

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

PETITION OF INDIANA-AMERICAN)
WATER COMPANY, INC. FOR)
AUTHORITY TO INCREASE ITS RATES)
AND CHARGES FOR WATER AND)
SEWER UTILITY SERVICE AND FOR)
APPROVAL OF NEW SCHEDULES OF)
RATES AND CHARGES APPLICABLE)
THERE TO)

CAUSE NO. 44022

THE INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR

PREFILED TESTIMONY

OF

HAROLD L. REES – PUBLIC’S EXHIBIT #4

OCTOBER 5, 2011

Respectfully submitted,



Daniel M. Le Vay
Scott C. Franson
Leja D. Courter
Deputy Consumer Counselor

CERTIFICATE OF SERVICE

This is to certify that a copy of the foregoing has been served upon the following party of

record in the captioned proceeding by electronic service, on October 5, 2011.

Nicholas K. Kile
Hillary J. Close
Barnes & Thornburg LLP
11 South Meridian Street
Indianapolis, Indiana 46204

L. Parvin Price
Bose McKinney & Evans LLP
111 Monument Circle, Suite 2700
Indianapolis, Indiana 46204
pprice@boselaw.com

Bette I. Dodd, Esq.
Joseph P. Rompala, Esq.
Lewis & Kappes, P.C.
One American Square, Suite 2500
Indianapolis, Indiana 46282
bdodd@lewis-kappes.com
jrompala@lewis-kappes.com

Robert M. Glennon, Esq.
Robert Glennon & Assoc., P.C.
3697 N. Co. Rd. 500 E.
Danville, Indiana 46122
glennon@iquest.net

Nicole J. Webb (IN#18723-82-B)
Squire Sanders & Dempsey (US) LLP
2000 Huntington Center
41 South High Street
Columbus, Ohio 43215
Email: nicole.webb@ssd.com

Nancy A. White
Squire, Sanders & Dempsey (US) LLC
1201 Pennsylvania Avenue, N.W.
Suite 500
Washington, D.C. 20004
Email: nancy.white@ssd.com

David T. McGimpsey
E. Moses Vejlil
Bingham McHale LLP
2700 Market Tower
10 West Market Street
Indianapolis, Indiana 46204
dmcgimpsey@binghammchale.com
mvejlil@binghammchale.com



Daniel M. Le Vay, Atty. No. 22184-49
Scott C. Franson, Atty. No. 27839-49
Leja D. Courter, Atty. No. 14720-27
Deputy Consumer Counselors

INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR

115 West Washington Street
Suite 1500 South
Indianapolis, IN 46204
infomgt@oucc.in.gov
317/232-2494 – Phone
317/232-5923 – Facsimile

TESTIMONY OF OUCC WITNESS HAROLD L. REES
CAUSE NO. 44022
INDIANA-AMERICAN WATER CO., INC.

I. INTRODUCTION

1 **Q: Please state your name and business address.**

2 A: Harold L. Rees; Indiana Office of Utility Consumer Counselor; 115 West
3 Washington Street; Suite 1500 South; Indianapolis, Indiana, 46204.

4 **Q: By whom are you employed and in what capacity?**

5 A: I am employed by the Indiana Office of Utility Consumer Counselor ("OUCC")
6 as a Senior Utility Analyst for the Water/Wastewater Division.

7 **Q: Please describe your educational background and experience.**

8 A: I graduated from Purdue University with a Bachelor of Science degree in
9 Electrical Engineering. I also completed a management development program at
10 Wabash College. I worked for the Indiana Bell Telephone Company from 1960
11 through 1991 where I was involved in several engineering and management
12 assignments. I began employment with the OUCC in January of 1992. I obtained
13 my Professional Engineer registration in the State of Indiana in 1967.

14 **Q: What is the purpose of your testimony?**

15 A: The purpose of my testimony is to review the results of my field inspections and
16 provide comments on a variety of issues including customer complaints, the
17 process of detecting leaks, the progress of the Indiana-American Water Company,
18 Inc.'s ("Petitioner's", "Indiana-American's" or "Utility's") conservation plan

1 called the Wise Water Use Plan ("WWUP"), and line protection services. My
2 inspections included eight of the sixteen projects that Petitioner wants to include
3 in rate base at the conclusion of this proceeding. The projects are summarized in
4 the table shown on page 5 of Mr. Hoffman's direct testimony.

5 **Q: Have you previously testified before the Indiana Utility Regulatory**
6 **Commission ("IURC")?**

7 A: Yes, I have testified in Causes concerning electric, gas, sewer, telephone, and
8 water utilities.

9 **Q: Please describe the review and analysis you conducted in order to prepare**
10 **your testimony.**

11 A: I read the Verified Petition in this proceeding and the testimonies of Indiana-
12 American witnesses Alan DeBoy, Stacy Hoffman, Bruce Hauk, Lewis Keathley,
13 and Gary Naumick. I participated in the production of data requests and I studied
14 the responses. I also attended the field hearing held at City Hall in Gary on
15 August 18, 2011. I visually inspected plant and facilities of Indiana-American at
16 the Borman Park water treatment plant in Gary, the treatment plant in Ogden
17 Dunes, the three treatment plant facilities at Richmond, the construction site of the
18 new Warsaw Hidden Lake treatment plant, and the new well field at Warsaw, as
19 well as the Kokomo, Muncie, and Johnson County Sugar Creek treatment plants.
20 Plant improvement projects were either completed by the time of my visit or were
21 in process at several of these facilities. I participated in various case team
22 meetings and discussions with OUCC staff to discuss and evaluate issues in this
23 Cause. I also attended in August (2011) the IURC hearing on Petitioner's case-in-
24 chief.

1 **Q: Please list the sections of your testimony.**

2 A: My testimony is organized into the following sections:

3 **I. INTRODUCTION (p.1)**

4 **II. PETITIONER'S CHARACTERISTICS (p.3)**

5 **III. SIGNIFICANT CAPITAL ADDITIONS (p.3)**

6 **IV. OPERATING ISSUES (p.12)**

7 **V. RECOMMENDATIONS (p.25)**

II. PETITIONER'S CHARACTERISTICS

8 **Q: Please describe Petitioner and its utility plant.**

9 A: Indiana-American is a for-profit corporation providing water utility service to
10 284,600 customers in 21 operating districts throughout the State of Indiana. The
11 Northwest district serves the most water customers with a count of about 68,500,
12 while the Somerset district serves the least at just over 90 customers. The utility
13 provides sewer service to nearly 500 customers in Delaware and Wabash
14 Counties. During 2011, Indiana-American will pump about 41 billion gallons of
15 water from its treatment facilities and purchase nearly 600 million more gallons
16 from other utilities for resale. While Indiana-American has about 4,450 miles of
17 water mains, over 24,000 fire hydrants, and 89 storage tanks, it is also expected to
18 have 34 water treatment plants in service by the end of this year.¹

¹ The Company data was taken from page 3 of Mr. Hauk's testimony.

III. SIGNIFICANT CAPITAL ADDITIONS

1 **Q: Is Petitioner proposing to add the cost associated with major capital**
2 **improvement projects into rate base in accordance with 170 IAC 1-5-5?**

3 A: Yes. As described more fully in OUCC witness Patrick's testimony, Petitioner is
4 proposing to include the cost associated with the completion of major projects
5 into rate base. I discuss the major capital improvement projects below.

6 **Q: Please describe the capital improvement projects that are currently complete**
7 **or are anticipated to be complete at least ten business days prior to the final**
8 **hearing in this Cause scheduled for December 5, 2011.**

9 A: The largest project that Indiana-American has in process is the Hidden Lake
10 Treatment Plant. This project consists of the construction of a new 6.0 million
11 gallons per day ("MGD") water treatment plant located in Warsaw, Indiana,
12 which will replace four existing treatment plants – Bibler (1.90 MGD), East (0.75
13 MGD), North (1.10 MGD), and West (1.20 MGD) for a total capacity of 4.95
14 MGD. When it is completed, the new plant will provide disinfection from an on-
15 site generator using sodium hypochlorite. The plant will also perform
16 fluoridation, and the filtration will be performed with four large horizontal
17 pressure filters. The pumping will be accomplished by four large high service
18 pumps equipped with 200 horsepower electric motors operated by variable
19 frequency drives ("VFD"). The VFDs will provide good efficiency and
20 reliability. Filter backwashing will be accomplished by two 120 horsepower
21 backwash pumps that will pump into two lagoons being constructed near the
22 treatment plant each having a capacity of 717,000 gallons. Once in the lagoons,
23 the backwash water will be allowed to percolate into the soil, be pumped through
24 a line to the nearby Tippecanoe River, or both depending on the level of demand.

1 The four treatment plants that had been serving Warsaw were furnished raw water
2 by nine wells at several locations. The new Hidden Lake Treatment Plant will be
3 provided water by six wells, four of which have been drilled in a new well field,
4 while the other two wells are being retained from the old North Plant. When
5 finished, the Hidden Lake Plant and associated facilities will provide water
6 service to about 4,700 customers in Warsaw, the Village of Winona Lake, and
7 surrounding areas in Kosciusko County of northern Indiana.

8 **Q: What is the proposed cost for this project?**

9 A: As discussed on pages 13 through 15 of his testimony, Mr. Hoffman states the
10 latest cost estimate for the Hidden Lake Plant is \$25,300,000 not including
11 \$250,000 for an additional filter if the loading rate tests approved by the Indiana
12 Department of Environmental Management ("IDEM") do not meet the final
13 requirements. The Commission Order in Cause No. 43899 only provided pre-
14 approval authorization for \$25,050,000 for this project. Generally, the OUCC
15 does not object to including in rate base the updated figure of \$25,300,000.

16 **Q: By December of this year, based on the information you have reviewed and**
17 **your observations at the construction site, what stage of completion do you**
18 **expect the work at Warsaw to be?**

19 A: I expect that the facilities associated with the Hidden Lake Water Treatment Plant
20 including the new well field will be completed several weeks prior to the start of
21 the Cause No. 44022 hearing in December of 2011. The only portion of the work
22 that I see with any degree of risk of not being 100% completed on time is the
23 improvement to the West elevated storage tank. This will consist of raising the
24 height of the tank to enable it to operate with the new plant hydraulic grade. I

1 understand the work on the West Tank has begun and is expected to complete in
2 October.

3 **Q: Should the construction of the new Warsaw (Hidden Lake) Water Treatment**
4 **Plant (“WTP”) and elimination of Warsaw’s four existing WTPs reduce**
5 **purchased power expense?**

6 A: Yes. When four treatment plants, each with their own source of supply, are
7 eliminated and replaced with one treatment plant, there is the expectation that
8 purchased power costs will decrease. When completed this year, the new
9 treatment plant will provide a single chemical feed system and feed point for the
10 application of polymers, chlorine, fluoride, or other chemicals. Also, the number
11 of distribution pumps and resulting power costs are expected to be reduced
12 through the use of new and larger VFD driven distribution pumps.² A single VFD
13 driven pump is able to deliver water over a wide flow range by varying its shaft
14 speed. Therefore, I agree with Petitioner’s proposal to decrease its purchased
15 power expense for the Warsaw (Hidden Lake) WTP. However, as discussed in
16 the testimony of OUCC Witness Stull, Petitioner provided a revised calculation
17 for the proposed adjustment to test year purchased power in response to OUCC
18 data request Q 38-7. Petitioner’s revised calculation decreased the annual
19 purchased power expense by \$10,643 for the Warsaw Hidden Lake Water
20 Treatment Plant (“WTP”).

² VFD is an electronic means of controlling electric motor speed.

1 **Q: Has Petitioner also reduced the amount of anticipated chemical expense for**
2 **the Warsaw (Hidden Lake) WTP?**

3 A: No. Petitioner has actually proposed to increase the annual chemical expense by
4 76% or \$50,400 even though it has eliminated four water treatment plants with the
5 new Hidden Lake WTP. As described extensively in Ms. Stull's testimony, the
6 OUCC asked several cross examination questions at the evidentiary hearing and
7 sent several discovery questions to obtain supporting documentation for the
8 Petitioner's chemical expense adjustment for the Hidden Lake WTP. The
9 response to OUCC data request Q 38-19 provided no mathematical calculations to
10 support the proposed \$50,400 increase. Rather, Petitioner indicated that notes
11 from Indiana-American Operations and Water Quality departments were included
12 with the workpapers in MSFR #10 on page 638 which states the following:.

13 Our Warsaw Operation will start up a new ground water treatment
14 facility scheduled to go on-line in September of 2011. This system
15 will incur additional water treatment cost in 2011 which will
16 amount to \$17,000 (\$4,200 monthly) due to feeding sodium
17 hypochlorite, fluoride, sodium permanganate and polymer. (\$4,200
18 per month or \$50,400 per year)
19

20 If Petitioner is actually going to incur an additional \$4,200 per month or
21 \$50,400 per year to feed additional chemicals at the Warsaw WTP, the
22 OUCC believes that it is reasonable for Petitioner to provide the
23 calculations showing the quantities and chemical costs associated with
24 feeding the chemicals. I recommend disallowing the proposed \$50,400
25 increase in chemical expense for the Warsaw WTP because Petitioner has
26 not provided sufficient supporting documentation to justify the increase in
27 chemical expense.

1 **Q: Please explain the nature of the other fifteen improvements listed in the table**
2 **on page 5 of Mr. Hoffman's testimony.**

3 **A: Stage 2 DBP**

4 Three projects involve improvements related to Stage 2 DBP requirements which
5 became necessary because of a water treatment rule issued in January of 2006 by
6 the Environmental Protection Agency ("EPA"). These projects are – Richmond
7 (\$3.2M), Kokomo (\$2.3M), and Muncie (\$1.2M). The first rule (Stage 1) was
8 promulgated in December of 1998 because some disinfectants (including
9 chlorine) and disinfectant byproducts ("DBP") had been shown to cause cancer
10 and lead to reproductive issues in lab animals. As a result of monitoring and
11 testing, Indiana-American requires improved arrangements for performing
12 disinfection and treating the raw water. The testing and monitoring showed that
13 work is required at Richmond, Kokomo, and Muncie, all of which mix surface
14 water and ground water in their systems (all have wells and Richmond also
15 obtains some ground water from an underground infiltration gallery fed by
16 springs).

17 At Richmond, which serves about 15,500 customers, all three of the treatment
18 plants are being converted, at a cost of about \$3.2M, from chlorination
19 disinfection to chloramination. Chloramines, which are used in chloramination
20 disinfection, are formed when ammonia is added to the chlorine being used to
21 treat the drinking water. The chloramines react less with organic material in the
22 water (particularly surface water) than free chlorine does resulting in fewer
23 halogenated disinfection by-products. In addition sodium permanganate feed
24 systems have been added at the treatment plants in Richmond because sodium

1 permanganate can be used as the primary oxidant in the summer instead of
2 chlorine (chlorine causes more DBPs to form in warm weather). There is a risk of
3 treated surface water from the Middle Fork Plant mixing with treated ground
4 water from the Fourth Street and Main Station plants in part of the system, so
5 Indiana-American with IDEM's approval has opted to provide chloramination at
6 all three Richmond treatment plants. For Richmond and the other facilities using
7 chloramination, Indiana-American considered other technologies such as
8 ozonation and ultraviolet systems but believes that when reviewing the required
9 investment, projected operating expenses, and total effectiveness, chloramination
10 is the best option for the utility at this time.

11 Kokomo, which provides water service to over 21,000 customers, has a similar
12 situation to that of Richmond. It has a large treatment plant (Wildcat Creek) with
13 a capacity of 17 MGD that uses about 60% surface water and 40% well water.
14 There is also a smaller plant (Phillips Street) that has a capacity of 2.0 MGD that
15 uses water entirely from wells. At Kokomo Indiana-American is also converting
16 from chlorination disinfection to chloramination at both plants for a cost of
17 \$2.3M. The Kokomo plant will use ammonia as the primary agent to create
18 chloramines. During the summer potassium permanganate will be used as the
19 primary oxidant instead of the sodium permanganate that Richmond will be using.
20 During my inspection tour on September 8, 2011, I verified the fact that the
21 aerator tower needs serious rehabilitation work which Company officials say will
22 be accomplished in the next construction program.

1 Muncie, which serves about 27,200 customers, is in a different situation although
2 the primary motive for the improvement is for Stage 2 DBP compliance. The
3 system's only treatment plant, with a firm capacity of 17 MGD, operates
4 primarily from surface water (Prairie Creek Reservoir and the White River) and to
5 a smaller extent from the groundwater (3 wells). Chloramination at Muncie has
6 been in service at that treatment plant since 1992 and was placed in service before
7 any of the DBP rules were promulgated from the EPA. It is my understanding
8 that the utility installed this system originally because of bacteriological issues,
9 including bio-film forming on the inner walls of the pipes which chloramines
10 helped reduce. However, it was also apparent to the utility that in certain areas of
11 the distribution system the number of long and dead-end mains were causing
12 aging water with low chlorine residual that required additional work to reduce the
13 concentrations of trihalomethane and haloacetic acids. Petitioner designed this
14 project to implement the installation and operation of ten automated flushing units
15 at specific locations in the system controlled by either local timers or by radio
16 connection to the utility's local supervisory control and data acquisition system
17 ("SCADA"). In addition, Indiana-American has installed 7,600 feet of 12-inch
18 mains to eliminate significant dead end mains which will help to reduce water
19 age. The cost of the Muncie project is estimated to be \$1.2M.

20 **Main Related Projects**

| 21 | <u>District</u> | <u>Project Description</u> | <u>Est. Cost</u> |
|----|-----------------|---------------------------------|------------------|
| 22 | Noblesville | New Well, Pumps, & Supply Mains | \$1.111M |
| 23 | Wabash | Manchester Ave. Main Relocation | \$1.141M |

| | | | |
|---|----------------|---|-----------------|
| 1 | Crawfordsville | Mill St. Main Relocation | \$0.852M |
| 2 | Southern | Hamburg Pike Main Relocation | \$2.100M |
| 3 | T. Haute | Sidenbender Main & Pumping ³ | \$1.350M |
| 4 | T. Haute | Margaret Ave. Main Relocation | \$1.250M |
| 5 | Northwest | Stone Ave. Main Relocation | \$1.056M |
| 6 | Southern | Daisy Lane Main Relocation | <u>\$0.678M</u> |
| 7 | | | \$9.538M |

8 **Other Miscellaneous Projects**

| 9 | <u>District</u> | <u>Project Description</u> | <u>Est. Cost</u> |
|----|-----------------|---|------------------|
| 10 | Northwest | Borman Park Electrical Improvements ⁴ | \$3.210M |
| 11 | Northwest | Ogden Dunes Filter Improvements | \$2.900M |
| 12 | Northwest | 41 st . & Mass. Ave. Tank Rehabilitation | \$0.750M |
| 13 | Johnson Co. | Sugar Creek Clearwell & Detention Tank | <u>\$0.600M</u> |
| 14 | | | \$7.460M |

15 **Q: Please provide your comments regarding the capital projects that Mr.**
16 **Hoffman indicates in his testimony that have either been completed since the**
17 **last rate base cutoff or are expected to be completed at least ten business days**
18 **before the final hearing in this Cause.**

19 **A:** These 16 projects are summarized in the table on page 5 of his direct testimony
20 and amount to an estimated \$48,998,000. The engineering staff of the OUCC
21 Water/Wastewater Division has inspected 8 of these projects which amount to

³ This includes a booster pump station for service to part of Terre Haute and the town of Riley. It also combines two pressure zones enabling retirement of an existing pump station.

⁴ This includes replacing the main electrical substation, the 480V motor control center, installing one 2MW (12,000V) generator for the treatment plant and one 1.6MW (480V) generator for the well pumps, enabling the Borman Park Plant to have its first complete back-up electrical system .

1 \$39,821,000 or about 81% of the total estimated cost. The OUCC engineers, Mr.
2 Pettijohn and I were accompanied by Indiana-American officials and conducted
3 site visits from June 6 through September 8 of this year. Based on my judgment
4 and the information gathered in this proceeding, I believe that almost all
5 construction work as outlined in Mr. Hoffman's testimony will be completed by
6 the target date. There is a slight risk that the improvement to the elevated West
7 Tank in Warsaw will not be finished, but it is my understanding that some work
8 on this tank was started in September of this year.

IV. OPERATING ISSUES

9 Customer Complaints

10 **Q: Did you examine the test year customer complaint results for the various**
11 **districts?**

12 A: Yes. The response to OUCC data request Q 14-1 d. and Q 28-11-R1
13 (Attachment HLR-1) provided the total monthly and annual customer complaints
14 by district for the test year (2010), not including billing complaints and inquiries
15 which are not tracked by district. The total annual results for three of the districts
16 were higher than the others – Kokomo with 132, Southern with 304, and
17 Northwest with 273.⁵ As a result, further discovery was issued to request more
18 detail of the results by category.

⁵ A comparison of the ratio of complaints per thousand customers performed later puts West Lafayette with 93 complaints in the mix as well (8.23 complaints per thousand per year).

1 **Q: What were your conclusions from the analysis of the data?**

2 A: One conclusion is that the Company would be well served to develop a simple
3 standard guideline for the personnel who receive and process the information
4 from the customers. With a simple standard guideline to follow, I think better
5 comparisons could be made and an improved understanding of what the
6 customers mean would be achieved. For example, “discolored water” as used in
7 the Kokomo and Northwest districts appears to be about the same as “riled
8 sediment” used in the Southern Indiana district. Perhaps some of the other
9 comments might be grouped together in the “discolored water” category, such as
10 “yellow water”, “rusty water”, “brown water”, “dirty water”, “cloudy water”
11 (although some information hints that “cloudy water” may in some cases relate to
12 air in the lines), etc. It also seems that there may be an opportunity to simplify
13 and clarify the number of apparent “odor” and “taste” complaints into single
14 categories (for example, now there are comments like “smelly water”, “water
15 stinks”, “metallic odor”, “smells like chlorine”, etc. which could all be listed
16 under “odor”).

17 **Q: Has the American Water Works Association (“AWWA”) conducted a**
18 **benchmarking study to establish a performance measurement system that**
19 **can be used to evaluate Petitioner’s level of customer complaints?**

20
21 A: Yes. The AWWA has published resource material titled “Benchmarking
22 Performance Indicators for Water and Wastewater Utilities: 2007 Annual Survey
23 Data and Analyses Report.” The primary objective of the benchmarking initiative
24 was to do the following:

25 ...build a performance measurement system specific for water and
26 wastewater utilities. These measures are designed to help
27 participating organizations improve their operational efficiency

1 and effectiveness. Utility managers will use this information to
2 determine where their utility's performance resides within the
3 industry peer group. Twenty-two high-level indicators were
4 selected as the starting point for the system because they are more
5 likely to be recognizable and applicable to large numbers of
6 utilities.

7
8 One of the specific indicators is Technical Quality Complaints. Technical Quality
9 Complaints are defined as complaints associated with water quality, taste, odor,
10 appearance and pressure, sewage backups and overflows, disruptions of water or
11 sewer service, disruptions of traffic, and facilities upkeep. The indicators are
12 expressed as complaints per 1,000 customer accounts. The Benchmarking Report
13 established Quartile Rankings for each performance indicator. For Technical
14 Quality Complaints per 1,000 customers (Water Operations) the following values
15 were indicated:

16 Top Quartile - 1.9 Complaints per 1,000 customers
17 Median - 4.4 Complaints per 1,000 customers
18 Bottom Quartile - 11.2 Complaints per 1,000 customers
19

20 Based on my calculations, Petitioner's overall (company-wide) complaint per
21 1,000 customer ratio is 4.5, which is slightly worse than the median value of 4.4
22 complaints per 1,000 customers.

23 **Q: Do you have other comments?**

24 A: Yes. During the test year, the Southern Indiana district had the highest average
25 complaint level of the districts with 9.65 complaints per thousand customers⁶,
26 which would put it near the bottom quartile of the Technical Quality Complaints
27 indicator. Two other districts, Kokomo (6.29) and West Lafayette (8.23) had

⁶ Kokomo had 6.29 complaints per thousand customers per year, West Lafayette had 8.23, and Northwest 3.98. The other districts had much lower results in the 0.50 to 2.50 range.

1 relatively high Technical Quality Complaint indicators. With the exception of
2 Northwest (3.98) the other districts had a much lower number of Technical
3 Quality Complaints per 1,000 customers (0.50 to 2.50 range). The high complaint
4 level in the Southern District could be an indicator of the need for some
5 operational improvements. I also had to consider whether the large leak in a 36-
6 inch transmission main, losing water at rate of more than four million gallons per
7 day over a period of about five months (refer to the responses to OUCC data
8 request Q 7-3 and Q 10-3 (Attachment HLR-2)), had generated very many of
9 these complaints.

10 **Q: What are your final conclusions concerning Indiana-American's customer**
11 **complaints?**

12 A: I am not comfortable with the complaint levels in the test year for the Southern
13 Indiana, Kokomo, and West Lafayette districts. I have been impressed with
14 employees at various Company locations that I have met during site visits, as well
15 as the design and condition of the utility's plant and equipment. However, I
16 recommend that Petitioner review the complaints in the Southern, Kokomo and
17 West Lafayette Districts to determine the reason for the complaints and develop a
18 plan to reduce the level of Technical Quality complaints.

19 **Water Leak Detection**

20 **Q: Please evaluate Indiana-American's efforts at discovering leaks and making**
21 **timely repairs.**

22 A: Generally, Indiana-American uses its Non-Revenue Water ("NRW") plan to
23 determine its lost water performance. I think this plan can help the utility
24 determine if a particular district is out of line with others with respect to water
25 leakage. For example, if one district has annual NRW of 12% and another 28%, it

1 should signal the need for further analysis in the district with the higher NRW.
2 Indiana-American says in its response to OUCC data request Q 10-2 (Attachment
3 HLR-3) that, "NRW is due to non surfacing leaks, unauthorized water use through
4 fire hydrants, fire services, water services, leaking hydrants and general aging
5 infrastructure." The utility also reports that it is conducting leak surveys in each
6 system and is sounding all valves, hydrants, and services in the distribution
7 systems and is monitoring high potential leak areas, such as river or creek
8 crossings, and corrosive soil areas including railroad crossings. Each district also
9 maintains a main break report that details size and type of main break and year the
10 pipe was installed to identify potential problem areas or trends. Indiana-American
11 says it investigates all billing, water quality and pressure issues that may be
12 potential causes for system leakage. The utility also works with local fire
13 departments to monitor water used to fight fires. In addition, it performs
14 hydrostatic testing on all new water mains to determine leakage or potential loss.
15 Indiana-American has also purchased leak detection equipment to help monitor
16 the distribution systems.

17 **Q: Are you satisfied with what Indiana-American has done in its operations**
18 **regarding leaks and non-revenue water?**

19 A: Indiana-American has taken some significant steps in setting up a program that
20 will lead to improved performance in this area. However, I think it is also
21 important to look at the results as well to substantiate the effectiveness. For
22 example, Indiana-American should determine regarding water leak administration
23 and operations if its guidelines, practices, training, and monitoring are understood
24 and are being used consistently in all of its districts.

1 **Q: What has your analysis determined?**

2 A: I have examined customer complaints, main break data, and non-revenue water
3 results. While I have discussed customer complaint results in the previous section
4 of this testimony, I want to address the connection with water leaks. Again, three
5 of the utility's districts stand out with the highest annual raw complaint totals -
6 Southern Indiana with 304, Northwest with 273, and Kokomo with 132 (for
7 2010). It is logical that some of the complaint figures for "discolored water" (or
8 equivalent) and "outage - no water" must be caused by main failures
9 (transmission main failures may not have that immediate connection). When I
10 scale the complaints to match the number of customers in the districts, West
11 Lafayette also stands out. I mention the term "transmission main" because of the
12 known large failure of such a main (36-inch) in the Southern Indiana district
13 during 2010 as I have discussed earlier in this testimony (estimated failure in a
14 remote area on about May of 2010 and discovered on September 23, 2010 after
15 producing an estimated loss of over 4 MGD). Apparently this main had not been
16 walked by personnel for several months which could have determined a leak
17 existed much earlier. Petitioner does recognize a correlation between a high
18 NRW percentage and water leaks because when the utility provided NRW data in
19 discovery for the Southern Indiana district of 26.53% for 2010, it identified the
20 large 4 MGD water leak as being a factor with such a high figure (refer to the
21 footnote in Petitioner's response to OUCC data request Q 10-1, Attachment HLR-
22 4 to this testimony).

1 **Q: Would the large leak discussed earlier affect the metering results in the**
2 **Southern Indiana system?**

3 A: Yes. Because this was a leak in a transmission main, some metering results in the
4 Southern Indiana system should have been affected. If operating personnel were
5 monitoring the meter figures, they should have become suspicious of a leak
6 sooner. For example, I noticed in the response to the Industrial Group's (IAIG)
7 data request Q 2.22 (Attachment HLR-5) concerning water losses between 2001
8 and 2011, the annual NRW in gallons for Southern Indiana was 859,841,000 in
9 2008, 915,217,000 in 2009, and increased significantly to 1,623,004,000 gallons
10 in 2010. The projected figure for 2011 of 1,013,620,000 gallons based on 6
11 months actual results is also considerably lower than the 2010 number. On page
12 28 of her testimony, OUCC witness Margaret Stull uses an estimate of
13 400,000,000 gallons of water lost because of the major Southern Indiana leak,
14 which is conservative in favor of Petitioner. The previous figures indicate to me
15 that the leak could have caused the loss of as much as 600,000,000 gallons. My
16 professional judgment is that if meters in the water system (other than customer
17 meters) were being read some of the time, this large variation should have been
18 noticed. I recommend that specifically for the Company's larger transmission
19 mains in all districts (20 inches in diameter and larger) that a survey be taken
20 regarding whether enough metering currently exists and what operating
21 procedures are in place for periodic inspections (line walking, etc.). If Indiana-
22 American has already accomplished this, I think Petitioner should report the
23 information to the IURC and OUCC.

1 **Q: What does the main break data indicate?**

2 A: Indiana-American's main break data by district was provided in the response to a
3 data request submitted to Petitioner by the Industrial Group (IAIG Q data request
4 2.21-R1 which is Attachment HLR-6 to this testimony). From the data, I
5 calculated a three-year average of the main breaks by district (2008, 2009, and
6 2010). Next, I computed the ratio of the average main breaks to the count of
7 current water customers to develop the annual main breaks per thousand
8 customers. This produced an average of 2.797 main breaks per thousand
9 customers per year for Indiana-American's total water operation. The ratios for
10 the districts vary from a low of 0.627 for Noblesville to a high of 10.638 for the
11 Somerset district. I disregarded the results for the Somerset, Sullivan,
12 Summitville, and Waveland districts due to the small quantity of customers for
13 each. Then I ranked the district with the highest ratio as number one, the second
14 highest ratio as number two, etc. until all districts except the exclusions were
15 ranked. The first listing turned out to be the Northwest district as the worst one
16 with a factor of 5.147 main breaks per thousand customers.

17 **Q: Did you attempt to correlate the main break data with the customer**
18 **complaint information?**

19 A: Yes. I used the weighted complaint data to compare districts. For example, I
20 found that the Northwest district which had the worst "main break" rating was the
21 fourth worst for weighted "customer complaints" as well as NRW. As a result of
22 this analysis, I developed a Correlation Chart that included the variables of
23 complaints, main breaks, and NRW percent all rated with the worst being number
24 one, the second worst number two, etc. Then, with the complaint data being

1 controlling (highest complaint ratio being number one, etc.), I totaled the score to
 2 determine a final ranking. Northwest, fourth worst on complaints, the worst on
 3 main breaks, and fourth on NRW, turned out to be the worst overall. Southern
 4 Indiana was the next worst (the number one on complaints, eighth on main
 5 breaks, and worst on NRW) and then Kokomo was third (the second on
 6 complaints, fourth on main breaks, and sixth on NRW). I am not a statistical
 7 expert, but there seems to be a reasonable degree of correlation. Following is the
 8 ranking table that I created:

| <u>District</u> | <u>Complaints</u> | <u>Main Breaks</u> | <u>NRW</u> | <u>Total</u> | <u>Worst Rank</u> |
|-----------------|-------------------|--------------------|------------|--------------|-------------------|
| NW | 4 | 1 | 4 | 9 | 1 |
| Southern | 1 | 8 | 1 | 10 | 2 |
| Kokomo | 3 | 4 | 6 | 13 | 3 |
| Richmond | 6 | 5 | 2 | 13 | 4 |
| Muncie | 8 | 11 | 3 | 22 | 5 |
| W. Laf. | 2 | 6 | 14 | 22 | 6 |
| T. Haute | 9 | 14 | 8 | 31 | 7 |
| Johnson Co. | 5 | 12 | 15 | 32 | 8 |
| Noblesville | 7 | 17 | 11 | 35 | 9 |

19 **Q: What are your final conclusions concerning water leak detection for**
 20 **Petitioner?**

21 A: Indiana-American has taken strides in developing a plan to improve its water leak
 22 detection. However, water leaks in the utility's water system are still occurring,
 23 and they probably always will. However, they should be held to a minimum.

24 Water leaks certainly generate some of the customer complaints which require

1 both time and money to resolve and can cause poorer non-revenue water
2 (“NRW”) performance. Main breaks, a significant cause of water leaks, were
3 30% higher for Indiana-American in 2010 than 2009 for mains of all sizes from
4 .75 inches in diameter to 36 inches.⁷ I developed the correlation table to include
5 the effects of complaints, main breaks, and NRW for the 9 worst performing
6 districts according to these dimensions (the results for complaints and main
7 breaks were weighted by the number of customers in the districts to produce
8 ratios per thousand customers per year). This exercise was intended to identify 9
9 districts that could be candidates for leak detection and repair efforts. Some
10 additional considerations that Indiana-American could examine for its operations
11 are:

- 12 1. Main break data should be used as an indicator of where to accomplish
13 obsolete main replacements.
- 14 2. A combination of results or data sets could lead to a better indication
15 of where to find significant leaks (such as complaints, main breaks,
16 and NRW information over time).
- 17 3. System usage reports could also be a valuable addition to the analyst's
18 arsenal.
- 19 4. For the larger lines, old-fashioned on-foot inspections can still be
20 useful.

⁷ The total main breaks were 831 for 2010, 638 for 2009, and 763 for 2008 (per Petitioner's response to the Industrial Group's (IAIG) data request Q 2.21-R1 – Attachment HLR-6).

1 5. Be alert to the possibility of metering errors and the support resources
2 (calibration schedules, technology, manpower, training, professional
3 support, etc.).

4 **Water Conservation**

5 **Q: Describe Indiana-American's efforts regarding water conservation.**

6 A: The utility developed a comprehensive statewide conservation plan called the
7 Wise Water Use Plan ("WWUP") which was approved by the Commission
8 originally in Cause No. 43649. In his testimony (page 5), Petitioner's witness Mr.
9 Hauk points out that the availability of conservation measures will offer Indiana-
10 American's customers greater control over their use behavior and will position
11 them to reduce their water demand, thereby reducing their monthly bills. He also
12 suggests that this would allow Petitioner to postpone building additional capacity
13 or to lower its purchased water to serve some customers resulting in lower
14 customer rates in the long term. Mr. Hauk states that Indiana-American has
15 already implemented some basic components of a water conservation plan
16 including using meters to measure customer usage, testing and replacing meters to
17 ensure accuracy, conducting water audits of its systems, promptly addressing
18 distribution system leaks, and performing customer education on wise water use.
19 In addition, he reports that the Company employs several supply side
20 management practices, such as regularly cleaning, maintaining, and optimizing
21 operation of source of supply wells to maintain production and to extend their
22 useful life. The utility also maintains and replaces source of supply pumps,
23 maintains and improves its water treatment facilities, recycles backwash water at
24 some locations, completes demand projection studies, and performs pipeline leak

1 detection and repair. Indiana-American uses the authority of its rules and
2 regulations (approved by the Commission) when necessary to limit or discontinue
3 service (such as IURC No. W-12-N, Rule III.5.(B)(2)(n), etc.). See the response
4 to OUCC data request Q 7-4b., Attachment HLR-7.

5 **Q: What does WWUP consist of?**

6 A: It has two components – local public education and an operation-level plan.
7 First, for local public education, three pilot communities have been selected –
8 Johnson County Operations, Newburgh, and Noblesville. Potential measures will
9 be considered and implemented on a trial basis. Another part of this is the
10 establishment of a local steering committee. Next, the operation-level plan
11 addresses local water audits, water system profiles, demand forecasts, measurable
12 goals, conservation measures, and an implementation strategy. See the testimony
13 of Mr. Hauk, page 7, lines 16-18. Some educational materials and public service
14 announcements have already been selected for dissemination. Moreover, a
15 telephone survey was commissioned to help measure the success of the pilot
16 programs.

17 **Q: What are the next steps?**

18 A: The pilot community programs are in process and are expected to conclude by
19 August 2012 so that evaluations can be made. Then final program designs and
20 plans can be accomplished so that expansion to other areas in the Company's
21 territory can be started. Mr. Hauk says in his testimony that \$95,400 has been
22 incurred in expenses for development of the plan, on the survey, and for the
23 purchase of educational materials. It would appear that the plan presented to the

1 Commission in Cause No. 43649 is well underway and that the next few years are
2 going to be a busy time for the WWUP project.

3 **Line Protection Services**

4 **Q: Describe the Line Protection Services offered by American Water Resources,**
5 **Inc.**

6 A: These are a group of services offered by American Water Resources, Inc.
7 (“AWR”) which is an unregulated affiliate of Indiana-American Water. After
8 reviewing Petitioner’s responses to OUCC data request Q 46-16 (Attachment
9 HLR-8), I made a call to AWR service representatives to verify information
10 concerning the services.⁸ I wanted in particular to find out if AWR offers these
11 services to customers of other utilities (I asked about Citizens Water which serves
12 my home in southern Marion County). They said AWR will serve me. I was
13 quoted the following rates for the offered services:

| | <u>Service Description</u> | <u>Mo. Rate</u> | <u>Max. Cost</u> | <u>Trip Fee</u> |
|----|--------------------------------|-----------------------------|------------------|-----------------|
| 14 | | | | |
| 15 | 1. Water Line Protection | \$5.00 | \$5,000 | \$50.00 |
| 16 | 2. Sewer line Protection | \$9.00 | \$8,000 | \$50.00 |
| 17 | 3. In-Home Plumbing Protection | \$3.99 | \$1,500 | \$50.00 |
| 18 | 4. Total Package With Discount | \$15.99 (\$191.88 per year) | | |

19 I was told the monthly rates could vary slightly by location, and I would be
20 subject to a one-year contract with a renewal option (I was also told that the
21 monthly rate could vary slightly after the first year but probably will not).

⁸ I talked to Kathy Barnesworth, (employee #W14227 on 1-877-320-4618) and also Angie (employee #6549 on 1-866-430-0819). As I understand Kathy is at a call center (perhaps American Water) and could only answer certain questions, whereas Angie is an employee of AWR and has knowledge of the Company policy.

1 However, I would be permitted to cancel at any time without further obligation.

2 The maximum cost apparently refers to the limit per occasion for the cost to repair
3 and replace if necessary.⁹ The trip fee (my terminology) is charged after a
4 contractor is required to visit the premises (for each occurrence). See the contract
5 which is Attachment HLR-9 to this testimony.

6 **Q: How is AWR able to provide this service?**

7 A: AWR relies on a network of licensed qualified contractors who are scheduled to
8 be available 24 hours per day, 7 days a week. As I understand it, Indiana-
9 American employees are not involved with any of the service activities. These
10 contractors are expected to have insurance coverage for liability and/or claims of
11 damage to customer property in the course of any repair work. Customers are
12 provided with a toll-free number to request service and handle any problems.
13 Payment can be made by check or credit card.

14 **Q: Do you have any issues with these line and plumbing protection services?**

15 A: I have a few concerns listed as follows:

16 1. I am concerned that a customer may be confused about who is providing Line
17 Protection Services. Examples of the information to be given to prospective
18 customers were provided in the response to OUCC data request Q 46-16
19 (Attachment HLR-8). Regarding the Water Line and Sewer Line services,
20 there is a draft letter signed by Alan DeBoy as President of Indiana-American
21 Water. Also there is a document to be given to the In-Home Plumbing plan
22 customers called a "CUSTOMER PROTECTION NOTICE" also signed by

⁹ For the In-Home Plumbing plan, the coverage stops at the shut-off valve below the toilet or other appliance.

1 Alan DeBoy from the Office of the President, Indiana-American Water. I
2 think customers, prospective and active, could become confused about what
3 services are provided by AWR and what services Indiana-American Water
4 provides. On some of the documents there is small print providing
5 clarification but, I think, customers could easily miss that information.

6 2. Because these services are not under IURC jurisdiction, the customers cannot
7 turn to the IURC with their complaints, including service quality or other
8 issues with AWR licensed contractors.

9 3. I am also concerned that prospective customers may not be aware that AWR
10 has the right to make rate changes to the service contract when it wants to.

V. RECOMMENDATIONS

11 **Q: Please summarize your recommendations:**

12 **A:** I have the following recommendations:

13 1. Providing that all work on capital improvement projects described in this
14 testimony is completed at least ten days prior to the beginning of the final hearing
15 in this proceeding (December 5, 2011), I recommend that the requested
16 \$25,300,000 be accepted into the rate base unless the total project cost runs lower
17 than anticipated.

18 2. Regarding ongoing customer complaints, I recommend that Petitioner
19 streamline, simplify, and make consistent the utility's complaint receiving and

1 reporting system in line with the comments and examples in my testimony. The
2 complaint reports should help determine where leaks are located and help to plan
3 where plant replacements and upgrades should be made (such as for older mains).

