohio American Water's provision of our water, waste water and what they call service. I won't talk about our poor water quality, the spots on our sinks if left wet, not being able to afford hot water to wash my face in the morning, or for those retired, how the \$75.00 a month water bill competes with medicines and other necessities. I will add that in Ohio the average water usage per month is double that. Can you see how we, with Ohio American Water conserve just to stay financially alive?

I will only remind you of the admonitions you laid before Ohio American Water with your Opinion and Order from their last rate increase request. You gave credit to our testimonies that our water bills "... represent a significant drain on our household finances and is quickly becoming unaffordable." You stated, "... we do expect the Company (OAW) to factor in customer counts, system growth, wage and benefit inflationary factors, **the consumer price index and commodity inflation factor** in the building the Company's budget plan." Then you further put them on notice that, "Ohio American will face **substantial scrutiny** in its next rate case proceeding should the Company's budget growth far exceed the rate of inflation and/or the growth in Ohio household income." (09-391-WS-AIR, Opinion and Order, May 5, 2010, at 61-62.)

The Bureau of Labor Statistics shows the annual rate of inflation for Ohio as -0.4 for 2009, 1.6 for 2010 , and 3.2 for 2011. The Consumer Price Index rose in only 6 months last year and then only an average of 0.3%. No increases were reported in the remaining months.

Ohio American Water is requesting an increase of 23% for water and 11% for wastewater services for us. That is far above the 3.3 rate of inflation for Ohio.

We urge you to keep your "promise" to use "substantial scrutiny" in reviewing OAW's budget growth and hold them to the limits you defined in your 2010 Order!

It seems to me that this is simply within the scope of your mission statement to:

- Regulate utilities' rates and terms of service for monopoly and non-competitive services, and
- Ensure financial integrity and service reliability in the Ohio utility industry.

Thank you,

A handwritten signature in black ink, appearing to read "Joya Neff". The signature is fluid and cursive, with the first name "Joya" being more prominent than the last name "Neff".

Joya Neff, 3615 Stockholm Road, Westerville, Ohio - located within Huber Ridge.

Sharon Ricker
5561 Oslo Dr.
Westerville, Ohio 43081

I live in the Huber Ridge neighborhood serviced by Ohio American Water. Late last year we were hit with a 7.5% increase in our water bill.

The company is now asking for a 22% increase in water and 12% in sewer, which is total of 34%.

The legislature through HB 379 is going to give them a 4.25% increase with no justification. We do not even need to contest that increase. I have been told it is a done deal.

Breaking down the figures the percentages are as follows;

OAW requested	Puco staff receommendation
OAW max	PUCO max
34%	21.2%
7.5%	7.5%
4.25%	4.25%
<hr/> 45.75%	<hr/> 32.95%

That does not include the savings the company has realized since the legislature cut in half the surcharge utilities were required to pay to fund the OCC.

I seriously doubt that anyone here waiting to testify has seen their salary increase by 45.75 percent in the last year or even the last five years.

In the words of Dylan Rattigan, commentator for MSNBC news, who rails against corporate greed in the face of job losses, stagnant wages, and a political system that is bought and paid for, this company qualifies as "Greedy Bastards" - his words not mine.

You may operate in a vacuum when you crunch numbers and do not see the faces behind those numbers; however, your actions have real life consequences. I have a neighbor who is 86 years old, lives on a fixed income, is caregiver for her disabled

daughter, and paid a water bill of \$135.05 for March. A 34% increase, would raise her bill to \$180.95. Adding in the 4.25% from HB379 and her bill would increase to \$186.25 for one month. These are real financial hardships Americans face everyday.

OAW is continually telling us to conserve in order to reduce our water bill. Their web site says

“Making water conservation part of your daily routine will save both water and money everyday.”

Really? If that is true, why are we rewarded with double-digit rate increases? The major flaw in this statement is that their profits are based on consumption (water the product) and as consumption drops so do their profits. The lower the profits the higher the rate request.

We are suffering from a vacuum of leadership and forward thinking in this country. Water is a natural resource that cannot be manufactured. It should not be treated as a consumable product. We should be rewarded for conserving with lower rates.

A pricing structure based on consumption has no place in the 21st century. The PUCO should insist that the company adopt a structure that rewards conservation - not punish. It is projected that the western half of this country will face severe water shortages by the year 2025 – in 13 years. You do not deal with a projected water shortage in this country with a policy that is an anathema to conservation.

I am asking the PUCO to treat this rate request as excessive, unwarranted, and deny the request. Of great concern to all of us is that with the budget of the OCC decimated and the urgent AEP problem is that there will not be sufficient staff or time to research this request.

BTW - The OAW website states that drinking tap water rather than bottled water will help save energy and cost less.