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PUCO EXHIBIT FILING

Date of Hearing: 3/26/12

Case No. 11-4161-WS-AIR

PUCO Case Caption:

Ohio American Water Company

List of exhibits being filed:

Testimony of David Kuta

Reporter's Signature: Maria Jones

Date Submitted: 4/5/12

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1 BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

2 - - -

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

6 - - -

7 PROCEEDINGS

8 before Ms. Katie Stenman and Mr. Jeffrey Jones,

9 Hearing Examiners, at the Public Utilities Commission

10 of Ohio, 180 East Broad Street, Room 11-A, Columbus,

11 Ohio, called at 10:00 a.m. on Monday, March 26, 2012.

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22 ARMSTRONG & OKEY, INC.
222 East Town Street, 2nd Floor
23 Columbus, Ohio 43215
(614) 224-9481 - (800) 223-9481
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25 - - -

Testimony Against OAW Rate Hike

3/26/2012

David Kuta
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Westerville, Oh. 43081
614-361-2965
davekuta@yahoo.com

Members of the PUCO, chairman Snitchler, thank you for your time and allowing me to testify.

Is there a representative here from Ohio American Water? I'd like to ask you a question. How do you sleep at night? Doesn't it AT ALL bother you to gouge customers that have no choice but to pay for your product? Don't you CARE that you're lining your pockets at the expense of decent, hard- working people? No, of course you don't care, and I suppose you sleep just fine since those without consideration for others often sleep very well. And how DARE you ask for 20% more on top of your already outrageous rates, and then have the AUDACITY to say you're raising rates because you don't have as many customers and the ones you have are using less water? DON'T YOU KNOW THAT YOU are the reason you don't have as many customers? Relators are WARNING people not to move to Huber Ridge because of the high water prices. DON'T YOU UNDERSTAND that people are conserving water because they are paying 2 ½ times as much as anyone else in Columbus? If gas went up to $10 a gallon tomorrow, don't you think people would figure out ways to conserve as much gas as possible? HELL YES they would! That's exactly what your subjects are doing (I say subjects, not customers because businesses usually care about their customers). We are conserving as much water as humanly possible, because you are GOUGING us and we have NO CHOICE but to pay your prices, but at least we can conserve water. You want a better business plan? CUT YOUR RATES IN HALF! You'd have more customers that would flush freely and start watering their lawns again! We'd be happy and you'll make more money. Heck, you'd save tons just being able to downsize your complaint department alone!

To you members of the PUCO, I won't waste your time telling you all the ways our family conserves water. I'm sure you've heard all that. And I won't waste your time telling you about the low quality of the water. I'm sure you've heard all that too. I'll just give you one number; 14. That's how many gallons of

water our family used per person per day last year. Just 14 gallons! Most of you used more water than that 10 minutes after you woke up this morning. Flush toilet, take a shower, brush your teeth. Now try not using any more water for the rest of the day. No washing dishes, no laundry, no washing your hands, no watering your lawn, and your kids CERTAINLY can't have a wading pool! You'd have trouble doing it for a day, let alone a whole YEAR! Please, don't take my word for it. I invite any or all of you to come to my house and see for yourselves what we go through just to be able to afford to pay our water bill!

In 2010, the PUCO denied OAW's request for a 60% increase over 4 years. Instead, you gave them "only" 7% and ordered them to re-consider their business practices. After a year off, they're now asking for a 20% rate hike and a $2 raise in their service charge. Does that SOUND to you like they've changed their business practices, or does it sound like the same old "gouge the customer who has no choice but to pay" policy?

Here's a fun fact, American Water stock is selling at 63% higher than it was BEFORE the recession! At the height of stock prices in the summer of 2008, American water was at about $21 a share. It's $33.64 at close on Friday. That's a 63% increase, and they need MORE MONEY from me to be profitable? ENOUGH IS ENOUGH! Remember, WE DON'T HAVE A CHOICE but to pay their prices. If we did have a choice, I can guarantee that NOT ONE person in Huber Ridge would remain with OAW! Such is our disgust with the way they've treated us.

Yet, I would be remiss if I didn't point this out; YOU, the PUCO, bears some of the blame. You LET them do this to us! They can't hike our rates without YOUR approval, and you granted your approval, again and again.

The PUCO's mission statement, that I found on YOUR website is this: "To assure all residential and business consumers access to adequate, safe, and reliable utility services at a FAIR PRICE, while facilitating an environment that provides COMPETETIVE CHOICES. Does it sound like a fair price when I'm paying 2 ½ times the price for water as someone 4 blocks away? Does it sound like competitive choices when I have NO choice?