4 3. Regarding water leak detection, I agree with Indiana-American's use of its
5 non-revenue water ("NRW") results to help determine where leaks might be.
6 However, I also recommend that the utility establish a plan to utilize a
7 combination of complaint, main break, NRW, and system usage monitoring
8 information to help determine the location of leaks.

9 4. Regarding water conservation, I believe the Company has made a good
10 start toward improving its water conservation efforts with its WWUP trials. I
11 recommend that Indiana-American report its progress regarding the trials at least
12 twice a year to the IURC and OUCC. Then when it is ready to apply WWUP to
13 other operating areas, I recommend it prepare a more detailed report including the
14 modifications being incorporated because of lessons learned in the trials.

15 5. Concerning the line protection services (Water, Sewer, and In-Home
16 Plumbing), I recommend that Indiana-American accomplish the following:

17 a. That Indiana-American require American Water Resources
18 ("AWR") to remove identification of the Company from all AWR customer
19 contact and associated education/promotion materials,

20 b. Require that Indiana-American request that AWR report annually
21 to its customers about its quality of service and explain what AWR customers
22 should do if they encounter problems,

1 c. Require that Indiana-American request that AWR provide at least
2 120 days written notice to AWR customers regarding any rate changes.

3

4 **Customer Comments**

5 **Q: Provide the comments that the Indiana-American customers have made to**
6 **the OUCC in this proceeding.**

7 A: These comments are provided as Attachment HLR-9 to this testimony.

8 **Q: Does this conclude your testimony?**

9 A: Yes.

AFFIRMATION

I affirm, under the penalties for perjury, that the foregoing representations are true.



By: Harold L. Rees
Indiana Office of
Utility Consumer Counselor



Date

Cause No. 44022
Indiana-American Water Co, Inc.

No. OUC 14-001

DATA INFORMATION REQUEST
Indiana-American Water Company
Cause No. 44022

Supplemental Information Provided:

d. The table below has been revised to add (155) complaints to the response originally provided. Petitioner was unaware that the source files had not been totally updated for 2010 at the time of its earlier response.

Revised OUC 14-001 Question D
Indiana American 2010 Customer Complaints

| District | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec | Total |
|---------------------|-----|-----|-----|-----|-----|------|------|-----|------|-----|-----|-----|-------|
| 1000-Corp | 1 | | 1 | 1 | | | 1 | 2 | 2 | 3 | 2 | 2 | 15 |
| 1010-Kokomo | 8 | 6 | 9 | 14 | 36 | 15 | 11 | 15 | 12 | | 3 | 3 | 132 |
| 1015-Muncie | 3 | | 8 | | 11 | 12 | 7 | 2 | 12 | 4 | 3 | | 62 |
| 1025-Richmond | 1 | 2 | 4 | 4 | 8 | 2 | 3 | 2 | 10 | 7 | | 4 | 47 |
| 1040-Summitville | | | | | | | | | 1 | | | | 1 |
| 1045-Wabash | 5 | | 5 | | 2 | 2 | | | 6 | | 6 | 4 | 30 |
| 1046-Warsaw | 2 | 4 | 1 | 2 | 1 | 4 | 2 | | 4 | 2 | 1 | 5 | 28 |
| 1047-West Lafayette | 3 | 4 | 4 | 5 | 28 | 7 | 9 | 14 | 7 | 2 | 3 | 7 | 93 |
| 1051-Waveland | | | | | | | | | 1 | 2 | | | 3 |
| 1055-Johnson Cty | 8 | 4 | | 8 | 12 | | 7 | 5 | 6 | 17 | 34 | 4 | 105 |
| 1058-Mooresville | 3 | | 1 | 2 | 2 | | 2 | | | | 1 | 1 | 12 |
| 1060-Noblesville | 4 | 3 | 1 | 2 | 11 | 6 | 4 | 2 | 1 | | | | 34 |
| 1065-Shelbyville | 1 | 1 | | 2 | | | 1 | 1 | | 2 | | | 8 |
| 1070-Terre Haute | | 4 | 4 | 4 | 3 | | 3 | 5 | 3 | 6 | 2 | 2 | 36 |
| 1071-Sullivan | | | | | | 14 | 2 | 2 | 1 | | | | 19 |
| 1075-Southern IN | 25 | 16 | 19 | 24 | 47 | 36 | 40 | 22 | 30 | 13 | 20 | 12 | 304 |
| 1080-Newburgh | 2 | 4 | 4 | 6 | 2 | 7 | 4 | 4 | 8 | 4 | 1 | 2 | 48 |
| 1090-Northwest | 19 | 21 | 25 | 31 | 19 | 17 | 34 | 30 | 25 | 20 | 12 | 20 | 273 |
| 1050-Crawfordsville | | | | | | | | | | | 4 | 3 | 7 |
| 1085-Seymour | | | | 1 | 3 | 6 | 2 | 3 | | 2 | | | 17 |
| Grand Total | 85 | 69 | 86 | 106 | 185 | 128 | 132 | 109 | 129 | 84 | 92 | 69 | 1274 |

No. OUCC 28-011

DATA INFORMATION REQUEST
Indiana-American Water Company
Cause No. 44022

Information Requested:

Related to the response to OUCC 14-001 (d.), please provide detail regarding the composition (low pressure, water quality, etc.) of the customer complaints for the following districts: Kokomo (129 in the test year), Southern Indiana (291), and Northwest (273).

Requested By: Scott C. Franson, Office of Utility Consumer Counselor (OUCC)
317-232-2786 – sfranson@oucc.in.gov

Original Information Provided:

Petitioner objects to this request on the grounds and to the extent that the question is vague and ambiguous and provides no basis from which Indiana American can determine what information is sought.

Subject to and without waiver of the foregoing objection, Petitioner is assuming that the question is asking for the explanation of each customer complaint. Based on that assumption, an explanation of each customer complaint (low pressure, water quality, etc.) for Kokomo, Southern Indiana and Northwest for the test year is attached.

Indiana-American Witness Stacy S. Hoffman can respond to questions regarding this data request.

Attachment:

[OUCC 28-011-R1.pdf](#)

Supplemental Information Provided:

See supplemental attachment, which has been revised to add additional complaints for Kokomo (3) and Southern Indiana (13) to the response originally provided. Petitioner was unaware that the source files had not been totally updated for 2010 at the time of its earlier response.

Supplemental Attachment:

[REVISED OUCC 28-011-R1.pdf](#)

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|---------------|----------|-----------------|------------------|---|-------------------|
| KOKOMO | | | | | |
| 6 | 1010 | 01/05/10 | 1 | OUTAGE | No Water |
| 21 | 1010 | 01/08/10 | 1 | Discolored water | Water Quality |
| 23 | 1010 | 01/09/10 | 1 | Black particles in water | Water Quality |
| 44 | 1010 | 01/15/10 | 1 | Discolored water | Water Quality |
| 49 | 1010 | 01/18/10 | 1 | Discolored water | Water Quality |
| 73 | 1010 | 01/28/10 | 1 | Discolored water | Water Quality |
| 74 | 1010 | 01/28/10 | 1 | Discolored water | Water Quality |
| 79 | 1010 | 01/27/10 | 1 | Discolored water | Water Quality |
| 88 | 1010 | 02/02/10 | 2 | Water is leaving a film on the dishes and taste is bad. | Water Quality |
| 104 | 1010 | 02/06/10 | 2 | Discolored water | Water Quality |
| 120 | 1010 | 02/13/10 | 2 | Discolored water | Water Quality |
| 128 | 1010 | 02/18/10 | 2 | Discolored water | Water Quality |
| 143 | 1010 | 02/23/10 | 2 | Discolored water | Water Quality |
| 149 | 1010 | 02/25/10 | 2 | Discolored water | Water Quality |
| 166 | 1010 | 03/01/10 | 3 | Discolored water | Water Quality |
| 158 | 1010 | 03/02/10 | 3 | Discolored water | Water Quality |
| 170 | 1010 | 03/05/10 | 3 | Discolored water | Water Quality |
| 184 | 1010 | 03/09/10 | 3 | Mold | Water Quality |
| 202 | 1010 | 03/17/10 | 3 | Discolored water | Water Quality |
| 205 | 1010 | 03/18/10 | 3 | Discolored water | Water Quality |
| 210 | 1010 | 03/24/10 | 3 | Discolored water | Water Quality |
| 217 | 1010 | 03/25/10 | 3 | Discolored water | Water Quality |
| 218 | 1010 | 03/25/10 | 3 | Discolored water | Water Quality |
| 234 | 1010 | 04/01/10 | 4 | Dirty water | Water Quality |
| 241 | 1010 | 04/06/10 | 4 | Discolored water | Water Quality |
| 242 | 1010 | 04/06/10 | 4 | Discolored water | Water Quality |
| 259 | 1010 | 04/07/10 | 4 | Discolored water | Water Quality |
| 260 | 1010 | 04/07/10 | 4 | Discolored water | Water Quality |
| 261 | 1010 | 04/07/10 | 4 | Discolored water | Water Quality |
| 262 | 1010 | 04/07/10 | 4 | Discolored water | Water Quality |
| 279 | 1010 | 04/09/10 | 4 | Discolored water & sulfur smell | Water Quality |
| 286 | 1010 | 04/12/10 | 4 | Discolored water | Water Quality |
| 287 | 1010 | 04/12/10 | 4 | Discolored water | Water Quality |
| 288 | 1010 | 04/12/10 | 4 | Discolored water | Water Quality |
| 291 | 1010 | 04/13/10 | 4 | Discolored water | Water Quality |
| 292 | 1010 | 04/13/10 | 4 | Discolored water | Water Quality |
| 299 | 1010 | 04/18/10 | 4 | Discolored water | Water Quality |
| 355 | 1010 | 05/06/10 | 5 | Discolored water | Water Quality |
| 356 | 1010 | 05/06/10 | 5 | Discolored water | Water Quality |
| 357 | 1010 | 05/06/10 | 5 | Discolored water | Water Quality |
| 375 | 1010 | 05/12/10 | 5 | Discolored water | Water Quality |
| 384 | 1010 | 05/16/10 | 5 | Smell and taste of their water | Water Quality |
| 410 | 1010 | 05/19/10 | 5 | Discolored water | Water Quality |
| 429 | 1010 | 05/20/10 | 5 | Discolored water | Water Quality |
| 443 | 1010 | 05/24/10 | 5 | We were working on new main in area stirring up the water. | Water Quality |
| 444 | 1010 | 05/24/10 | 5 | We were working on new main on North St. stirring up the water. | Water Quality |
| 450 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 451 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 452 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 453 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 454 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 455 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 456 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|--|-------------------|
| 457 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 458 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 459 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 460 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 461 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 462 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 463 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 464 | 1010 | 05/25/10 | 5 | Discolored water | Water Quality |
| 473 | 1010 | 05/28/10 | 5 | Discolored water | Water Quality |
| 474 | 1010 | 05/28/10 | 5 | Discolored water | Water Quality |
| 475 | 1010 | 05/28/10 | 5 | Discolored water | Water Quality |
| 476 | 1010 | 05/28/10 | 5 | Customer filling pool water was yellow | Water Quality |
| 488 | 1010 | 05/28/10 | 5 | Discolored water | Water Quality |
| 489 | 1010 | 05/29/10 | 5 | Discolored water | Water Quality |
| 490 | 1010 | 05/29/10 | 5 | Discolored water | Water Quality |
| 491 | 1010 | 05/29/10 | 5 | Discolored water | Water Quality |
| 492 | 1010 | 05/29/10 | 5 | Discolored water | Water Quality |
| 493 | 1010 | 05/29/10 | 5 | Discolored water | Water Quality |
| 494 | 1010 | 05/29/10 | 5 | Discolored water | Water Quality |
| 508 | 1010 | 05/30/10 | 5 | Filling pool green water | Water Quality |
| 526 | 1010 | 06/01/10 | 6 | Discolored water & damaged clothes | Water Quality |
| 527 | 1010 | 06/01/10 | 6 | Discolored water | Water Quality |
| 531 | 1010 | 06/02/10 | 6 | Discolored water | Water Quality |
| 535 | 1010 | 06/03/10 | 6 | Discolored water | Water Quality |
| 543 | 1010 | 06/07/10 | 6 | Hardness | Water Quality |
| 551 | 1010 | 06/08/10 | 6 | Discolored water | Water Quality |
| 559 | 1010 | 06/11/10 | 6 | Air in lines | Water Quality |
| 564 | 1010 | 06/15/10 | 6 | Something got out of their pipes. | Water Quality |
| 573 | 1010 | 06/16/10 | 6 | Discolored water | Water Quality |
| 593 | 1010 | 06/21/10 | 6 | Discolored water | Water Quality |
| 594 | 1010 | 06/21/10 | 6 | Discolored water | Water Quality |
| 596 | 1010 | 06/22/10 | 6 | Discolored water | Water Quality |
| 602 | 1010 | 06/23/10 | 6 | BWA | Water Quality |
| 605 | 1010 | 06/24/10 | 6 | Low pressure | Water Quality |
| 630 | 1010 | 06/30/10 | 6 | film on water | Water Quality |
| 634 | 1010 | 07/01/10 | 7 | Internal plumbing issue | Water Quality |
| 654 | 1010 | 07/10/10 | 7 | OUTAGE | No Water |
| 697 | 1010 | 07/13/10 | 7 | Oily film and musty smell | Water Quality |
| 698 | 1010 | 07/13/10 | 7 | Discolored water | Water Quality |
| 699 | 1010 | 07/13/10 | 7 | Discolored water | Water Quality |
| 707 | 1010 | 07/15/10 | 7 | Water stinks | Water Quality |
| 732 | 1010 | 07/22/10 | 7 | Rusty water | Water Quality |
| 733 | 1010 | 07/22/10 | 7 | OUTAGE | No Water |
| 749 | 1010 | 07/27/10 | 7 | OUTAGE | No Water |
| 751 | 1010 | 07/28/10 | 7 | Yellow water | Water Quality |
| 755 | 1010 | 07/29/10 | 7 | Blue discolored water | Water Quality |
| 764 | 1010 | 08/03/10 | 8 | OUTAGE | No Water |
| 777 | 1010 | 08/05/10 | 8 | OUTAGE | No Water |
| 778 | 1010 | 08/06/10 | 8 | Discolored water | Water Quality |
| 797 | 1010 | 08/10/10 | 8 | Strong chlorine smell | Water Quality |
| 803 | 1010 | 08/12/10 | 8 | Brown water | Water Quality |
| 804 | 1010 | 08/12/10 | 8 | Discolored water | Water Quality |
| 814 | 1010 | 08/17/10 | 8 | Cloudy water and particles in water | Water Quality |
| 816 | 1010 | 08/17/10 | 8 | Discolored water | Water Quality |
| 825 | 1010 | 08/18/10 | 8 | Hardness | Water Quality |
| 826 | 1010 | 08/19/10 | 8 | Discolored water | Water Quality |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|--------------------|----------|-----------------|------------------|--|-------------------|
| 832 | 1010 | 08/22/10 | 8 | Discolored water | Water Quality |
| 835 | 1010 | 08/24/10 | 8 | Discolored water | Water Quality |
| 858 | 1010 | 08/31/10 | 8 | High level of lime buildup in the ice machine. | Water Quality |
| 869 | 1010 | 08/31/10 | 8 | Discolored water | Water Quality |
| 868 | 1010 | 09/01/10 | 9 | OUTAGE | No Water |
| 876 | 1010 | 09/02/10 | 9 | Discolored water | Water Quality |
| 877 | 1010 | 09/02/10 | 9 | Discolored water | Water Quality |
| 878 | 1010 | 09/02/10 | 9 | Discolored water | Water Quality |
| 879 | 1010 | 09/02/10 | 9 | OUTAGE | No Water |
| 884 | 1010 | 09/03/10 | 9 | Discolored water | Water Quality |
| 887 | 1010 | 09/07/10 | 9 | Discolored water | Water Quality |
| 889 | 1010 | 09/08/10 | 9 | OUTAGE | No Water |
| 891 | 1010 | 09/10/10 | 9 | Water making them sick | Water Quality |
| 915 | 1010 | 09/14/10 | 9 | Discolored water | Water Quality |
| 951 | 1010 | 09/23/10 | 9 | Hardness issues | Water Quality |
| 968 | 1010 | 09/27/10 | 9 | Smelly water | Water Quality |
| 1037 | 1010 | 11/04/10 | 11 | OUTAGE | No Water |
| 1051 | 1010 | 11/12/10 | 11 | chalky residue hardness issues | Water Quality |
| 1243 | 1010 | 12/20/10 | 12 | White residue on dishes | Water Quality |
| 1261 | 1010 | 12/27/10 | 12 | Rusty water | Water Quality |
| 1267 | 1010 | 12/29/10 | 12 | Discolored water | Water Quality |
| 1057 | 1010 | 11/20/10 | 11 | particles, hardness issues | Water Quality |
| 1118 | 1010 | 08/02/10 | 8 | Low pressure and particles in water. | Water Quality |
| SOUTHERN IN | | | | | |
| 2 | 1075 | 01/02/10 | 1 | riled sediment | DCW |
| 3 | 1075 | 01/02/10 | 1 | riled sediment | DCW |
| 4 | 1075 | 01/02/10 | 1 | riled sediment | DCW |
| 8 | 1075 | 01/06/10 | 1 | riled sediment | DCW |
| 9 | 1075 | 01/06/10 | 1 | riled sediment | DCW |
| 10 | 1075 | 01/06/10 | 1 | riled sediment | DCW |
| 11 | 1075 | 01/08/10 | 1 | riled sediment | DCW |
| 12 | 1075 | 01/08/10 | 1 | riled sediment | DCW |
| 15 | 1075 | 01/07/10 | 1 | riled sediment | DCW |
| 16 | 1075 | 01/07/10 | 1 | riled sediment | DCW |
| 20 | 1075 | 01/08/10 | 1 | riled sediment | DCW |
| 25 | 1075 | 01/10/10 | 1 | riled sediment | DCW |
| 28 | 1075 | 01/10/10 | 1 | riled sediment | DCW |
| 27 | 1075 | 01/10/10 | 1 | riled sediment | DCW |
| 28 | 1075 | 01/10/10 | 1 | riled sediment | DCW |
| 43 | 1075 | 01/15/10 | 1 | riled sediment | DCW |
| 47 | 1075 | 01/17/10 | 1 | riled sediment | DCW |
| 60 | 1075 | 01/21/10 | 1 | riled sediment | DCW |
| 68 | 1075 | 01/25/10 | 1 | riled sediment | DCW |
| 69 | 1075 | 01/26/10 | 1 | riled sediment | DCW |
| 72 | 1075 | 01/26/10 | 1 | riled sediment | DCW |
| 76 | 1075 | 01/27/10 | 1 | riled sediment | DCW |
| 77 | 1075 | 01/27/10 | 1 | riled sediment in distribution system | DCW |
| 78 | 1075 | 01/27/10 | 1 | riled sediment | DCW |
| 82 | 1075 | 01/28/10 | 1 | riled sediment | DCW |
| 90 | 1075 | 02/01/10 | 2 | Informational | Info |
| 91 | 1075 | 02/01/10 | 2 | riled sediment | DCW |
| 99 | 1075 | 02/02/10 | 2 | chlorine sensitivity | odor |
| 105 | 1075 | 02/07/10 | 2 | riled sediment | DCW |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|----------------------------------|-------------------|
| 111 | 1075 | 02/08/10 | 2 | chlorine sensitivity | chlorine level |
| 115 | 1075 | 02/10/10 | 2 | chlorine sensitivity | odor |
| 116 | 1075 | 02/10/10 | 2 | riled sediment | DCW |
| 117 | 1075 | 02/10/10 | 2 | riled sediment | DCW |
| 119 | 1075 | 02/12/10 | 2 | riled sediment | DCW |
| 122 | 1075 | 02/15/10 | 2 | neighbor's frozen water line' | DCW |
| 129 | 1075 | 02/18/10 | 2 | pressure issue | pressure/DCW |
| 135 | 1075 | 02/19/10 | 2 | riled sediment | DCW |
| 137 | 1075 | 02/21/10 | 2 | riled sediment | DCW |
| 139 | 1075 | 02/22/10 | 2 | riled sediment | DCW |
| 140 | 1075 | 02/22/10 | 2 | chlorine sensitivity | odor |
| 144 | 1075 | 02/23/10 | 2 | riled sediment | DCW |
| 171 | 1075 | 03/05/10 | 3 | question regarding BWA | Info. |
| 172 | 1075 | 03/06/10 | 3 | riled sediment | DCW |
| 173 | 1075 | 03/05/10 | 3 | request WQ Report | Info. |
| 179 | 1075 | 03/08/10 | 3 | riled sediment | DCW |
| 185 | 1075 | 03/09/10 | 3 | fire dep't flow testing hydrants | DCW |
| 186 | 1075 | 03/09/10 | 3 | fire dep't flow testing hydrants | DCW |
| 191 | 1075 | 03/12/10 | 3 | riled sediment | DCW |
| 192 | 1075 | 03/13/10 | 3 | riled sediment | DCW |
| 197 | 1075 | 03/15/10 | 3 | riled sediment, vaccon | DCW |
| 198 | 1075 | 03/15/10 | 3 | riled sediment, fire in area | DCW |
| 199 | 1075 | 03/15/10 | 3 | riled sediment, work nearby | DCW |
| 200 | 1075 | 03/16/10 | 3 | internal issue | odor |
| 211 | 1075 | 03/24/10 | 3 | riled sediment | DCW |
| 212 | 1075 | 03/24/10 | 3 | riled sediment | DCW |
| 213 | 1075 | 03/24/10 | 3 | riled sediment | DCW |
| 219 | 1075 | 03/25/10 | 3 | riled sediment | DCW |
| 221 | 1075 | 03/26/10 | 3 | unknown | air/dcw |
| 222 | 1075 | 03/27/10 | 3 | internal issue | low pressure |
| 227 | 1075 | 03/29/10 | 3 | riled sediment | DCW |
| 238 | 1075 | 04/05/10 | 4 | vac-con in area | DCW |
| 239 | 1075 | 04/06/10 | 4 | unknown | DCW |
| 240 | 1075 | 04/08/10 | 4 | unknown | DCW |
| 248 | 1075 | 04/07/10 | 4 | chlorine sensitivity | odor |
| 249 | 1075 | 04/07/10 | 4 | unknown | DCW |
| 250 | 1075 | 04/07/10 | 4 | main break in area | DCW |
| 251 | 1075 | 04/07/10 | 4 | company work in area | DCW |
| 252 | 1075 | 04/07/10 | 4 | company work in area | DCW |
| 253 | 1075 | 04/07/10 | 4 | unauthorized hydrant use | DCW |
| 254 | 1075 | 04/07/10 | 4 | company work in area | DCW |
| 255 | 1075 | 04/07/10 | 4 | company work in area | DCW |
| 256 | 1075 | 04/07/10 | 4 | company work in area | DCW |
| 257 | 1075 | 04/07/10 | 4 | company work in area | DCW |
| 268 | 1075 | 04/08/10 | 4 | unauthorized hydrant use | DCW |
| 269 | 1075 | 04/08/10 | 4 | company work in area | DCW |
| 277 | 1075 | 04/09/10 | 4 | unauthorized hydrant use | DCW |
| 278 | 1075 | 04/09/10 | 4 | chlorine sensitivity | taste/odor |
| 290 | 1075 | 04/13/10 | 4 | unauthorized hydrant use | DCW |
| 296 | 1075 | 04/15/10 | 4 | unauthorized hydrant use | DCW |
| 306 | 1075 | 04/21/10 | 4 | dead end | DCW |
| 311 | 1075 | 04/22/10 | 4 | break on Silver | DCW |
| 312 | 1075 | 04/22/10 | 4 | break on Silver | DCW |
| 319 | 1075 | 04/26/10 | 4 | company work in area | DCW |
| 320 | 1075 | 04/26/10 | 4 | break in area | DCW |
| 340 | 1075 | 05/03/10 | 5 | Co. auth. Work in area | DCW |
| 344 | 1075 | 05/04/10 | 5 | sewer back up | odor |
| 354 | 1075 | 05/06/10 | 5 | chlorine | Information |
| 365 | 1075 | 05/10/10 | 5 | unknown | DCW |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|---|-------------------|
| 372 | 1075 | 05/11/10 | 5 | Co. auth. Work in area | Air |
| 374 | 1075 | 05/12/10 | 5 | BWA nearby - wants to know if he is under one | Information |
| 377 | 1075 | 05/13/10 | 5 | unknown | DCW |
| 378 | 1075 | 05/13/10 | 5 | flushing | DCW |
| 382 | 1075 | 05/14/10 | 5 | Co. auth. Work in area | DCW |
| 383 | 1075 | 05/15/10 | 5 | unknown | DCW |
| 389 | 1075 | 05/17/10 | 5 | unknown | DCW |
| 390 | 1075 | 05/17/10 | 5 | chlorine sensitivity | taste and odor |
| 391 | 1075 | 05/17/10 | 5 | chlorine sensitivity | DCW and odor |
| 396 | 1075 | 05/18/10 | 5 | unknown | DCW and taste |
| 428 | 1075 | 05/20/10 | 5 | Co. auth. Work in area | DCW |
| 437 | 1075 | 05/21/10 | 5 | question regarding BWA | Information |
| 438 | 1075 | 05/21/10 | 5 | chlorine sensitivity | odor |
| 439 | 1075 | 05/21/10 | 5 | Co. auth. Work in area | DCW |
| 441 | 1075 | 05/23/10 | 5 | Co. auth. Work in area | DCW |
| 442 | 1075 | 05/24/10 | 5 | unknown | residue |
| 448 | 1075 | 05/26/10 | 5 | wants info on fluoride | information |
| 449 | 1075 | 05/26/10 | 5 | Co. auth. Work in area | DCW |
| 469 | 1075 | 05/26/10 | 5 | Co. auth. Work in area | DCW |
| 470 | 1075 | 05/26/10 | 5 | unknown | DCW |
| 471 | 1075 | 05/26/10 | 5 | flushing | DCW |
| 472 | 1075 | 05/26/10 | 5 | unknown | DCW |
| 483 | 1075 | 05/27/10 | 5 | flushing | DCW |
| 495 | 1075 | 05/30/10 | 5 | leak and DCW | DCW |
| 496 | 1075 | 05/30/10 | 5 | Power outage - Silver Hills | DCW |
| 497 | 1075 | 05/30/10 | 5 | Power outage - Silver Hills | DCW |
| 498 | 1075 | 05/30/10 | 5 | Power outage - Silver Hills | DCW |
| 499 | 1075 | 05/30/10 | 5 | Power outage - Silver Hills | DCW |
| 500 | 1075 | 05/30/10 | 5 | Power outage - Silver Hills | DCW |
| 501 | 1075 | 05/30/10 | 5 | Power outage - Silver Hills | DCW |
| 502 | 1075 | 05/30/10 | 5 | Power outage - Silver Hills | DCW |
| 503 | 1075 | 05/30/10 | 5 | Power outage - Silver Hills | DCW |
| 504 | 1075 | 05/30/10 | 5 | Power outage - Silver Hills | DCW |
| 505 | 1075 | 05/30/10 | 5 | Power outage - Silver Hills | DCW |
| 506 | 1075 | 05/30/10 | 5 | Power outage - Silver Hills | DCW |
| 507 | 1075 | 05/30/10 | 5 | Power outage - Silver Hills | DCW |
| 509 | 1075 | 05/31/10 | 5 | Power outage - Silver Hills | DCW |
| 510 | 1075 | 05/31/10 | 5 | Power outage - Silver Hills | DCW |
| 511 | 1075 | 05/31/10 | 5 | Power outage - Silver Hills | DCW |
| 512 | 1075 | 05/31/10 | 5 | Power outage - Silver Hills | DCW |
| 513 | 1075 | 05/31/10 | 5 | Power outage - Silver Hills | DCW |
| 514 | 1075 | 05/31/10 | 5 | Power outage - Silver Hills | DCW |
| 515 | 1075 | 05/31/10 | 5 | Power outage - Silver Hills | DCW |
| 518 | 1075 | 06/01/10 | 6 | riled sediment | DCW |
| 519 | 1075 | 06/01/10 | 6 | riled sediment | DCW |
| 520 | 1075 | 06/01/10 | 6 | riled sediment | DCW |
| 521 | 1075 | 06/01/10 | 6 | Silver Hills lost power, riled sediment | DCW |
| 522 | 1075 | 06/01/10 | 6 | Silver Hills lost power, riled sediment | DCW |
| 523 | 1075 | 06/01/10 | 6 | Silver Hills lost power, riled sediment | DCW |
| 524 | 1075 | 06/01/10 | 6 | riled sediment | DCW |
| 525 | 1075 | 06/01/10 | 6 | Silver Hills lost power, riled sediment | DCW |
| 540 | 1075 | 06/06/10 | 6 | riled sediment | DCW |
| 542 | 1075 | 06/07/10 | 6 | info | info |
| 547 | 1075 | 06/08/10 | 6 | leaf cutting bee | parts. |
| 548 | 1075 | 06/08/10 | 6 | riled sediment | DCW |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|----------------------------|-------------------|
| 549 | 1075 | 06/08/10 | 6 | report possible main break | info |
| 550 | 1075 | 06/08/10 | 6 | dried trap | odor |
| 552 | 1075 | 06/09/10 | 6 | riled sediment | DCW |
| 553 | 1075 | 06/09/10 | 6 | riled sediment | DCW |
| 554 | 1075 | 06/09/10 | 6 | riled sediment | DCW |
| 555 | 1075 | 06/09/10 | 6 | riled sediment | DCW |
| 556 | 1075 | 06/09/10 | 6 | info | info |
| 558 | 1075 | 06/11/10 | 6 | bleach odor | odor |
| 568 | 1075 | 06/16/10 | 6 | riled sediment | DCW |
| 569 | 1075 | 06/16/10 | 6 | info | info re BWA |
| 570 | 1075 | 06/16/10 | 6 | illness | illness |
| 571 | 1075 | 06/16/10 | 6 | chlorine sensitivity | odor |
| 572 | 1075 | 06/16/10 | 6 | riled sediment | DCW |
| 581 | 1075 | 06/17/10 | 6 | riled sediment | DCW |
| 582 | 1075 | 06/17/10 | 6 | riled sediment | DCW |
| 591 | 1075 | 06/21/10 | 6 | info | info |
| 592 | 1075 | 06/21/10 | 6 | riled sediment | DCW |
| 600 | 1075 | 06/23/10 | 6 | info | info |
| 601 | 1075 | 06/23/10 | 6 | air | air |
| 604 | 1075 | 06/24/10 | 6 | info | info re BWA |
| 614 | 1075 | 06/26/10 | 6 | riled sediment | DCW |
| 620 | 1075 | 06/28/10 | 6 | riled sediment | DCW |
| 621 | 1075 | 06/28/10 | 6 | odor | odor |
| 629 | 1075 | 06/30/10 | 6 | riled sediment | DCW |
| 633 | 1075 | 07/01/10 | 7 | riled sediment | DCW |
| 639 | 1075 | 07/02/10 | 7 | riled sediment | DCW |
| 640 | 1075 | 07/02/10 | 7 | riled sediment | DCW |
| 644 | 1075 | 07/03/10 | 7 | riled sediment | DCW |
| 645 | 1075 | 07/03/10 | 7 | riled sediment | DCW |
| 646 | 1075 | 07/03/10 | 7 | riled sediment | DCW |
| 647 | 1075 | 07/03/10 | 7 | riled sediment | DCW |
| 648 | 1075 | 07/03/10 | 7 | riled sediment | DCW |
| 652 | 1075 | 07/05/10 | 7 | riled sediment | DCW |
| 653 | 1075 | 07/05/10 | 7 | riled sediment | DCW |
| 654 | 1075 | 07/05/10 | 7 | phosphates in water | other |
| 655 | 1075 | 07/05/10 | 7 | riled sediment | DCW |
| 660 | 1075 | 07/06/10 | 7 | riled sediment | DCW |
| 661 | 1075 | 07/06/10 | 7 | riled sediment | DCW |
| 666 | 1075 | 07/07/10 | 7 | riled sediment | DCW |
| 667 | 1075 | 07/07/10 | 7 | riled sediment | DCW |
| 668 | 1075 | 07/07/10 | 7 | riled sediment | DCW |
| 669 | 1075 | 07/07/10 | 7 | riled sediment | DCW |
| 670 | 1075 | 07/07/10 | 7 | riled sediment | DCW |
| 676 | 1075 | 07/08/10 | 7 | riled sediment | DCW |
| 678 | 1075 | 07/08/10 | 7 | riled sediment | DCW |
| 680 | 1075 | 07/09/10 | 7 | riled sediment | DCW |
| 681 | 1075 | 07/09/10 | 7 | riled sediment | DCW |
| 688 | 1075 | 07/12/10 | 7 | water softener | part. |
| 689 | 1075 | 07/12/10 | 7 | riled sediment | DCW |
| 690 | 1075 | 07/12/10 | 7 | riled sediment | DCW |
| 691 | 1075 | 07/12/10 | 7 | riled sediment | DCW |
| 695 | 1075 | 07/13/10 | 7 | riled sediment | DCW |
| 696 | 1075 | 07/13/10 | 7 | BWA question | info |
| 704 | 1075 | 07/14/10 | 7 | OUTAGE | No Water |
| 712 | 1075 | 07/16/10 | 7 | riled sediment | DCW |
| 713 | 1075 | 07/16/10 | 7 | riled sediment | DCW |
| 719 | 1075 | 07/19/10 | 7 | OUTAGE | No Water |
| 723 | 1075 | 07/20/10 | 7 | riled sediment | DCW |
| 726 | 1075 | 07/21/10 | 7 | riled sediment | DCW |
| 727 | 1075 | 07/21/10 | 7 | riled sediment | DCW |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|---|-------------------|
| 728 | 1075 | 07/21/10 | 7 | riled sediment | DCW |
| 730 | 1075 | 07/22/10 | 7 | OUTAGE | No Water |
| 731 | 1075 | 07/22/10 | 7 | customer provided info on neighbor using hydrant to fill pool | DCW |
| 748 | 1075 | 07/27/10 | 7 | riled sediment | DCW |
| 761 | 1075 | 08/02/10 | 8 | OUTAGE | No Water |
| 768 | 1075 | 08/04/10 | 8 | riled sediment | DCW |
| 769 | 1075 | 08/04/10 | 8 | water softener | DCW |
| 770 | 1075 | 08/04/10 | 8 | OUTAGE | No Water |
| 792 | 1075 | 08/09/10 | 8 | OUTAGE | No Water |
| 805 | 1075 | 08/12/10 | 8 | OUTAGE | No Water |
| 806 | 1075 | 08/12/10 | 8 | OUTAGE | No Water |
| 818 | 1075 | 08/17/10 | 8 | customer new to area and doesn't like chlorine taste | taste |
| 817 | 1075 | 08/17/10 | 8 | OUTAGE | No Water |
| 820 | 1075 | 08/18/10 | 8 | cloudy water | air |
| 829 | 1075 | 08/20/10 | 8 | cloudy water | air |
| 830 | 1075 | 08/21/10 | 8 | riled sediment | DCW |
| 831 | 1075 | 08/21/10 | 8 | riled sediment | DCW |
| 837 | 1075 | 08/25/10 | 8 | riled sediment | DCW |
| 838 | 1075 | 08/25/10 | 8 | riled sediment | DCW |
| 844 | 1075 | 08/28/10 | 8 | riled sediment | DCW |
| 848 | 1075 | 08/27/10 | 8 | riled sediment | DCW |
| 849 | 1075 | 08/27/10 | 8 | riled sediment | DCW |
| 850 | 1075 | 08/27/10 | 8 | blue crystals | part. |
| 855 | 1075 | 08/30/10 | 8 | OUTAGE | No Water |
| 880 | 1075 | 08/31/10 | 8 | riled sediment | DCW |
| 881 | 1075 | 08/31/10 | 8 | riled sediment | DCW |
| 871 | 1075 | 09/01/10 | 9 | OUTAGE | No Water |
| 894 | 1075 | 09/10/10 | 9 | main break | no water |
| 895 | 1075 | 09/10/10 | 9 | OUTAGE | No Water |
| 896 | 1075 | 09/10/10 | 9 | OUTAGE | No Water |
| 897 | 1075 | 09/10/10 | 9 | OUTAGE | No Water |
| 904 | 1075 | 09/12/10 | 9 | water softener issue | particles |
| 908 | 1075 | 09/13/10 | 9 | riled sediment, dead end | DCW |
| 923 | 1075 | 09/17/10 | 9 | OUTAGE | No Water |
| 924 | 1075 | 09/17/10 | 9 | OUTAGE | No Water |
| 926 | 1075 | 09/18/10 | 9 | riled sediment, 36" repair | DCW |
| 927 | 1075 | 09/18/10 | 9 | riled sediment, 36" repair | DCW |
| 928 | 1075 | 09/18/10 | 9 | riled sediment | DCW |
| 929 | 1075 | 09/18/10 | 9 | riled sediment | DCW |
| 930 | 1075 | 09/18/10 | 9 | riled sediment | DCW |
| 931 | 1075 | 09/18/10 | 9 | riled sediment, 36" repair | DCW |
| 932 | 1075 | 09/18/10 | 9 | riled sediment, 36" repair | DCW |
| 933 | 1075 | 09/18/10 | 9 | riled sediment, 36" repair | DCW |
| 936 | 1075 | 09/20/10 | 9 | OUTAGE | No Water |
| 952 | 1075 | 09/23/10 | 9 | OUTAGE | No Water |
| 956 | 1075 | 09/24/10 | 9 | riled sediment - main break | DCW |
| 957 | 1075 | 09/24/10 | 9 | riled sediment - main break | DCW |
| 958 | 1075 | 09/24/10 | 9 | riled sediment - main break | DCW |
| 960 | 1075 | 09/24/10 | 9 | OUTAGE | No Water |
| 961 | 1075 | 09/26/10 | 9 | OUTAGE | No Water |
| 969 | 1075 | 09/27/10 | 9 | question regarding water chemistry | Info |
| 972 | 1075 | 09/27/10 | 9 | OUTAGE | No Water |
| 977 | 1075 | 09/28/10 | 9 | riled sediment | DCW |
| 1120 | 1075 | 12/31/10 | 12 | OUTAGE | No Water |
| 980 | 1075 | 09/29/10 | 9 | OUTAGE | No Water |
| 988 | 1075 | 09/30/10 | 9 | OUTAGE | No Water |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|----------------------|----------|-----------------|------------------|-------------------------------------|-------------------|
| 989 | 1075 | 09/30/10 | 9 | OUTAGE | No Water |
| 1026 | 1075 | 11/01/10 | 11 | OUTAGE | No Water |
| 1038 | 1075 | 11/04/10 | 11 | construction in area | air/milky |
| 1039 | 1075 | 11/04/10 | 11 | OUTAGE | No Water |
| 1044 | 1075 | 11/08/10 | 11 | hardness | white film |
| 1045 | 1075 | 11/08/10 | 11 | OUTAGE | No Water |
| 1046 | 1075 | 11/08/10 | 11 | OUTAGE | No Water |
| 1048 | 1075 | 11/11/10 | 11 | unknown | DCW |
| 1049 | 1075 | 11/11/10 | 11 | unknown | DCW |
| 1052 | 1075 | 11/12/10 | 11 | unknown | DCW |
| 1053 | 1075 | 11/18/10 | 11 | unknown | DCW |
| 1064 | 1075 | 11/18/10 | 11 | OUTAGE | No Water |
| 1055 | 1075 | 11/19/10 | 11 | internal issue - water softener | air |
| 1058 | 1075 | 11/23/10 | 11 | OUTAGE | No Water |
| 1065 | 1075 | 11/29/10 | 11 | main break caused DCW | DCW |
| 1066 | 1075 | 11/29/10 | 11 | main break caused DCW | DCW |
| 1067 | 1075 | 11/29/10 | 11 | customer had repair caused DCW | DCW |
| 1068 | 1075 | 11/29/10 | 11 | unknown, possible hydrant use | DCW |
| 1069 | 1075 | 11/29/10 | 11 | unknown, possible hydrant use | DCW |
| 1070 | 1075 | 11/29/10 | 11 | OUTAGE | No Water |
| 1072 | 1075 | 11/30/10 | 11 | unknown, possible hydrant use | DCW |
| 1078 | 1075 | 12/02/10 | 12 | OUTAGE | No Water |
| 1083 | 1075 | 12/09/10 | 12 | repair - question regarding BWA | Info |
| 1084 | 1075 | 12/09/10 | 12 | OUTAGE | No Water |
| 1085 | 1075 | 12/09/10 | 12 | OUTAGE | No Water |
| 1087 | 1075 | 12/10/10 | 12 | unknown | DCW |
| 1094 | 1075 | 12/16/10 | 12 | higher than normal chlorine levels | taste |
| 1096 | 1075 | 12/20/10 | 12 | main break | DCW |
| 1100 | 1075 | 12/22/10 | 12 | question on Cr+6 | Info |
| 1102 | 1075 | 12/23/10 | 12 | hydrant use | DCW |
| 1107 | 1075 | 12/27/10 | 12 | unknown | DCW |
| 1032 | 1075 | 10/17/10 | 10 | Water Main Break | DCW |
| 1033 | 1075 | 10/17/10 | 10 | OUTAGE | No Water |
| 1034 | 1075 | 10/17/10 | 10 | Unknown | T&O |
| 1041 | 1075 | 10/4/10 | 10 | Unknown | DCW |
| 1056 | 1075 | 10/11/10 | 10 | Construction in the area | PS |
| 1057 | 1075 | 10/11/10 | 10 | OUTAGE | No Water |
| 1065 | 1075 | 10/13/10 | 10 | Fire hydrant usage | DCW |
| 1076 | 1075 | 10/15/10 | 10 | OUTAGE | No Water |
| 1077 | 1075 | 10/15/10 | 10 | Particles in water | PS |
| 1078 | 1075 | 10/16/10 | 10 | Internal issue with water softener | PS |
| 1085 | 1075 | 10/18/10 | 10 | Unknown | INFO |
| 1097 | 1075 | 10/22/10 | 10 | Unknown | T&O |
| 1110 | 1075 | 10/29/10 | 10 | Unknown | DCW |
| 1119 | 1075 | 12/31/10 | 12 | OUTAGE | No Water |
| SOUTH INDIAN CO. (M) | | | | | |
| NORTHWEST | | | | | |
| 6 | 1090 | 01/05/10 | 1 | White gritty particles in every tap | Water Quality |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|--|-------------------|
| 30 | 1090 | 01/11/10 | 1 | Customer said installed filters in home is not removing "white stuff" in water, making him sick | Water Quality |
| 31 | 1090 | 01/11/10 | 1 | Bitter, chemical-like taste to the water, grey in appearance | Water Quality |
| 40 | 1090 | 01/14/10 | 1 | Discolored water in all taps, been occurring sporadically for 6 to 8 months | Water Quality |
| 45 | 1090 | 01/16/10 | 1 | Customer inquired about status of a BWA in his area | Miscellaneous |
| 50 | 1090 | 01/18/10 | 1 | Cloudy water in all taps, fine white sediment in drinking glasses | Water Quality |
| 53 | 1090 | 01/18/10 | 1 | Strong chlorine smell in water, going on for 2 weeks | Water Quality |
| 54 | 1090 | 01/18/10 | 1 | Discolored/grayish water occurring during the evenings | Water Quality |
| 56 | 1090 | 01/20/10 | 1 | Customer first called about a BWA in his area though it didn't affect him, then called again to say he and his family are sick from drinking the water | Water Quality |
| 57 | 1090 | 01/20/10 | 1 | Customer had dirt coming from his taps | Water Quality |
| 58 | 1090 | 01/20/10 | 1 | Cloudy water in all taps | Water Quality |
| 61 | 1090 | 01/21/10 | 1 | Strong chemical smell to water | Water Quality |
| 63 | 1090 | 01/22/10 | 1 | Strong chlorine smell in water | Water Quality |
| 64 | 1090 | 01/22/10 | 1 | Employee and co-workers claim water has a funny taste and smell, afraid to drink | Water Quality |
| 65 | 1090 | 01/23/10 | 1 | Cloudy, milky water in all taps after main break | Water Quality |
| 66 | 1090 | 01/23/10 | 1 | Musty, moldy smell in water | Water Quality |
| 75 | 1090 | 01/26/10 | 1 | Customer called to inquire about test results | Miscellaneous |
| 80 | 1090 | 01/27/10 | 1 | Cloudy water in all taps | Water Quality |
| 84 | 1090 | 01/28/10 | 1 | Customer said the water is causing her hair to fall out when showering | Water Quality |
| 87 | 1090 | 02/01/10 | 2 | Customer claims rotten egg taste and smell in water | Water Quality |
| 88 | 1090 | 02/01/10 | 2 | Bubbly, "gritty" sensation to water in every tap | Water Quality |
| 89 | 1090 | 02/01/10 | 2 | Discolored water in all taps, happens sporadically | Water Quality |
| 96 | 1090 | 02/02/10 | 2 | Yellow water in all taps | Water Quality |
| 97 | 1090 | 02/02/10 | 2 | Cloudy water, occurring for months | Water Quality |
| 107 | 1090 | 02/08/10 | 2 | Off taste to water, occurring for 3 weeks | Water Quality |
| 108 | 1090 | 02/08/10 | 2 | Metallic odor and taste to water - customer replaced all household plumbing with PVC | Water Quality |
| 109 | 1090 | 02/08/10 | 2 | Blue crystals in all taps | Water Quality |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|---|-------------------|
| 110 | 1090 | 02/08/10 | 2 | Customer requested copy of annual Consumer Confidence Report. | Miscellaneous |
| 112 | 1090 | 02/09/10 | 2 | Customer requested copy of annual Consumer Confidence Report | Miscellaneous |
| 113 | 1090 | 02/10/10 | 2 | Cloudy water, occurring for last 3 weeks. Customer requested hydrant flush | Water Quality |
| 114 | 1090 | 02/10/10 | 2 | Strong chlorine smell to water | Water Quality |
| 121 | 1090 | 02/15/10 | 2 | Customer called concerning an odor in her bathroom | Water Quality |
| 123 | 1090 | 02/16/10 | 2 | Brown water in all taps, customer requested a hydrant flush | Water Quality |
| 127 | 1090 | 02/18/10 | 2 | Rusty water in all taps | Water Quality |
| 134 | 1090 | 02/19/10 | 2 | Customer called to report an orange film on her dinnerware, wonders if it isn't iron | Water Quality |
| 145 | 1090 | 02/24/10 | 2 | Foul smell in taps, going on for three days | Water Quality |
| 148 | 1090 | 02/24/10 | 2 | Off taste and sulfur smell in all taps for two days | Water Quality |
| 152 | 1090 | 02/26/10 | 2 | Recent main replacement work - a "new plastic" taste to the water | Water Quality |
| 153 | 1090 | 02/26/10 | 2 | Customer reported "foul" taste to water, stated she wasn't feeling well | Water Quality |
| 154 | 1090 | 02/26/10 | 2 | Chemical smell to water over the last two days | Water Quality |
| 155 | 1090 | 03/01/10 | 3 | Cloudiness and water hammering in all taps, left over from a main break the previous week | Miscellaneous |
| 157 | 1090 | 03/02/10 | 3 | Customer experienced sudden burst of brown water, stained clothes in wash | Water Quality |
| 159 | 1090 | 03/03/10 | 3 | Customer states she is allergic to MTBE, inquired if the contaminant is in our water | Miscellaneous |
| 160 | 1090 | 03/03/10 | 3 | Customer reported a bad taste to the water in all taps | Water Quality |
| 161 | 1090 | 03/03/10 | 3 | Customer states the water has an oily feel to it when consumed | Water Quality |
| 165 | 1090 | 03/04/10 | 3 | Medicinal smell to water | Water Quality |
| 168 | 1090 | 03/05/10 | 3 | Customer reported the water tastes like a metal can, never clears up, has particles | Water Quality |
| 169 | 1090 | 03/05/10 | 3 | Heavy chlorine odor in water, customer will not drink water | Water Quality |
| 176 | 1090 | 03/06/10 | 3 | Cloudy water for three months, customer lives on dead end main | Water Quality |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|--|-------------------|
| 177 | 1090 | 03/08/10 | 3 | Tenant at apartment complex called about earthy, musty smell in water - complex on a master meter | Water Quality |
| 178 | 1090 | 03/08/10 | 3 | Black, discolored water coming from faucets and toilets | Water Quality |
| 181 | 1090 | 03/09/10 | 3 | Library employee inquired about status of BWA | Miscellaneous |
| 182 | 1090 | 03/09/10 | 3 | Bad odor and taste to water after main repairs | Water Quality |
| 183 | 1090 | 03/09/10 | 3 | Cloudy water in all faucets | Water Quality |
| 188 | 1090 | 03/10/10 | 3 | Rotten egg smell in water | Water Quality |
| 189 | 1090 | 03/11/10 | 3 | Rusty water with dark brown particles, company using a higher volume of water than usual | Water Quality |
| 190 | 1090 | 03/12/10 | 3 | Cloudy water in all faucets | Water Quality |
| 195 | 1090 | 03/15/10 | 3 | Yellowish brown water in all taps, customer complained of stomach problems | Water Quality |
| 196 | 1090 | 03/15/10 | 3 | Customer reports weird chemical taste to water | Water Quality |
| 204 | 1090 | 03/18/10 | 3 | Yellowish water in all taps, does not clear when flushed | Water Quality |
| 215 | 1090 | 03/25/10 | 3 | Gray cloudy water in all taps | Water Quality |
| 216 | 1090 | 03/25/10 | 3 | Cloudy water in all faucets | Water Quality |
| 220 | 1090 | 03/26/10 | 3 | Customer reports black particles coming from all taps. Neighbors have the same problem | Water Quality |
| 225 | 1090 | 03/28/10 | 3 | Yellowish water in all taps, does not clear when flushed | Water Quality |
| 226 | 1090 | 03/29/10 | 3 | KFC franchise - Manager reports discolored water in all cold taps | Water Quality |
| 231 | 1090 | 04/01/10 | 4 | Very unpleasant odor in all taps | Water Quality |
| 232 | 1090 | 04/01/10 | 4 | Discolored, yellow water in cold water taps - veterinary clinic | Water Quality |
| 243 | 1090 | 04/06/10 | 4 | Oily film on coffee | WQ |
| 244 | 1090 | 04/06/10 | 4 | Oily film on coffee | WQ |
| 245 | 1090 | 04/07/10 | 4 | Customer reports stomach becomes upset after drinking the water, going on for one month | Water Quality |
| 246 | 1090 | 04/07/10 | 4 | Cloudy water, black particles | Water Quality |
| 247 | 1090 | 04/07/10 | 4 | Customer requests information to show the water supply is tested | Miscellaneous |
| 264 | 1090 | 04/08/10 | 4 | Tenant at mobile home park called to report contaminated water - leaks on service line inside park | Water Quality |
| 265 | 1090 | 04/08/10 | 4 | Yellow water in all taps | Water Quality |
| 266 | 1090 | 04/08/10 | 4 | Cloudy, milky water in all taps | Water Quality |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|---|-------------------|
| 271 | 1090 | 04/09/10 | 4 | Customers states his wife was diagnosed with Giardia - repeat problems with service line leaks | Water Quality |
| 272 | 1090 | 04/09/10 | 4 | Chemical odor to water | Water Quality |
| 273 | 1090 | 04/09/10 | 4 | Cloudy, milky water in all taps | Water Quality |
| 280 | 1090 | 04/11/10 | 4 | Discolored water, particles in water | Water Quality |
| 281 | 1090 | 04/12/10 | 4 | Yellow water, bad smell like old standing water | Water Quality |
| 282 | 1090 | 04/12/10 | 4 | Customer requested flushing; he lives at the end of his street and has occasional sediment build-up in his taps | Water Quality |
| 289 | 1090 | 04/13/10 | 4 | Light yellow water, occurred after nearby hydrant was used | Water Quality |
| 294 | 1090 | 04/15/10 | 4 | Bubbly/white water throughout house | Water Quality |
| 295 | 1090 | 04/15/10 | 4 | Dark brown water, just started | Water Quality |
| 297 | 1090 | 04/16/10 | 4 | White particles floating on top of water - new water heater installed | Water Quality |
| 298 | 1090 | 04/16/10 | 4 | White particles clogging all faucets | Water Quality |
| 302 | 1090 | 04/19/10 | 4 | Tenant again called about service line leaks and bad taste and odor to the water | Water Quality |
| 304 | 1090 | 04/20/10 | 4 | Brown water in all taps, customer at the end of the line | Water Quality |
| 313 | 1090 | 04/23/10 | 4 | Brown, yellowish water in all taps | Water Quality |
| 315 | 1090 | 04/24/10 | 4 | Customer states that the water has a moldy taste, gets sick every time he drinks it | Water Quality |
| 321 | 1090 | 04/27/10 | 4 | Tenant in mobile home park called about discolored water - park is on a master meter | Water Quality |
| 322 | 1090 | 04/27/10 | 4 | Cloudy water, customer states that it does not clear at all | Water Quality |
| 326 | 1090 | 04/29/10 | 4 | Black particles in all faucets and toilets in office building | Water Quality |
| 327 | 1090 | 04/29/10 | 4 | Pinkish residue, stains clothes | Water Quality |
| 330 | 1090 | 04/29/10 | 4 | BWA question | WQ |
| 331 | 1090 | 04/29/10 | 4 | BWA question | WQ |
| 337 | 1090 | 05/03/10 | 5 | Customer states that the water makes her ill, has a strong chlorine smell | Water Quality |
| 341 | 1090 | 05/04/10 | 5 | Chemical smell to water (not chlorine), started after main repairs | Water Quality |
| 346 | 1090 | 05/05/10 | 5 | Yellow water in all taps, neighbors having same problem | Water Quality |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|--|-------------------|
| 358 | 1090 | 05/07/10 | 5 | Cloudy water, does not clear up | Water Quality |
| 360 | 1090 | 05/08/10 | 5 | Milky, cloudy water, off smell to water | Water Quality |
| 361 | 1090 | 05/08/10 | 6 | Cloudy water, does not clear up | Water Quality |
| 363 | 1090 | 05/10/10 | 5 | Sulfur smell to water, customer states oily nodules are coming from her taps | Water Quality |
| 385 | 1090 | 05/17/10 | 5 | Chemical odor and taste to water for about two days | Water Quality |
| 386 | 1090 | 05/17/10 | 5 | Customer states that the water smells like petroleum | Water Quality |
| 387 | 1090 | 05/17/10 | 5 | Cloudy water with foul taste | Water Quality |
| 392 | 1090 | 05/18/10 | 5 | Yellow water in all taps, neighbors having same problem | Water Quality |
| 393 | 1090 | 05/18/10 | 5 | Yellow water in all taps, neighbors having same problem | Water Quality |
| 397 | 1090 | 05/19/10 | 5 | Customer reports tea colored water, will not clear up | Water Quality |
| 398 | 1090 | 05/19/10 | 5 | Cloudy, milky water in all taps | Water Quality |
| 411 | 1090 | 05/20/10 | 5 | Cloudy water with foul taste | Water Quality |
| 432 | 1090 | 05/21/10 | 5 | White particles in all taps | Water Quality |
| 479 | 1090 | 05/27/10 | 5 | Customer called inquiring about the status of the BWA affecting her business | Miscellaneous |
| 480 | 1090 | 05/27/10 | 5 | White particles in all taps, customer collected a large amount of the substance | Water Quality |
| 486 | 1090 | 05/28/10 | 5 | Discolored water in all taps | Water Quality |
| 528 | 1090 | 06/02/10 | 6 | Brown water in all taps | Water Quality |
| 529 | 1090 | 06/02/10 | 6 | Brown water in all taps | Water Quality |
| 537 | 1090 | 06/04/10 | 6 | Yellow water in all taps | Water Quality |
| 544 | 1090 | 06/08/10 | 6 | Store manager inquired about a rumored BWA being spread by word of mouth | Miscellaneous |
| 545 | 1090 | 06/08/10 | 6 | Chalky taste to water | Water Quality |
| 546 | 1090 | 06/08/10 | 6 | Customer states the water has a bad smell and nasty taste | Water Quality |
| 560 | 1090 | 06/14/10 | 6 | Bad smell and taste to water, customer describes as like metal and chlorine | Water Quality |
| 561 | 1090 | 06/14/10 | 6 | Customer inquired about a pre-planned service shut-off | Miscellaneous |
| 563 | 1090 | 06/15/10 | 6 | Brown water in all taps; neighbors have the same problem | Water Quality |
| 574 | 1090 | 06/17/10 | 6 | Customer requested a hydrant flush to address the poor quality of her water | Water Quality |
| 598 | 1090 | 06/23/10 | 6 | Dirty water in all taps | Water Quality |
| 606 | 1090 | 06/25/10 | 6 | Customer states that the water leaves her with a rubber-like feeling after she showers | Water Quality |
| 619 | 1090 | 06/28/10 | 6 | Air in lines, water hammering occurring in house. | Miscellaneous |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|--|-------------------|
| 624 | 1090 | 06/28/10 | 6 | Light brown water in all taps | Water Quality |
| 625 | 1090 | 06/29/10 | 6 | Customer reported that she and members of her family became sick, and her doctor advised her that the illnesses were the result of contaminated water | Water Quality |
| 626 | 1090 | 06/29/10 | 6 | Customer called CSC for update on the BWA issued for her area | Miscellaneous |
| 627 | 1090 | 06/29/10 | 6 | Cloudy water in all taps | Water Quality |
| 631 | 1090 | 07/01/10 | 7 | Customer inquired about BWA status | Miscellaneous |
| 636 | 1090 | 07/02/10 | 7 | Rusty water and low pressure, customer advised of alert | Water Quality |
| 637 | 1090 | 07/02/10 | 7 | Yellowish, rusty colored water, does not clear up | Water Quality |
| 638 | 1090 | 07/02/10 | 7 | Brownish water in all taps, will not clear up, neighbor has same problem | Water Quality |
| 641 | 1090 | 07/03/10 | 7 | Customer upset no one arrived to address WQ complaint from 7/2/10 | Water Quality |
| 642 | 1090 | 07/03/10 | 7 | Customer inquired about BWA status | Miscellaneous |
| 649 | 1090 | 07/05/10 | 7 | Discolored water with sediment in lines | Water Quality |
| 650 | 1090 | 07/05/10 | 7 | Customer said spouse drink three 8-ounce glasses of water and wants to know if he is going to get ill | Water Quality |
| 658 | 1090 | 07/06/10 | 7 | Customer followed up on phone message left at his home, claimed he did not get the entire message | Miscellaneous |
| 659 | 1090 | 07/08/10 | 7 | Customer inquired about BWA status | Miscellaneous |
| 672 | 1090 | 07/08/10 | 7 | Customer reports water has a sewer smell | Water Quality |
| 673 | 1090 | 07/08/10 | 7 | Medicinal taste to the water | Water Quality |
| 678 | 1090 | 07/09/10 | 7 | Customer reports taste changes in the water over 10 days | Water Quality |
| 687 | 1090 | 07/12/10 | 7 | Customer states the water has a light green tint and a strong sewer smell - said that when she bathed her puppy in the water, the puppy's fur fell off | Water Quality |
| 700 | 1090 | 07/14/10 | 7 | Customer reported light yellow water, then it cleared up | Water Quality |
| 701 | 1090 | 07/14/10 | 7 | Cloudy water, particles in water throughout home | Water Quality |
| 706 | 1090 | 07/15/10 | 7 | Customer is upset she heard by word of mouth about the lifting of the BWA in her area | Miscellaneous |
| 709 | 1090 | 07/16/10 | 7 | Trustee reported sand in the lines, toilets stopping up | Water Quality |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|--|-------------------|
| 714 | 1090 | 07/17/10 | 7 | Customer reporting particles in water after flushing, mostly in bathroom faucet screen | Water Quality |
| 717 | 1090 | 07/19/10 | 7 | Air in lines after main repair | Miscellaneous |
| 718 | 1090 | 07/19/10 | 7 | Yellow water in all cold taps | Water Quality |
| 720 | 1090 | 07/20/10 | 7 | Customer states the water tastes horrible, mold growth in toilets -- called the USEPA to try to get issue resolved | Water Quality |
| 735 | 1090 | 07/23/10 | 7 | Yellowish water, bits of gravel in lines -- customer at end of the line | Water Quality |
| 736 | 1090 | 07/24/10 | 7 | Cloudy water in all taps | Water Quality |
| 740 | 1090 | 07/26/10 | 7 | Customer states her 4 year old daughter has high lead levels in her blood -- no lead paint in house, doctor believes is due to the water | Water Quality |
| 741 | 1090 | 07/26/10 | 7 | Brownish water in all taps, will not clear up, neighbor has same problem | Water Quality |
| 742 | 1090 | 07/26/10 | 7 | Customer states the water has a fishy smell throughout the house, going on for a month | Water Quality |
| 745 | 1090 | 07/27/10 | 7 | Customer collected sample for analysis, exceeded 30-hour hold time | Water Quality |
| 746 | 1090 | 07/27/10 | 7 | Customer reports cloudy water, afraid to drink it | Water Quality |
| 747 | 1090 | 07/27/10 | 7 | Customer states that the water tastes like strawberries, has a reddish tint in the bathtub | Water Quality |
| 753 | 1090 | 07/29/10 | 7 | Mayor's Office called to complain of rotten egg odor | Water Quality |
| 756 | 1090 | 07/30/10 | 7 | Customer reports pinkish water spots, happens sporadically | Water Quality |
| 757 | 1090 | 07/30/10 | 7 | Fishy/seaweed smell in all taps | Water Quality |
| 759 | 1090 | 07/31/10 | 7 | Customer states the water has a rusty taste | Water Quality |
| 771 | 1090 | 08/05/10 | 8 | Customer states that the water has a "thickness" taste | Water Quality |
| 772 | 1090 | 08/05/10 | 8 | Customer reports discolored water | Water Quality |
| 773 | 1090 | 08/05/10 | 8 | Customer reports discolored water | Water Quality |
| 774 | 1090 | 08/05/10 | 8 | Customer reports discolored water | Water Quality |
| 775 | 1090 | 08/05/10 | 8 | Customer reports discolored water | Water Quality |
| 779 | 1090 | 08/07/10 | 8 | Customer reports white water with sediment | Water Quality |
| 783 | 1090 | 08/09/10 | 8 | Customer states the water has a moldy, foul taste | Water Quality |
| 784 | 1090 | 08/09/10 | 8 | Bright yellow water in all taps | Water Quality |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|--|-------------------|
| 793 | 1090 | 08/10/10 | 8 | Customer reports excessive sediments in her tap water | Water Quality |
| 794 | 1090 | 08/10/10 | 8 | Customer has white build-up on faucets, worse than normal | Water Quality |
| 795 | 1090 | 08/10/10 | 8 | Bad odor to the water, customer says smells like a steel mill | Water Quality |
| 798 | 1090 | 08/11/10 | 8 | Customer called for testing – wants to know if run-off into street from his yard is from our main, or from his sump pump | Miscellaneous |
| 799 | 1090 | 08/12/10 | 8 | Customer requests water testing due to main construction and seepage | Miscellaneous |
| 800 | 1090 | 08/12/10 | 8 | Fishy smell and taste to water, occasional cloudiness | Water Quality |
| 801 | 1090 | 08/12/10 | 8 | Customer reported recurrence of discolored water | Water Quality |
| 802 | 1090 | 08/12/10 | 8 | Customer reporting discolored water | Water Quality |
| 807 | 1090 | 08/13/10 | 8 | Customer reporting yellow water in all taps | Water Quality |
| 808 | 1090 | 08/13/10 | 8 | Customer reporting yellow water in all taps | Water Quality |
| 810 | 1090 | 08/14/10 | 8 | Customer inquired about radon in his drinking water, recently bought new property | Miscellaneous |
| 811 | 1090 | 08/16/10 | 8 | Customer requested bacit test for her water, rust issues | Water Quality |
| 818 | 1090 | 08/18/10 | 8 | Customer requested copy of water quality report | Water Quality |
| 821 | 1090 | 08/19/10 | 8 | Customer claims to not feel well after drinking the water since work was performed on her water meter | Water Quality |
| 822 | 1090 | 08/19/10 | 8 | Customer upset that no one called him with result of sample collected from his home | Water Quality |
| 827 | 1090 | 08/20/10 | 8 | Customer reports a rotten egg odor in her bath water and her laundry | Water Quality |
| 840 | 1090 | 08/26/10 | 8 | Problem with discolored water returned, customer requesting assistance | Water Quality |
| 841 | 1090 | 08/26/10 | 8 | Black water in all taps, open hydrant running into street | Water Quality |
| 851 | 1090 | 08/30/10 | 8 | Customer requested main flushing by his home, he is at a dead end in a new subdivision | Water Quality |
| 852 | 1090 | 08/30/10 | 8 | Customer reported brown and black stains in toilets, reappears after cleaning | Miscellaneous |
| 853 | 1090 | 08/30/10 | 8 | Customer states water tastes horrible and smells strange | Water Quality |
| 857 | 1090 | 08/31/10 | 8 | Customer inquiring about a BWA posted the previous day | Miscellaneous |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|---|-------------------|
| 867 | 1090 | 09/01/10 | 9 | Customer reports black water in all sinks and in toilets | Water Quality |
| 875 | 1090 | 09/02/10 | 9 | Customer is concerned about dirty water, mains have not been flushed in three months | Water Quality |
| 883 | 1090 | 09/03/10 | 9 | Customer reports yellow water | Water Quality |
| 890 | 1090 | 09/09/10 | 9 | Mobile home resident stated that white particles are showing up in her faucet filter | Water Quality |
| 893 | 1090 | 09/10/10 | 9 | Customer concerned that the water has become "extremely hard", wanted a call back | Water Quality |
| 898 | 1090 | 09/12/10 | 9 | Customer reports "murky" water in all taps, does not clear up | Water Quality |
| 899 | 1090 | 09/12/10 | 9 | Customer states she ran two baths and the water is green | Water Quality |
| 900 | 1090 | 09/12/10 | 9 | Customer reports very cloudy water, light gray in color | Water Quality |
| 901 | 1090 | 09/12/10 | 9 | Customer reports cloudy water | Water Quality |
| 902 | 1090 | 09/12/10 | 9 | Customer reports cloudy water | Water Quality |
| 903 | 1090 | 09/12/10 | 9 | Customer reports cloudy water | Water Quality |
| 906 | 1090 | 09/13/10 | 9 | Customer states the water pressure is low throughout her neighborhood. Her neighbors have stomach aches, all think it is due to the water | Water Quality |
| 907 | 1090 | 09/13/10 | 9 | Customer states that her water smells like the neighborhood factory | Water Quality |
| 913 | 1090 | 09/14/10 | 9 | Rusty colored water in all taps for 2 to 3 weeks | Water Quality |
| 917 | 1090 | 09/15/10 | 9 | Property manager called in to report brown water in one tenant's apartment for about 3 weeks | Water Quality |
| 925 | 1090 | 09/18/10 | 9 | Customer reports cloudy and rotten egg-smelling water | Water Quality |
| 934 | 1090 | 09/20/10 | 9 | Customer not notified of boil advisory lifting - sample taken from her home, looking for results | Miscellaneous |
| 935 | 1090 | 09/20/10 | 9 | Customer reports foul smell from all taps, smells like sewage | Water Quality |
| 944 | 1090 | 09/22/10 | 9 | Metallic tasting water, slight odor in lines, was discolored earlier | Water Quality |
| 955 | 1090 | 09/24/10 | 9 | Yellow discolored water in all taps | Water Quality |
| 976 | 1090 | 09/28/10 | 9 | Brown water in all taps, nothing in alerts | Water Quality |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|---|-------------------|
| 982 | 1090 | 09/30/10 | 9 | Customer reports slightly cloudy, yellow water, particles | Water Quality |
| 983 | 1090 | 09/30/10 | 9 | Customer states that she gets sick every time she drinks the water, is afraid to give the water to her daughter. She has had this problem for two years | Water Quality |
| 984 | 1090 | 09/30/10 | 9 | Yellow water in all taps, not clearing after flushing internally | Water Quality |
| 985 | 1090 | 09/30/10 | 9 | Customer requested a copy of the most current Consumer Confidence Report | Miscellaneous |
| 991 | 1090 | 10/05/10 | 10 | Customer found rusty water in her washing machine | Water Quality |
| 992 | 1090 | 10/07/10 | 10 | Discolored water, due to main replacement project | Water Quality |
| 993 | 1090 | 10/07/10 | 10 | Customer complaining of bad tasting water, claims is making her sick. She is elderly and hard of hearing, and has serious hygiene issues in her house | Water Quality |
| 995 | 1090 | 10/08/10 | 10 | Customer reported "oily and slimy" feeling water | Water Quality |
| 996 | 1090 | 10/09/10 | 10 | Customer reports rotten egg smell and she and her neighbors are experiencing skin rashes | Water Quality |
| 1002 | 1090 | 10/14/10 | 10 | Earthy, musty odor in all taps | Water Quality |
| 1003 | 1090 | 10/15/10 | 10 | Black sediment clogging aerators | WQ |
| 1005 | 1090 | 10/18/10 | 10 | Orange/brown water in all taps, some sand | Water Quality |
| 1006 | 1090 | 10/18/10 | 10 | Customer concerned about water sputtering outside her pipes | Miscellaneous |
| 1007 | 1090 | 10/19/10 | 10 | Customer states the water is slimy feeling and hard to rinse with | Water Quality |
| 1009 | 1090 | 10/20/10 | 10 | Office building personnel report grayish-green, cloudy water that does not clear up | Water Quality |
| 1011 | 1090 | 10/21/10 | 10 | Customer reports sulfur smelling water, after new main tie-ins took place | Water Quality |
| 1012 | 1090 | 10/21/10 | 10 | Customer states water is coming out white and fizzy after mains were tied in | Water Quality |
| 1013 | 1090 | 10/21/10 | 10 | Yellowish water throughout the building, low pressure | Water Quality |
| 1015 | 1090 | 10/25/10 | 10 | Customer upset about the water hardness | Water Quality |
| 1016 | 1090 | 10/25/10 | 10 | Black sediment in water | Water Quality |
| 1017 | 1090 | 10/25/10 | 10 | Customer states water smells, tastes bad, giving her diarrhea | Water Quality |
| 1018 | 1090 | 10/25/10 | 10 | Water is hard | WQ |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|--|-------------------|
| 1021 | 1090 | 10/27/10 | 10 | Customer inquired about whether a BWA in his area was lifted | Miscellaneous |
| 1024 | 1090 | 10/30/10 | 10 | Rusty water in all taps and in toilets, going on for three days | Water Quality |
| 1031 | 1090 | 11/02/10 | 11 | Customer reports sewer smell in her water which started two weeks ago | Water Quality |
| 1032 | 1090 | 11/02/10 | 11 | Customer upset he has diarrhea and blames the water | Water Quality |
| 1034 | 1090 | 11/03/10 | 11 | Customer reports sewer smell in his water which started two weeks ago | Water Quality |
| 1035 | 1090 | 11/04/10 | 11 | Strong chlorine taste and smell to customer's water | Water Quality |
| 1036 | 1090 | 11/04/10 | 11 | Customer called about black build up in toilets, said that his neighbors are having the same problem | Water Quality |
| 1041 | 1090 | 11/06/10 | 11 | Customer called to inquire about BWA status | Miscellaneous |
| 1042 | 1090 | 11/06/10 | 11 | Customer reporting light blue water | Water Quality |
| 1050 | 1090 | 11/12/10 | 11 | Customer states that we did main repair work outside her home and now has sand in all her cold taps | Miscellaneous |
| 1059 | 1090 | 11/24/10 | 11 | Customer upset that new main tie-in work and follow up BWA took place just before the holiday | Miscellaneous |
| 1060 | 1090 | 11/24/10 | 11 | Water has chemical taste after new main tie-in work | Water Quality |
| 1061 | 1090 | 11/25/10 | 11 | Customer states water has a bad smell | Water Quality |
| 1064 | 1090 | 11/29/10 | 11 | Black sediment and yellow water; "swampy" smell in mornings | Water Quality |
| 1073 | 1090 | 12/01/10 | 12 | Informational - customer inquired about barium in our tap water | Miscellaneous |
| 1081 | 1090 | 12/08/10 | 12 | Customer reporting severe chlorine taste, requested a hydrant flush | Water Quality |
| 1086 | 1090 | 12/10/10 | 12 | Customer states sand coming in to her home from the tap, also discolored yellow and orange | Water Quality |
| 1090 | 1090 | 12/15/10 | 12 | Customer reports the cold water has a strong bleach smell | Water Quality |
| 1091 | 1090 | 12/15/10 | 12 | Cloudy/milky water in cold water tap, will not clear up | Water Quality |
| 1092 | 1090 | 12/16/10 | 12 | Cloudy/milky water in cold water tap, just starting to clear up | Water Quality |
| 1093 | 1090 | 12/16/10 | 12 | Brownish water and low pressure | Water Quality |

