

FILE

Public Utilities Commission of Ohio  
180 E. Broad Street  
Columbus, Ohio 43212

PUCO

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RECEIVED-DOCKETING DIV

Attention: Docketing Division  
Case#: 06-0433-WS-AIR

This letter expresses my concern that the Ohio American Water Company is requesting a large increase (17.02%) from its customers.

I have lived at my residence, 5455 Acapulco Place, for 39 years and the water rate has always been twice the rate of neighboring localities. However, when you are paying higher prices, you usually are receiving something in return. This is not the case, because the quality of the water has always been inferior meaning the hardness content is very poor to the point that it has always been necessary to buy or rent a water softener so the water is better for bathing and washing clothes. Due to the additional expense of renting a water softener and the cost of salt pellets, my extra monthly costs are at a minimum of \$30.

Approximately five years ago this company installed a system that provided Reverse Osmosis which was to correct the hardness of the water. Of course, I turned off the softener to see if I still needed it and I'm sorry to say I noticed very little improvement, so I'm still relying on the water softener to give me the product I wish Ohio American Water Company could supply me.

I am very disturbed this company would even consider increasing its rates when they have been overcharging me and my neighbors for a product of such poor quality for so many years. Perhaps they should focus on making less profit and strive to improve the product for all of their customers.

Sincerely,

*Mrs. Lou Dunbar*

Mrs. Lou Dunbar  
Account Number 22-0001838-6

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