Let's face it, the PUCO has an image problem. You approved for AEP to increase the rates of small businesses, schools and churches by over 40-50% while granting a discount to big businesses. Only after a MASSIVE public backlash have you decided to revisit your decision. Governor Kasich is stepping in with his Common Sense Initiative, and I've even heard some people calling for your jobs. Now, how do you fight an image problem when a group is accused of backing big business while crushing the little guy? I'll tell you how; you STAND UP for the

underdog! You STAND UP for people that have no other voice and you tell OAW NO!!!! No more exorbitant hikes! No more bullying communities that have no defense! Do not give them ONE MORE DIME! I honestly don't know if you have the power to do this, but if you did you could make them ROLL BACK their prices! Wow, what a strong message that would send! It would say, "the PUCO fights for the underdog!" "The PUCO is the voice for those that have none!" People would stand up and cheer for you; I know I sure would! What is that kind of publicity and public approval worth? I know it is worth an awful lot to anyone in or seeking a public office.

I deeply want to believe that our government is a government of the people, by the people, and FOR the people. I deeply want to believe that our government will not stand around while Ohio communities are being crushed by a water company. I like to believe that most, if not ALL of you accepted this position so you could fight for a fair and just utility system; that you wanted this job to make Ohio a better place for us and especially our children. My sincerest hope is that you will help me; help ALL OF US believe in you. Please say no to OAW. Thank you for your time.

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American Water Works Company, I (AWK) - NYSE

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33.64 ↑0.15 (0.45%) Mar 23, 4:02PM EDT | After Hours: 33.49 ↓0.15 (0.45%) Mar 23, 4:45PM EDT

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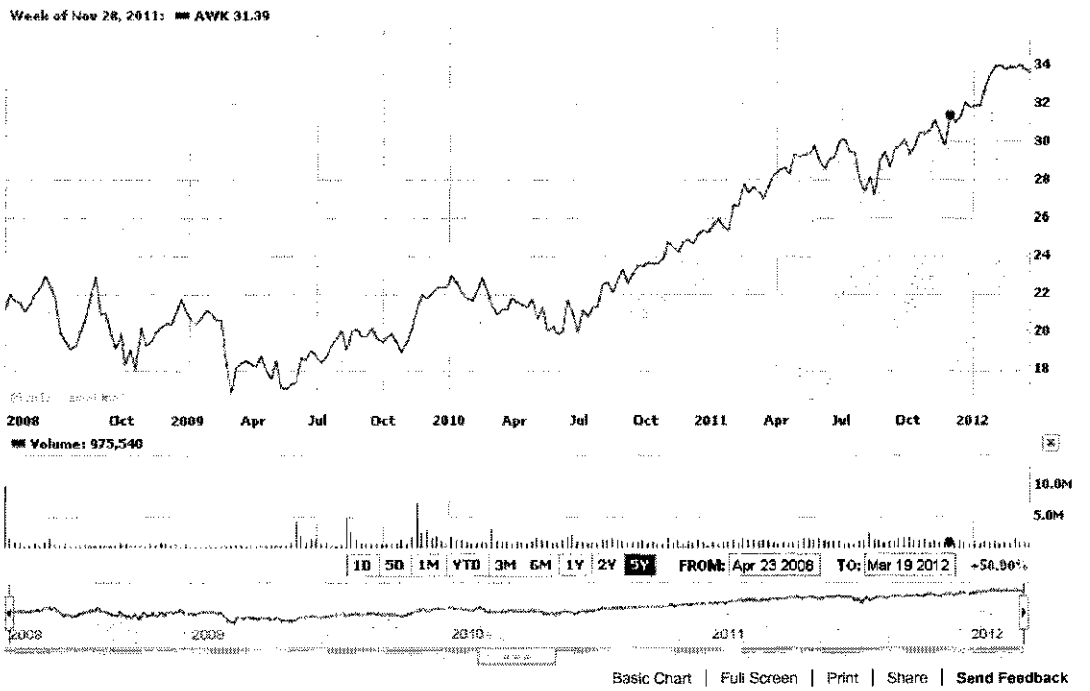

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American Water Works Company, I (AWK) - NYSE

AdChoices

Prev Close:	33.49	Day's Range:	33.35 - 33.72
Open:	33.45	52wk Range:	25.39 - 34.67
Bid:	33.11 x 100	Volume:	581,084
Ask:	33.98 x 1400	Avg Vol (3m):	915,259
1y Target Est:	36.07	Market Cap:	5.91B
Beta:	0.16	P/E (ttm):	19.19
Next Earnings Date:	N/A	EPS (ttm):	1.75
		Div & Yield:	0.92 (2.70%)

Quotes delayed, except where indicated otherwise. Currency in USD.

Headlines

- Invest In Water at Investopedia Thu, Mar 22
- American Water Works: A Key Element In The Growth Of This Country at Forbes Wed, Mar 21
- Water Mains Get a Spring Cleaning Business Wire Tue, Mar 20
- Long Island American Water Receives New Rates Business Wire Thu, Mar 15

PUCO EXHIBIT FILING

Date of Hearing: 3/24/2012

Case No. 11-4161-WS-AIR

PUCO Case Caption: Ohio American Water Company

List of exhibits being filed:

- sign-in sheet

Reporter's Signature: Maria DePaolo Jones

Date Submitted: 4/5/2012