REVISED OUCC 28-011 R-1

| Complaint # | District | date of problem | month of problem | Source of Problem | Type of Complaint |
|-------------|----------|-----------------|------------------|--|-------------------|
| 1095 | 1090 | 12/20/10 | 12 | Customer requested WQ results from sample collected from his home in August | Miscellaneous |
| 1097 | 1090 | 12/21/10 | 12 | Customer drank water during an active BWA, concerned if he should see a doctor | Water Quality |
| 1098 | 1090 | 12/21/10 | 12 | Off odor and taste to water, customer requested information | Water Quality |
| 1103 | 1090 | 12/25/10 | 12 | Customer inquired if BWA for her location is lifted | Miscellaneous |
| 1104 | 1090 | 12/26/10 | 12 | Customer followed up on BWA inquiry | Miscellaneous |
| 1105 | 1090 | 12/27/10 | 12 | Customer claims to break out in an allergic reaction to water after a BWA was lifted, wants to know what she needs to do | Miscellaneous |
| 1106 | 1090 | 12/27/10 | 12 | Customer requested flushing to freshen his water | Water Quality |
| 1108 | 1090 | 12/28/10 | 12 | Customer followed up on cloudy/milky water issue, had not cleared up | Water Quality |
| 1109 | 1090 | 12/28/10 | 12 | Sulfur smell in all taps | Water Quality |
| 1110 | 1090 | 12/28/10 | 12 | Cloudy water, customer said the water smells like a dead body, worried about contamination | Water Quality |
| 1111 | 1090 | 12/28/10 | 12 | Cloudy water, customer states it began on 12/24/10 | Water Quality |
| 1113 | 1090 | 12/30/10 | 12 | Bank employee reported foul smelling water, mild stomach upset from drinking it | Water Quality |
| 1116 | 1090 | 12/31/10 | 12 | Tenant called to report white flecks in tap aerator | Water Quality |

From: Close, Hillary [Hillary.Close@BTLaw.com]
Sent: Friday, September 30, 2011 12:54 PM
To: UCC Info Mgt; Franson, Scott; Levay, Daniel; Courter, Leja
Cc: Glennon, Bob; Price, L. Parvin; Bette Dodd; jrompala@lewis-kappes.com; Amanda R. Tyler; McGImpsey, D.; mvejil@binghammchale.com; nicole.webb@ssd.com; nancy.white@ssd.com; Kile, Nicholas
Subject: Cause No. 44022: Petitioner's Supplemental Responses to OUCC DR 14-001(d) and 28-011
Attachments: Supplemental Response to OUCC 28-011.pdf; REVISED OUCC 28-011 R-1.pdf; Supplemental Response to OUCC 14-001(d).pdf

Attached are Petitioner's Supplemental Responses to 14-001(d) and 28-011, provided subject to the general objections set forth in the responses to OUCC Data Request Set 14 sent on July 22, 2011 and the responses to OUCC Data Request Set 28 sent on August 18, 2011.

VCard Bio Dept Info

BARNES & THORNBURG LLP

Hillary J. Close
Associate
Hillary.Close@BTLaw.com

Barnes & Thornburg LLP
11 South Meridian Street
Indianapolis, Indiana 46204-3535

Phone: (317) 231-7785
Fax: (317) 231-7433
www.btlaw.com

ATLANTA CHICAGO DELAWARE INDIANA LOS ANGELES
MICHIGAN MINNEAPOLIS OHIO WASHINGTON, D.C.

CONFIDENTIALITY NOTICE: This email and any attachments are for the exclusive and confidential use of the intended recipient. If you are not the intended recipient, please do not read, distribute or take action in reliance upon this message. If you have received this in error, please notify us immediately by return email and promptly delete this message and its attachments from your computer system. We do not waive attorney-client or work product privilege by the transmission of this message. **TAX ADVICE NOTICE:** Tax advice, if any, contained in this e-mail does not constitute a "reliance opinion" as defined in IRS Circular 230 and may not be used to establish reasonable reliance on the opinion of counsel for the purpose of avoiding the penalty imposed by Section 6662A of the Internal Revenue Code. The firm provides reliance opinions only in formal opinion letters containing the signature of a partner.

No. OUCC 07-003

DATA INFORMATION REQUEST
Indiana-American Water Company
Cause No. 44022

Information Requested:

Provide the 2010 year-ending non-revenue water percentages for the Indiana American 21 operating districts that Mr. Hauk mentions in his testimony (page 2, line 21). If the three pilot communities do not correlate with the operations districts, provide the non-revenue water results for these as well.

Requested By: Scott C. Franson, Office of Utility Consumer Counselor (OUCC)
317-232-2786 – sfranson@oucc.in.gov

Information Provided:

| District | Dec. 2010 (12 month rolling average) |
|-------------------|---|
| Kokomo | 16.52% |
| Muncie | 21.89% |
| Richmond | 23.34% |
| Somerset | 17.68% |
| Summitville | 0.19% |
| Wabash | 5.29% |
| Warsaw | 8.25% |
| West Lafayette | 6.99% |
| Winchester | 17.20% |
| Crawfordsville | 15.10% |
| Waveland | 38.36% |
| Johnson County | 6.94% |
| Mooreville | 8.16% |
| Noblesville | 8.43% |
| Shelbyville | 5.11% |
| Terre Haute | 11.14% |
| Sullivan | 33.72% |
| Southern Indiana* | 26.53% |
| Newburgh | 10.86% |
| Seymour | 10.79% |
| Northwest | 18.83% |

* A significant portion of the Southern Indiana % is directly attributed to a large leak (estimated at greater than 4 million gallons per day) that was discovered and repaired in 2010.

No. OUCC 10-003

DATA INFORMATION REQUEST
Indiana-American Water Company
Cause No. 44022

Information Requested:

Regarding the large leak in the Southern Indiana district that was discovered and repaired in 2010 causing an estimated loss of over 4 million gallons per day. Please explain the cause of the leak. Please state when and how it was discovered. Finally, please provide an estimate of how long it may have existed.

Requested By: Scott C. Franson, Office of Utility Consumer Counselor (OUCC)
317-232-2786 – sfranson@oucc.in.gov

Information Provided:

The leak was a result of corrosion on the spigot end of a 36" ductile iron water main. The leak was discovered 9/23/10. The leak was in a remote area near a bridge along Interstate 65 and was not visible to passing traffic. Water was escaping undetected into the stream and was found by a company employee dispatched to search for leaks in the distribution system. It is estimated that the leak could have started as early as May 2010. (The situation was masked by the unusually hot summer experienced in the area during this time period.)

No. OUCC 10-002

DATA INFORMATION REQUEST
Indiana-American Water Company
Cause No. 44022

Information Provided (Continued):

In Richmond, as indicated in OUCC response 10-001, NRW has dropped from 23.69% in 2009 to 23.34% in 2010. In addition, Richmond's NRW has shown a steady drop from 2007 NRW of 30.59% to 2008 NRW of 26.36% to 2009 NRW of 23.69% to 2010 NRW of 23.34%. Electronic leak detection equipment has been purchased and we continue to monitor our system for leaks. In 2010, approximately 120 services were sounded finding and repairing 33 leaks, 2,757 hydrants were sounded finding and repairing 45 leaks, 714 valves were sounded finding and repairing 4 valve leaks and approx 28 main breaks were found and repaired. We also sounded and inspected 174 fire services on a monthly basis. Richmond has approximately 15,500 customers.

The Waveland system was purchased in October 2009. This was a small troubled system with approximately 200 customers that Indiana American Water acquired. As indicated in OUCC response 10-001, NRW has dropped from 44.57% to 38.36%. NRW continues to drop in Waveland, the May 2011 12 month rolling period is 28.02%. Waveland's higher 2010 NRW is due to extensive flushing that was done in March and October to clean up the distribution system and unusual water loss due to main breaks in July 2010.

The Sullivan system prior to 2010 was combined with the Terre Haute system and district specific numbers are not available. Electronic leak detection equipment has been purchased and is shared between Terre Haute and Sullivan and we continue to monitor our system for leaks. The Sullivan district has approximately 2,300 customers and plant effluent meters are being checked for accuracy.

No. OUCC 10-001

DATA INFORMATION REQUEST
Indiana-American Water Company
Cause No. 44022

Information Requested:

Please provide the 2009 year-ending non-revenue water percentages for each of Indiana American's 21 operating districts.

Requested By: Scott C. Franson, Office of Utility Consumer Counselor (OUCC)
317-232-2786 – sfranson@oucc.in.gov

Information Provided:

| NRW 12 month rolling period | | |
|-----------------------------|---------------------|---------------------|
| District | Dec 2010 | Dec 2009 |
| Kokomo | 16.52% | 23.54% |
| Muncie | 21.89% | 22.45% |
| Richmond | 23.34% | 23.69% |
| Somerset | 17.68% | 20.82% |
| Summitville | 0.19% | 4.87% |
| Wabash | 5.29% | 5.22% |
| Warsaw | 8.25% | 13.61% |
| West Lafayette | 6.99% | 14.61% |
| Winchester | 17.20% | 18.96% |
| Crawfordsville | 15.10% | 13.76% |
| Waveland | 38.36% | 44.57% |
| Johnson County | 6.94% | 7.87% |
| Mooreville | 8.16% | 7.70% |
| Noblesville | 8.43% | 6.27% |
| Shelbyville | 5.11% | 5.80% |
| Terre Haute | 11.14% | 24.18% |
| Sullivan | 33.72% | |
| Southern Indiana | 26.53% | 17.58% |
| Newburgh | 10.86% | 13.63% |
| Seymour | 10.79% | 10.07% |
| Northwest | 18.83% | 18.73% |
| Total | 16.82% | 17.47% |

Note: Terre Haute 2009 NRW% is a combination of Terre Haute and Sullivan. District specific information for these districts was not maintained until 2010.

No. IAIG 2.22

DATA INFORMATION REQUEST
Indiana-American Water Company
Cause No. 44022

Information Requested:

Please provide the water losses experienced for each district separately for each year between 2001 and 2011. Provide calculation of water loss percentage.

