

FILE

Lina Duvall
5023 Gunston Dr.
Columbus, Ohio 43232

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PUCO 11-4161-WS-AIR
180 E. Broad St.
Columbus, Ohio

April 30, 2012

Re: Ohio American Water Request for a rate hike

To whom it may concern:

I have lived in my home since October 1976. I that time I have seen the price of our water go incredibly high (Compared to costs of water elsewhere) and the quality go unimproved. We have replaced toilets, and water fixtures and repaired many pinhole leaks in the plumbing. We buy drinking water and use vinegar in the final rinse of our dishwasher and clothes washer.

I am sending my canner with my neighbor Sherron Gardner as I am unable to attend your hearing Tuesday May 1, 2012. You will notice that it is covered with a white powder. This is from the water I boiled in it. The canner was clean when I started making jam. I processed one batch in the canner. She will also be showing you the condition of the jars after they are removed from the boiling water bath and allowed to air dry.

As you can see the canner is quite large and requires quite a lot of water, so when I am canning several batches of jam (or

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2012 MAY -1 AM 10:34

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whatever) I reuse the water in the canner.
The more the water is boiled the worse
this powdery residue becomes on everything.
If you would care for a demonstration
you are more than welcome to come to
my house and I will boil some water
for you.

Lisa Duvall
5023 Gunston Dr.
Columbus, Ohio 43232
Phone 614-834-8529

Lisa Duvall appeared before me
April 30, 2012
This is a true statement
Lisa A. Duvall Lisa A. Duvall



CAROLYN FENICE
Notary Public, State of Ohio
My Commission Expires 4-30-13

Carolyn Fenice