Information Provided:

| | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Kokomo | 565,395 | 507,906 | 455,775 | 685,824 | 644,559 | 915,027 | 847,254 | 729,627 | 711,905 | 470,097 | 263,358 |
| Muncie | 643,278 | 682,136 | 694,485 | 658,322 | 537,633 | 577,566 | 694,417 | 710,833 | 692,164 | 671,801 | 324,587 |
| Richmond | 151,780 | 174,051 | 415,804 | 533,929 | 780,070 | 745,903 | 694,904 | 536,439 | 427,529 | 419,629 | 203,222 |
| Somerset | 538 | 1,055 | 105 | (4,629) | (80,084) | 926 | 1,570 | 1,808 | 1,303 | 970 | 382 |
| Summitville | 5,043 | 2,898 | 1,522 | 2,918 | 7,686 | 9,733 | 3,621 | 5,617 | 1,121 | 44 | 892 |
| Wabash | 124,859 | 125,322 | 22,118 | 1,040 | 108,972 | 136,470 | (8,686) | 38,098 | 28,753 | 28,860 | (3,483) |
| Warsaw | 66,614 | 44,970 | 66,413 | 50,542 | 42,727 | 10,191 | 56,724 | (5,396) | 131,220 | 85,909 | 34,305 |
| West Lafayette | 182,942 | 167,113 | 154,338 | 98,707 | 113,081 | 172,450 | 336,972 | 272,269 | 215,720 | 98,218 | 52,710 |
| Winchester | 52,607 | 39,065 | 36,402 | 25,205 | 29,016 | 30,911 | 40,276 | 41,377 | 41,601 | 38,245 | 18,509 |
| Crawfordsville | 108,977 | (28,830) | (6,924) | (52,413) | 69,822 | 107,855 | 113,283 | 114,858 | 94,321 | 106,480 | 57,990 |
| Waveland | - | - | - | - | - | - | - | - | 1,359 | 6,179 | 2,137 |
| Johnson County | 142,099 | 154,878 | 152,463 | 139,263 | 366,048 | 256,765 | 272,174 | 270,708 | 245,939 | 226,297 | (7,552) |
| Mooresville | 41,990 | 40,490 | 34,266 | 33,167 | 49,305 | 28,886 | 35,927 | 30,043 | 27,555 | 29,666 | 8,898 |
| Noblesville | 45,525 | 35,785 | 13,510 | (38,725) | (5,770) | 112,250 | 125,111 | 113,989 | 82,495 | 123,569 | 69,230 |
| Shelbyville | 97,684 | 152,284 | 143,509 | 124,619 | 190,481 | 130,929 | 41,338 | 88,698 | 57,048 | 51,168 | 48,411 |
| Terre Haute/Sullivan | 751,149 | 611,813 | 686,865 | 783,830 | 853,733 | 815,691 | 741,866 | 767,165 | 833,109 | 320,615 | 167,904 |
| Sullivan | | | | | | | | | | 61,558 | 5,719 |
| Southern Indiana | 897,398 | 644,108 | 625,980 | 661,126 | 725,821 | 955,103 | 851,688 | 859,841 | 915,217 | 1,623,004 | 506,810 |
| Newburgh | 59,824 | 49,573 | 43,497 | 31,583 | 33,018 | 21,866 | 59,038 | 71,290 | 82,523 | 74,920 | 50,662 |
| Seymour | 58,577 | 80,556 | 31,209 | 85,438 | 70,135 | 94,577 | 56,708 | 82,366 | 78,399 | 91,371 | 51,188 |
| Northwest | 1,306,600 | 1,508,365 | 1,344,287 | 1,686,196 | 1,944,884 | 2,441,620 | 3,143,179 | 3,014,736 | 2,420,986 | 2,443,486 | 2,085,325 |
| Total Co | 5,302,879 | 4,993,538 | 4,915,624 | 5,505,942 | 6,481,137 | 7,564,719 | 8,107,364 | 7,744,366 | 7,090,267 | 6,972,086 | 3,941,204 |

No. IAIG 2.22

DATA INFORMATION REQUEST
Indiana-American Water Company
Cause No. 44022

Information Provided (Continued):

| | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|----------------------|-------|-------|-------|--------|----------|-------|-------|-------|-------|-------|-------|
| Kokomo | 15.6% | 13.8% | 13.2% | 18.3% | 17.4% | 24.1% | 23.0% | 22.8% | 23.5% | 16.5% | 19.7% |
| Muncie | 18.0% | 19.2% | 21.1% | 19.3% | 16.1% | 17.7% | 21.5% | 22.6% | 22.5% | 21.9% | 22.5% |
| Richmond | 7.5% | 8.6% | 20.4% | 24.2% | 34.0% | 32.4% | 30.6% | 26.4% | 23.7% | 23.3% | 23.6% |
| Somersat | 7.6% | 14.6% | 1.7% | -75.0% | -1010.7% | 14.8% | 23.8% | 28.1% | 20.8% | 17.7% | 14.3% |
| Summitville | 15.9% | 10.1% | 5.6% | 10.5% | 21.0% | 22.7% | 11.0% | 18.0% | 4.9% | 0.2% | 8.1% |
| Wabash | 13.4% | 14.3% | 3.1% | 0.2% | 16.1% | 17.7% | -1.4% | 6.5% | 5.2% | 5.3% | -1.3% |
| Warsaw | 7.4% | 5.0% | 7.2% | 5.2% | 4.2% | 1.1% | 5.9% | -0.5% | 13.6% | 8.2% | 7.0% |
| West Lafayette | 13.1% | 11.5% | 11.2% | 7.1% | 8.0% | 11.4% | 20.1% | 17.7% | 14.6% | 7.0% | 8.3% |
| Winchester | 19.9% | 16.3% | 15.8% | 11.8% | 13.4% | 14.8% | 18.5% | 19.0% | 19.0% | 17.2% | 17.5% |
| Crawfordsville | 13.2% | -4.1% | -1.0% | -7.8% | 8.6% | 12.6% | 13.6% | 14.8% | 13.8% | 15.1% | 16.8% |
| Waveland | | | | | | | | | 44.6% | 38.4% | 29.4% |
| Johnson County | 4.8% | 5.0% | 5.4% | 4.5% | 11.0% | 7.8% | 7.9% | 8.2% | 7.9% | 6.9% | -0.6% |
| Mooresville | 11.1% | 10.4% | 9.5% | 8.5% | 12.5% | 7.5% | 9.3% | 8.2% | 7.7% | 8.2% | 5.5% |
| Noblesville | 5.1% | 3.5% | 1.5% | -3.8% | -0.5% | 8.9% | 8.8% | 8.4% | 6.3% | 8.4% | 10.9% |
| Shelbyville | 8.2% | 12.5% | 13.2% | 10.9% | 16.0% | 11.0% | 3.5% | 8.3% | 5.8% | 5.1% | 10.8% |
| Terre Haute/Sullivan | 20.3% | 17.0% | 20.0% | 21.9% | 23.3% | 22.0% | 20.3% | 21.7% | 24.2% | 11.1% | 12.5% |
| Sullivan | | | | | | | | | | 33.7% | 6.6% |
| Southern Indiana | 16.7% | 11.9% | 12.6% | 12.1% | 13.4% | 16.5% | 14.7% | 15.6% | 17.6% | 26.5% | 19.8% |
| Newburgh | 10.3% | 8.3% | 7.8% | 5.3% | 5.3% | 3.6% | 8.3% | 10.7% | 13.6% | 10.9% | 18.3% |
| Seymour | 5.5% | 7.0% | 3.4% | 9.5% | 7.8% | 10.3% | 6.4% | 9.5% | 10.1% | 10.8% | 12.7% |
| Northwest | 10.0% | 11.4% | 11.1% | 13.2% | 14.0% | 17.3% | 22.4% | 20.7% | 18.7% | 18.8% | 32.0% |
| Total Co | 12.4% | 11.6% | 12.3% | 13.0% | 14.7% | 16.8% | 18.0% | 17.7% | 17.5% | 16.8% | 20.4% |

Indiana American Water-
IAIG 2.21, Cause
#44022
Main Breaks by size
1-1-2006 / 12-31-2010

| MAIN SIZE | .75" | 1" | 1.25" | 1.5" | 2" | 2.25" | 2.5" | 3" | 4" | 6" | 8" | 10" | 12" | 14" | 16" | 20" | 24" | 36" |
|-----------------------|------|----|-------|------|----|-------|------|----|----|----|----|-----|-----|-----|-----|-----|-----|-----|
| WABASH | | | | | | | | | | | | | | | | | | |
| 2010 | | | | | 1 | | | | | 7 | 2 | 1 | 1 | | 1 | | | |
| 2009 | | | | | 3 | | | | | 6 | 2 | | 3 | | | | | |
| 2008 | 1 | 1 | | | 4 | | | | | 3 | 5 | | | | | | | |
| 2007 | | | | | 5 | | | | | 4 | 3 | | 1 | | | | | |
| 2006 | | | | | 6 | | | | | 5 | 5 | | | | | | | |
| WARSAW | | | | | | | | | | | | | | | | | | |
| 2010 | | | | | | | | | 2 | | 1 | | | | | | | |
| 2009 | | | | | 1 | | | | | | 1 | | 1 | | | | | |
| 2008 | | | | | 1 | | | | 1 | 4 | 2 | 1 | | | | | | |
| 2007 | | | | | 3 | | | | 1 | 2 | 1 | | | | | | | |
| 2006 | | 1 | | | 2 | | | | | 4 | 1 | | 1 | | | | | |
| WINCHESTER | | | | | | | | | | | | | | | | | | |
| 2010 | | | | | | | | | 1 | | | | | | | | | |
| 2009 | | | | | 1 | | | | 8 | 2 | 4 | | 1 | | | | | |
| 2008 | | | | | | | | | 3 | | 6 | 1 | 4 | | | | | |
| 2007 | | | | | | | | | 2 | | 1 | | 1 | | | | | |
| 2006 | | | | | | | | | | | | | | | | | | |
| WEST LAFAYETTE | | | | | | | | | | | | | | | | | | |
| 2010 | | | | | 3 | | | | 7 | 13 | 4 | 1 | 1 | | | | | |
| 2009 | | | | | 1 | | | | 4 | 10 | 7 | 2 | 4 | | | | | |
| 2008 | | | | | 3 | | | 7 | 18 | 2 | 1 | | | | | | | |
| 2007 | | | | 2 | 1 | | | 9 | 20 | 10 | 1 | 1 | | | | | | |
| 2006 | | | | | 1 | | | 2 | 14 | 4 | 1 | 1 | | | | | | |
| NOBLESVILLE | | | | | | | | | | | | | | | | | | |
| 2010 | | | | | | | | | | 3 | 6 | | | | | | | |
| 2009 | | | | | 2 | | | | 1 | | 1 | | 2 | | | | | |
| 2008 | | | | | 1 | | | | 2 | 2 | 3 | 2 | 1 | | | | | |
| 2007 | | | | | | | | | 1 | 1 | 1 | 2 | 1 | | | | | |
| 2006 | | | | | 2 | | | | | 1 | 1 | 5 | | | 2 | | | |
| CRAWFORDSVILLE | | | | | | | | | | | | | | | | | | |
| 2010 | | 1 | | | 16 | | | | 1 | 6 | 1 | | | | | | | |
| 2009 | | | | | 4 | | | | | 6 | | | | | | | | |
| 2008 | | | | | 7 | | | | 1 | 1 | | | | | | | | |
| 2007 | | | | | 14 | | | | | 8 | 1 | 4 | | | | | | |
| 2006 | | 1 | | | 4 | | | | | 9 | 1 | 1 | 1 | | | | | |
| WAVELAND | | | | | | | | | | | | | | | | | | |
| 2010 | | | | | | | | | | | | | | | | | | |
| 2009 | | | | | | | | | | | | | | | | | | |
| 2008 | | | | | | | | | | | | | | | | | | |
| 2007 | | | | | | | | | | | | | | | | | | |
| 2006 | | | | | | | | | | | | | | | | | | |
| JOHNSON COUNTY | | | | | | | | | | | | | | | | | | |
| 2010 | 1 | | 1 | | 9 | | | | 1 | 31 | 7 | 2 | 3 | | | | | |
| 2009 | | | | | 5 | | | | 1 | 13 | 5 | 2 | 1 | | | | | |
| 2008 | | | | | 5 | | | | 1 | 8 | 5 | 3 | 1 | | | | | |
| 2007 | | | | | 5 | | | | 1 | 21 | 4 | 2 | 3 | | | | | |
| 2006 | | 1 | | | 5 | | | | 3 | 8 | 2 | 2 | 1 | | 1 | | | |
| SHELBYVILLE | | | | | | | | | | | | | | | | | | |
| 2010 | | | | | 1 | | | | 1 | 2 | 2 | | 1 | | | | | |
| 2009 | | 3 | 1 | | 1 | | | | | 6 | 5 | 5 | 2 | | | | | |
| 2008 | | | | | 4 | | | | | 1 | | | | | | | | |
| 2007 | | | | | 3 | | | | | 3 | 1 | 1 | | | | | | |
| 2006 | | | | | | | | | | 2 | 3 | | | | | | | |

Indiana American Water-
IAIG 2.21, Cause
#44022

Main Breaks by size
1-1-2006 / 12-31-2010

| MAIN SIZE | .75" | 1" | 1.25" | 1.5" | 2" | 2.25" | 2.5" | 3" | 4" | 6" | 8" | 10" | 12" | 14" | 16" | 20" | 24" | 36" |
|----------------------|------|----|-------|------|----|-------|------|----|----|----|----|-----|-----|-----|-----|-----|-----|-----|
| MOORESVILLE | | | | | | | | | | | | | | | | | | |
| 2010 | | | | | | | | | 1 | 2 | 2 | | | | | | | |
| 2009 | | | | | | | | 1 | | 4 | 3 | | | | | | | |
| 2008 | | | | | 2 | | | | 2 | 2 | 3 | | 1 | | | | | |
| 2007 | | | | | 1 | | | | 1 | 5 | 7 | | | | | | | |
| 2006 | | | | | | | | | | | | | | | | | | |
| WABASH VALLEY | | | | | | | | | | | | | | | | | | |
| 2010 | | | | | 4 | | | | 1 | 2 | 3 | 1 | 3 | | 3 | | | |
| 2009 | | | | | 7 | | | | 3 | 16 | 12 | | 4 | | | | | |
| 2008 | | | | | 7 | | | | | 6 | 3 | 1 | 3 | | | | | |
| 2007 | | | | 1 | 26 | | | | 1 | 8 | 8 | 2 | 1 | | | | | |
| 2006 | | | | | 21 | | | | | 6 | 9 | 2 | 8 | | | | | |

No. OUCC 07-004

DATA INFORMATION REQUEST
Indiana-American Water Company
Cause No. 44022

Information Requested:

Regarding the conservation measures that Mr. Hauk describes on page 6 (lines 15-20) of his testimony, provide the following:

- a. Explain the supply-side management practices currently used by the Company,
- b. With respect to water restriction, describe the rules or regulations the Company can enforce during a drought,

Outline what Petitioner actually does during one of its periodic water audits.

Requested By: Scott C. Franson, Office of Utility Consumer Counselor (OUCC)
317-232-2786 – sfranson@oucc.in.gov

Information Provided:

- a. The Company employs several supply side management practices. The Company regularly cleans, maintains, and optimizes operation of existing source of supply wells to maximize production of these existing sources and to extend their useful life. The need to construct new sources of supply is delayed because of this practice.

Likewise, the Company maintains existing source of supply pumps and replaces them as necessary to maximize capacity of existing sources of supply and thereby delay need for construction of new sources of supply.

The Company maintains, improves, and optimizes operation of existing treatment and pumping facilities to maximize their capacity and extend their useful life thereby delaying need to construct new facilities.

The Company recycles backwash water to the head of the treatment facility at some of its operations thereby delaying the need to construct additional sources of supply. Evaluation of backwash recycle value is a function of several factors including feasibility, operational considerations, and life cycle costs and permitting conditions for a variety of residuals management alternatives.

No. OUCC 07-004

DATA INFORMATION REQUEST
Indiana-American Water Company
Cause No. 44022

Information Provided (Continued):

The Company completes demand projection studies which, in recent history, have identified prevailing declining residential and commercial use per customer trends. The Company uses this information to determine optimal timing of any expansion of source of supply, treatment, and production capacities.

Additionally, the Company performs pipeline leak detection, and fixes broken and leaking pipes thereby delaying need to construct additional sources of supply and treatment.

- b. The Company has authority in its rules and regulations, approved by the IURC, to limit or discontinue service for lack of water in the distribution system. See I.U.R.C. No. W-12-N, Rule III. 5. (B) (2) (n); I.U.R.C. No. W-12-U, Rule XVI. (b); and I.U.R.C. No. W-13, Rule 24.1.
- c. Water audits consist of examination of the following:
 - 1. Water supplied (system delivery);
 - 2. Billed authorized consumption: metered;
 - 3. Billed authorized consumption: unmetered;
 - 4. Unbilled authorized consumption: metered;
 - 5. Unbilled authorized consumption: unmetered;
 - 6. Apparent losses: meter under-registration;
 - 7. Apparent losses: systematic data transfer error;
 - 8. Apparent losses: data policy/procedure impacts;
 - 9. Apparent losses: unauthorized consumption; and,
 - 10. Current Annual Real Losses ("CARL"): total losses less apparent losses where total losses is equal to NRW less all authorized consumption, billed and unbilled.

OUCC 46-016-R1
Page 1 of 5

PRST STD
U.S. POSTAGE
PAID
AMERICAN WATER
RESOURCES
62002



INDIANA
AMERICAN WATER
555 E. County Line Rd, Suite 201
Greenwood, IN 46142



✓
✓

Water and Sewer Line Protection Benefits:

- 1** **Emergency Hotline** – available 24 hours a day, 365 days a year.
- 2** **Expert repair service** – local, licensed contractors providing you with prompt service and repairs you trust.
- 3** **No bills to pay within the generous coverage limits** – you are covered, up to \$13,000 for locating and repairing your home's water and sewer line.
- 4** **Unlimited service calls each year** – giving you total protection from the costs of unexpected service line repairs.

IN12061R
 AWRH20-NWBCB

Official Acceptance Form Just 2 Simple Steps!

STEP

1 Please choose your Program and your Payment Schedule. Pay monthly or annually.

| Select One Only: | Monthly Payments: | Annual Payments: |
|---------------------------------------|----------------------------------|-----------------------------------|
| Water & Sewer Line Protection Program | <input type="checkbox"/> \$12.00 | <input type="checkbox"/> \$144.00 |
| Water Line Protection Program only | <input type="checkbox"/> \$5.00 | <input type="checkbox"/> \$60.00 |
| Sewer Line Protection Program only | <input type="checkbox"/> \$9.00 | <input type="checkbox"/> \$108.00 |

STEP

2 Please complete the details below and complete Payment Method A, B or C.

| | |
|--|---|
| Covered Address: Sample A Sample 123 Any Street Anytown, US 12345-6789 | Reference No. 9999999999 |
| | Response Requested By: 08/31/11 |

Home Phone (Required): () -

E-mail Address:

A. EASY PAY – PAY BY CHECK

I've enclosed check # _____ made payable to American Water Resources, Inc., in the amount of the payment selected above for the first payment. I authorize American Water Resources, Inc. to debit all subsequent charges in the amount selected above from my checking account. Please see Easy Pay Direct Debit Terms of Authorization on enclosed insert.

Signature: _____
(Required)

See reverse for credit card and one-time payment options.

FOR IMMEDIATE ASSISTANCE CALL:

1-866-315-4471

OUCC 46-016-R2
Page 1 of 5

POSTAGE
U.S. POSTAGE
PAID
American Water
Resources
43218



Sample A Sample
1234 Am. Street
Anytown, US 00000-0000

PROTECTION NOTICE ENCLOSED

OUCC 46-016-RZ
Page 2 of 5



From The Office Of The President:
Alan DeBoy

CUSTOMER PROTECTION NOTICE

Dear Customer:

Making life easier for our valued customers is an Indiana American Water priority; that's why we are pleased to introduce you to a great complement to your existing Service Line Protection Program. Our national affiliate, American Water Resources, offers the In-Home Plumbing Emergency Program to protect homeowners from such common crises as burst pipes, clogged drains and overflowing toilets that usually require immediate attention.

I encourage you to review the enclosed materials and protect yourself today. For immediate service, call American Water Resources directly at 1-866-430-0819.

Alan J. DeBoy

555 E. County Line Road, Suite 201 • Greenwood, IN 46143

The state Public Utility Commission/Board does not regulate AWR or the optional programs it offers.

IP000TC-IN



AMERICAN WATER
 RESOURCES

Protect yourself
 from the hassle and
 cost of emergency
 plumbing repairs!



Enjoy peace of mind —
 for just \$3.99 per month.

Compare the benefits

Questions & Answers

Q. What is covered by the In-Home Plumbing Emergency Program?

A. Emergency repairs to your internal water supply and drainage pipes up to \$1,500 per claim.

Q. What am I responsible for?

A. As a homeowner, you are responsible for the pipes in your house.

Q. When can I make a service call?

A. Service calls can be made 30 days after your Enrollment is processed. Our Emergency Service Hotline is available 24 hours a day, 7 days a week in case you have a plumbing emergency.

Q. Who is eligible to join?

A. Residential homeowners can join.

Q. Am I restricted to only one service call per year?

A. No. You can have unlimited service calls for in-home plumbing emergencies such as a clogged bathroom sink, overflowing toilet or burst water pipe.

Q. What quality of repair can I expect?

A. A qualified, licensed independent plumbing contractor will be responsible for your job.

Call TOLL-FREE
 1-866-430-0819
 and join by June 30, 2011!

* Repair costs may exceed Program's limit of protection and homeowner must pay difference between repair cost and limit of protection. \$50 service fee applies when a contractor is dispatched to your home.

For complete Terms and Conditions of this program, please go to www.amwaterresources.com/termsandconditions or call 1-866-430-0819.

A quick reminder of the benefits the In-Home Plumbing Emergency Program brings:

- Emergency Service Hotline Representatives you can call TOLL-FREE anytime 24 hours a day, seven days a week, including holidays.
- A local, licensed independent plumbing contractor will make solving your problem their priority.
- Plumbing emergencies inside your home covered up to \$1,500 per claim for the contractor visit, labor, and materials.
- American Water Resources stands by the repairs.
- No forms to complete or bill to pay

PLEASE NOTE: Service calls can be made 30 days after your Enrollment is processed.

| | In-Home Plumbing Emergency Program | Most Homeowners Insurance Policies |
|---|------------------------------------|------------------------------------|
| 24/7/365 Emergency Service Hotline. | ✓ | ✗ |
| Internal water supply and drainage pipes covered to a maximum of \$1,500 per claim for emergency visit, labor and parts.* | ✓ | ✗ |
| We find the contractor for you - Our local, licensed contractors are ready to do the work. | ✓ | ✗ |
| No forms to complete. | ✓ | ✗ |
| Consequential damage to carpets, furnishings, etc. | ✗ | ✓ |

Less than 14¢ per day!

Call TOLL-FREE
 1-866-430-0819
 and join today!



Call TOLL-FREE
 1-866-430-0819
 and join by June 30, 2011!

AMWRTX30
 AZ16008

Introducing a one-call solution for in-home plumbing emergencies

You may already know that you are responsible for the water and sewer lines running through your property and that most homeowners insurance policies won't cover the repairs. But do you realize that those policies also don't cover the cost of repairing indoor plumbing emergencies?

Consider the expense too — repairing an overflowing toilet, broken water pipe, or clogged sink could cost you up to \$1,500.*

In an emergency

Who would you turn to if you have a plumbing emergency?

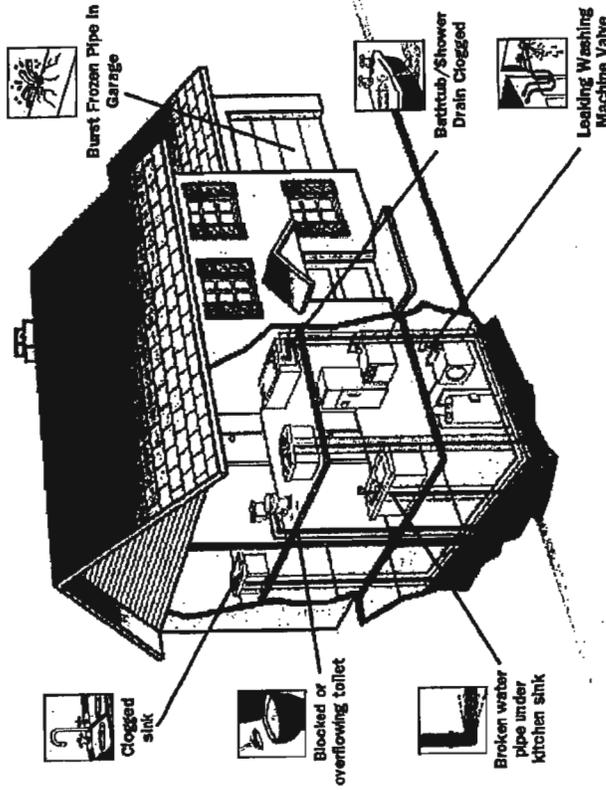
What American Water Resources offers

As an existing customer you're receiving a 50% discount off the standard price. For just \$3.99 a month you will be covered from the cost of unlimited services calls to fix your internal plumbing emergencies.

Just one TOLL-FREE call to our 24-hour Emergency Service Hotline any day of the year brings a licensed independent plumbing contractor to your home.* The work will be handled quickly and we'll settle the bill directly with the contractor within the program limits.

What can go wrong?

Peace of mind restored



The diagram above shows common plumbing emergencies. As an American Water Resources customer, you're protected from the unwanted expense with the In-Home Plumbing Emergency Program.

Call TOLL-FREE 1-866-430-0819 and join today!

**Call TOLL-FREE
 1-866-430-0819
 and join today!**



The Crisis
 You suddenly get a blocked toilet, which you can't use. Now you can get coverage to include this and other in-home plumbing emergencies by enrolling in the American Water Resources' In-Home Plumbing Emergency Program. In a crisis, just one TOLL-FREE call will bring a local, licensed independent plumbing contractor to your home to repair the problem — and the bill will be paid for you up to the program limit.



The Call
 No desperate calling around for a contractor to come out on a holiday to repair your plumbing. Instead, call our exclusive Emergency Service Hotline any time of the day, any day of the year, and our fully trained representatives will immediately send a local, licensed independent plumbing contractor to your home.

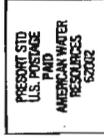


The Rescue
 No need to wonder if or when the contractor will arrive. We'll have a licensed independent plumbing contractor at your home as a priority. What's more, American Water Resources stands by the repairs.



The Relief
 We settle the contractors bill directly — up to \$1,500 per claim to cover the plumber, visit, labor and materials. The entire responsibility of handling the emergency is taken out of your hands.*

OJCC 46-016-R3
Page 1 of 4



IMPORTANT INFORMATION
ABOUT YOUR SEWER LINE



Good news – your water line is currently covered.

Sample A. Sample
1234 Any Street
Apt 000
Anytown, US 00000-0000

However, your sewer line
is not covered and is
3 times more likely
to be damaged.

Dear Sample A. Sample,

Not long ago you made a smart decision to sign up for the Water Line Protection Program from American Water Resources, an affiliate of Indiana American Water.

As a valued customer, we want you to know you are legally responsible for the sewer line extending from your home into the street. Did you also realize that repairs to your sewer line are typically not covered by most homeowners insurance policies?

Without any coverage, you would need to contact a contractor, hope repairs are made quickly and correctly, then pay for it out of your own pocket. Since you are already an American Water Resources customer, we want to give you an opportunity to protect yourself from these unexpected worries. Here's how the Sewer Line Protection Program benefits you:

- You're protected from expensive sewer line repairs including blocked and backed up lines, clogged cleanouts, root invasion and common waste blockage
In case of a problem, call toll-free and a qualified contractor will be quickly dispatched**
Easy claims process covers you for up to \$8,000 in repairs including excavation, site restoration plus sidewalk and street repaving†
American Water Resources takes care of everything and stands behind all the work

If you enroll now, this important coverage will cost you only \$9 a month, a small price to pay for thousands of dollars in protection. For peace of mind, be sure to enroll in the Sewer Line Protection Program now by calling 1-888-207-5997, visit us online at www.awrenrollment.com, or complete and mail the form below using the enclosed postage-paid envelope.

You can't prevent underground sewer line damage, but you can protect yourself from these unexpected costs. Please act now and enroll today.

Sincerely,

Alan J DeBoy
Alan DeBoy, President

P.S. Please enroll before August 31, 2011 by calling 1-888-207-5997 or visiting us at www.awrenrollment.com. Only \$9 per month protects you from thousands of dollars in sewer line repairs.

*Typical sewer line ownership extends from the sewer main to your home. Your responsibilities may vary. If you live in a dwelling like a condo, please contact your local homeowners association to determine your responsibility. Protection does not include a septic tank tank or the components thereof. **\$50 service fee applies when a contractor is dispatched to your home. †Major costs may exceed the amount of the Program's limit of protection. In such cases, homeowners must pay the difference between the cost of the repair and the Program's limit of protection. The state Public Utility Commission/Board does not regulate American Water Resources or the optional programs it offers. For complete terms and Conditions of this Program, please go to www.amwaterresources.com/termsandconditions or call 1-888-207-5997.

INS9071B

AWRLTR-NW88R

FILL OUT, DETACH HERE AND MAIL IN THE POSTAGE-PAID ENVELOPE



PREFERRED CUSTOMER ACTIVATION OF COVERAGE

YES! Enroll me in the Sewer Line Protection Program at the \$108.00 annual rate.

REFERENCE NO: 9999999999

Sample A. Sample
1234 Any Street
Apt 000
Anytown, US 00000-0000

CONTACT INFORMATION

Home phone (required)
Email address

SERVICE ADDRESS:

1st Address Line
2nd Address Line
XXXXXXXXXXXXXXXXXXXXXXXXXX



I PREFER TO PAY BY CREDIT CARD I authorize American Water Resources, Inc. to charge the annual amount of \$108.00 to the credit card provided. This authorization will remain in effect until I notify AWR of a change or cancellation.

VISA* MasterCard* Discover*
Account#: Expires: /

I WISH TO PAY BY CHECK I've enclosed check # or a money order in the amount of \$108.00 made payable to American Water Resources, Inc. in the enclosed postage-paid envelope.

You can obtain a copy of the terms and Conditions of the Program at www.amwaterresources.com/termsandconditions or by calling 1-888-207-5997. By signing this enrollment form you agree to all of the Sewer Line program terms and Conditions, subject to your receipt and review. A copy of the terms and conditions will be sent to your mailing address with your confirmation letter within approximately 3 weeks of American Water Resources, Inc.'s (AWR) receipt of your enrollment. Coverage begins 30 days after enrollment form is processed by AWR, and you can cancel at any time. Further, if you have selected the Credit Card payment method, your signature below serves to authorize AWR to charge the payment amount to the credit card you have provided. By providing (AWR) your email address, you agree to receive email from AWR including account updates and other information about AWR programs. To unsubscribe from being contacted by AWR via email, contact us at 1-888-207-5997 or awrsub@amwater.com.

X Signature (required) Date / /

CALL 1-888-207-5997 • THIS PREFERRED CUSTOMER OFFER ENDS AUGUST 31, 2011

OUC 46-016-R3
Page 3 of 4

Sewer Line Protection Program from American Water Resources

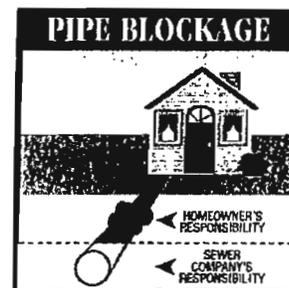
Protect yourself with
the Sewer Line
Protection Program
Avoid costly, unexpected sewer line
repairs for only a few dollars a month

Protection from
expensive
sewer line repairs

Preferred customers – enroll today

- Call **1-888-207-5997**
- Visit **www.awrenrollment.com** or
- Complete and return the enclosed
Activation of Coverage form

 **INDIANA
AMERICAN WATER**
555 East County Line Road, Suite 201
Greenwood, IN 46143

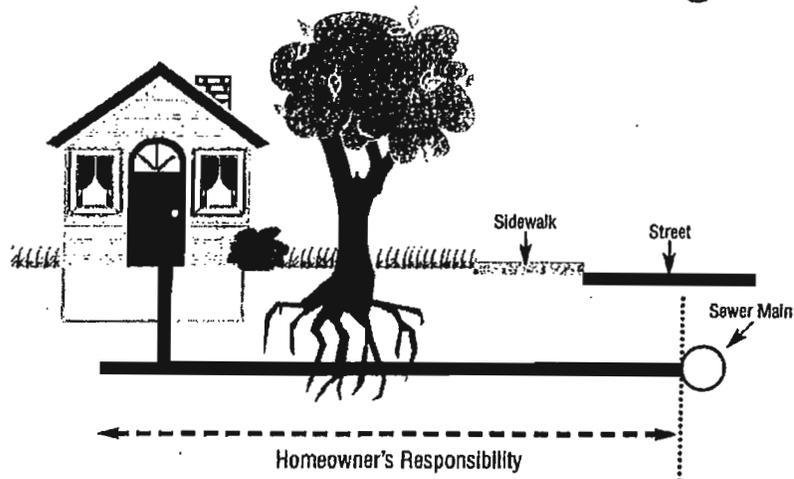


Act now – respond by August 31, 2011.

BRINS-IN

Enroll now for just \$9 per month

Enjoy peace of mind with our Sewer Line Protection Program



- The sewer line on your property is your responsibility
- Coverage up to \$8,000 for repairs
- Sewer line repairs are typically not covered by most homeowners insurance policies
- No pre-inspection required
- 24-hour customer service line
- Unlimited service calls
- Easy claims process
- Licensed local plumber dispatched to your property
- All repair permit costs covered

Enroll now — call toll-free 1-888-207-5997
or visit www.awrenrollment.com



SEP 21 PM 12:57
Dear Sirs

I sure hope you
do not raise our water
rate, it's high enough
we are seniors & have
a handicapped gr son
who lives w us. And
I'd say our bill is
to high so my
answer is NO

Sincerely
V. Robert & Judy Sullivan
311 N Park St
CP

James E. Taylor
Alma Taylor
419 Main St.
Whiteland, In. 46184

AUG 15 PM 12:22

IURC cause No 44022

Please don't raise the water bill

Taylor
419 E. main St
Whiteland, In. 46184

Thank you

08-20-11

To Whom It May Concern:

REG 53 PR 2/11

Ref: IURC Cause No. 44022

I'm a senior citizen living in Greenwood and would like to voice my objection to another water rate increase, after rates were raised last year.

People on fixed incomes, and especially in the bad economy,

(over)

have enough difficulty keeping up with utility increases.

Indiana American Water can do what the rest of the population is doing—tightening their belt and finding more ways to do with less.

Elaine Bailey
1022 Mt. Vernon Ct.
Greenwood, IN 46142

Elaine K. Bailey
1022 Mount Vernon Ct.
Greenwood, IN 46142-1854

Dear Sir,

Our water bill
is high now. I
don't know what a
family with children
do. We are 2 people
in our 80' & ours
is expensive

Agnes Lawler

P.S.

We do not need
an increase

Agnes C. Lawler
3225 NW B St
Richmond, IN 47374

Camille Tuite
212 Quincy St.
West Lafayette, IN 47906-3025

44022

MAY 17 PM 3:02

May 14, 2011

Dear Sir:

I am a subscriber of the American Water Company. I object to their ~~new~~ proposed 60% increase in cost to our water bills.

I can't understand these additional increases as they got one a few years ago.

There are many retired people in this community and many others struggling in this economy to make ends meet.

Please do not allow them to have this increase.

Camille Tuite

FROM S. A. Blair
6734 Van Buren Ct.
Merrillville, IN 46410

INDIANA AMERICAN WATER
200 W. WASHINGTON
INDIANAPOLIS, IN. 46204.
CONSUMER SERVICES STAFF.
AT 115 W. WASHINGTON,
INDIANAPOLIS, IN. 46402

SUBJECT: RATE INCREASE!
YOU LIKE OUR GOVERNMENT NEED
MORE MONEY TO LINE YOUR
POCKETS! AS A RETIREE, AT
76 YEARS OLD, COLLECTING SOCIAL
SECURITY, WHICH HAS NOT
INCREASED OUR CHECKS SINCE
2007; WANT TO ADD TO OUR
MISERY BY INCREASING OUR
MONTHLY BILL, SURE WISH THERE
WAS A COMPETITIVE SOURCE FOR
US TO COMPARE ~~to~~

C/O INDIANA SENATE, UNHAPPY USER!
Steve Blair
Pho. 219-769-7018

8/2/11
To Whom It May Concern:

I am writing regarding the request to raise water rates. We moved here from Kentucky 2 year ago. Our water bill is half again more for the same usage. Please do not allow this increase during this extremely time of struggling to make ends meet. Thank you for your consideration.

Very Truly Yours,
Shirley Parker
(Mrs. Larry Parker)
147 Roundelay Dr.
Franklin, IN 46131

147 Roundelay AUG 22 AM 11:29

AUG 11 PM 12:30

To Whom it Concerns:

IURC CAUSE # 44022.

I Don't understand why
They Always need more, more & more.
They rec'd higher Fees for the
Last Two years.

It sounds Like They want
Greenwood, Franklin, & Whiteland to
pay for what they've done thru
out the whole state.

I've not rec'd AN INCREASE
in pension for 10 yrs, NOR HAVE
I REC'D AN INCREASE IN SS FOR
Two years.

Another increase in water
rates would hurt me.

Maybe they should take
money FROM PROFITS OR SAVINGS.

TOM MAUZER
5374 Red Hawk Ln.
Greenwood, IN. 46142

T. Maurer
5374 Red Hawk Ln.
Greenwood, IN 46142-7719

SEP 12 PM 3:05

I am writing in reference to IUBC
Cause No 44022

I am 75 yrs old, on a fixed income,
I've had 4 strokes and other health issues
Some of my meds aren't covered by
insurance.

I did not get a raise in SS. My
insurance went up over \$20 a month,
as well as other living expenses (Groceries
gasoline etc)

I do not see how I can afford
another raise in water.

Sincerely
Norma Dillard

Norma Dillard
1814 E Jefferson St
Franklin IN 46131

Norma Dillard
1814 E. Jefferson St.
Franklin, IN 46131-1879

PLEASE, PLEASE, PLEASE

DON'T LET THEM RAISE OUR WATER RATES!!!!!!

AUG 12 PM 1:22

In 2003 I was downsized from a major manufacturing company after 37 yeats of employ
I could not find any job for two tears and I used up all of my severance and most of my
savings; I did not qualify for unemployment because I was receiving a small pension fro
PGBC. After working for 6 more years at another international manufacturing company
again downsized when they were sold. Again I did not receive unemployment because
PBGC pension.

In 2003 my PBGC pension check covered my basic living expenses and I had about \$150
today, just to pay the monthly expenses I must deposit another \$200. In the past two
my housepayment has gone up by \$28 due to increase in property taxes and my nisco c
electric has another raise which will require me to pay another approximately \$18.

I cannot find a job--at this rate I cannot pay my bills--when I am finished with gas, food,
insurance, etc. I have \$57/mo to live on. It is now so bad that I have stopped refilling r
medication and have started eating more junk food wich is cheaper than fresh fruits an
vegetables and lean meats. I can eat a can of pop and two donuts or a bag of popcorn
water for about \$3.00 for lunch--I am only 65 years old!!!! I should not have to live lik

If you keep raising rates how can we live? I am not getting any cost of living raises so I
CANNOT KEEP PAYING MORE FOR BILLS LIKE THIS.

NO ONE WILL HIRE SENIOR CITIZENS THAT ARE OVERQUALIFIED FOR KMART! I CANN
FIND A FULL TIME JOB!

SOMEONE HAS TO STOP THIS BLEEDING.

J. A. Nellesen
187 Fieldstone Dr.
Chesterton, IN 46304

LOOK AT THIS COMPANY---THEY HAVE RAISED THE RATES EVERY YEAR --CONSIDERAE

TELL THEM TO LOOK INTERNALLY AT COST SAVINGS AND AT THEIR BIG SALARIES!

HELP US PLEASE!!!!!!

HLR Cause #
44022

JoAnn Nellesen
187 Fieldstone Dr
Porter, In 46304

9-20-11

I live in Crown Point, Ind
& understand they are trying
to raise my water bill 6.2% =
I'm a widow & senior citizen
& I can't afford \$38⁰⁰ more a
month cost so please vote
no on this bill I URC
Cause bill # 44022.

Thank you.

Marilyn Brisker

415 North Park St.

Crown Point, Ind. 46307

Phone 219-663-1552

SEP 22 PM 12:57

Reference to IURC

Cause No. 44022

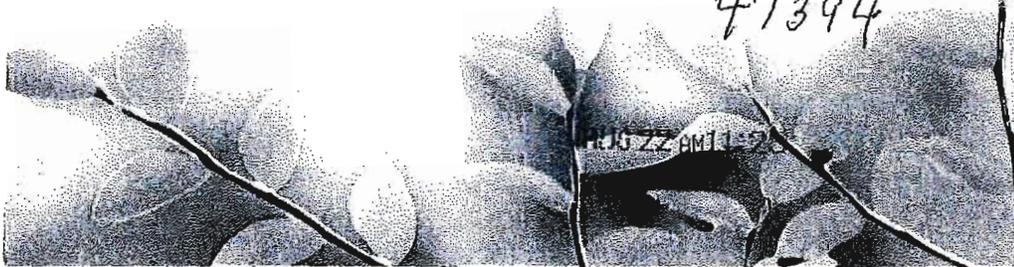
To whom it may concern Thurs. Aug 18 - 2011

I am writing in regards to Ind. American Water Co asking for a huge increase - I am a 87 year old widow, and my water bill for last month was \$29.56 - I only do two loads of laundry and I do not take a shower every day - I feel like they do not need such an increase especially when their CEO makes over a million dollars a year - Wow!! I know they ask for a large percentage - hoping they will half of that, so please give them half of what they want + need, Thank you for your time reading this letter

Alice N. Cox
528 N East St.
Winchester, IN 47394-1225

Alice N. Cox
528 N. East St.
Winchester, Ind

47394



AUG 18 PM 12:41

August 19, 2011

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 South
Indianapolis, In 46204

Gentlemen:

The article in our local Palladium-Stem regarding consumer comments on proposed water rate hikes and the address for writing you was appreciated.

There are specific set rates on the water bill, whether we use water or not. Last March the cubic feet used in our home was -0-, yet our bill amounted to a total of \$35.38. Over the years, our bill has continued to increase.

Yes, I am certain the water company has made some improvements but we do not water our lawn and do not feel we are wasteful. Yet for the (7) billings of 2011 our average bill is \$73.69 per month. That is a lot for only (2) senior citizens in our home.

From a consumer's point of view, I am not

Page 2 continued
not in favor of an increase. The hardship
this will cause consumers in a rather economically
depressed part of the State of Indiana will
be felt.

Yours truly,

Mrs. Katherine E. Bayes
1111 Crescent Dr.
Richmond, In 47374

Aug 25, 2011

To Whom it may Concern:

Re: Water rate hike ^{Indiana} American Water Co.

I am against a water rate hike. My husband is disabled, I'm only working 3 days a wk. because our wonderful government says we can only earn so much when we are collecting SS. Why don't our government officials try to live on 14,000 a year? The CEO of the water department could go with out a big hefty salary and a big bonus. But no the good old american middle class can pay for it.

Susan Goddard, 9800 Wildwood Ct 1A
Highland, IN 46322
219-924-5519

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W Washington St. Suite 1500 South
Indianapolis, IN 46204

Norman L Hasty
169 N Front St
Whiteland, IN 46184

RE: IURC Cause No. 44022

Dear Counselor,

I am writing on behalf of my husband and myself to vehemently protest the proposed 5.83 percent increase to our monthly water bill.

We, like thousands of other fellow Hoosiers, live on a limited income. Due to the raised incomes for the wealthy and the ~~economy~~ fallout, we have lost over 1/3 of our income. There is no means of recovery of this loss.

People can learn to live with less expensive food. Can learn to live without TV, without entertainment. But it would be very difficult to survive without water.

We forsake flowers and any kind of garden this year because we cannot afford an increased water bill. We very seldom wash our car due to water usage.

People are suffering everywhere due to this horrible economy. I see no way for it to change in the foreseeable future. Please, please, do not stick yet another pin in our pin-pricked bodies.

Please examine the salaries of the upper crust of Indiana American Water Co. Did any of them lose money during this down-turn. I doubt it seriously. The CEO's and others on the upper levels probably still got salary increases and bonuses. It is time for ALL companies and government institutions to live within their means and give the middle and lower classes time to heal.

We strive to keep our heads above water (no pun intended), but it gets more and more difficult with each new day.

As law-abiding, mind-our-own-business Hasslers who are struggling daily, we ask you

PLEASE STOP THIS NONSENSE NOW!!!

We appreciate your attention.

Sincerely

Carol + Norman Hasty
169 N Front St.
Whiteland, IN 46184

August 18, 2011

I AM writing this letter in response to the article about the water rate hike. The water bill is absolutely ridiculous! There are only 2 people in my household and my water bill is \$26.50 a month. Not only are the charges outrageous, but the meter is only read every 2 or 3 months. When my bill started getting higher and higher I called the water company to have someone check the meter, you would have thought I had asked them to dig it up, very rude people! Both of us are on a fixed income and my check will barely cover the utility bills, so please don't let them raise the water bill again!

Thank you

Judith Tomlin

3191 Glen Hills Dr.

Richmond, IN, 47374

Judith D. Tomlin
3191 Glen Hills Dr.
Richmond, IN 47374-2554

AUG 22 AM 11:28

PEOPLE



Lawrence Trzupek
1227 Independence Dr.
Hobart, IN 46342-6219

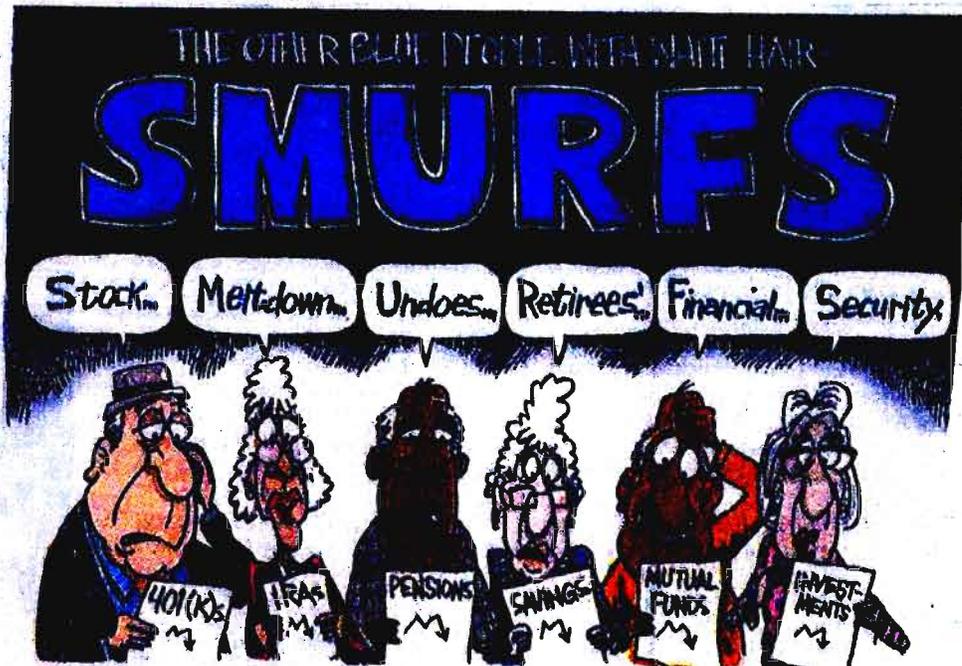
YOU INCREASE WATER RATES
YOU INCREASE TAXES ON WATER.

YOU WILL INCREASE DISTRIBUTION
SYSTEM IMPROV. CHARGE

AND YOU WANT TO INCREASE
PUB FLS BIMO CHG MW HOBERT
WITCH STARTED AT 4.80 IS NOW 2.60

I CANT AFFORD WATER ANYMORE
ALREADY ON FIXED INCOME
RETIRED

LARRY TRZUPEK



August 26, 2011.

Indiana Office of Utility
Consumer Counselor
115 W. Washington St. Suite #1500 South
Indianapolis, IN 46204

Reference ~~the~~ IURC Cause No. 44022

Please do not raise my water bill.

Thank you.

Sincerely,
Phyllis I. Patterson
416 W. Smith Valley Rd.
Greenwood, IN 46142

Phyllis Patterson
416 West Smith Valley Road.
Greenwood, IN. 46142-3034

AUG 30 AM 11:17



MR. AND MRS. LOWELL D. HAYES
111 CRESCENT DR.
RICHMOND IN 47374-117

August 17, 2011

AUG 16 PM 12:41

Consumer Services Staff, Indiana.

Subject: Requested 10.48% raise
water rates

Realize stock holders of various
utility stocks such as the Indiana
American Water Company buy the stock
due its relative stable income. Now let's
consider the rest of us Indiana citizens.

Banks pay next to nothing on
savings deposits. I am sure you
know the situation for those of us
with 401k accounts, I could relate
all of the cost of living increases
which I am sure you are aware.

This is a time to consider all
of the residents of Indiana. Most

(cont. Pg 25)

are feeling the financial pinch big time. Now is not the time to add to the burden many are going through.

Sincerely

Cowell D Bayes
111 Crescent Drive
Richmond, VA 23274

P.S. As you know most companies ask for 50 to 70% then they will get when negotiations are finalized.

TO: IURC

Cause # 44022

From: Sandy Henderson
840 Grandview Dr.
Greenwood, In 46143

I strongly object to a 10%⁷⁰
price increase for the water Co.
We just had a raise in rates
last year.

I live by myself & my water
bill is extremely high for 1 person.
When I have called to complain
the lady even said that it
was way high for me.

Sandy Henderson

From: Dennis Wood [Dennis@dennis-wood.net]
Sent: Monday, August 15, 2011 9:16 PM
To: UCC Consumer Info
Subject: IURC Cause 44022

Categories: GJ Comments

Oh, I'm supposed to put a bunch of legal garbage like my name, mailing address (please, NO junk mail) and a reference to IURC Cause #44022.

There, that should do it, right?

So, here's my comment once again:

Regarding the proposed rate increase by Indiana American Water from the already financially strapped residents in this state that they serve.....

Comments? You want comments?

OK, here's one: For ONCE how about the IURC telling a "public utility" NO to a proposed rate increase. That hasn't happened once in the 30 years I've been a resident of this state. The IURC is nothing more than a rubber stamp yes man committee for NIPSCO, Verizon/Frontier or who ever the hell they call themselves this month, and Indiana American Water.

Have some balls IURC, and vote in favor of the PUBLIC, who you are supposed to be serving, Instead of the utility companies who wine and dine you with "favors".

In the end, I won't hold my breath expecting this time to be any different, and will be expecting to get screwed just like every other time as well.

Dennis Wood
2967 Glenwood Street
Portage, IN 46368

216 Rosebank Lane
West Lafayette IN 47906
25 September 2011

SEP 27 PM 1:16

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W Washington St, Ste 1500 South
Indianapolis, IN 46204

Dear Sir:

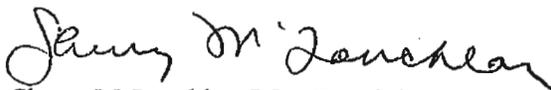
This letter is in reference to IURC Cause #44022 concerning the increase in water rates in West Lafayette.

Although I can appreciate the need for a private company to increase rates to recover necessary infrastructure improvement to the distribution system, there are several aspects of this particular case that are troubling:

1. This company increased rates less than two years ago to recover distribution improvements and that increase was nowhere near the level proposed at this time.
2. The improvements apparently cover investment to remove iron and manganese from the water. Although it is nice not to have a rust ring in my toilets, no one asked whether consumers felt this improvement was so important that it warranted an increase of 60% in rates, and doesn't appear to do anything to improve the distribution system.
3. Investments made in other communities across the state should not result in rate increases in this community, particularly since the rates in our neighboring city are one third less.
4. The rationale for moving West Lafayette from one area group to another is not clear, except that the company sees this as an opportunity to increase rates.
5. Lower usage residential customers are charged at a rate about 50% to 100% more than higher users. This system is unfair if the concern is really about how much it costs to treat the water and not just a system for the company to recover costs. Furthermore, it is bad public policy to provide a disincentive to conserve water. The large users in this community are mainly landlords of large rental properties, who don't warrant special treatment.
6. I believe I read in the media that the drop in usage due to energy conservation was one of the reasons for asking for a higher rate increase. Obviously the increase in rates could lead to further decreases in usage, especially in the summer for watering lawns, so does this mean the company gets to charge even higher rates for less water processed?

At a time when local units of government are struggling to maintain services under state imposed limits, allowing a private utility to increase rates without restraint is unjustifiable.

Sincerely,


Sherry McLauchlan (Mrs. Wm. P.)

INDIANA UTILITY REGULATORY COMMISSION PUBLIC FIELD HEARING

CAUSE NO 44022

AUG 17 2011

PETITION OF INDIANA-AMERICAN WATER COMPANY, INC. FOR AUTHORITY TO INCREASE ITS RATES AND CHARGES FOR WATER AND SEWER UTILITY SERVICE AND FOR APPROVAL OF NEW SCHEDULES OF RATES AND CHARGES APPLICABLE THERETO

If you would like to comment for the record in this cause you must complete this form.
Oral and /or written testimony is welcome (both carry equal consideration).

(PLEASE PRINT)

NAME: TONY JAEGER

ADDRESS: 1985 INDIAN TRAIL W. LAF.

PLEASE PROVIDE THE NAME OF ANY FIRM OR ASSOCIATION YOU ARE REPRESENTING:

DO YOU WISH TO VERBALLY TESTIFY? (Circle one) YES NO

I OFFER THE FOLLOWING WRITTEN TESTIMONY:

(You may make both written and oral comments)

KEEP RAISING RATES & TAXES & I'LL
BE MOVING.

ADDITIONAL COMMENTS MAY BE PLACED ON THE BACK OF THIS SHEET

Signature:  Date 17 AUG 11

Comments provided in this cause are considered public records pursuant to the Indiana Access to Public Records Act (Indiana Code 5-14-3-1, et seq.).

Daniels, Sandy

From: jkinzig [jkinzig@yahoo.com]
Sent: Tuesday, August 16, 2011 9:58 AM
To: UCC Consumer Info
Subject: IN American Water - public comments

Follow Up Flag: Follow up
Flag Status: Flagged

Hello,

I am in the midst of a 3 month dispute with Indiana American Water concerning water usage (1000 gallons/month) for a home that was unoccupied. So far, all I have heard is that this is my problem. Not theirs. I have no love for Indiana American Water and how they operate their business. NO to any rate hikes until they get their house in order!

Joe Kinzig
2625 Wilshire Ave
West Lafayette, IN
47906

"Death is nothing; but to live defeated and inglorious is to die daily."

Napoleon Bonaparte

LEGAL NOTICE Unless expressly stated otherwise, this message is confidential and may be privileged. It is intended for the addressee(s) only. Access to this E-mail by anyone else is unauthorized. If you are not an addressee, any disclosure or copying of the contents of this E-mail or any action taken (or not taken) in reliance on it is unauthorized and may be unlawful. If you are not an addressee, please inform the sender immediately.

Basrton-James-44022.txt
From: Web Form Poster [jim.bart@comcast.net]
Sent: Monday, June 20, 2011 3:57 PM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: GBS Comments

Title: Mr.
First Name: James
Last Name: Barton
Email: jim.bart@comcast.net
Street Address: 213 Sheffield Road
City: West Lafayette
State: IN
Zip: 47906
Phone: ()765-3378478 ext.

Type: mobile
No Phone Service:
Case Number: 44022

Comments: I wish to oppose raising the rates of Indiana American Water. I think 60% is completely unrealistic. You would think that after spending 30 million dollars to improve water quality, you could see that improvement. You can't. I am on a fixed income. Please do not grant them a raise at this time. It's time these people live with a budget based on current income, that's what I have to do.

Baker-Robert-44022.txt
From: Web Form Poster [afssadmin@ai.org]
Sent: Saturday, August 13, 2011 10:42 PM
To: UCC Consumer Info
Subject: website complaint form inquiry

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: GJ Comments

Name: Robert L Baker
Email: prostar205_2000@yahoo.com
Address: 4403 East Jennings Loop
City: Monticello
State: Indiana
Zip: 47960
County of Residence: White
Phone: 574-583-3031
Work Phone:
Cell/Other Phone:
Best time to contact you: anytime
Utility Company: Northern Indiana Public Service Company Account in Your Name?: Yes
Whose Name is on the Bill?:
Does the account use the address noted above?: Yes

If not, what address appears on the bill?:

Please describe your problem: FREQUENT POWER OUTAGES! Transformer in our subdivision is old and the reset fuse is incapable of resetting itself. 20 years at this address. TV's, computers with surge protectors have been fried. Refrigerator this year food went bad. 27 outages this year is unacceptable. People across the road have REMC power, they don't have a problem.

Have you contacted the utility?: Yes

What has the utility done?: Reset the same old fuse on the same old transformer. Time for an upgrade to reliability!

What would you like the OUCC to do?: NIPSCO wants to raise their rates, but does not maintain their equipment. I can make this statement as I am retired from NIPSCO management after 32 years.

I do not mind this information being shared with the news media. Who are the other requestors?
When you call, we can discuss.

Ok to share your information?:

Daniels, Sandy

From: Web Form Poster [jim.bart@comcast.net]
Sent: Monday, June 20, 2011 3:57 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.

First Name: James

Last Name: Barton

Email: jim.bart@comcast.net

Street Address: 213 Sheffield Road

City: West Lafayette

State: IN

Zip: 47906

Phone: ()765-3378478 ext.

Type: mobile

No Phone Service:

Case Number: 44022

Comments: I wish to oppose raising the rates of Indiana American Water. I think 60% is completely unrealistic. You would think that after spending 30 million dollars to improve water quality, you could see that improvement. You can't. I am on a fixed income. Please do not grant them a raise at this time. It's time these people live with a budget based on current income, that's what I have to do.

Smith-Rick-44022.txt
From: Rick Smith [prosource@parallax.ws]
Sent: Sunday, August 14, 2011 7:49 AM
To: UCC Consumer Info
Subject: Water rates

Categories: GJ Comments

To whom it may concern,

Let me see if I understand this correctly? The American water company has a contract that assures them that they will make a certain amount of revenue a year? Boy, every business owner including me would love that contract!!

But let's get to the point. Everywhere I turn now it is being pushed down my throat to be a good and responsible American and make my house "green". Buy this light bulb, use this shower head, buy this trash bag, blah, blah blah. All this will save you money also! Don't get me wrong, I am concerned about conserving Americas' resources and saving money. Now I get a letter telling me that because I listened to you and bought these items to be a responsible American that I have cut into your pocket and shorted you out of millions in profit. So as a thank you, you are going to raise my rates to make up for it. Seems as though the resource that doesn't matter here are my resources. After all you are allowed to make a set amount regardless by contract. I am still saving water so you are wanting paid more for less!! Screw me and my resources!!

When are the politicians and big business going to get it? Keep taking and taking and when it is all gone, what are you going to do? The backs of the American people are ready to break. I don't know how much more we can take. Just think how much water will be saved when Americans facing record unemployment can't afford it at all and have it turned off. How much do you want to raise it then and where do you think it will come from?

I am against this rate increase as you can tell. \$99 million vs \$94 million? Are you really serious?
Let's talk about something really important like jobs!

Thank you for letting me express my opinion.

From: chahensel@comcast.net
Sent: Tuesday, August 16, 2011 2:54 PM
To: UCC Consumer Info
Subject: rate increase

Categories: GJ Comments

The economy is in the toilet, most of us are on a fixed income, or have not had an increase in our wages since the bottom fell out back in 2008; can someone tell me where are suppose to get the money to pay this increase. You have already added an \$18 service charge on the no one can explain .The water in Gary was drinkable from the tap with no extra filtration, now it is totally undrinkable without filtration or boiling. The service and the product are worse and all you do is increase the rate. I thought that people who normally do this use a gun, this is robbery.

INDIANA UTILITY REGULATORY COMMISSION PUBLIC FIELD HEARING

CAUSE NO 44022

AUG 17 2011

PETITION OF INDIANA-AMERICAN WATER COMPANY, INC. FOR AUTHORITY TO INCREASE ITS RATES AND CHARGES FOR WATER AND SEWER UTILITY SERVICE AND FOR APPROVAL OF NEW SCHEDULES OF RATES AND CHARGES APPLICABLE THERETO

If you would like to comment for the record in this cause you must complete this form. Oral and /or written testimony is welcome (both carry equal consideration).

(PLEASE PRINT)

NAME: Linda Trapp

ADDRESS: 250 E. Vicksburg Ln, W Lafayette, IN 47906

PLEASE PROVIDE THE NAME OF ANY FIRM OR ASSOCIATION YOU ARE REPRESENTING:

DO YOU WISH TO VERBALLY TESTIFY? (Circle one) YES NO

I OFFER THE FOLLOWING WRITTEN TESTIMONY:

(You may make both written and oral comments)

I already pay ^{mo} 48.50 to American Suburban Utilities and feel that is outlandish! ^{per water} Then I will be paying 45.01 ^{single} minimum. I am a homeowner and I feel that is ridiculous! I live on a fixed income & cannot afford a 100% increase.

ADDITIONAL COMMENTS MAY BE PLACED ON THE BACK OF THIS SHEET

Signature: Linda S. Trapp Date 8-17-11

Daniels, Sandy

From: Shirley, Richard W SSG RET [richard.shirley1@us.army.mil]
Sent: Wednesday, August 24, 2011 9:03 AM
To: UCC Consumer Info
Subject: WATER RATE INCREASE

As a Commander of the Veterans of Foreign Wars in Merrillville & as a homeowner in Gary, I am STRONGLY OPPOSED to a water rate increase. The utility companies are running the non-profit organizations into bankruptcy. Its increase after increase; however their profits or their salaries never get reduced. As an overseas company, Indiana-American Water's profits on the backs of American people and the money goes elsewhere.

People don't go to the meetings as the Regulatory Commission always approves the increases. Just as they did with NIPSCO recently which I saw both our non-for-profit utilities & my home utilities increase substantially.

Before an increase is approved, IA Water should have to cut their own budgets and pay rolls first. Additionally, put a clause in the new rates that DO NOT increase fees for non-for-profit organizations. Our Veterans organization just can't handle more taxes.

Thank You & we are counting on your assistance.

11:22:45 AM

COMMENTS FOR INCREASE
RATES FOR RICHMOND, IN.

I do not understand why the water company would want to raise rates (again) when so many people are out of work and hurting in their everyday life...

I don't understand why any one or any company would do this when things are bad for a great percentage of folks..

I LOVE THE MOMMENT THAT THE WATER COMPANY GAVE UP FOR THE REASON TO BE RAISING RATES IS BECAUSE -CUSTOMERS AREN'T USING ENOUGH WATER SO THE WATER MUST RASIE RATES????

The reason we are not using more water is because we can't afford the cost and so therefore we are using less----now does that makes sense to you----- (YES).

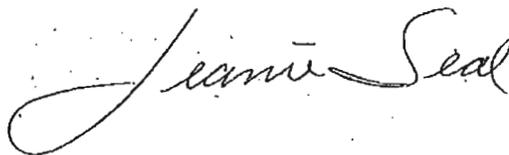
I FOR ONE COULD NEVER UNDERSTAND WHY SENIORS COULDN'T TAKE ALL THEIR MEDS. I KNOW NOW----I AM A SENIOR AND HAVE TO WATCH EVERY DIME AND I SKIP MY MEDS MORE THAN ONCE JUST TO SAVE THEM SO I DON'T HAVE TO BUY MORE..-----MAKES SENSE ----- (YES).

My husband is still working at age 73 but do you care about that----(NO).

So I cannot agree to a price increase at all until we either get jobs or raises or something to help us out and not be hurt my the big companies so they can get their monies or bonus.

Sorry but you should have to suck it up like we are.

*Jeanie Seal-----765-966-4803
825 Catalpa Dr.
Richmond, in. 47374*



AUG 15 PM 12:22

Mr Mark Groves
306 South 10th st.
Richmond IN. 47375
(765) 914-9716
mark.groves@comcast.net

The Indiana Office of Utility Consumer Counselor
Indiana American Water Rate Case: IURC Cause No. 44022
115 W. Washington St., Suite 1500 South
Indianapolis, IN. 46204

Dear Sirs:

Considering Indiana American Water Co. (INAW) increased water rates in the Richmond area by 9.90% in 2007 and 19.45% in 2009, a proposed rate increase of nearly 6.00% in 2011 has raised concerns among local residents and businesses.

The Richmond office of INAW has been responsive and has repeatedly offered up how much they have spent locally to maintain and improve local service. However, there has been no other financial operation data presented that would suggest another rate increase is necessary in order to balance the interests of investors, employees and rate payers.

Since INAW is owned by American Water Works Company (AWK), a publicly traded company, a review of AWK's 2010 Form 10-K revealed some rather interesting facts, such as (see attachment):

1. AWK's accumulated operating losses for the 3 year period 2007-2009 amounted to \$1 Billion, 138 million..... That's \$1,138,000,000!!!
2. During that same three (3) year period, Stockholder Dividends went from zero in 2007, to \$.40 in 2008 and \$.82 in 2009. The increase from '08 to '09 was 115%!
3. In 2010, AWK earned a \$268 million profit but immediately increased the dividend to \$.86; a 4.9% increase. Additionally, salaries and benefits increased \$63 million or 11.7% in 2010.

Based on items 2 & 3 above, it appears as though AWK is more interested in maintaining the lifestyles of their stockholders and employees than trying to show a little compassion for the Rate Payers in Richmond, Indiana, an economically stressed community.

We appreciate learning about the OUCC and the services you have to offer. Please plead our case before the IURC and ask the Commission to seek a fair balance between the interests of AWK's stockholders, employees and rate payers.

Thank you,

Mark Groves

Daniels, Sandy

From: Gareth Rodman [dear2@cinergymetro.net]
Sent: Saturday, August 20, 2011 10:57 AM
To: UCC Consumer Info
Subject: Indiana American Water Co. Rate Hike

OUCC Members,

Saw in the Thursday Wabash Plain Dealer that Indiana American Water Co. wants to hike my water bill over 23 %. That is preposterous and nothing but "highway robbery greed for the green" ! In no way shape or form do they deserve a rate hike of that much, with the job situation the way it is now, many out of work, no one getting pay raises, no raise in our Social Security or my State Retirement for two years, 20% hike in Supplement Insurance, Medicare Deductible hiked from \$140.00 to \$164.00, Gas Prices over \$ 3.67 a Gallon,, grocery prices up over 10%, milk over #3.00 a Gallon, and more utilities want big rate hikes, just how do you expect us to keep on paying for all these rate and price hikes with no increases in our retirement ?

There are many Senior Citizens on fixed incomes that can not make it now, in the winter many have three choices" Heat, Food, or Medication", and can not pay for all three, so which one do they do without this Month ?

Do not even think of granting rate hikes to any utility now as no one can afford it.

Sincerely,

***Gareth Rodman
997 N. Wabash St.
Wabash, IN. 46992
(260) 563 - 2630
dear2@cinergymetro.net***

Page(17)



Ida L. Callahan
1524 E 8th St.
Jeffersonville, IN 47130

Indiana Office of Consumer Utility Div.
115 W. Washington St. Suite 1500 S.
Indianapolis, In. 46204

Aug 19, 2011

Dear Sirs; Re: Cause # 44022

Every year the Indiana Amer. Water Co. asks for an increase in the water rates. If this rate is not granted, I have noticed that the service charge on the billing changes. This should not differ from month to month.

The following reasons are noted for stopping these increases.

1. The water is Hard Water. Washing clothes is difficult without using heavy soaps which are hard on the clothes and the environment, also.
2. The Water leaves a scumb on a plate or glass after standing. I would think this scumb would not be healthy for us to drink.
3. The Water leaves a white scumb on the black teflon pans, also.
4. The water tastes bad. With all of this in mind we have to buy bottled water for cooking and drinking. We pay twice for decent water!
5. Many times when the water is turned on, it smells bad. I have talked to other friends who confirmed to me that this is happening all over Jeff. (over)

AUG 22 AM 11:27

Page 2)

4. The water causes me to have to get an ice filter for the refrigerator twice as often as normal. Service people told me the water is causing this not the refrigerator.

I am a Senior. My Social Security that was deducted from my pay-check was frozen two years ago. When this happens, the utility people should find their rates frozen as well.

Food fluctuates, gas also, but utilities only want more money. If the product was better, there would be good reasoning behind a raise.

The water comes to them free! Whatever they do to it should stay the same, and not raise because of their operating expense. They need to reduce the overhead and cut employees instead of raising the rates.

They make service charges on your bill. This should have a definite limit that stays the same. I have copies of bills for the last two years. Those service charges do change, and always go up.

This should bring light on the Water bills. We need no raises. They need less employees, and also they need to pay their own expenses. We do not need higher water. We are over bills already and have to buy drinking water in bottles to get a good product.

Most sincerely
Ida L. Callahan age 81

This is in regards to Indiana American Water's request for a rate increase.

It seems that since this company was formed a few years ago they have set a regular basis of asking for increases in their rates and its always for all these supposed improvements.

If all these were actually done Indiana would have one of the best water systems in the world. I'd like to see them have to prove they've made all the improvements in order to justify the rate hike. I'm against this hike, its not necessary.

Michael Burdine
720 N. Forsythe St
FRANKLIN, IN 46131

REFERENCE TO
IURC CAUSE
44022

Michael Burdine
720 N Forsythe St.
Franklin, IN 46131-1541

SEP 14 PM 1:59

AUG 15 PM 12:23

In regards to IURC
Cause No. 44022g



To whom it may concern:

I am writing to comment on the matter of the water rate increase. The article in Mooresville Sat. Aug 13, 2011 Edition of the Mooresville Times Newspaper. My concerns about different rates per different towns. Mooresville IN already has higher taxes on the county level than its neighbors Plainfield /and Indianapolis. The rate increases should be the same amount for all towns. I am a single homeowner on a fixed income. I work & am partially disabled. I usually get the same amount per two weeks pay (except occasional overtime) How often will the increase happen? I cannot afford a lot of extras. I don't even own a computer.

I hope you will consider to make rate increase fair for all areas (Not a step amount increase for the month. I am sure other people feel the same. Thank you sincerely. (Over)
Collette M Wilson

at 155 West Washington
Street
Mooreville #11
46158

I hope you will reply
to my letter as it is a
great concern for me, and
many others.

I look forward to information
in this matter.

Sept 6, 2011

Consumer Services Staff;
Indiana Office of Utility
Consumer Counselor;
115 W. Washington St., Suite 1500 South;
Indianapolis, IN 46204

SEP 8 AM 11:16

Re: Water Rate Increase
Cause No. 44022

Dear Sirs:

I am opposed to another Water Rate Increase mainly because I am a Senior Citizen on a very fixed income and everything is going up in price, from groceries to utilities to medicines to health insurance and car insurance.

I use my Social Security money for bills and we haven't had a raise in 2 years and as far as I know we probably won't get one next year either. This leaves me with about \$12.00 a month to spend any way I see fit. To not fun!!!

If my kids didn't help me I would be destitute. They are having a hard time as well in this economy. I can't keep asking them for help.

Another increase like yours when my supplemental health insurance went up \$13.00 last January and another \$23.00 in July. That's \$46.00 in 1 year. What is a person to do? Please, for heavens sake re-think your plan.

Sincerely,

Carolyn Harper

874 N. Hurricane St.

Franklin, IN 46131

317-736-4933

Carolyn Harper
874 Hurricane St.
Franklin, IN 46131

Indiana American Water

9/20/11

To whom it may concern:

Regarding the proposed increase in rates, please be aware that although you consider this rate increase as "small", when you piggy back it on top of all the rising prices in other aspects of our lives, it becomes part of a larger problem. Now, not only do we have to pay to be protected to maintain lines on our own property but you want to increase rates. Where will it end. A fee for this, a hike for that, insurance to cover this, and on and on it goes. Since this is a public utility, where does responsibility come in. If you maintain the lines as they should be, some of these other things wouldn't be an issue. I for one, am just sick to death of being charged for nearly everything under the sun including the air we breathe. Please reconsider this rate hike.

Pat Herron
221 NW 19th Street
Richmond In 47374

SEP 23 PM 1:35

LAW OFFICES OF
Harris & Currens

PROFESSIONAL CORPORATION

Steven L. Harris
sharris@harrisandcurrens.com

9 West Main Street

Phone: (317) 831-4466

Timothy C. Currens
tcurrens@harrisandcurrens.com

Mooresville, IN 46158

Fax: (317) 831-4709

September 20, 2011

Daniel Le-Vay
Deputy Consumer Counselor
Office of the Utility Consumer Counselor
PNC Center
115 W. Washington St.
Suite 1500 South
Indianapolis, IN 46204

RE: Petition of Indiana-American
Water Company, Inc.
Cause No.: 44022
My Client: Town of Mooresville

Dear Sir or Madam,

The Town Council for the Town of Mooresville has requested that I forward this letter to you showing their position on the above case. The Council would request that the Indiana Utility Regulatory Commission take a very hard look at the actual needs of the Petitioner as to the requested rate increases. As a consumer and also the watchdog for the residential and business community which would include the Mooresville Community School System the Town Council feels that any rate increase in these most difficult financial times must be based upon actual needs of the utility. The Town realizes the importance of the water utility in its community and the right for that business to provide a financial rate of return to its investors. The Town Council also realizes the importance of providing protection to the end users which would include local residents including those on fixed incomes, the school systems, local businesses and potential businesses all of which would be impacted by any increase in the water utility rates. It is the Town's request that any rate increase be scrutinized closely and to be based upon actual necessities required of the Petitioner versus items which are not absolutely required at this point in time.

SEP 23 PM 1:04

Daniel Le-Vay
Page Two
September 20, 2011

The Town of Mooresville would request that you attach this letter to your submissions so the Indiana Utility Regulatory Commission knows that there are concerns from the Mooresville community as to the proposed rate increase.

Best regards,



Timothy C. Currens
Attorney for the
Town of Mooresville

TCC/mdt

cc: George Watkins, President Mooresville Town Council
John L. Clark, Council Member
Jeffrey M. Cook, Council Member
Anthony Langley, Council Member
Mark Mathis, Council Member
Sandy Perry, Clerk/Treasurer Town of Mooresville

221 N. Meridian St,
Winchester, IN,
September 22, 2011

OUCG
attn: Consumer Services
115 W. Washington St.
Ste. 1500 S
Indpls., IN 46204

SEP 26 PM 1:19

Re: cause # 44022

Indiana American Water's
proposed rate increase in
Randolph Co. - Winchester, IN.

Dear Sirs,

I want to add my name to the list of consumers who are asking that the rate hike be denied.

When consumers are reducing consumption to decrease their bills, they should not find themselves paying higher prices to keep revenue up for utility company investors. Investors should have to tighten their belts also.

Also, I do not believe that we consumers will be receiving an improved product. I do have information from my sister, after she had new filters installed in her separate dispenser for drinking water & cooking water. Her plumber tested the regular tap and then the water coming through the attached filter.

Tap water was really higher in . . .

I'm sorry I've now forgotten what she told me . . . I'll double check.

Thank you for seeing my point of view, also
Sincerely,

Mary Ann Northam
9-22-2011

(765) 584-7601

SEP 19 PM 1:16

538 Jefferson Avenue
Chesterton, Indiana 46304
September 18, 2011

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington Street Ste. 1500 South
Indianapolis, Indiana 46204

Attention: I.U.C.C. Cause No. 44022

Dear Sir / Madam:

I am writing in response to Indiana American Water Company's request for a 6.19 percent rate hike and I am asking you to deny that request. Since November, 2002, to April, 2010, I.A.W.C. has been given a 75.74 percent raise which when I look at that figure I wonder what that increase has been used for? I do understand that rate hikes are, at times, necessary, but that 75.74 percent raise in only eight years is a lot of money! I live in Northwest Indiana, and my water rate is the second highest in the state, in addition to now being charged a so-called customer service charge of \$19.45 (effective May 2011), and \$7.60 for Pub FIS BiMo Schg Northwest C. which in short, a "public fire service charge" for those of us that live within one thousand

feet of a fire hydrant. I currently pay more for S.A. W.C. charges than I do for my actual water usage.

In closing, S.A. W.C. is a for profit company and again I am asking S.A. W.C. to deny this current raise of 6.19 percent. I suggest S.A. W.C. tighten its belt and cut out some of its for-profit benefits such as a company jet, or use of one at their disposal, or perhaps a company credit card used for non-company related dining.

Every time S.A. W.C. has been given a raise, I have had to give up something, and it wasn't a jet ride!

Lastly, thank you for your time, and hopefully you will turn down S.A. W.C.'s current request for a 6.19 percent raise.

Sincerely,

Donna A. Silvonck

Enc. Chesterton Tribune article

Comment sought on water company's proposed 6% hike

Northwest Indiana consumers are being invited to comment on Indiana American Water Company's (IAWC's) request for a 6.19 percent rate hike.

The Indiana Office of Utility Consumer Counselor (OUCC), the state agency representing consumer interests in all cases before the Indiana Utility Regulatory Commission (IURC), is accepting written consumer comments for the case record through Sept. 28.

The OUCC is also encouraging IAWC customers to attend the IURC's upcoming public field hearing in this case, at 6 p.m. Thursday, Aug. 18, in Gary, at the Common Council Chambers, Gary City Hall, 401 Broadway, Suite 209.

Sworn oral and written comments regarding the rate case will be accepted at this field hearing, the OUCC said. Oral and written consumer comments carry equal weight, and will become part of the official evidentiary record considered by the IURC in reaching its final decision.

Although commissioners themselves are not permitted to answer consumer questions during this formal field hearing, OUCC and IURC staff will be available before, during, and after each hearing.

An OUCC informational session on the regulatory process and public field hearing procedures will precede each hearing, starting at 5:30 p.m.

IAWC states in testimony that it is seeking \$20.3 million in new annual operating revenues due to a large

number of distribution and transmission system improvements throughout its service territories. While the request would increase the utility's total operating revenues by 10.48 percent, specific increases would vary by service territory.

The average household in Northwest Indiana is currently paying \$38.94 per month for water. A 6.19 percent hike, if authorized by the IURC, would increase that amount to \$41.52.

IAWC is seeking different rate increases in different areas of its service territory. Right now, Northwest Indiana customers pay the second highest average monthly rate, according to the OUCC. Terre Haute customers, \$42.53; Northwest Indiana customers, \$38.94; Muncie customers, \$38.73; Winchester and Warsaw customers, \$31.70; and West Lafayette customers, \$27.90.

Since 2002, the IURC has authorized IAWC to implement five separate rate hikes:

- 18.25 percent in November 2002
- 26.2 percent in June 2003
- 1.67 percent in November 2004
- 9.9 percent in October 2007
- 19.72 percent in April 2010

The OUCC is reviewing IAWC's request and has not yet taken a position in this case. The OUCC is scheduled to file testimony on Oct. 5.

A group of IAWC's industrial customers (including Praxair Inc. and U.S. Steel Corporation) and several municipal governments (Crown Point, Schererville, and

West Lafayette) have formally intervened in this case through legal counsel. Testimony from intervening parties is expected to be filed on Oct. 5.

Consumers throughout IAWC's service territories who are unable to attend the field hearing are encouraged to submit written comments to the OUCC. The OUCC accepts written comments by mail, fax and the Internet.

• Mail: Consumer Services Staff, Indiana Office of Utility Consumer Counselor, 115 W. Washington St., Suite 1500, South, Indianapolis, IN 46204

• Fax: (317) 232-5923

• E-mail: uccinfo@oucc.in.gov

• OUCC website: www.in.gov/OUCC

All written comments should include the consumer's name, mailing address, and a reference to IURC Cause No. 44022. Comments the OUCC receives by Sept. 28, will be filed with the IURC to be included in the case's formal evidentiary record.

For more information, including links to IAWC's testimony in this case, please visit the OUCC Website at www.in.gov/oucc/2654.htm. Tips for managing water bills and more information on the regulatory process can also be found on the OUCC site.

Only the rates and charges of Indiana American Water Company are at issue in this case. Indiana law does not give the IURC jurisdiction over municipal sewer and stormwater utility services.

1621 McTavish Drive
Clarksville, IN 47129
August 17, 2011

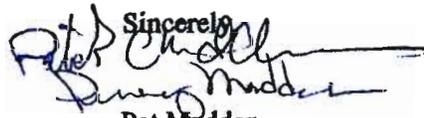
Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St. Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

We are extremely displeased with the rate increase proposal made by the Indiana America Water Company. Our government at the federal, state and local levels have asked us to tighten our belts and accept cuts in services that are provided. As small business owners, we have been hit hard by reduced revenues, and increases in our operating costs. We have had to make cuts and adjustments in our budget to make ends meet. Our city and county governments have been hit hard by cuts in funding, many people are still unemployed and families are losing their homes to foreclosure.

We are unimpressed with The Indiana American Water Company's rational for the proposed increases. We have had to make home repairs, adjust to increases in the cost of insurance, medical care, food and gasoline without increased income. The Indiana American Water Company needs to realize that the individuals, families, schools, businesses and local governments in our state simply cannot afford increases to our utility bills. They need to make the appropriate adjustments to live within their current revenue. Maybe they need a few small business owners to show them how to survive in the current economic climate.

Please continue to advocate for the citizens of Indiana, and deny this rate increase.

Sincerely,

Pat Madden
Penny Madden

AUG 22 AM 11:28

1017 Gerald Drive
Clarksville, IN 47129
August 17, 2011

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St. Suite 1500 South
Indianapolis, IN 46204

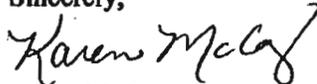
To Whom It May Concern:

I am extremely concerned about the rate increase proposal made by the Indiana America Water Company. The proposed rate increase has been made at a time when the citizens of Indiana have been asked to tighten their belts, and deal with cuts in every service area. As a teacher, I have gone with 7 years without an increase in pay, with no relief in sight. Our municipalities have also been hit hard by cuts in funding, the unemployment rate is still extremely high and foreclosures on family homes have reached an all time high.

The citizens of our state have had to make significant cuts in our monthly budgets to survive the current economic woes. The Indiana American Water Company needs to make similar adjustments. I am unimpressed with the rational for these increases. I have had to make home repairs, purchase new appliances, adjust to increases in medical insurance, food and gasoline without an increase in pay. The Indiana American Water Company needs to realize that the individuals, families, schools, businesses and municipalities of our state simply cannot afford ANY increase of our utility bills. Maybe they need everyday citizens to show them how to survive in the current economic climate.

Please continue to advocate for the citizens of Indiana, and deny this rate increase.

Sincerely,


Karen McCoy

AUG 22 AM 11:28

Daniels, Sandy

From: Bochaimo@aol.com
Sent: Saturday, September 24, 2011 9:43 AM
To: UCC Consumer Info
Subject: OUCC CAUSE #44022
Attachments: AWK Statement of Operations.doc

Follow Up Flag: Follow up
Flag Status: Completed

Mr. & Mrs. Robert W. Spence
484 Hampton Dr
Richmond, IN 47374
765-935-1786
Bochaimo@aol.com

The Indiana Office of Utility Consumer Counselor
Indiana American Water Rate Case: **IURC Cause No. 44022**
115 W. Washington St., Suite 1500 South
Indianapolis, IN. 46204

Dear Sirs:

Considering Indiana American Water Co. (INAW) increased water rates in the Richmond area by 9.90% in 2007 and 19.45% in 2009, a proposed rate increase of nearly 6.00% in 2011 has raised concerns among local residents and businesses.

The Richmond office of INAW has been responsive and has repeatedly offered up how much they have spent locally to maintain and improve local service. However, there has been no other financial operation data presented that would suggest another rate increase is necessary in order to balance the interests of investors, employees and rate payers.

Since INAW is owned by American Water Works Company (AWK), a publicly traded company, a review of AWK's 2010 Form 10-K revealed some rather interesting facts, such as (see attachment):

1. AWK's accumulated operating losses for the 3 year period 2007-2009 amounted to \$1 Billion, 138 million..... That's \$1,138,000,000!!!
2. During that same three (3) year period, Stockholder Dividends went from zero in 2007, to \$.40 in 2008 and \$.82 in 2009. The increase from '08 to '09 was 115%!
3. In 2010, AWK earned a \$268 million profit but immediately increased the dividend to \$.86, a 4.9% increase. Additionally, salaries and benefits increased \$63 million or 11.7% in 2010.

Indiana American Water Company (INAW) had originally asked for an overall increase of \$20.36 Million or 10.48% earlier this year. Recently the request for an increase was lowered to \$18.95 million or 9.7%. Most of the communities, where INAW is the water utility, are on what is called Single Tariff Pricing. INAW would like for all the rates in the state to be the same. Several communities are already matched to STP. Richmond's increase would be 5.83%. For a typical residential user (using 4800 gallons a mo.) that would be an approximate increase of \$2.50.

Based on items 2 & 3 above, it appears as though AWK is more interested in maintaining the lifestyles of their stockholders and employees than trying to show a little compassion for the Rate Payers in Richmond, Indiana, an economically stressed community.

We appreciate learning about the OUCC and the services you have to offer. Please plead our case before the IURC and ask the Commission to seek a fair balance between the interests of AWK's stockholders, employees and rate payers.

Thank you,

Daniels, Sandy

From: Mona Wood [monasayshey@hotmail.com]
Sent: Saturday, September 24, 2011 1:00 PM
To: UCC Consumer Info
Subject: OUCC CAUSE #44022

Follow Up Flag: Follow up
Flag Status: Completed

The Indiana Office of Utility Consumer Counselor
Indiana American Water Rate Case: **IURC Cause No. 44022**
115 W. Washington St., Suite 1500 South
Indianapolis, IN. 46204

Dear Sirs:

Considering Indiana American Water Co. (INAW) increased water rates in the Richmond area by 9.90% in 2007 and 19.45% in 2009, a proposed rate increase of nearly 6.00% in 2011 has raised concerns among local residents and businesses.

The Richmond office of INAW has been responsive and has repeatedly offered up how much they have spent locally to maintain and improve local service. However, there has been no other financial operation data presented that would suggest another rate increase is necessary in order to balance the interests of investors, employees and rate payers.

Since INAW is owned by American Water Works Company (AWK), a publicly traded company, a review of AWK's 2010 Form 10-K revealed some rather interesting facts, such as:

1. AWK's accumulated operating losses for the 3 year period 2007-2009 amounted to \$1 Billion, 138 million..... That's \$1,138,000,000!!!
2. During that same three (3) year period, Stockholder Dividends went from zero in 2007, to \$.40 in 2008 and \$.82 in 2009. The increase from '08 to '09 was 115%!
3. In 2010, AWK earned a \$268 million profit but immediately increased the dividend to \$.86, a 4.9% increase. Additionally, salaries and benefits increased \$63 million or 11.7% in 2010.

Based on items 2 & 3 above, it appears as though AWK is more interested in maintaining the lifestyles of their stockholders and employees than trying to show a little compassion for the Rate Payers in Richmond, Indiana, an economically stressed community.

We appreciate learning about the OUCC and the services you have to offer. Please plead our case before the IURC and ask the Commission to seek a fair balance between the interests of AWK's stockholders, employees and rate payers.

Thank you,

Mona Wood
714 Forest Hills Blvd.
Richmond, IN 47374

Daniels, Sandy

From: S Epping [two29ers@comcast.net]
Sent: Wednesday, September 28, 2011 6:30 AM
To: UCC Consumer Info
Subject: West Lafayette Water Rate Hike

Follow Up Flag: Follow up
Flag Status: Flagged

This is a memo of concern with the issues regarding the West Lafayette, Indiana water rate hike ----

I understand this issue is at hand this week and I hope it is not too late to voice my residential opinion.

We live on a fixed income - retired - veteran - senior citizen and at the age of 80 years old - I have not had a raise in my simple wage in sometime. And yet the Water Utility company wants to give West Lafayette yet another water rate hike - this is the second one in less than one year. Where will this utility increase stop..... ???

I am hoping the Utility Company will listen to the residents on this issue.

Thank you,

**Paul Epping
3043 Goddard Court
West Lafayette, IN 47906**

Daniels, Sandy

From: Paul Cramer [wa1jxc@gmail.com]
Sent: Tuesday, September 20, 2011 12:32 PM
To: UCC Consumer Info
Subject: Indiana American Water rate hikes

Dear Sirs:

According to the initial report in the Richmond Pal-Item the water company stated that a rate increase was required as its customers had reduced the amount of water being used and their revenues were falling accordingly. Nobody guarantees a fixed rate of revenue under such circumstances. It is completely out of touch with the "Laws of Supply and Demand." I guess the water company came off sounding a little GREEDY as a following article in the newspaper stated that now the additional revenue was needed for infrastructure.

As I recall the consumer is responsible for piping from the street to the dwelling and the water company is responsible for the rest of the delivery system. If infrastructure is now the issue instead of out and out GREED, then the water company should have budgeted for it on a yearly basis. The water company's mismanagement should not have to be borne on the shoulders of its customers.

Richmond, IN has one of the highest rates in the state and the water has a poor taste. (perhaps the Health Dept could follow up on this?).

A third article in the news paper states that residential customers would be charged an additional 5.??% while industrial customers would get an additional rate hike of 2.??%. What's up with this? Do we not all breathe the same air?

I feel confident that the IOUCC will do the right thing and reject this rate hike request. After all has not the water company received substantial rate increases in the recent past.

Respectfully,
Paul N. Cramer
2759 South E St.
Richmond, IN 47374

AWK Statement of Operations
 (in thousands except per share data)

| | 2007 | 2008 | 2009 | 2010 |
|----------------------|-------------|-------------|-------------|-------------|
| Revenue | \$2,214,215 | \$2,236,928 | \$2,440,703 | \$2,710,677 |
| Net Income (Loss) | (\$342,275) | (\$562,421) | (\$233,083) | \$267,827 |

AWK Per Share Data

| | 2007 | 2008 | 2009 | 2010 |
|---------------|--------|--------|--------|------|
| Income (Loss) | (2.14) | (3.52) | (1.39) | 1.53 |
| Dividends | .00 | .40 | .82 | .86 |

AWK Salaries, Wages & Benefits
 (In thousands)

| | 2009 | 2010 | +(-) |
|-----------------|-----------|-----------|--------|
| Salary & Wages | \$391,074 | \$439,111 | +12.3% |
| Pension | 50,392 | 55,440 | +10.0% |
| Group Insurance | 77,102 | 84,387 | +9.4% |
| Other Benefits | 21,657 | 24,391 | +12.6% |
| Total | \$540,225 | \$603,329 | +11.7% |

Kenneth & Sylvia Johnson
2747 Northmont Lane
Richmond, IN. 47374-1130
765-965-1930
johnsons.k.24@comcast.net

The Indiana Office of Utility Consumer Counselor
Indiana American Water Rate Case: IURC Cause No. 4402
115 W. Washington St., Suite 1500 South
Indianapolis, IN. 46204

Dear Sirs:

Considering Indiana American Water Co. (INAW) increased water rates in the Richmond area by 9.90% in 2007 and 19.45% in 2009, a proposed rate increase of nearly 6.00% in 2011 has raised concerns among local residents and businesses.

Based on 2010 census numbers, Richmond (Wayne County) has higher percentages than the state average, in the following areas:

1. 2% higher unemployment rate
2. 5% higher rate of Senior Citizens on fixed incomes
3. higher rate declining population,
4. higher percent of people on welfare.

Given the fact that the earnings for an average family in the U.S. are currently at 1993 levels and that INAW has had a 36% increase since 2007, will put increasing burden on rate payers in Richmond, and other communities served by INAW, which rate payers can ill afford. Indiana family earnings just slipped to 36th in the U.S., which fell for the 3rd straight year.

Since INAW is owned by American Water Works Company (AWK), a publicly traded company, a review of AWK's 2010 Form 10-K revealed some rather interesting facts, such as:

1. AWK's accumulated operating losses for the 3 year period 2007-2009 amounted to \$1 Billion, 138 million..... That's \$1,138,000,000!!!
2. During that same three (3) year period, Stockholder Dividends went from zero in 2007, to \$.40 in 2008 and \$.82 in 2009. The increase from '08 to '09 was 115%!
3. In 2010, AWK earned a \$268 million profit but immediately increased the dividend to \$.86, a 4.9% increase. Additionally, salaries and benefits increased \$63 million or 11.7% in 2010.

Based on items 2 & 3 above, it appears as though AWK is more interested in maintaining the lifestyles of their stockholders and employees than trying to show a little compassion for the Rate Payers in Richmond, Indiana, an economically stressed community.

We appreciate learning about the OUCC and the services you have to offer. Please plead our case before the IURC and ask the Commission to seek a fair balance between the interests of AWK's stockholders, employees and rate payers.

Thank you,

Kenneth L. Johnson
Sylvia L. Johnson
OUCC CAUSE #4402

Patricia Wells
2611 Birch Drive
Richmond, Indiana 47374

The Indiana Office of Utility Consumer Counselor
Indiana American Water Rate Case: IURC Cause No. 44022
115 W. Washington St. Suite 1500 South
Indianapolis, IN. 46204

Dear Sirs:

I see properties all around me being forfeited to the bank, due to loan default.

My water bill is \$62-72 dollars per month. I am the only person living in the home.

Groceries are up and all other necessities. You are selling us water, Please consider the taxpayers struggle for survival.

I would greatly appreciate your consideration for those of us whom are living on fixed incomes, and are struggling now.

Yours truly,

Patty Wells

Daniels, Sandy

From: Paul Janis [pjidoc@hotmail.com]
Sent: Wednesday, August 10, 2011 9:28 PM
To: UCC Consumer Info
Subject: water hike

My name is Paul Janis and I am strongly opposed to another water rate hike. Last year, the same company raised their rates for the same reason. Now they want to raise it again, and want to collect about 10% more in fees. For how many years? Five? Twenty?

Indiana American Water has a monopoly on the citizens. There is no price competition. If you allow them to continuously raise their rates, they are going to ask every year for THEIR OWN BENEFIT. They can stick to a budget just like the rest of us do.

Who else is getting a 5.83 percent raise in their paychecks?

Paul Janis

Daniels, Sandy

From: philomenar@aol.com
Sent: Friday, August 12, 2011 8:50 AM
To: UCC Consumer Info
Subject: water rate

I am a resident of Whiteland, a widow on fixed income and a water customer of Indiana Cities. In reference to IURCCause No. 44022, I urge the Indiana Utility Regulatory Commission to reject an increase in rate hike. This, on top of several previous increases will work a real hardship on citizens such as myself. Thank you, Philomena M. Ross

Daniels, Sandy

From: Jeff Cefali [jvcefali@gmail.com]
Sent: Sunday, August 21, 2011 10:49 PM
To: UCC Consumer Info
Subject: Indiana American Water rate increase

Please accept these comments on Indiana American Water's request for a rate increase. I am a customer and am submitting comments on behalf of my business.

Please verify whether any of this proposed rate increase will go toward officer/director/executive salary increases, and if so, what percent increase. Also please verify whether any of this proposed rate increase will go toward increasing shareholder benefits. To put a rate increase toward infrastructure is one thing, but to use any of it for top executive salary increases should not be allowed in the current difficult economy. The Wall Street Journal has featured stories about how executives are gaining huge percentage increases in salary in a very difficult economy. Please do not let this happen here.

Thank you.

Jeff Cefali
17 Main St.
Hobart IN 46342
(219)942-2920
jvcefali@gmail.com

Daniels, Sandy

From: Web Form Poster [jmh1066@att.net]
Sent: Friday, August 19, 2011 9:23 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mrs.
First Name: sonia
Last Name: hill
Email: jmh1066@att.net
Street Address: 105 east 36th ave.
City: gary
State: IN
Zip: 46409
Phone: (219)884-8134 ext.
Type: home
No Phone Service:
Case Number: water rates
Comments: the people of gary are already being charge a customer service chargeof 19.45 and not any other city. i would like to know why this is.it'S NOT FAIR. TELL ME WHY? and you want rate increase.

Daniels, Sandy

From: Web Form Poster [afssadmin@ai.org]
Sent: Friday, August 19, 2011 9:36 PM
To: UCC Consumer Info
Subject: website complaint form inquiry

Name: sonia hill
Email: jmh1066@att.net
Address: 105 east 36th ave.
City: gary
State: in
Zip: 46409
County of Residence: Lake
Phone: 219-884-8134
Work Phone:
Cell/Other Phone:
Best time to contact you: 7:00 pm
Utility Company: indiana american water co.
Account in Your Name?: No
Whose Name is on the Bill?: james m. hill Does the account use the address noted above?: Yes

If not, what address appears on the bill?:

Please describe your problem: THE PEPOLE OF GARY AND NO OTHER CITY ARE BEING CHARGED A CUSTOMERSERVICE CHARGE OF 19.45 EACH MONTH, WHY? SCHERERVILLE,CROWN POINT,NEWCHICAGO,LAKE STATION,OGDEN DUNES AND LINCOLN UTILITIES ARE NOT BEINGCHAREGE A CUSTOMER SERVICE FEE. WHY?

Have you contacted the utility?: Yes

What has the utility done?: no reason.

What would you like the OUCC to do?: take the customer service charges off. if not give it all. it's notfair.

Ok to share your information?: Yes

Daniels, Sandy

From: Web Form Poster [dailymoney1@comcast.net]
Sent: Friday, August 19, 2011 12:04 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Robert
Last Name: Finnell
Email: dailymoney1@comcast.net
Street Address: 1329 Lionheart Lane
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)463-5453 ext.
Type: home
No Phone Service:
Case Number: Indiana American Water
Comments: Dear Indiana Office of Utility Consumer Counselor,

I have been a customer of Indiana Water for 10 years now. Thererates were par for the U.S. up until 13 months ago and they raised ourrates by an outrageous 30% all at one time. This has already put aburdon on all of the home owners here in West Lafayette. We have hadour rates go up on everything else over the years too, like cable,electricity, food, all Insurances for health, home auto and all goods.

I feel that this 60 percent rate hike they are asking for is criminalto all of the people of West Lafayette! I could see a 1 to 2% ratehike per year for them to recup there expenses over time fromupgrading their facility.

To go up more than 1 to 3% in these tough financial times would putway too much of a burden on everybody. Just because they have amonopoly on the water here is no reason to approve such an exorbanantrate hike.

I stronly dissaprove this rate hike!

Very concerned West Lafayette homeowner,

Robber Finnell

Daniels, Sandy

From: Web Form Poster [scnaylor0428@sbcglobal.net]
Sent: Saturday, August 20, 2011 4:10 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Cleophus
Last Name: Naylor
Email: scnaylor0428@sbcglobal.net
Street Address: 2400 Waite street
City: Gary
State: IN
Zip: 46404
Phone: (219)949-1909 ext.
Type: home
No Phone Service:
Case Number: 44022

Comments: I am outrage that Indiana American Water has constantly raise theprices of the citizens of NW Indiana since the day they came into thisregion. Being the economic climate that has spread across the country,Indiana American, along with the rest of greedy corporations, shouldbe ashamed of themselves. There is no alternative for us to get oursupply of water and this company is taking advantage of it. Pleasestrike down their attempt to increase the bimonthly bill for the sakeof struggling American citizens.

Daniels, Sandy

From: Lucille Wilkison [lucille382001@yahoo.com]
Sent: Friday, August 19, 2011 5:20 PM
To: UCC Consumer Info
Subject: Indiana American Water Company

I have been livid about your approving a \$20 charge for consumer service on each and every statement we receive in Merrillville, Indiana.

This is what the Indiana Regulatory Commission approved for this company on the last go around. We even have to pay about \$8 to the town along with this.

We pay at least \$60 every two months for 6,000 gallons of water. This is the least we can save on our water usage. Charge for water but not all this consumer service. They do not give us any service. They just bought a run down company that did not do very much in the latter years. (Gary-Hobart Water Corp.)

I think it is owned by a German company so why Indiana Water in the name???

There should not be an increase in our water rate.

Lucille Wilkison

Daniels, Sandy

From: DEAN SQUIRE [squire1943@msn.com]
Sent: Saturday, August 20, 2011 2:19 PM
To: UCC Consumer Info
Subject: water rate increase

Please stop Indian American water from increasing our rates. Susan Squire, 17 Bittersweet Lane, Portage, IN 46368

Daniels, Sandy

From: Web Form Poster [nickelmoal@yahoo.com]
Sent: Friday, August 19, 2011 11:00 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Flagged

Title: Ms.

First Name: Ada

Last Name: Williams

Email: nickelmoal@yahoo.com

Street Address: 5117 E 13th Place

City: GARY

State: IN

Zip: 46403

Phone: (219)938-4229 ext.

Type: home

No Phone Service:

Case Number: Indiana-American Water Co

Comments: I would like to say that I am against the increase. I live in Gary where jobs are limited and income is not high.

Every time a utility company has to make a improvement the people are asked to pay for it but yet we cannot or do not get upgrades for our homes. I think it is ridiculous to grant this after all they just got one in 2010 when my water bill doubled so all they are doing is running the people out of the community.

It is time we get something. I am

against this increase. It seems like

everything is about money that they need to do this but when you look at their financials they can do it but it is just greed.

Daniels, Sandy

From: DIANE LOPACZYNSKI [dsclopa@sbcglobal.net]
Sent: Thursday, August 18, 2011 9:06 PM
To: UCC Consumer Info
Subject: IURC Cause No. 44022

Follow Up Flag: Follow up
Flag Status: Flagged

I am interested in knowing exactly what amount will the increase be per month on my water bill. I have tried to read petition but not understanding exact amount of increase. If providing these improvements means safer, cleaner water supplied to me in my home then I would be in favor provided the rate increase is not unaffordable.

Can you provide amount of increase that would appear on my bill?

Can you state when increase would become effective?

Sincerely,

Diane Lopaczynski

715 211th Pl., Dyer, IN 46311

dsclopa@sbcglobal.net

Daniels, Sandy

From: Richard & Mary Ann Huttinger [drhutt@comcast.net]
Sent: Thursday, August 18, 2011 7:07 PM
To: UCC Consumer Info
Subject: RE: IURC Cause No. 44022 - Billing Issue

Follow Up Flag: Follow up
Flag Status: Flagged

Indiana Office of Utility Consumer Counselor,

I received a call from IAW Co. today, and the explanation that they gave me regarding my question for the additional costs associated with my 1" meter was as follows:

"For Fire Protection Surcharge, the rates are different, specifically between 5/8" and 1" because they 'typically' are not for the same size home, and we have to start somewhere in identifying large homes or commercial businesses from your 'typical' home".

I disagree with this answer, since all the homes in my subdivision are approximately the same size (within 200 square feet plus or minus), yet have different size meters installed, from 5/8" to 1". I believe a more fair rate structure would be to establish one rate for "fire protection surcharge" that would include all meter sizes from 5/8" to 1". Sizes larger than 1" could be kept as is and would more accurately reflect the larger size homes and commercial buildings.

I would appreciate that my rate suggestion be considered in the overall IURC Cause #44022.

Thank you,
Richard Huttinger

From: UCC Consumer Info [mailto:uccinfo@oucc.IN.gov]
Sent: Friday, August 12, 2011 9:52 AM
To: 'Richard & Mary Ann Huttinger'
Subject: RE: IURC Cause No. 44022 - Billing Issue
Importance: High

Dear Mr. and Mrs. Huttinger,

Thank you for contacting the Indiana Office of Utility Consumer Counselor office (OUCC). We have received your comments emailed regarding IURC Cause #44022, and have forwarded them to the appropriate persons for review.

Your concerns regarding the amount you are billed for the type of meter you have was noted as well. With your permission OUCC would be happy to contact Indiana American Water Co. on your behalf, requesting you be contacted, and your concerns addressed.

If this is something you would have OUCC to do. Please contact OUCC toll free 1-888-441-2494 to discuss this matter further.

Thanks
Indiana Office of Utility Consumer Counselor
Consumer Services

From: Richard & Mary Ann Huttinger [mailto:drhutt@comcast.net]
Sent: Tuesday, August 09, 2011 11:10 AM
To: UCC Consumer Info
Subject: IURC Cause No. 44022

Indiana American Water's Request for rate increase:

This is to inform you of my many attempts to get an answer from IAW on the following question regarding my current water rate:

Why am I being charged an average of \$33 every two months more because I have a 1" meter versus many neighbors who have a 5/8" meter. This represents an annual additional expense of almost \$200 just because of the meter size, which doesn't affect the overall water usage? Part of this increase is associated to "fire protection" or the cost of the fire hydrants in my area – the fire departments are not connecting their equipment to my meter to fight any possible fires.

I have never received an answer to this question, and it seems very unfair to me. Since I have lived in my current home (4 ½ years) I have paid \$900 more just because of the difference in my meter size. This needs to be addressed in the current public hearings concerning Indiana American Water's request for a rate increase.

Thank You!

Richard Huttinger
215 Edgewood Dr
Valparaiso, IN 46385
Ref: IURC Cause No. 44022

Daniels, Sandy

From: Web Form Poster [afssadmin@al.org]
Sent: Thursday, August 18, 2011 5:53 PM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Flagged

Title: Mr.
First Name: Fred
Last Name: Williams
Email: njabulisa
Street Address: 221 Falcon Court
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)426-3688 ext.
Type: mobile
No Phone Service:

Case Number: Indiana American Water

Comments: I am a customer of this water company. I believe that the proposed rate hike of 60% or so for West Lafayette is unjustified and very untimely. At a time when many families are increasingly hard pressed to make ends meet, it makes no sense to approve an increase of this magnitude for a utility that we cannot go without. I could understand rate increases that are consistent with inflation and clearly justified improvements, but it is simply unreasonable to increase rates like this in one step. It smacks of poor planning. Thank you.

Daniels, Sandy

From: Ardene Schoeffler [aschoeff@alumni.iu.edu]
Sent: Thursday, August 18, 2011 10:39 AM
To: UCC Consumer Info
Subject: Proposed increase in water rates

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Sir,

As an owner of several rental properties, on the street where I live, I am struggling already to provide decent housing to a population that cannot afford a rental increase. These are historical properties that have been multi-family since the 70's "energy crisis" and exist only because they were subdivided during that tough economical time. This year alone I will be paying around \$6,000.00 in water for 5 houses. These units do not have laundry facilities. The outdoor faucets for these properties have been shut off, so there is no watering of any lawns or the washing of any cars. The usage is **virtually all for personal consumption and hygiene.**

These houses have been purchased after being vacated and foreclosed. Although my payments and taxes have now been adjusted to reflect the present lower market values, it is still a struggle to maintain reasonable rents with the continued increase in utilities. I offer a clean, safe environment largely to a population who's income is fixed and they cannot otherwise afford to purchase and own a house of their own. They also choose to stay away from large, institutional style government subsidized housing to live in a neighborhood community. I also serve young married couples with children. Without subsidies, the utilities consume nearly everything and I already make no profit conscientiously serving this population. Further increases would jeopardize my ability to maintain my properties and my services.

I urge you to look deeper into the request for the water utility increase and see if salaries and other expenses are continuing to rise at a rate ahead of the other wages in this downward trending economy. This company should be instead looking to make the painful budget cuts that every other government and private industry must make during this time of monetary and resource conservation.

I assure you that I represent a much larger population of residents, homeowners, and business property owners. I strongly urge you to decline their request for the increase.

Sincerely,

Ardene Schoeffler
326 North 11th Street, #1
Richmond, IN 47374

(765) 966-3930 or email aschoeff@alumni.iu.edu

Daniels, Sandy

From: Joshua Brown [joshbrown468@gmail.com]
Sent: Thursday, August 18, 2011 11:21 AM
To: UCC Consumer Info
Subject: Cause 44022

Follow Up Flag: Follow up
Flag Status: Flagged

I would like to speak AGAINST the proposed adoption of Cause 44022, in which Indiana American Water Company wishes to raise a variety of rates for customers in our state.

Indiana American Water Company has been working for years to promote water conservation, and many families (including my own) have invested in appliances, fixtures, shower heads, etc. in order to cut back on our water usage. We have done this partly to save money, but also out of a real sense that water is a limited resource, and that the future of Indiana depends on the continuing availability of clean drinking water and clean water for business and manufacturing.

Now INAWC has come back and said, "You've done well conserving water, so we need to raise your bill!" Would they lower our bills if we used more water? Would they decrease investment if we polluted more?

I work full time and I haven't had a pay raise in 3 years, and I'm heading into a 4th year. Most businesses, local governments, charities and churches here in Indiana are struggling to make ends meet, and face flat or declining income. I don't see that INAWC deserves this rate increase. If the rest of us are suffering, they should expect to shoulder their share, too.

The timing of this requested increase, and the rationale for it, are causing tremendous resentment against INAWC here in our community. Everywhere I go, I hear ordinary people who normally have no interest in public regulations, saying how much they dislike this proposed increase. If approved, this increase will create a long-term animosity towards INAWC and towards the state regulators who aren't standing up to them.

Signed,

Joshua Brown

Joshua Brown
450 College Avenue
Richmond, IN 47374
(Wayne County)

Daniels, Sandy

From: Web Form Poster [llandrum35@aol.com]
Sent: Thursday, August 18, 2011 12:10 PM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Flagged

Title: Mr.
First Name: Thomas
Last Name: Landrum
Email: llandrum35@aol.com
Street Address: 3724 Dartmouth Place
City: West Lafayette
State: IN
Zip: 47906-8752
Phone: (765)447-9712 ext.
Type: home
No Phone Service:

Case Number: Indiana American Water Company

Comments: RE: Indiana American Water rate increase request:

I recently moved to West Lafayette from

Lafayette where my average water bill was \$61.26/mo. Since I moved to WL my water bills have averaged \$44.69 but when the City Of West Lafayette add their wastewater charges of \$43.60 that makes my average total bill at \$88.29. Now a 60% increase would make my monthly water charges \$141.26. On a fixed income, that makes life difficult.

Daniels, Sandy

From: Bryant, Zonda K [birgez@purdue.edu]
Sent: Thursday, August 18, 2011 1:11 PM
To: UCC Consumer Info
Subject: Indiana American Water

Follow Up Flag: Follow up
Flag Status: Flagged

Hello,

The news this morning said the our water company was wanting to raise our water rate, not just a little, but 60%. This is an awfully big hike and I don't know of anything else that gets to jump up that much except maybe gasoline, and we see what that has done to the economy. I wouldn't mind if they went 10%, but this is too much. Some people are on fixed incomes and struggle already. Why burden them with more outrageous hikes. And really, they have a monopoly in our area. If we don't like their service, we're stuck. Where else are we going to get our water? With cable and phone we can change if the rates get too high, but with this, it is a necessity with no other provider to choose from. Please don't let them have this much of a hike.

Best Wishes,
Zonda Bryant

Zonda K. Douglass Bryant, M.S.

Analytical Chemist
Feed Chromatography Lab
Drugs, Vitamins & Mycotoxins
Office of Indiana State Chemist
Purdue University
175 South University Street
West Lafayette, Indiana 47907-2063
Tel. 765-496-3079
Fax 765-494-8722
birgez@purdue.edu

Daniels, Sandy

From: Web Form Poster [yuryzv@purdue.edu]
Sent: Thursday, August 18, 2011 1:43 PM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Flagged

Title: Mr.
First Name: Yury
Last Name: Zvinevich
Email: yuryzv@purdue.edu
Street Address: 1305 meshay ct
City: west lafayette
State: IN
Zip: 47906
Phone: ()- ext.
Type: home
No Phone Service:
Case Number:
Comments: Definitely oppose 60% increase of water bills. Not fair business.

Daniels, Sandy

From: Kyle Tom [Kyle.Tom@lingle.com]
Sent: Wednesday, August 17, 2011 5:28 PM
To: UCC Consumer Info
Subject: Water Bills

Follow Up Flag: Follow up
Flag Status: Flagged

August 16, 2011

David Stippler

Director

Indiana Office of Utility Consumer Counselor

PNC Center

115 West Washington Street

Suite 1500 South

Indianapolis, IN 46204

Dear Director Stippler:

On behalf of the KTPG, its Board of Directors and 170 Tenants, I would like to offer our perspective on the pending Indiana American Water Company request for a rate increase.

While we understand the need for the utility to maintain a certain rate of return to assure consumers of a safe, ample supply of quality water, the recent history of increases appears to be moving in the opposite direction of all the economic benchmarks for the broader economy.

Approved increases at the state level of 20% in 2007, 38% in 2009 and a pending request of 10.48% now, all show a disturbing trend. Residential, commercial and industrial consumers have had no choice but to manage their budgets with dwindling resources. They do not have the option of a third party guaranteeing them a certain rate of return or a predictable revenue stream.

Perhaps most concerning is what appears to be a contradictory argument that one reason for the proposed increase is the success of conservation efforts, yet a portion of the proposed increase will be dedicated to enhance the funding for conservation programs. While we all recognize the importance of protecting and conserving our natural resources, we do not

Daniels, Sandy

From: Suzette Reeves [fedejeuner@comcast.net]
Sent: Wednesday, August 17, 2011 7:43 PM
To: UCC Consumer Info
Subject: IURC CAUSE # 44022

Follow Up Flag: Follow up
Flag Status: Flagged

The proposed 60% water rate hike in West Lafayette is terrible. Please vote against it. It is way too much for retired fixed income people.

Suzette Reeves
109 Knox Dr.
W. Lafayette, IN 47906

Daniels, Sandy

From: Craig Hanson [cottonb19@sbcglobal.net]
Sent: Wednesday, August 17, 2011 8:09 PM
To: UCC Consumer Info
Subject: Water Rate Increase Request

Follow Up Flag: Follow up
Flag Status: Flagged

Indiana American Water Company most certainly does not deserve any increase in rates. Apparently they are simply pocketing all monies collected in Indiana, at least NW Indiana. I live in Lake County, Indiana. IAW tore up my back yard in January 2011, to fix a water line/main break or leak. To date (8/17/11) they have still not repaired all damage done to property, DESPITE REPEATED COMPLAINTS TO THEM on at least 5 occasions by myself for the past 3 months, and despite complaints by my neighbor for the two months preceding that. They will not even give us a local telephone number to contact (they say there is not one, only an 800 number for customer service in some other state.

Additionally they repaired a water line in neighbor's yard which also resulted in them tearing up part of the roadway (a main thoroughfare - 57th Avenue in Merrillville). They did only a temporary repair which settled and left a deep "pot hole" approximately 10 inches deep and 4x4 feet in size. Went unrepaired for weeks despite numerous protests to company and almost caused numerous accidents by cars swerving trying to get around it.

IAW is irresponsible and could care less!!!!!!!!!!!!!!!

Daniels, Sandy

From: Web Form Poster [craig.rittenhouse@gmail.com]
Sent: Thursday, August 18, 2011 1:04 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Flagged

Title: Mr.
First Name: Craig
Last Name: Rittenhouse
Email: craig.rittenhouse@gmail.com
Street Address: 2322 Tassel Court West
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)414-3402 ext.
Type: mobile
No Phone Service:
Case Number: Indiana American Water

Comments: I am a customer of Indiana American Water in West Lafayette. The rate hike that Indiana American Water wishes to impose on citizens of West Lafayette is outrageous. This utility just raised prices. A rate increase of 60% will have serious consequences on the citizens of this community and it is entirely unjustified. I have received NO service upgrade that would legitimize such an increase. Please deny this increase.

Daniels, Sandy

From: Daniel Waclaw [daniel.waclaw@gmail.com]
Sent: Monday, August 15, 2011 4:07 PM
To: UCC Consumer Info
Subject: Consumer Comment on IURC Cause No. 44022

Follow Up Flag: Follow up
Flag Status: Flagged

To whom it may concern:

I have no quandaries with the increase in rates and charges by the Indiana-American Water Company; however, I do believe that it is imperative that the company use environmentally ethical measures moving forward.

I also believe that this increase will impact me minimally with regard to finances, but I do see how other people could be impacted financially by this, so I also believe that you should be wary of passing costs onto consumers unless it is in economically viable districts. In essence, don't charge the poor more -- no one will get what he or she wants.

Thank you for your consideration.

Sincerely,

Daniel E. Waclaw
8540 Parkview Avenue
Munster, IN 46321

Daniels, Sandy

From: Salvador Bermudez [kingfour@sbcglobal.net]
Sent: Tuesday, August 16, 2011 6:03 AM
To: UCC Consumer Info
Subject: Rate increase

Follow Up Flag: Follow up
Flag Status: Flagged

With unemployment high and so many people out of work. It doesn't make sense to increase anything. People are struggling as it is. Please take this into consideration.

Thank you.

S. Bermudez

Daniels, Sandy

From: connie moreno [cnn_moreno@yahoo.com]
Sent: Monday, August 15, 2011 9:41 PM
To: UCC Consumer Info
Subject: Reference IURC Cause No. 44022

Follow Up Flag: Follow up
Flag Status: Flagged

I strongly object to any rate increase! The American people are sick and tired of big corporations/companies always trying to make bigger and bigger profits on the backs of American people. What was the profits for the Indiana American Water Company in the last 10 years? When is enough, enough?

Thank you for your time!

My name is Grace Moreno and I live at 2803 W. 85th ave., Merrillville, Indiana 46410

Daniels, Sandy

From: Salvador Bermudez [kingfour@sbcglobal.net]
Sent: Tuesday, August 16, 2011 10:59 AM
To: UCC Consumer Info
Subject: Re: Rate Increase

Follow Up Flag: Follow up
Flag Status: Flagged

Sorry, Salvador Bermudez, 7748 Beech Ave, Hammond, IN 46324. Reference Cause No. 44022, Indiana American Water Company

From: UCC Consumer Info <uccinfo@oucc.IN.gov>
To: Salvador Bermudez <kingfour@sbcglobal.net>
Sent: Tue, August 16, 2011 6:07:11 AM
Subject: RE: Rate increase

The OUCC is in receipt of your comments.

In order for this agency to properly document the comments, please provide us with the name of the utility to which you're referring and the Cause No. It would also be helpful to have your full address, to enable our Consumer Services staff to properly enter the information into the database.

Thank you.

Consumer Services
OUCC

Confidentiality Notice: This e-mail and any attachments may contain deliberative, confidential or other legally privileged information that is not subject to public disclosure under IC 5-14-3-4(b), and is for the exclusive and confidential use of the intended recipient. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this email is strictly prohibited. If you have received this e-mail transmission in error, please immediately notify the sender by telephone at 1-888-441-2494.

From: Salvador Bermudez [mailto:kingfour@sbcglobal.net]
Sent: Tuesday, August 16, 2011 6:03 AM
To: UCC Consumer Info
Subject: Rate increase

With unemployment high and so many people out of work. It doesn't make sense to increase anything. People are struggling as it is. Please take this into consideration.

Thank you.

S. Bermudez

Daniels, Sandy

From: Darrin R. Lloyd [drl@rfpj.com]
Sent: Tuesday, August 16, 2011 1:32 PM
To: UCC Consumer Info
Subject: Indiana American Rate Increase

Follow Up Flag: Follow up
Flag Status: Flagged

I would like to speak out AGAINST the rate increase Indiana American is requesting.

I am a resident of Newburgh, IN. I moved there 4 years ago from Evansville, IN. I have a family of 5. My water bill went from an average of 40\$/month (including waste) in Evansville to \$110 / month in Newburgh (NOT including waste). Reasons for the great difference was mainly the "rural" area I had relocated to. I am in a subdivision with 212 houses. It seems as though instead of paying attention to the needs of customers, they are using us to subsidize expansion into other markets that require more capital to build out to.

Darrin R Lloyd
Information Technology Manager
RUDOLPH, FINE, PORTER & JOHNSON, LLP
221 N.W. Fifth Street
P.O. Box 1507
Evansville, Indiana 47706-1507
Phone: (812) 422-9444 | Fax: (812) 421-7459 | www.rfpj.com

CONFIDENTIALITY NOTICE: The information contained in this electronic message and/or any attachments is legally privileged, private and confidential under applicable law, and is the property of the sender and intended only for the use of the individual or entity named above. If the recipient of this message is not the above-named intended recipient, you are notified that any dissemination, copying, disclosure or distribution or the taking of any action in reliance on the contents of the transmitted materials is strictly prohibited. If you have received this communication in error, please immediately notify the law offices of Rudolph, Fine, Porter & Johnson, LLP by e-mail and/or telephone (812-422-9444) and purge, delete and destroy the communication immediately without making or maintaining any copy or distribution.

IRS CIRCULAR 230 NOTICE: To the extent that this message or any attachment concerns tax matters, it is not intended to be used, and cannot be used, by a taxpayer for the purpose of avoiding penalties that may be imposed by law.

Daniels, Sandy

From: DENISE WINTERS [denisewinters@att.net]
Sent: Tuesday, August 16, 2011 2:06 PM
To: UCC Consumer Info
Subject: WATER RATE INCREASE

Follow Up Flag: Follow up
Flag Status: Flagged

I DO NOT THINK IT IS NECESSARY FOR THE WATER COMPANY TO RAISE OUR RATES. WE PAY MORE THA ENOUGH MONEY FOR WATER. PEOPLE ARE JUST ABLE TO PAY THE BILLS THEY ALREADY HAVE. I DON'T THINK THE SANITATION SHOULD GET AN INCREASE FORF GARBAGE PICK UP.

Daniels, Sandy

From: Shannon Link [shanlink84@yahoo.com]
Sent: Tuesday, August 16, 2011 2:17 PM
To: UCC Consumer Info
Subject: IURC CAUSE NO. 44022

Follow Up Flag: Follow up
Flag Status: Flagged

Shannon R. Link
272 Taft St.
Gary, IN 46404

I am writing because I am concerned about the possibility of future rate hikes. In these troubling times that we are all facing, unemployment, fluctuating gas prices, and high food prices, we do not have the resources to keep up with yet another increase in price. I myself have fallen on hard times and noticed that everything is becoming more expensive. I would like to have a good explanation on the reasoning behind an increase on rates and charges during these hardships we as Americans are facing. After you increase these things how many people do you expect to pay and not pay? How many people have you estimated will foolishly pay what they're told and how many will become very upset? Do you have payment plans and assistance set-up in case people are unable to pay? Was this the easiest and cheapest way for your company to increase profits? Everyone knows that water is important and a necessity for life, could this be the reasoning behind the increase? Is this a they'll pay or face consequences method? I am very concerned about the elderly and laid off Americans. Considering that I am a consumer and everyone says that's who is important I am sure this email will be answered.

Sincerely

Shannon R. Link

Daniels, Sandy

From: James Doyle [jr_doyle@comcast.net]
Sent: Wednesday, August 17, 2011 5:41 AM
To: UCC Consumer Info
Subject: Indiana American water rate increase

Follow Up Flag: Follow up
Flag Status: Flagged

I may be naïve but I thought Indiana American was a publicly held company. As such, the investors (stock holders) expect to receive a dividend when the company does well. If the company invests money to improve service to the consumer (and shows there is an improvement, which Indiana American has failed to do in my eyes) then the consumer should pay something for that. It also follows that the stock holders would bear some of that burden as well.

I am not opposed to a small increase, though I have not received a raise for four years, but I think the Commission should look into whether or not Indiana American has been paying a dividend the last few years and at the salaries of the top echelon at Indiana American.

Sixty per cent is just too much. Thank you for your time.

James Doyle
1492 McShay Dr.
West Lafayette, IN

Daniels, Sandy

From: spauldingk@aol.com
Sent: Tuesday, August 16, 2011 5:35 PM
To: UCC Consumer Info
Subject: cause no. 44022

Follow Up Flag: Follow up
Flag Status: Flagged

To Whom It May Concern:

Our name is Sam and Natalie Stewart and we are opposed to the rate hike request. We are on fixed income and it is already difficult to pay the bill. Please reconsider before making the final decision.

Sincerely,

Sam and Natalie Stewart

Daniels, Sandy

From: rseg07@aol.com
Sent: Monday, August 15, 2011 11:19 AM
To: UCC Consumer Info
Subject: IN AM Water Rate Increase!

Follow Up Flag: Follow up
Flag Status: Flagged

Please! Not another increase! They already have the highest water rates around--and we cannot shop around for another water company--we're at their mercy!

I have a lawn service (TruGreen) and have extensive landscaping. Water is necessary to allow the nutrients to take hold on the grass and to prevent diseases. If we do not have ample rain, summer time can be brutal on our lawn that is comprised of much clay. It dries out easily and the ground becomes cracked in no time. If we need to water, my bill has jumped to well over \$200 in one billing cycle! Plus there are other charges that appear on the bill that I have called about, such as the Distribution System Improv Charge of \$2.04 and the Pub F/S Sub Srchg Portage BIMO charge of \$7.60; these charges vary from billing to billing. I believe it relates to the amount of water you use. I can't wait to see my most recent billing (which should arrive any day now), for we watered the front and backyards twice only. That will be enough to send it skyrocketing upward! Everything is going up except my husband's pension check. He hadn't had a raise in over two years while still working his police job currently until now. Even the payroll deductions were less from his checks, after the first of the year, but his pension check was \$40/month less due to different fed taxes. You can't win! My husband will be 65 in December and he is not able to fully retire because we cannot afford it. Indiana American needs to understand that if rates were lower we could use more water when necessary and they would make more money than they would if they raised rates.

Also, isn't Indiana AMERICAN a German owned company? I think they should change their name.

Sandy Segally
Portage resident

Daniels, Sandy

From: Tuomi, John W [john.w.tuomi@jpmchase.com]
Sent: Monday, August 15, 2011 10:31 AM
To: UCC Consumer Info
Subject: Re: IURC Cause No. 44022

Follow Up Flag: Follow up
Flag Status: Flagged

I oppose the requested rate increase. At this time of tightened household budgets, unemployment, higher taxes and lower investment returns, a rate increase seems to be rubbing salt in all our wounds.

Indiana American water received a 19.72% rate increase in 2010.

John Tuomi
5359 Tulip Ave
Portage, IN 46368

This communication is for informational purposes only. It is not intended as an offer or solicitation for the purchase or sale of any financial instrument or as an official confirmation of any transaction. All market prices, data and other information are not warranted as to completeness or accuracy and are subject to change without notice. Any comments or statements made herein do not necessarily reflect those of JPMorgan Chase & Co., its subsidiaries and affiliates. This transmission may contain information that is privileged, confidential, legally privileged, and/or exempt from disclosure under applicable law. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained herein (including any reliance thereon) is STRICTLY PROHIBITED. Although this transmission and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by JPMorgan Chase & Co., its subsidiaries and affiliates, as applicable, for any loss or damage arising in any way from its use. If you received this transmission in error, please immediately contact the sender and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. Please refer to <http://www.jpmorgan.com/pages/disclosures> for disclosures relating to European legal entities.

Daniels, Sandy

From: John McCollam [mccollamjt@yahoo.com]
Sent: Monday, August 15, 2011 10:53 AM
To: UCC Consumer Info
Subject: IURC Cause No. 44022

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Officials,

This is in response to IURC Cause No. 44022.

My name is John McCollam and my mailing address is 3832 Colonial Dr. Gary In.
We the people are taking hits all across the board with prices rising on everything.
We are having to make cuts in our personal finances without getting raises at our work places.
Please keep this in mind when making your decisions.

Cordially,
John Mccollam

Daniels, Sandy

From: MARY THORNE [pondmom_754@msn.com]
Sent: Monday, August 15, 2011 11:09 AM
To: UCC Consumer Info
Subject: No Increase for Indiana American Water

Follow Up Flag: Follow up
Flag Status: Flagged

This is regarding the Indiana American Water Company's request for a 6.2% rate increase (\$20.3 million) in the northwest Indiana area.

Their Second Quarter 2011 results were reported as "solid":

Their 2nd quarter net income was \$84.6 million, their revenues increased 6.2% or \$39.3 million their net income and earnings per share increased more than 14 percent, and they expect 2011 earnings per share, as adjusted, in the range of \$1.65 to \$1.75. Their quarterly operating expenses only rose 5.9%.

They further state "The decrease in cash flows was primarily driven by additional pension contributions."

Sorry, if they have a lot of retirees, not my fault.

They also state the decrease was also due to "the receipt of a tax refund in the first half of 2010 that did not reoccur in 2011."

That's like telling my company I need a larger raise because my income tax refund was less than it was the year before and so I need more money so that my refund will be larger this year.

Therefore, with the region's unemployment rate at 8.3% (it is actually somewhat higher if you take into account those that no longer can collect unemployment compensation, the homeless, etc.) I do not feel in this economy American Water should be asking for any more money at this time and I feel in light of their revenue increase of 6.2% they should not be asking for such a high rate increase when people who are lucky enough to have jobs are getting 1-2% increases in salary – if at all. We vote **NO** to IAWC's request for an increase.

David & Mary Thorne

2266 Iris Street
Portage, IN 46368
219-628-0070
pondmom_754@msn.com

Daniels, Sandy

From: art yagodnik [artyagodnik@msn.com]
Sent: Monday, August 15, 2011 11:48 AM
To: UCC Consumer Info
Subject: IURC Cause # 44022

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Commission Members:

In reference to IURC #44022 regarding an increase in consumer water rates by IAW I would like to STRONGLY protest any increase over and above the "cost of living"! The IURC dropped the ball horribly regarding the recent NIPSCO request for increased rates. Let's try to get back some semblance of trust in the IURC by doing the right thing on behalf of the CUSTOMERS this time!!!

Sincerely,

Arthur Yagodnik, retired public school administrator
1001 Sandpiper Drive
Chesterton, IN 46304
(219) 929-1856

Daniels, Sandy

From: Web Form Poster [lj1326@aol.com]
Sent: Monday, June 20, 2011 8:31 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.

First Name: Lindell

Last Name: Lovellette

Email: lj1326@aol.com

Street Address: 326 Westview Circle

City: West Lafayette

State: IN

Zip: 47906

Phone: (765)463-2675 ext.

Type: home

No Phone Service:

Case Number: Indiana American Water Co.

Comments: My wife & I are retired and living on a fixed income. A 60% requested rate increase in our water bill, in addition to the 30% rate increase that took effect just a year ago, borders on robbery. Rate comparisons with other municipalities show that IMW is out of line in their request and should be seriously questioned about their future goals.

Daniels, Sandy

From: Web Form Poster [nrhodes3@gmail.com]
Sent: Saturday, May 28, 2011 11:37 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mrs.

First Name: Nancy

Last Name: Rhodes

Email: nrhodes3@gmail.com

Street Address: 701 Carrolton Blvd.

City: West Lafayette

State: IN

Zip: 47906

Phone: (765)463-5212 ext.

Type: home

No Phone Service:

Case Number: Indiana American Water

Comments: In. American water has requested an another increase in out water rates,after the 2009 increase.

Unbelievable! There has not been any better service provided from the last increase. My husband retired from the Lafayette Police Department in 2003 after 29 1/2 yrs. He has had ONE raise of a half percent since his retirement.

(please read previous sentence again, thanks) Our insurance cost has skyrocketed and will continue to go up.

Just what are people suppose to do? This water company has the gall to request ANOTHER increase. I'm sure you are aware this increase if granted would be nearly 100 percent in 3 years.

Thank you.

Daniels, Sandy

From: Susan J. Stewart [stewart1253@aol.com]
Sent: Thursday, May 26, 2011 2:51 PM
To: UCC Consumer Info

To Whom It May Concern:

I know that heading is old and out of style, but so am I. My husband and I are both on Social Security and a small retirement. Raising our water rates 60% after a 30% in March of 2010 is just not acceptable or fair. I would like to hear what the The American Water Company executives would say should Social Security be raised even 5%.

Please do not agree to this outlandish request by the American Water Company to raise our rates 60% or even 10%.

Thank you,

Susan Stewart
3546 Senior Place
West Lafayette, IN 47906
765-463-0324

Daniels, Sandy

From: Web Form Poster [ghanus02@yahoo.com]
Sent: Thursday, May 26, 2011 8:58 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.

First Name: Eugene

Last Name: Hanus

Email: ghanus02@yahoo.com

Street Address: 131 Peacock Ct

City: West Lafayette

State: IN

Zip: 47906

Phone: (765)506-6533 ext.

Type: mobile

No Phone Service:

Case Number: indiana America Water Co

Comments: Indiana America Water Co. has submitted a request for a rate increase to IURC for an additional 60% increase. This is in addition to a 30% increase allowed by the IURC in 2010.

100% increase in two years. in an already high rate is obscene. As a senior citizen on Social Security, we cannot afford this increase.

Please review and reject their claim. They will just have to tighten their belts as we have to do.

Daniels, Sandy

From: Web Form Poster [afssadmin@ai.org]
Sent: Tuesday, May 24, 2011 10:14 AM
To: UCC Consumer Info
Subject: website complaint form inquiry

Name: Linda S Trapp
Email: trapp_linda@yahoo.com
Address: 250 E Vicksburg Ln
City: W Lafayette
State: IN
Zip: 47906
County of Residence: Tippecanoe
Phone: 765-427-8043
Work Phone:
Cell/Other Phone:
Best time to contact you: 9-5
Utility Company: Indiana American Water Co Account in Your Name?: Yes Whose Name is on the Bill?:
Does the account use the address noted above?: Yes

If not, what address appears on the bill?:

Please describe your problem: This is about Case No44022 involving raising my water bill.

Have you contacted the utility?: Yes

What has the utility done?:

What would you like the OUCC to do?: Please do not approve the rate increase of our water. W Lafayette customers are already charged 2.25 times the Lafayette community is charged. We also are charged \$48/mo to American Suburban Utilities for sewage. I am living on a fixed income and cannot afford this increase. Maybe someone should check on the incomes of the management team. I know a few of them, and they living very extravagantly.

Ok to share your information?: Yes

Daniels, Sandy

From: Carol Skvarenina [carolskvar@hotmail.com]
Sent: Thursday, May 19, 2011 8:18 AM
To: UCC Consumer Info
Subject: West Lafayette Water Rate Increase

Follow Up Flag: Follow up
Flag Status: Completed

My husband and I oppose the water rate hike being requested by Indiana American Water Company for the West Lafayette area. Last year they were given a rate hike, 30.47%, which they told us would be used to upgrade their system and add more customers. Now, they are again requesting a rate hike of 60%. Last year as one drove by their water system, construction was going on. This year it has been completed. At least that is what they told us. This 60% rate hike is totally out of line! Please do not allow Indiana American Water to raise their rates again this year. Thank you,

Carol & Timothy Skvarenina
467 Lagrange Street
West Lafayette, IN 47906
765-497-0392
carolskvar@hotmail.com

Daniels, Sandy

From: Web Form Poster [hancockmr@purdue.edu]
Sent: Monday, May 16, 2011 3:23 PM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Mr.
First Name: MICHAEL
Last Name: HANCOCK
Email: hancockmr@purdue.edu
Street Address: 830 kent ave
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)494-1547 ext.
Type: work
No Phone Service:
Case Number: water rate increase

Comments: In following the recent request by Indiana America Water Co. for a 60%increase in rates, on the heels of the recent 30.47% increase, I findno justification presented to rationalize such an increase. Where isthe cos benefit analysis? What was yielded from the past increase?Infrastructure has not changed nor has service. This is at best anabhorrent attempt to keep requesting high rates and accept acompromise without demonstrating any appreciable improvement. Show inmeasurable terms what the community will yield from this increase aswell as what was garnered by the community from the last increase. Please deny any increase until clear and measurable objectives arepresented.

Daniels, Sandy

From: Web Form Poster [chark2245@frontier.com]
Sent: Saturday, May 14, 2011 1:32 PM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Mr.
First Name: Gerald
Last Name: Krockover.
Email: chark2245@frontier.com
Street Address: 2245 Indian Trail Drive
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)463-7884 ext.
Type: home
No Phone Service:

Case Number: Indiana American Water West Lafayette Rate Increase

Comments: I am very concerned about the Indiana-American Water request for a 60%rate increase for West Lafayette. They were already granted a 30.47%rate increase in March, 2010. They have provided no clearly statedreason for the increase and we should not have to pay for their poorbusiness management. Also, they should spread out theirinfrastructure costs over a longer period, if those costs are needed. I strongly recommend that this outlandish rate increase be DENIED.

Daniels, Sandy

From: Web Form Poster [Andy@Milam.me]
Sent: Saturday, May 14, 2011 9:46 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Mr.
First Name: Andy
Last Name: Milam
Email: Andy@Milam.me
Street Address: 134 Magnolia ct
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)479-3221 ext.
Type: mobile
No Phone Service:
Case Number: 44022
Comments: I am a INAWC water customer and oppose any water rate hike in West Lafayette.

Daniels, Sandy

From: Andy Milam [andy@milam.me]
Sent: Saturday, May 14, 2011 9:41 AM
To: UCC Consumer Info
Subject: INAWC West Lafayette Indiana

Follow Up Flag: Follow up
Flag Status: Completed

I oppose any water rate hike by INAWC in West Lafayette, IN. I request that you deny any request for a water rate increase.

INAWC already charges much more per 1000 gallons than Lafayette, IN.

Please protect the citizens of West Lafayette, In from a INAWC water rate increase of any kind.

Andy Milam
Andy@Milam.me

134 Magnolia Ct
West Lafayette, IN 47906
765.464.8854

Daniels, Sandy

From: Web Form Poster [afliotics@yahoo.com]
Sent: Saturday, May 14, 2011 9:24 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Dr.
First Name: Anne
Last Name: Fliotsos
Email: afliotics@yahoo.com
Street Address: 501 Carrolton Blvd.
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)532-4013 ext.
Type: mobile
No Phone Service:
Case Number: 44022

Comments: I've been following reports in the local paper about the next proposed hike by Indiana American Water here in West Lafayette. They have already spiked our fees up to cover the cost of the new wastewater facility, and this next proposed hike is above and beyond what they had originally announced when they planned the facility. The company needs to look elsewhere to reduce costs instead of passing them on to consumers who are already paying much higher fees than our neighbors in Lafayette.

Daniels, Sandy

From: Web Form Poster [karenatallah@gmail.com]
Sent: Saturday, May 14, 2011 9:11 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Mrs.
First Name: Karen
Last Name: Atallah
Email: karenatallah@gmail.com
Street Address: 3400 Elkhart Street
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)463-7310 ext.
Type: home
No Phone Service:
Case Number: 44022

Comments: Indiana American Water Company wants to raise our rates almost 100 percent over a three year period to line their own pockets. Please do not allow this to happen. They were granted a rate increase in 2010 and obviously something is wrong with the management of their company if they are once again revisiting our pockets.

Daniels, Sandy

From: Web Form Poster [annew2@comcast.net]
Sent: Thursday, May 12, 2011 2:34 PM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Ms.
First Name: Anne
Last Name: Washburn
Email: annew2@comcast.net
Street Address: 543 Avon St
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)404-0700 ext.
Type: mobile
No Phone Service:
Case Number: Water in West Lafayette
Comments: Please stop the proposed 60% rate hike on water in West Lafayette.

Daniels, Sandy

From: Web Form Poster [rmartin11@indstate.edu]
Sent: Wednesday, May 11, 2011 11:17 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Mr.
First Name: Ron
Last Name: Martin
Email: rmartin11@indstate.edu
Street Address: 5540 N James St
City: Terre Haute
State: IN
Zip: 47805
Phone: (812)236-8010 ext.
Type: Relative/Friend
No Phone Service:
Case Number: Indiana American Water

Comments: For two years I have corresponded with Indiana American Water to offer paperless billing to customers, but they are reluctant to explore the possibility. I have had to send/call 3 times for answers to my inquiries before someone responded. Now I read in the Terre Tribune Star in Terre Haute, Indiana, that Indiana American Water wants to raise their rates, and there is no mention in the newspaper article about upgrading their billing to a paperless option, saving the company a lot of paperwork and paper.

I find it incredulous that I can pay virtually all of my bills online, but not Indiana American Water.

May I encourage OUCC to contact Indiana American Water officials and urge them to bring their billing operations into the 21st century?

Thank you. Ron Martin.

Daniels, Sandy

From: Web Form Poster [ron8630@sbcglobal.net]
Sent: Monday, August 15, 2011 2:09 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.

First Name: Chad

Last Name: Valentino

Email: ron8630@sbcglobal.net

Street Address: 4095 Howard St

City: Hobart

State: IN

Zip: 46342

Phone: ()- ext.

Type: home

No Phone Service: No

Case Number: american Water

Comments: The water bills are high enough. No reason for the continued ratehike when people are losing there jobs and homes. All prices are goingup but individuals cannot get a pay raise. I was laid off for twoyears and finally getting on my feet. Please do not raise therates..

Daniels, Sandy

From: Diana Donnell [slotbug2000@yahoo.com]
Sent: Monday, August 15, 2011 2:07 PM
To: UCC Consumer Info
Subject: Water rate increases

I am on a fixed income. Now I know you've heard that before but everything is going up except my income. I vow if there isn't some relief for the middle and lower class I will vote everyone that is up for reelection out of office.

Diana Donnell

Daniels, Sandy

From: Debbie Reason [dvoiceofreason@yahoo.com]
Sent: Monday, August 15, 2011 1:53 PM
To: UCC Consumer Info
Subject: IURC Cause No. 44022

Re: IURC Cause No. 44022

I write as a consumer urging you to NOT support Indiana American Water Company's (IAWC's) request for an increase in its rates and change in water rates.

Deb Reason
1423 E 8th Street
Michigan City, IN 46360

Daniels, Sandy

From: Jim Thoesen [jimwildfire@gmail.com]
Sent: Monday, August 15, 2011 12:35 PM
To: UCC Consumer Info
Subject: Rate increases

I Don't see why the costumer should have to pay for the companies improvements, they make money, they should reinvest without charging their customers. Who can I charge if I want to improve my house or would like to purchase a new car? These Companies need to control their spending like everyone else.

Daniels, Sandy

From: Web Form Poster [mk5@quarles.com]
Sent: Monday, August 15, 2011 12:23 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Ms.
First Name: Mary
Last Name: McKiernan
Email: mk5@quarles.com
Street Address: 9 Shore Drive
City: Ogden Dunes
State: IN
Zip: 46368
Phone: (312)715-5139 ext.
Type: work
No Phone Service:
Case Number: 44022

Comments: Corporate greed run amok! I can accept the fact that rate increases are a fact of life; however, from what I'm seeing online on your website on Cause No. 44022 is that it seems like the less water you use the higher percentage of charge increase you'll have. Who's the bright one who thought that up? Residential should always be charged less than industrial and commercial because they generally use less. I thought we're trying to be "green" these days...well, the thought of being charged less if I use more makes me want to use more water! Common sense has left the building!

Thanks for your attention to this matter and I do hope you'll reconsider the variables here. The rate increase should be same percentage across the board for everyone. And then the amount you use will determine how much you'll pay. That way residents, commercial and industrial folks can devise ways of saving water in order to lower their bills....it's called an incentive for all!

Thanks again, Mary McKiernan

Daniels, Sandy

From: DEAN SQUIRE [squire1943@msn.com]
Sent: Monday, August 15, 2011 12:07 PM
To: UCC Consumer Info
Subject: water rate increase

Please do not allow Indiana Water to increase its rates! Dean and Sue Squire

Daniels, Sandy

From: Web Form Poster [loudonm@purdue.edu]
Sent: Wednesday, May 11, 2011 10:58 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Mr.
First Name: Gordon Marcus (Marc)
Last Name: Loudon
Email: loudonm@purdue.edu
Street Address: 2140 Happy Hollow Road
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)426-2009 ext.
Type: mobile
No Phone Service:
Case Number: 44022

Comments: I object to the proposed rate increase on several grounds.

First, it will cause the rates to be more than 3.53 the rate waterservice in Lafayette, Indiana, a neighboring community. The CURRENT rates are already 2.25 times the Lafayette rates. The petitioner has not justified why water rates should be so different for adjacent communities. In its petition, the company describes their present rates as "unfair" and "confiscatory." They are correct. But the rates are unfair and confiscatory to their customers, not to the company. The petition cites the Warsaw WTP as a major reason for the increase. Even if this were justified, the cost amounts to \$7.42 per customer per month, which is less than half the requested increase. Lack of access to the company's detailed financials make it impossible to judge this claim in more detail. Moreover, the company wishes to maintain a significant profit margin, which in effect results in a tax imposed on the public they serve for maintaining their facilities. This is in a time in which people are economically hard pressed with layoffs and salary freezes.

Second, the company's service is poor. It is all but impossible to contact someone locally in case of an emergency. One has to go through a long menu and finally speak to a representative in another city remote from West Lafayette.

Finally, and particularly annoying, is the fact that the company has failed to properly maintain its facilities in West Lafayette. A major 12" main under Happy Hollow Road (SR 443) is outdated and has broken at least 7 times in the past year. Twice this main has flooded my property while we were out of town. The company's own employee told me that they have complained that the main should be replaced, but nothing has been done. SR 443 is about to be changed to a city street, and it is imperative that this problem be solved BEFORE the street repairs are instituted.

If this petition is granted, even in part, it should be with the provision that the company will improve local service and access in a documentable way, and that the company form a customer board in West Lafayette and show that they are responsive to customer needs and to service issues.

Daniels, Sandy

From: Web Form Poster [karenatallah@gmail.com]
Sent: Saturday, May 14, 2011 9:11 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Mrs.
First Name: Karen
Last Name: Atallah
Email: karenatallah@gmail.com
Street Address: 3400 Elkhart Street
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)463-7310 ext.
Type: home
No Phone Service:
Case Number: 44022

Comments: Indiana American Water Company wants to raise our rates almost 100 percent over a three year period to line their own pockets. Please do not allow this to happen. They were granted a rate increase in 2010 and obviously something is wrong with the management of their company if they are once again revisiting our pockets.

Daniels, Sandy

From: Web Form Poster [Andy@Milam.me]
Sent: Saturday, May 14, 2011 9:46 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Mr.
First Name: Andy
Last Name: Milam
Email: Andy@Milam.me
Street Address: 134 Magnolia ct
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)479-3221 ext.
Type: mobile
No Phone Service:
Case Number: 44022
Comments: I am a INAWC water customer and oppose any water rate hike in West Lafayette.

Daniels, Sandy

From: Andy Milam [andy@milam.me]
Sent: Saturday, May 14, 2011 9:41 AM
To: UCC Consumer Info
Subject: INAWC West Lafayette Indiana

Follow Up Flag: Follow up
Flag Status: Completed

I oppose any water rate hike by INAWC in West Lafayette, IN. I request that you deny any request for a water rate increase.

INAWC already charges much more per 1000 gallons than Lafayette, IN.

Please protect the citizens of West Lafayette, In from a INAWC water rate increase of any kind.

Andy Milam
Andy@Milam.me

134 Magnolia Ct
West Lafayette, IN 47906
765.464.8854

Daniels, Sandy

From: Web Form Poster [annew2@comcast.net]
Sent: Thursday, May 12, 2011 2:34 PM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Ms.
First Name: Anne
Last Name: Washburn
Email: annew2@comcast.net
Street Address: 543 Avon St
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)404-0700 ext.
Type: mobile
No Phone Service:
Case Number: Water in West Lafayette
Comments: Please stop the proposed 60% rate hike on water in West Lafayette.

Daniels, Sandy

From: Web Form Poster [rmartin11@indstate.edu]
Sent: Wednesday, May 11, 2011 11:17 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Mr.
First Name: Ron
Last Name: Martin
Email: rmartin11@indstate.edu
Street Address: 5540 N James St
City: Terre Haute
State: IN
Zip: 47805
Phone: (812)236-8010 ext.
Type: Relative/Friend
No Phone Service:

Case Number: Indiana American Water

Comments: For two years I have corresponded with Indiana American Water to offer paperless billing to customers, but they are reluctant to explore the possibility. I have had to send/call 3 times for answers to my inquiries before someone responded. Now I read in the Terre Tribune Star in Terre Haute, Indiana, that Indiana American Water wants to raise their rates, and there is no mention in the newspaper article about upgrading their billing to a paperless option, saving the company a lot of paperwork and paper.

I find it incredulous that I can pay virtually all of my bills online, but not Indiana American Water.

May I encourage OUCC to contact Indiana American Water officials and urge them to bring their billing operations into the 21st century?

Thank you. Ron Martin.

Daniels, Sandy

From: Web Form Poster [afliotsos@yahoo.com]
Sent: Saturday, May 14, 2011 9:24 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Dr.
First Name: Anne
Last Name: Fliotsos
Email: afliotsos@yahoo.com
Street Address: 501 Carrolton Blvd.
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)532-4013 ext.
Type: mobile
No Phone Service:
Case Number: 44022

Comments: I've been following reports in the local paper about the next proposed hike by Indiana American Water here in West Lafayette. They have already spiked our fees up to cover the cost of the new wastewater facility, and this next proposed hike is above and beyond what they had originally announced when they planned the facility. The company needs to look elsewhere to reduce costs instead of passing them on to consumers who are already paying much higher fees than our neighbors in Lafayette.

Daniels, Sandy

From: Web Form Poster [chark2245@frontier.com]
Sent: Saturday, May 14, 2011 1:32 PM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Mr.
First Name: Gerald
Last Name: Krockover
Email: chark2245@frontier.com
Street Address: 2245 Indian Trail Drive
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)463-7884 ext.
Type: home
No Phone Service:

Case Number: Indiana American Water West Lafayette Rate Increase

Comments: I am very concerned about the Indiana-American Water request for a 60%rate increase for West Lafayette. They were already granted a 30.47%rate increase in March, 2010. They have provided no clearly statedreason for the increase and we should not have to pay for their poorbusiness management. Also, they should spread out theirinfrastructure costs over a longer period, if those costs are needed. I strongly recommend that this outlandish rate increase be DENIED.

Daniels, Sandy

From: Web Form Poster [hancockmr@purdue.edu]
Sent: Monday, May 16, 2011 3:23 PM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Mr.
First Name: MICHAEL
Last Name: HANCOCK
Email: hancockmr@purdue.edu
Street Address: 830 kent ave
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)494-1547 ext.
Type: work
No Phone Service:
Case Number: water rate increase

Comments: In following the recent request by Indiana America Water Co. for a 60% increase in rates, on the heels of the recent 30.47% increase, I find no justification presented to rationalize such an increase. Where is the cost benefit analysis? What was yielded from the past increase? Infrastructure has not changed nor has service. This is at best an abhorrent attempt to keep requesting high rates and accept a compromise without demonstrating any appreciable improvement. Show in measurable terms what the community will yield from this increase as well as what was garnered by the community from the last increase. Please deny any increase until clear and measurable objectives are presented.

Daniels, Sandy

From: Carol Skvarenina [carolskvar@hotmail.com]
Sent: Thursday, May 19, 2011 8:18 AM
To: UCC Consumer Info
Subject: West Lafayette Water Rate Increase

Follow Up Flag: Follow up
Flag Status: Completed

My husband and I oppose the water rate hike being requested by Indiana American Water Company for the West Lafayette area. Last year they were given a rate hike, 30.47%, which they told us would be used to upgrade their system and add more customers. Now, they are again requesting a rate hike of 60%. Last year as one drove by their water system, construction was going on. This year it has been completed. At least that is what they told us. This 60% rate hike is totally out of line! Please do not allow Indiana American Water to raise their rates again this year. Thank you,

Carol & Timothy Skvarenina
467 Lagrange Street
West Lafayette, IN 47906
765-497-0392
carolskvar@hotmail.com

7 Lakeshore Drive
Clarksville, IN 47129
August 17, 2011

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St. Suite 1500 South
Indianapolis, IN 46204

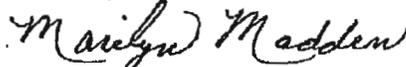
To Whom It May Concern:

I am extremely displeased with the rate increase proposal made by the Indiana America Water Company. The proposed rate increase has been made at a time when the citizens of Indiana have been asked to tighten their belts, and deal with cuts in every service area. As a Senior Citizen, I live on a fixed income, and have to make ends meet. Our city and county governments have been hit hard by cuts in funding, many people are still unemployed and families are losing their homes.

We have all had to make significant cuts in our monthly budgets to survive the current economic woes. The Indiana American Water Company needs to make similar adjustments. I am unimpressed with the rationale for these increases. I have had to make home repairs, adjust to increases in the cost of medicine, medical care, food and gasoline without an increase in income. The Indiana American Water Company needs to realize that the individuals, families, schools, businesses and local governments in our state simply cannot afford increases to our utility bills. Maybe they need a few Senior Citizens to show them how to survive in the current economic climate.

Please continue to advocate for the citizens of Indiana, and deny this rate increase.

Sincerely,


Marilyn Madden

01/18/11 11:17

August 26, 2011.

Indiana Office of Utility

Consumer Counselor

115 W. Washington St. Suite #1500 South
Indianapolis, IN 46204

Re: ^{the} HURC Cause No. 44022.

Please do not raise my water bill.

Thank you.

Sincerely,

Shelley J. Peterson

416 W. Smith Valley Rd.

Greenwood, IN 46143

AUG 30 AM 11:37

Daniels, Sandy

From: Web Form Poster [jblea2@frontier.com]
Sent: Thursday, May 19, 2011 10:07 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Joe
Last Name: Leaman
Email: jblea2@frontier.com
Street Address: 3051 Decatur St.
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)463-5706 ext.

Type: home

No Phone Service:

Case Number:

Comments: I am writing regarding the requested 60% increase in water rates by Indiana American Water Company. I think this is totally unreasonable, irresponsible, and borders on criminal for a company that has a monopoly for West Lafayette water supply to even consider such an increase. Especially since they just had a 23% increase in 2009. They are making the excuse of "Improvements"; however, if they were not a monopoly company they would never get by with such an increase. Competition would take them over. I feel that the Commission must pressure Indiana American Water Co. to not make this absurd increase. For reference, Lafayette water rates are one half of what West Lafayette NOW pays for water. Thank you for your time

Daniels, Sandy

From: Web Form Poster [grammyglenda4@comcast.net]
Sent: Friday, May 20, 2011 6:48 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Ms.

First Name: Glenda

Last Name: Buchanan

Email: grammyglenda4@comcast.net

Street Address: 1500 Roundtable Drive

City: West Lafayette

State: IN

Zip: 47906

Phone: (765)491-2298 ext.

Type: mobile

No Phone Service:

Case Number: 44022

Comments: Please do not raise water bills by the huge proposed hike. We, the customers, pay the paychecks of water company employees.

Please do all you can to be reasonable about this, reasonable and FAIR.

Daniels, Sandy

From: Web Form Poster [tdeark@juno.com]
Sent: Thursday, August 25, 2011 12:24 PM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Flagged

Title: Mr.
First Name: Tom
Last Name: DeArk
Email: tdeark@juno.com
Street Address: PO Box 2062
City: Clarksville
State: IN
Zip: 47131
Phone: (812)948-0090 ext.
Type: home
No Phone Service:
Case Number: Cause #44022, Indiana American Water Co.
Comments: Re: Cause #44022

In this rate change request, Indiana American Water Company is asking for fees to provide "public fire protection capabilities"---commonly known as hydrant fees---to be included in their monthly customer service charge. In Clarksville, these fees are currently paid by the municipal government from property tax revenues.

The Town of Clarksville municipal government currently pays hydrant fees in the amount of \$15,737.82 per month, or approximately \$188,854 per year. The rate change requested by IAWC would result in annual payments from users totaling approximately \$320,722, an increase of almost 70 percent. To me, this seems to be an excessive increase.

Since Clarksville has budgeted to pay the fees from property tax revenues, there appears to be no logical reason to change the current arrangement. I would request that the IURC deny the request by IAWC to include the monthly service charge for "public fire protection capabilities" (hydrant fees) in their rates, and allow the Town of Clarksville municipal government to continue paying the fees in the current manner.

Whatever course of action the IURC allows, I respectfully ask that any increase in these fees be limited to an amount not to exceed the most recent annual percentage increase in the United States Consumer Price Index. The increased financial burden proposed by IAWC on users is both unnecessary and unwarranted.

Tom DeArk
PO Box 2062
Clarksville, IN 47131
812 948-0090
tdeark@juno.com

Daniels, Sandy

From: Eleanor Turk [etathome@yahoo.com]
Sent: Wednesday, August 24, 2011 6:21 PM
To: UCC Consumer Info
Subject: Indiana American Water Company

In this uncertain economy, when people are losing their jobs, businesses and homes, Indiana American has the *absurd* notion that it is to be *guaranteed* the profit of its choice. If the Germans came here to operate in our environment, they are not exempt from what that has to offer. In this case, due to the drought, people are thoughtfully cutting back on their water consumption. Therefore Indiana American is not making all the profit it wants. Welcome to the real world, guys. You have enough income to operate; there is no pressing need for a rate-hike on the cash-strapped Hoosiers. **Conservation of water is an very worthwhile and logical process, and we should not be punished for it.**

I hope the Commission will use logic and vote against the requested rate hike.

Eleanor L. Turk
712 SW 18th Street
Richmond IN 47374

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, August 11, 2011 9:20 AM
To: Daniels, Sandy
Subject: FW: case 44022

Importance: High

From: Tritschler, Charles A. [mailto:trit@purdue.edu]
Sent: Wednesday, August 10, 2011 11:08 AM
To: UCC Consumer Info
Cc: Hunter, Stacy
Subject: case 44022

The field hearing Aug 17, 2011 of IURC is not located in the service area of Indiana American Water, which is contrary to statute.

The SINGLE RATE TARIFF authorized for Indiana American Water is invoiced to customers in gallons of water but the notice of rates for the IURC hearings are stated in cubic feet. The Single Rate Tariff requires the tariffs be identical, not one metric here and another there. All legal documents must use the single metric.

Kindly correct these errors. Thank you.

Charles Tritschler consumer

Daniels, Sandy

From: Sparks, Clarice W
Sent: Wednesday, August 10, 2011 9:41 AM
To: UCC Consumer Info
Subject: FW: Comments on IURC Cause No. 44022

Follow Up Flag: Follow up
Flag Status: Flagged

From: Sparks, Clarice W
Sent: Wednesday, August 10, 2011 7:09 AM
To: 'uccinfo@ouce.in.gov'
Subject: Comments on IURC Cause No. 44022

I am writing to comment on IURC Cause No. 44022 – I am **against** the proposed 5.83 per cent increase in my monthly water bill. I believe that we already pay more than others and I do not believe that it is our responsibility to pay for projects throughout the state.

Thank you for your consideration and please vote against IURC Cause No. 44022

Clarice W. Sparks
16 Cathys Drive
Whiteland, Indiana 46184
317-535-9884

Daniels, Sandy

From: clowns5472@comcast.net
Sent: Tuesday, August 09, 2011 11:34 PM
To: UCC Consumer Info
Subject: Indiana American Water's request for a rate increase

Follow Up Flag: Follow up
Flag Status: Flagged

I am writing to express my unbelief for another utility requesting a rate increase (IURC cause # 44022). Profit and greed have no place in this economy. The average American worker hasn't seen a raise in a couple years, yet everything else continues to go up. PROFIT and GREED have no place in this economy, under the current circumstances. It really is unbelievable. I, myself, for one, can't afford some of my medications. And I know there are thousands of others wearing the same shoes I do. Have a stinking heart.....! It truly is unbelievable. Please don't let this happen. Thank you for your consideration in this matter.

Sincerely,

Sandra K. Schmitt
5472 Central Avenue
Portage, Indiana 46368
(219) 762-9628

Daniels, Sandy

From: Rocky Stultz [rstultz@franklin-in.gov]
Sent: Wednesday, August 10, 2011 2:55 PM
To: UCC Consumer Info
Cc: Stultz, Rana M
Subject: Water rate increases
Attachments: image001.jpg; image004.png

As a citizen of Franklin, I don't think that we should have to fund your projects that you do outside of the city we live in. I could see you raising the rates here if you were doing something to benefit us, but we should not have to endure these increases to pay for something that is not in our town. We just had a 27% rate increase about two years ago, so where did that money go? When does this all stop with your rate increases? When we first moved to Franklin, our water bill ran between \$25 and \$35 per month. We have a family of six and now we pay between \$60 and \$70 per month. Your company is hard to deal with and your customer service is poor. I am sure that you will just disregard this e-mail, but you need to listen to your customers and stop gauging us to fatten up your wallets.

A very unhappy customer,
Rocky Stultz

*Rocky Stultz
Asst. Superintendent
Franklin Parks and Recreation Dept.
office phone: 317-736-3689
cell phone: 317-441-9814
fax: 317-736-6200*



We are proud to be a 2010 Playful City USA Community.

Daniels, Sandy

From: Web Form Poster [saxsellers@aol.com]
Sent: Wednesday, August 10, 2011 9:27 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Flagged

Title: Mr.
First Name: Jeff
Last Name: Sellers
Email: saxsellers@aol.com
Street Address: 343 Elizabeth Ave
City: Terre Haute
State: IN
Zip: 47804
Phone: (812)249-5922 ext.
Type: mobile
No Phone Service:
Case Number: Indiana American Water

Comments: I read that Indiana American Water is looking to raise rates. This is absurd. The past few months, my wife attempted to pay her water bill online. The payments were rejected and we were never contacted until the next bill. Their customer service is terrible. They've lost one of my wife's check payments several years ago. They don't need to raise rates, they need to work on getting their ducks in a row. Then I'll consider paying a rate increase.

Daniels, Sandy

From: Web Form Poster [peanut31@comcast.net]
Sent: Wednesday, August 10, 2011 2:03 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: William
Last Name: Zone
Email: peanut31@comcast.net
Street Address: 7941 Murrelet Street
City: Hobart
State: IN
Zip: 46342
Phone: (219)947-5880 ext.
Type: home
No Phone Service:

Case Number: Indiana American Water

Comments: This is a complaint about this Water Company - Every year this company asks for a rate increase which is absolutely ridiculous. I've lived in Hobart for 11 years now and my water bill has tripled in cost since first moving here. Am i getting my water from the Colorado River or Lake Michigan? I live maybe 5 or 6 miles from the shores of Lake Michigan and Jesus Christ why so expensive. You people on this commission better tell these (A--holes) enough is enough as far as rate increases every year. I'm retired and so is my wife and christis it hard making it from month to month with all these rate increase from the utilities that I pay into. NIPSCO and this stupid water company. You can only cut back so far on your utilities and then there is nothing except then to live either in a hole or a cave. Maybe that is what you want us consumers to do. If that's the case then you would be out of a job because then we couldn't pay your wages in taxes. Anyway - TELL THEM HELL NO!!! And be men about this. I expect an answer from you that will be for once in the Public's favor.

Daniels, Sandy

From: Jo Nellessen [jnelle00@msn.com]
Sent: Wednesday, August 10, 2011 3:10 PM
To: UCC Consumer Info
Subject: FW: Raise of Water Rates in Porter, IN 46304

cause # 44022 IURC

From: jnelle00@msn.com
To: uccinfo@ouccin.gov
Subject: Raise of Water Rates in Porter, IN 46304
Date: Wed, 10 Aug 2011 14:07:18 -0500

PLEASE, PLEASE, PLEASE

DON'T LET THEM RAISE OUR WATER RATES!!!!!!

In 2003 I was downsized from a major manufacturing company after 37 years of employment. I could not find any job for two years and I used up all of my severance and most of my life savings; I did not qualify for unemployment because I was receiving a small pension from the PGBC. After working for 6 more years at another international manufacturing company I was again downsized when they were sold. Again I did not receive unemployment because of the PGBC pension.

In 2003 my PGBC pension check covered my basic living expenses and I had about \$150 left; today, just to pay the monthly expenses I must deposit another \$200. In the past two months my housepayment has gone up by \$28 due to increase in property taxes and my nisco gas and electric has another raise which will require me to pay another approximately \$18.

I cannot find a job--at this rate I cannot pay my bills--when I am finished with gas, food, insurance, etc. I have \$57/mo to live on. It is now so bad that I have stopped refilling my medication and have started eating more junk food which is cheaper than fresh fruits and vegetables and lean meats. I can eat a can of pop and two donuts or a bag of popcorn and water for about \$3.00 for lunch--I am only 65 years old!!!! I should not have to live like this!

If you keep raising rates how can we live? I am not getting any cost of living raises so I CANNOT KEEP PAYING MORE FOR BILLS LIKE THIS.

NO ONE WILL HIRE SENIOR CITIZENS THAT ARE OVERQUALIFIED FOR KMART! I CANNOT FIND A FULL TIME JOB!

SOMEONE HAS TO STOP THIS BLEEDING.

LOOK AT THIS COMPANY---THEY HAVE RAISED THE RATES EVERY YEAR --CONSIDERABLY.

TELL THEM TO LOOK INTERNALLY AT COST SAVINGS AND AT THEIR BIG SALARIES!

HELP US PLEASE!!!!!!

From: BOB MCCOY [rmccoy@maultechnology.com]
Sent: Friday, August 12, 2011 6:08 AM
To: UCC Consumer Info
Subject: American Water Increase IURC Cause No. 44022

Categories: GJ Comments

Consumer Services Staff; Indiana Office of Utility Consumer Counselor,

Please submit this letter of opposition to the request for a rate increase. This will create a hardship for senior citizens as well as low income families.
I am not a subscriber to American Water but an elected official for the citizens of Winchester, Indiana.

How do you compare to the CEO of AMERICAN WATER WORKS CO INC.

Jeffrey E. Sterba's compensation could support 35 workers earning this salary and it could support 42 workers making the median income made in the US according to Bureau of Labor Statistics data.

| | |
|--|-------------|
| Salary | \$246,634 |
| Bonus | \$200,000 |
| Value of Stock Awards | \$308,618 |
| Value of Option Awards | \$311,741 |
| Non-Equity Incentive Plan Compensation | \$333,124 |
| Change in Pension Value and Deferred Compensation Earnings | \$0 |
| All Other Compensation | \$12,955 |
| Total | \$1,413,072 |

Recently American Water requested a 23.19 percent rate increase, this will cause residents of Winchester pay approx. \$8 more a month. I am at a loss to figure where people on fixed incomes and people struggling to put food on the table and pay book rent for their kids will come up with extra money. If you ask around raises are not something people see anymore, most are lucky to have jobs. I guess we can go to the hearings to oppose this, that is if you want to drive across the state and take a day off. I have listed the locations below so you can request a vacation day and find day care for your children.

Hearings will be held Wednesday at Shively Club North in West Lafayette; Thursday at Gary City Hall; and Aug. 29 at the Jeffersonville High School Auditorium.

It would be nice if a person could attend and accomplish something, but most will just say "their going to do it anyway why bother".

I have attached the information for comments by mail or email on this rate increase. I encourage you to do so and do not take the attitude that it will happen anyway. I will forward an email as well on behalf of the residents of Winchester. It would be nice if a person could attend and accomplish something, but most will just say "their going to do it anyway why bother".

Consumers throughout IAWC's service territories who are unable to attend a field hearing are encouraged to submit written comments to the OUCC. The OUCC accepts written comments by mail, fax and the Internet:

Mail: Consumer Services Staff; Indiana Office of Utility Consumer Counselor, 115 W. Washington St., Suite 1500 South; Indianapolis, IN 46204. Fax: (317) 232-5923. E-mail: uccinfo@oucc.IN.gov. OUCC website: www.IN.gov/OUCC.

From: Cheryl Moran [doxylady@bridgemail.com]
Sent: Sunday, August 14, 2011 3:10 PM
To: UCC Consumer Info
Subject: Water rates

Categories: GJ Comments

Due to the economy and the drought, we have tried to be conservative with water. Many people are. What good will it do, if rates go up. My water bill has gone up approx. \$30 in the last 3 years. Our usage is the same. We don't water our yard, plants, etc. We do laundry once a week. The more we try to save the more our rate goes up anyway. They are doing this to everyone, so why increase their rates?

We are opposed to a rate hike.

From: Mary Owens [owensma@earlham.edu]
Sent: Wednesday, August 17, 2011 9:54 AM
To: UCC Consumer Info
Subject: rate hike proposed by Indiana-American water

Categories: GJ Comments

I am writing to you to express my dismay and disapproval of yet another rate increase request by Indiana-American Water. We have faced steep increases for the past several years, and now they are asking for yet another because they say we are conserving too much water. How ridiculous.

They need to tighten their belts just like the rest of us are doing, and stop relying on customers for their company's profits. I can only see this as corporate greed at work. You must STOP approving these rate hikes. I cannot see how you can even think to do that. Their services are no better, they are not offering anything new that costs more to them or us. They maybe need to take a pay CUT like the rest of the country has had to do.

I would attend an open meeting, but they are never in this county. If it was, I am sure I would attend and loudly vocalize my thoughts.

Sincerely,

Mary Owens

--

Mary Owens
Coordinator, Japan Study Program
Earlham College
801 National Road West
Richmond, IN 47374
765-983-1224/765-983-1798 fax
owensma@earlham.edu
www.earlham.edu/~jpns
www.earlham.edu/~jpnstudies

From: Linda Hays [lahays@comcast.net]
Sent: Saturday, August 13, 2011 1:25 PM
To: UCC Consumer Info
Subject: Water Rate Increase Request

Categories: GJ Comments

As we have been encouraged, I try to be aware of ways within my environment to conserve water, not only from a conservation perspective, but also trying to reduce our water bill in this weak economy. Normally such a thing would be applauded, however, my efforts are now being clapped with a potential water rate increase. Since I have been trying to conserve I must ask, can Indiana American Water show us where they are conserving and/or cutting to save on budget dollars before asking for a rate increase?

I must admit I don't read or pay attention to everything that is published, so perhaps I've missed what would answer my question. I feel compelled to ask it because it seems most conscientious, caring families are now doing their best to help with the current situation in the world relative to the economy and environment. To me, it's only fair to ask IAW to look at their budget and make cuts, just like all other businesses and/or families are having to today to contend with the current economic situation.

Bottom-line: Show us that you're down to a bare-bones budget BEFORE you ask for a rate increase.

Thanks for listening.

Linda Hays
Richmond, Indiana

Daniels, Sandy

From: Kathleen Gunder [kgunder@co.wayne.in.us]
Sent: Tuesday, September 27, 2011 9:10 AM
To: UCC Consumer Info
Subject: OUCC CAUSE #44022

Follow Up Flag: Follow up
Flag Status: Flagged

Kathie Gunder

212 NW 20th St

Richmond, IN 47374

765-973-9317

kathie0802@hotmail.com

The Indiana Office of Utility Consumer Counselor

Indiana American Water Rate Case: **IURC Cause No. 44022**

115 W. Washington St., Suite 1500 South

Indianapolis, IN. 46204

Dear Sirs:

Considering Indiana American Water Co. (INAW) increased water rates in the Richmond area by 9.90% in 2007 and 19.45% in 2009, a proposed rate increase of nearly 6.00% in 2011 has raised concerns among local residents and businesses.

We conserve water and there's another rate increase request?!

The Richmond office of INAW has been responsive and has repeatedly offered up how much they have spent locally to maintain and improve local service. However, there has been no other financial operation data presented that would suggest another rate increase is necessary in order to balance the interests of investors, employees and rate payers.

Since INAW is owned by American Water Works Company (AWK), a publicly traded company, a review of AWK's 2010 Form 10-K revealed some rather interesting facts, such as (see attachment):

AWK's accumulated operating losses for the 3 year period 2007-2009 amounted to \$1 Billion, 138 million..... That's \$1,138,000,000!!!

1. During that same three (3) year period, Stockholder Dividends went from zero in 2007, to \$.40 in 2008 and \$.82 in 2009. The increase from '08 to '09 was 115%!
2. In 2010, AWK earned a \$268 million profit but immediately increased the dividend to \$.86, a 4.9% increase. Additionally, salaries and benefits increased \$63 million or 11.7% in 2010.

Based on items 2 & 3 above, it appears as though AWK is more interested in maintaining the lifestyles of their stockholders and employees than trying to show a little compassion for the Rate Payers in Richmond, Indiana, an economically stressed community.

We appreciate learning about the OUCC and the services you have to offer. Please plead our case before the IURC and ask the Commission to seek a fair balance between the interests of AWK's stockholders, employees and rate payers.

Thank you,

Kathleen J (Kathie) Gunder

AWK Statement of Operations

(in thousands except per share data)

| | 2007 | 2008 | 2009 | 2010 |
|------------|-------------|-------------|-------------|-------------|
| Revenue | \$2,214,215 | \$2,236,928 | \$2,440,703 | \$2,710,677 |
| Net Income | | | | |
| (Loss) | (\$342,275) | (\$562,421) | (\$233,083) | \$267,827 |

AWK Per Share Data

| | 2007 | 2008 | 2009 | 2010 |
|---------------|--------|--------|--------|------|
| Income (Loss) | (2.14) | (3.52) | (1.39) | 1.53 |
| Dividends | .00 | .40 | .82 | .86 |

AWK Salaries, Wages & Benefits

(In thousands)

| | 2009 | 2010 | +(-) |
|----------------|-----------|-----------|--------|
| Salary & Wages | \$391,074 | \$439,111 | +12.3% |

| | | | |
|-----------------|-----------|-----------|--------|
| Pension | 50,392 | 55,440 | +10.0% |
| Group Insurance | 77,102 | 84,387 | +9.4% |
| Other Benefits | 21,657 | 24,391 | +12.6% |
| Total | \$540,225 | \$603,329 | +11.7% |

Daniels, Sandy

From: Mauller, Laura [LauraMauller@catholichealth.net]
Sent: Tuesday, September 27, 2011 12:25 PM
To: UCC Consumer Info
Subject: No more increases please

Follow Up Flag: Follow up
Flag Status: Flagged

Considering Indiana American Water Co. (INAW) increased water rates in the Richmond area by 9.90% in 2007 and 19.45% in 2009, a proposed rate increase of nearly 6.00% in 2011 has raised concerns among local residents and businesses.

The Richmond office of INAW has been responsive and has repeatedly offered up how much they have spent locally to maintain and improve local service. However, there has been no other financial operation data presented that would suggest another rate increase is necessary in order to balance the interests of investors, employees and rate payers.

Since INAW is owned by American Water Works Company (AWK), a publicly traded company, a review of AWK's 2010 Form 10-K revealed some rather interesting facts, such as (see attachment):

1. AWK's accumulated operating losses for the 3 year period 2007-2009 amounted to \$1 Billion, 138 million.
2. During that same three (3) year period, Stockholder Dividends went from zero in 2007, to \$.40 in 2008 and \$.82 in 2009. The increase from '08 to '09 was 115%!
3. In 2010, AWK earned a \$268 million profit but immediately increased the dividend to \$.86, a 4.9% increase. Additionally, salaries and benefits increased \$63 million or 11.7% in 2010.

AWK is more interested in maintaining the lifestyles of their stockholders and employees than trying to show a little compassion for the Rate Payers in Richmond, Indiana, an economically stressed community.

-0-

Put your full name, address and email

Laura Mauller

5 south 27th street

Richmond, In 47374

Lauram5s27@comcast.net

The Indiana Office of Utility Consumer Counselor

Indiana American Water Rate Case: IURC Cause No. 44022

115 W. Washington St. Suite 1500 South

Indianapolis, IN 46204

Then send to OUCG by: fax to OUCG at 317.232.5923 or email to: uccinfo@oucc.IN.gov

- Indiana American Water Company (INAW) had originally asked for an overall increase of \$20.36 Million or 10.48% earlier this year. Recently the request for an increase was lowered to \$18.95 million or 9.7%.
- INAW has testified that it seeks the rate increase due to numerous capital improvements to treatment and distribution infrastructure throughout Indiana.
- Most of the communities where INAW is the water utility, they are on what is called Single Tariff Pricing. INAW would like for all the rates in the state to be the same. Several communities are already matched to STP, the remaining service communities are: Clarksville, Franklin, Seymour, Shelbyville, Summitville, Mooresville, Wabash, Winchester, Northwest Indiana, Warsaw and West Lafayette. The last two are seeing the largest increase from 41.99% to 61.33%.
- INAW is a publicly traded company; it does provide a dividend to shareholders quarterly. Publicly traded as AWK. (a Copy of AWK's 2010 SEC Form 10K will be available upon request)
- INAW last rate increase was approved in April 2010, however that filing was initiated for improvements in 2008 for various service territories around the state.
- All areas of INAW's service in Indiana will be affected by this increase.
- INAW has spent \$6.5 million in the last two years in Richmond. Improvements include, relocating water mains and hydrants, new meters, pumping, treatment and storage facilities.
- Richmond's increase would be 5.83%. For a typical residential user (using 4800 gallons a mo.) that would be an approximate increase of \$2.50.
- INAW does provide high quality water for its consumers. INAW does incur costs even if no water is used for operations and maintenance. Security costs are also a factor as well.
- INAW has been successful in most cases with the IURC in getting some increase in rates although usually not for the amount requested.
- Written testimony from any consumer of INAW must be received by Sept 28th and must include the cause number, name, address, daytime telephone number and or email to be submitted as testimony.
- Part of the increase proposed by INAW does include a conservation program which is a pilot program funded by INAW and other Indiana public water utilities in partnership with IURC and IDEM. (www.in.gov/idem)
- The Wayne County Area Chamber of Commerce is the only business membership organization in which sent a letter of concern about the impact of this increase to the local economy to the OUC.

Laura Mauller, BS, MT(ASCP)
Meditech Clinical Applications Analyst
Catholic Health Initiatives ITS-Denver
Ph: 765-977-1924
Fax 928-438-5739 Attn: Laura Mauller
LauraMauller@catholichealth.net

Daniels, Sandy

From: Rassjs5561@aol.com
Sent: Friday, September 23, 2011 8:40 AM
To: UCC Consumer Info
Subject: Indiana American Water Rate Case: IURC Cause No. 44022

Follow Up Flag: Follow up
Flag Status: Flagged

Sandy Seider
402 Sedgwick Street
Richmond, IN 47374
N/A at this time
Rassjs5561@aol.com

The Indiana Office of Utility Consumer Counselor
Indiana American Water Rate Case: **IURC Cause No. 44022**
115 W. Washington St., Suite 1500 South
Indianapolis, IN. 46204

Dear Sirs:

Considering Indiana American Water Co. (INAW) increased water rates in the Richmond area by 9.90% in 2007 and 19.45% in 2009, a proposed rate increase of nearly 6.00% in 2011 has raised concerns among local residents and businesses.

The Richmond office of INAW has been responsive and has repeatedly offered up how much they have spent locally to maintain and improve local service. However, there has been no other financial operation data presented that would suggest another rate increase is necessary in order to balance the interests of investors, employees and rate payers.

Since INAW is owned by American Water Works Company (AWK), a publicly traded company, a review of AWK's 2010 Form 10-K revealed some rather interesting facts, such as (see attachment):

1. AWK's accumulated operating losses for the 3 year period 2007-2009 amounted to \$1 Billion, 138 million..... That's \$1,138,000,000!!!
2. During that same three (3) year period, Stockholder Dividends went from zero in 2007, to \$.40 in 2008 and \$.82 in 2009. The increase from '08 to '09 was 115%!
3. In 2010, AWK earned a \$268 million profit but immediately increased the dividend to \$.86, a 4.9% increase. Additionally, salaries and benefits increased \$63 million or 11.7% in 2010.

Based on items 2 & 3 above, it appears as though AWK is more interested in maintaining the lifestyles of their stockholders and employees than trying to show a little compassion for the Rate Payers in Richmond, Indiana, an economically stressed community.

We appreciate learning about the OUCC and the services you have to offer. Please plead our case before the IURC and ask the Commission to seek a fair balance between the interests of AWK's stockholders, employees and rate payers.

Thank you,

Sandy Seider

AWK Statement of Operations
(in thousands except per share data)

| | 2007 | 2008 | 2009 | 2010 |
|-------------------|-------------|-------------|-------------|-------------|
| Revenue | \$2,214,215 | \$2,236,928 | \$2,440,703 | \$2,710,677 |
| Net Income (Loss) | (\$342,275) | (\$562,421) | (\$233,083) | \$267,827 |

AWK Per Share Data

| | 2007 | 2008 | 2009 | 2010 |
|---------------|--------|--------|--------|------|
| Income (Loss) | (2.14) | (3.52) | (1.39) | 1.53 |
| Dividends | .00 | .40 | .82 | .86 |

AWK Salaries, Wages & Benefits
 (In thousands)

| | 2009 | 2010 | +(-) |
|-----------------|-----------|-----------|--------|
| Salary & Wages | \$391,074 | \$439,111 | +12.3% |
| Pension | 50,392 | 55,440 | +10.0% |
| Group Insurance | 77,102 | 84,387 | +9.4% |
| Other Benefits | 21,657 | 24,391 | +12.6% |
| Total | \$540,225 | \$603,329 | +11.7% |

·Indiana American Water Company (INAW) had originally asked for an overall increase of \$20.36 Million or 10.48% earlier this year. Recently the request for an increase was lowered to \$18.95 million or \$9.7%.

·INAW has testified that it seeks the rate increase due to numerous capital improvements to treatment and distribution infrastructure throughout Indiana.

·Most of the communities where INAW is the water utility, they are on what is called Single Tariff Pricing. INAW would like for all the rates in the state to be the same. Several communities are already matched to STP, the remaining service communities are: Clarksville, Franklin, Seymour, Shelbyville, Summitville, Mooresville, Wabash, Winchester, Northwest Indiana, Warsaw and West Lafayette. The last two are seeing the largest increase from 41.99% to 61.33%.

·INAW is a publicly traded company; it does provide a dividend to shareholders quarterly. Publicly traded as AWK. (a Copy of AWK's 2010 SEC Form 10K will be available upon request)

·INAW last rate increase was approved in April 2010, however that filing was initiated for improvements in 2008 for various service territories around the state.

·All areas of INAW's service in Indiana will be affected by this increase.

·INAW has spent \$6.5million in the last two years in Richmond. Improvements include, relocating water mains and hydrants, new meters, pumping, treatment and storage facilities.

·Richmond's increase would be 5.83%. For a typical residential user (using 4800 gallons a mo.) that would be an approximate increase of \$2.50.

·INAW does provide high quality water for its consumers. INAW does incur costs even if no water is used for operations and maintenance. Security costs are also a factor as well.

·INAW has been successful in most cases with the IURC in getting some increase in rates although usually

I would ask the CEO, board of directors, and other leadership of Indiana American Water to explain to the median-income wage earners of West Lafayette, along with recent college graduates and the unemployed, how 40% rate increases followed by 60% rate increases for the basic life necessity of water is absolutely necessary, unavoidable, and a sustainable, compassionate, humanitarian way of doing business. A corporation's stock holders may be pleased by the profits reaped, but does this really benefit the Indiana American people that this company (based in New Jersey) should serve?

And if Indiana American Water argues that we have been paying less for water in the past than other cities, first, I would respond that that is one of the things our community has been proud of in the past—our austerity in keeping costs and taxes relatively low compared to other communities like Chicago or New York City or even other college towns like Palo Alto or Princeton. Second, I would respond that the higher rate class they desire to impose on us is not necessary, as evidenced by municipal water suppliers like the City of Lafayette, that provide safe drinking water for much less money.

I trust that our elected officials, our state government, and those who should be looking out for the interests of this community will take a step back and consider the ramifications of these and other such rate hikes on our community and all its citizens. Is one of our most precious resources—our community's water—being exploited by a greedy corporation that shows no concern for our declining incomes and budgets? Why were water rates so slow for so long, and now all of a sudden the young families of today are being asked to pay double, even triple, the cost for the basic life necessity of water?

In responding to rising costs of doing business, the answer is not another rate hike but rather efficiency, cost-cutting, frugality, and even competition in the market. I did not object when Indiana American Water raised my bill by 40% a year ago. I did the math and understood it was necessary to finance their new buildings and filtration in West Lafayette. There is a time to remain silent, and there is a time to speak. Now I feel the necessity to speak out, for I believe I am being robbed by a corporation that does not care about me, my wife, or my children. I am being asked to give this corporation the few remaining dollars I have every month to save for my children's future and to give up the middle-class lifestyle I have always enjoyed in Indiana so that Indiana American Water can improve their profits and sustain or boost their executive salaries.

I implore you to consider the plight of the middle class and the poor in Indiana. I ask you to deny outright this latest proposal by Indiana American Water and to let them know loud and clear that they should not come begging for major rate increases every 15 months. We depend on you to defend us from unjust oppressors like Indiana America Water is showing itself to be. Please help the people of Tippecanoe County and preserve our way of life as Hoosiers and loyal residents of central Indiana.

Sincerely yours,

Scott P. Siems

1424 W. Candlewick Lane
West Lafayette, IN 47906
scottsiems@frontier.com
(765) 497-6981

state regulatory commission better understands the impacts.

What will the impact of these water rate hikes be on our grocery stores and restaurants? How will these major water rate hikes affect our public and private swimming pools, including our municipal and high school pool? What will the impact be on the business and rental climate in West Lafayette in comparison with Lafayette? Even more importantly, what will the impact be on single mothers and single fathers struggling to provide for their children? What will the impact be on fixed-income senior citizens and the disabled? What will the impact be on our service workers who earn \$7.25 per hour (~ \$15,000 per year)? What will the impact be on indebted Purdue students who barely are able to stay afloat amidst a cost of living so much higher than just ten years ago?

What will be the impact on public health and sanitation when cash-strapped businesses may be reluctant to provide free restrooms and water to customers and when some residents may be forced to cut back on dishwashing, laundry, cleaning, and proper hygiene, in the face of skyrocketing water costs?

The low cost of living of West Lafayette has long set it apart from similar college towns in other states. This proposed water rate hike obviously will not enhance the affordability of our community. Furthermore, a community that grows increasingly polarized between "the haves and the have-nots" becomes ripe for discord and growing crime. It is easy to become complacent and think that our relatively low crime rate is guaranteed to last forever, but sadly it is not. I have lived in other places in Illinois, Florida, and North Carolina, and I have always felt the safest in West Lafayette. I hope that this will remain the case in the future. Rate increases for basic necessities like water disproportionately affect those with lower and middle incomes. An extra \$20 to \$50 per month for water amounts to \$20 to \$50 less per month for many families to spend on food, shoes for their children, books, or saving up for a bicycle, a car, or a college education. And impoverished children often are easier targets for gang recruitment.

Too often, people are short-sighted and just think it is only a few dollars more, but consider if electricity rates go up 60%, and then gas is \$6 a gallon, and then phone rates go up 60%. These hyperinflationary levels of increase are unsustainable for the majority of our household, business, school, and government budgets, and they are destructive to the quality of life of the citizens of West Lafayette. We may have little control over the cost of gasoline, but we should possess significant control over the water that surrounds us in Tippecanoe County. Regardless of the potential benefits of this rate increase, the benefits are not worth the costs to our families and to our community.

I ask you to consider not just the immediate consequences of this rate increase, but to look forward five or ten years down the road. Human beings cannot live without water; water is fundamental to our human existence. Thus, whenever any citizen is in danger of losing his or her access to affordable water, this should raise a red flag to those responsible for maintaining the peace, prosperity, and unity of our community. How long will it be until families in West Lafayette making only \$18,000 or \$35,000 a year must spend thousands of dollars a year for water? What will be the effect of such increasing financial hardship on our city's low crime rate, which is already facing increasing crime? Ten years from now will residents be stealing water, even tapping into the "hose bibs" on the outside of homes to the further financial loss of residents? If children in Chicago murder for a pair of shoes, won't some be inclined to steal our water, too? When water eats up an ever increasing percentage of household budgets, will there not eventually be an increase in impoverished conditions in our community accompanied by increased crime?

7000 gallons of usage, which includes the charges for water, sewer, storm water, and fire hydrant fees. Under Indiana American Water, we already pay about \$40 per month just for water. And in my neighborhood we already pay about \$48 per month for sewer. So if the City of Lafayette can provide water to its residents at a lower cost than we are even now paying, we ought to be looking at alternatives that will lower our bills, not raise them even higher, and we ought to be questioning what Indiana American Water is doing with all our money.

If a citizen or business desires to invest in capital improvements or a new building, they either will save up for several years or decades or take out a 30-year mortgage. When we consider the up to \$30-40 million in improvements Indiana American Water states it is investing in new infrastructure and buildings in the West Lafayette area, this size of rate hike seems totally unnecessary, unless they are attempting to recoup their costs in a very short period of time. And if this is the case, will they propose a 60% rate cut after they have paid off their new buildings? I don't think so. In fact, because they are a publicly-traded company they could offset these new costs in other ways than just through rate hikes. The more likely explanation seems to be that they are seeking to maximize their corporate profits at the costs of Indiana families. And these rate hikes disproportionately harm children and families with children. A family of 4, 5, or 10 people must use a lot more water than the "average customer" of 1 or 2; yet, these household incomes are often equal to or less than the family of 1 or 2.

Like other corporate investor-owned businesses, Indiana American Water seems to be prospering while many, many Americans are struggling from the greatest economic downturn since the Great Depression. For most citizens, wages and salaries are stagnant or even falling, while the cost of healthcare skyrockets and basic necessities like food, toilet paper, and gas are inflating at a rate few alive today have ever experienced. Yet, corporate CEOs, hedge fund managers, and corporations are reaping great profits at the expense of the American consumer. For some, retirement funds may benefit for now, but for all of us, our cost of living is increasing. For the poor and middle class, these price increases are far more harmful. If Indiana American Water needs a 60% increase in their income from West Lafayette, should not the West Lafayette police officers, firefighters, teachers, and grocery store clerks demand a 30-60% increase in their pay? Of course, this seems laughable, as few of us can even hope for 1.6% pay increases, especially during these budget-cutting times. Yet, somehow this out-of-touch corporation believes they should be given special treatment.

Indiana American Water might argue in response that the preservation and improvement of our water quality is worth any cost. However, we must be reasonable. Our community could benefit from dramatically improved student-to-teacher ratios and increased police patrols, but few citizens would be willing or able to pay for a 30-60% budget increase every 2-3 years to achieve this ideal. Price increases of 30-60% are not sustainable when incomes are stagnant or even declining. Even if our incomes increased 5 or 10% a year, every large increase in the water rate means that lower and middle income households must cut elsewhere or assume greater and greater debt, which eventually has disastrous consequences for them, our banking system, and our community. Indiana American Water should be forced to make do with less, as our families, most companies, school districts, and municipalities in Indiana are doing. On the contrary, they are pursuing a very different path.

Who holds Indiana American Water accountable? If the increasingly impoverished residents of Tippecanoe County, facing lower wages and a higher cost of living, were in charge of these building projects, would they find ways to do business cheaper and keep costs lower? Most of those making salaries of \$100,000 to \$1,000,000 or more a year don't understand how these types of rate increases affect the average household in central Indiana. We hope that our

From: Scott Siems [scottsiems@frontier.com]
Sent: Saturday, June 04, 2011 8:41 AM
To: UCC Consumer Info
Subject: Indiana American Water West Lafayette Rate Increase Proposal

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: GBS Comments

June 4, 2011

Dear Indiana Office of Utility Consumer Counselor and Indiana Regulatory Commission,

I am writing to appeal the recent proposed rate increase by Indiana American Water for residents of West Lafayette. I am a homeowner in Tippecanoe County in an unincorporated area of West Lafayette (i.e., outside the city limits of West Lafayette) in Wabash Township. Our neighborhood is serviced by Indiana American Water and subject to their latest proposed water rate increase of 60%.

I have always known West Lafayette to be a wonderful residential community, known for its low crime, low unemployment, and relatively low cost of living. While this rate increase will adversely affect me and my family, I am even more concerned by its negative effect on our community as a whole. Sustainability of the environment and clean water is very important, and I acknowledge that water corporations must respond to recent escalations in commodity prices and deteriorating infrastructure. However, sustainability of people, families, and communities is also important. And a 60 percent proposed rate hike following last year's 30 to 40 percent rate hike for water—an element essential to the sustenance of our human existence—is an outrageous, draconian, hyper-inflationary proposal that should be rejected flatly.

To begin, I question the mathematical honesty of Indiana American Water, as reported by the *Journal and Courier*, which stated that the last proposed increase of 42.55% was only approved at 30.47%. My family of five has a minimum monthly usage of 7000 gallons of water. It is true that the "Customer Service Charge" on our bill increased from \$10.10 to \$13.20 after the latest rate hike, amounting to an increase of about 30.5%. However, our total bill, including fees and taxes, increased from \$28.04 to \$39.03 for the same water usage of 7000 gallons, which amounts to an increase of about 39.19%. For those with higher usage, the percent increase may be even more for the total water bill. Thus, West Lafayette residents should question whether their actual bill will actually increase even more than 60% if the full increase were to be approved. On top of the water charges on the bill, there is a "distrib system improv charge," "pub f/s mo surchg Indiana," and the "Indiana Gross Retail Tax," all of which, rise with the increased rates. This means that if you approve this massive rate hike, we will be paying over double the state sales tax and other fees we paid just two years ago. Yet, even this will not help the State of Indiana, because consumers like us will be forced to cut back on other purchases of items like cars and clothing.

Despite Indiana American's claim that it needs another massive rate hike, the *Journal and Courier* reported that the City of Lafayette has not raised its rates since 2001. The Utility Billing Office for the City of Lafayette provided me with a current estimate of about \$50 for

INDIANA UTILITY REGULATORY COMMISSION PUBLIC FIELD HEARING

CAUSE NO 44022

Aug 17, 2011
Submitted at West
Lafayette PFH - 

PETITION OF INDIANA-AMERICAN WATER COMPANY, INC. FOR AUTHORITY TO INCREASE ITS RATES AND CHARGES FOR WATER AND SEWER UTILITY SERVICE AND FOR APPROVAL OF NEW SCHEDULES OF RATES AND CHARGES APPLICABLE THERETO

If you would like to comment for the record in this cause you must complete this form. Oral and /or written testimony is welcome (both carry equal consideration).

(PLEASE PRINT)

NAME: Thomas E Johnson

ADDRESS: 1400 North Salisbury

PLEASE PROVIDE THE NAME OF ANY FIRM OR ASSOCIATION YOU ARE REPRESENTING:

myself

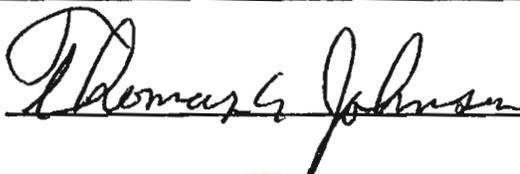
DO YOU WISH TO VERBALLY TESTIFY? (Circle one) YES NO

I OFFER THE FOLLOWING WRITTEN TESTIMONY:

(You may make both written and oral comments)

I have been a resident / customer since 1944. When the water company was a locally owned business there were no catastrophic rate increases since a foreign business bought the company there has been nothing but talk of increasing rates. The present company is investor owned. Investors have the opportunity to choose their investments. I do not have the opportunity to choose my

ADDITIONAL COMMENTS MAY BE PLACED ON THE BACK OF THIS SHEET

Signature:  Date 17 Aug 2011

Comments provided in this cause are considered public records pursuant to the Indiana Access to Public Records Act (Indiana Code 5-14-3-1, et seq.).

water supplier. I do not benefit from the
companies expansion. I get not return
for the companies expansion. The water quality
was always been good, how does it get better?

The American Water Company has a history
of asking for large increases usually saying that
they have to show a profit for their investors.
As I said before, investors have a choice - I don't.
Investors take risks, I depend on the commission
to protect my rights/expectations. I feel no
need to provide a return for someone else's
investment.

Email Tom Elmer-Johnson@earthlink.net

Daniels, Sandy

44022

From: Web Form Poster [jblea2@frontier.com]
Sent: Thursday, May 19, 2011 10:07 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Title: Mr.
First Name: Joe
Last Name: Leaman
Email: jblea2@frontier.com
Street Address: 3051 Decatur St.
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)463-5706 ext.
Type: home
No Phone Service:
Case Number:

Comments: I am writing regarding the requested 60% increase in water rates by Indiana American Water Company. I think this is totally unreasonable, irresponsible, and borders on criminal for a company that has a monopoly for West Lafayette water supply to even consider such an increase. Especially since they just had a 23% increase in 2009. They are making the excuse of "Improvements"; however, if they were not a monopoly company they would never get by with such an increase. Competition would take them over. I feel that the Commission must pressure Indiana American Water Co. to not make this absurd increase. For reference, Lafayette water rates are one half of what West Lafayette NOW pays for water. Thank you for your time

Danlels, Sandy

44022

From: Web Form Poster [afssadmin@ai.org]
Sent: Tuesday, May 24, 2011 10:14 AM
To: UCC Consumer Info
Subject: website complaint form inquiry

Name: Linda S Trapp
Email: trapp_linda@yahoo.com
Address: 250 E Vicksburg Ln
City: W Lafayette
State: IN
Zip: 47906
County of Residence: Tippecanoe
Phone: 765-427-8043
Work Phone:
Cell/Other Phone:
Best time to contact you: 9-5
Utility Company: Indiana American Water Co Account in Your Name?: Yes Whose Name is on the Bill?:
Does the account use the address noted above?: Yes

If not, what address appears on the bill?:

Please describe your problem: This is about Case No44022 involving raising my water bill.

Have you contacted the utility?: Yes

What has the utility done?:

What would you like the OUCC to do?: Please do not approve the rate increase of our water. W Lafayettecustomers are already charged 2.25 times the Lafayette community ischarged. We also are charged \$48/mo to American Suburban Utilitiesfor sewage. I am living on a fixed income and cannot afford thisincrease. Maybe someone should check on the incomes of the managementteam. I know a few of them, and they living very extravagantly.

Ok to share your information?: Yes

44022

To Whom It May Concern:

I am responding to the rate increase on our water. It seems to me by the time every one and everything takes a bite out of us tax payers there won't be enough left of us to live on, much less take a bath, do laundry, buy \$4.00/gallon gas, groceries, just to name a few.

I'm a widow and live on social security. I'm sure I'm not the only one. 60% increase is greedy and unacceptable.

Phyllis Mow
3501 Soldiers Home Road
West Lafayette, IN 47906

A handwritten signature in cursive script that reads "Phyllis Mow". The signature is written in black ink and is positioned below the typed name and address.

NOV 19 PM 1:43

Daniels, Sandy

44022

From: UCC Consumer Info
Sent: Tuesday, August 09, 2011 11:06 AM
To: Daniels, Sandy
Cc: Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:bmayer@westlafayette.in.gov]
Sent: Tuesday, August 09, 2011 9:48 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mrs.
First Name: Betty
Last Name: May
Email: bmayer@westlafayette.in.gov
Street Address: 3011 Rosewood Drive
City: West Lafayette
State: IN
Zip: 47906
Phone: (765)775-5167 ext.
Type: work
No Phone Service:
Case Number: Indiana American Water Co.

Comments: With my husband currently unemployed, the proposed 61% rate increase to the water bills for West Lafayette, IN residents would hurt tremendously. I fully understand that increases will happen and are needed, but when you are trying to salvage your home, you do not need another increase in an already stretched budget. If my husband goes back overseas to work, how do you justify such an increase when there is only one person living in the home? Please do not approve this increase. Thank you.

From: S Epping [two29ers@comcast.net]
Sent: Wednesday, September 28, 2011 6:30 AM
To: UCC Consumer Info
Subject: West Lafayette Water Rate Hike

Categories: GJ Comments

This is a memo of concern with the issues regarding the West Lafayette, Indiana water rate hike ----

I understand this issue is at hand this week and I hope it is not too late to voice my residential opinion.

We live on a fixed income - retired - veteran - senior citizen and at the age of 80 years old - I have not had a raise in my simple wage in sometime. And yet the Water Utility company wants to give West Lafayette yet another water rate hike - this is the second one in less than one year. Where will this utility increase stop..... ???

I am hoping the Utility Company will listen to the residents on this issue.

Thank you,

**Paul Epping
3043 Goddard Court
West Lafayette, IN 47906**

MOORESVILLE CONSOLIDATED SCHOOL CORPORATION
EDUCATION CENTER
11 W. CARLISLE STREET, MOORESVILLE, INDIANA 46158
TELEPHONE: (317) 831-0950
FAX: (317) 831-9202
www.moorevilleschools.org



Brad K. Lindsay, SUPERINTENDENT

Dr. Larry Moore, ASSISTANT SUPERINTENDENT

September 28, 2011

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 West Washington Street, Suite 1500 South
Indianapolis, IN 46204

RE: Cause No. 44022

Dear Sir,

Please consider not increasing Mooreville Consolidated School Corporation's water usage rate. The proposed increase rate during these fiscal times will hinder the optimal learning we can provide the students we are privileged to serve.

Assuming an average monthly water usage of \$741,000 each year, the monthly cost to Mooreville Consolidated School Corporation would be as follows:

| Year | Monthly Usage | Difference | Yearly Difference |
|------|---------------|------------|-------------------|
| 2004 | \$1,930 | | |
| 2008 | \$2,192 | +\$262 | +\$3,144 |
| 2010 | \$2,107 | -\$85 | -\$1,020 |
| 2012 | \$2,911 | +\$804 | \$9,648 |

Proposed---

The proposed increase would be a net increase of \$981 per month from 2004 to 2012 with \$804 or 82% of that between 2010 and 2012.

The Mooreville Consolidated School Corporation would like to appeal this increase due to the following reasons:

- School funding has been steadily decreasing from 2004 to present
- We are in deficit spending at this time
- Utility costs are paid from our General Fund which will cause undue stress on this critical fund
- Probability of losing \$400,000 funding from the state during the 2012 school year

We feel that this proposed increase would cause an added financial hardship for the Mooreville Consolidated School Corporation. We are requesting your help in serving all the students of all the people of the great community of Mooreville, Indiana. Providing a quality education has never been more important or more challenging in these fiscally distressed times.

Thank you for prayerfully considering our request for your help.

Respectfully,

Brad Lindsay
Superintendent

Sep 26 11 04:20a

p. 1

Vernice Meadows
2324 Pierce Street
Gary, IN 46407
September 26, 2011

Consumer Service Staff, Indiana
Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 S
Indianapolis, IN 46204

Regarding IURC - Cause No. 44022

I am strongly opposed to Indiana American Water water rate increase. Consumers already pay a \$19.45 Customer Service Charge, a Distribution System Improvement Charge and a Bimonthly surcharge in addition to the water charge. People are struggling to pay their water bill now, what will happen if rates keep increasing? Please do not allow this increase.

Sincerely,



Vernice Meadows

Daniels, Sandy

From: VERNICE MEADOWS [vernice@meadows@sbcbglobal.net]
Sent: Monday, September 26, 2011 4:44 AM
To: UCC Consumer Info
Cc: s3@iga.in.gov

Follow Up Flag: Follow up
Flag Status: Completed

Vernice Meadows
2324 Pierce St.,
Gary, IN 46407

September 26, 2011

Consumer Service Staff, Indiana
Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 S
Indianapolis, IN 46204

Regarding IURC - Cause No. 44022

I am strongly opposed to Indiana American Water water rate increase. Consumers already pay a \$19.45 Customer Service Charge, a Distribution System Improvement Charge and a Bimonthly surcharge in addition to the water charge.

People are struggling to pay their water bill now, what will happened if rates keep increasing?

Please do not allow this increase.

Sincerely,

Vernice Meadows

Daniels, Sandy

From: Phil Quinn [philipmquinn@gmail.com]
Sent: Tuesday, September 20, 2011 5:35 AM
To: UCC Consumer Info
Subject: Indiana American Water Rate Case: IURC Cause No. 44022

Follow Up Flag: Follow up
Flag Status: Flagged

I am against the proposed Indiana American Water rate increase because,

Considering Indiana American Water Co. (INAW) increased water rates in the Richmond area by 9.90% in 2007 and 19.45% in 2009, a proposed rate increase of nearly 6.00% in 2011 has raised concerns among local residents and businesses.

The Richmond office of INAW has been responsive and has repeatedly offered up how much they have spent locally to maintain and improve local service. However, there has been no other financial operation data presented that would suggest another rate increase is necessary in order to balance the interests of investors, employees and rate payers.

Since INAW is owned by American Water Works Company (AWK), a publicly traded company, a review of AWK's 2010 Form 10-K revealed some rather interesting facts:

1. AWK's accumulated operating losses for the 3 year period 2007-2009 amounted to \$1 Billion, 138 million.
2. During that same three (3) year period, Stockholder Dividends went from zero in 2007, to \$.40 in 2008 and \$.82 in 2009. The increase from '08 to '09 was 115%!
3. In 2010, AWK earned a \$268 million profit but immediately increased the dividend to \$.86, a 4.9% increase. Additionally, salaries and benefits increased \$63 million or 11.7% in 2010.

AWK is more interested in maintaining the lifestyles of their stockholders and employees than trying to show a little compassion for the Rate Payers in Richmond, Indiana, an economically stressed community.

Thank you for including this with other testimony,

Phil Quinn
37 South 13th St. Richmond, IN 47374
philipmquinn@gmail.com

Daniels, Sandy

From: Jack Davidson [jpdavidson3914@att.net]
Sent: Thursday, September 08, 2011 3:01 PM
To: UCC Consumer Info
Subject: Indiana American Water rate case : IURC Cause #44022

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Counselor: (OUCC)

In response to the invitation to comment on the about subject I submit the following:

Any business taking on expansion and making improvements are going to incur additional cash outlay, whether, through cash on hand or loans.

This is understandable. My concern would be that there would be complete transparency by the Indiana American Water Co., and that none of the rate increase money would be used for salary and/or bonuses. Also, how much of their accumulated funds are they using?

I guess the bottom line here is to have them show (itemized list, if you will) how and where the money will be spent. Are they making a profit from the present customers, which I would presume they are or they wouldn't be in business? Therefore, would it not be reasonable to raise the rate for those to whom get the improvements? If someone in a neighboring town gets improvements and my town doesn't--- should I have to contribute? My town is not improved by it! Every business that takes on expansion has to accept most of the cost of that expansion. Let them show where they are using their own money before asking the consumer to pay for their projects.

Thank you for considering my comments.

Respectfully yours,

Jack Davidson
3914 Jewett Ave.
Highland, Indiana
46322

Daniels, Sandy

From: lance@richmondartmuseum.org
Sent: Thursday, September 22, 2011 8:19 AM
To: UCC Consumer Info
Subject: No to water rate hike.

Hello,

Considering Indiana American Water Co. (INAW) increased water rates in the Richmond area by 9.90% in 2007 and 19.45% in 2009, a proposed rate increase of nearly 6.00% in 2011 has raised concerns among local residents and businesses.

The Richmond office of INAW has been responsive and has repeatedly offered up how much they have spent locally to maintain and improve local service. However, there has been no other financial operation data presented that would suggest another rate increase is necessary in order to balance the interests of investors, employees and rate payers.

Since INAW is owned by American Water Works Company (AWK), a publicly traded company, a review of AWK's 2010 Form 10-K revealed some rather interesting facts, such as (see attachment):

AWK's accumulated operating losses for the 3 year period 2007-2009 amounted to \$1 Billion, 138 million.

During that same three (3) year period, Stockholder Dividends went from zero in 2007, to \$.40 in 2008 and \$.82 in 2009. The increase from '08 to '09 was 115%!

In 2010, AWK earned a \$268 million profit but immediately increased the dividend to \$.86, a 4.9% increase. Additionally, salaries and benefits increased \$63 million or 11.7% in 2010.

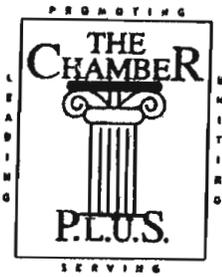
AWK is more interested in maintaining the lifestyles of their stockholders and employees than trying to show a little compassion for the Rate Payers in Richmond, Indiana, an economically stressed community.

Please hear the voice of Richmond and its surrounding area when we say that it would be a gross mistreatment of hardworking people to continue this hike of prices, especially given the aforementioned facts.

Thank you,

Lance Crow

**WAYNE COUNTY AREA
CHAMBER OF COMMERCE**
500 South A Street, Suite 2
Richmond IN 47374
765.962.1511 fax: 765.966.0882
www.wcareachamber.org



August 16, 2011

David Stippler
Director
Indiana Office of Utility Consumer Counselor
PNC Center
115 West Washington Street
Suite 1500 South
Indianapolis, IN 46204

Dear Director Stippler:

On behalf of the Wayne County Area Chamber of Commerce, its Board of Directors and 550 members, I would like to offer our perspective on the pending Indiana American Water Company request for a rate increase.

While we understand the need for the utility to maintain a certain rate of return to assure consumers of a safe, ample supply of quality water, the recent history of increases appears to be moving in the opposite direction of all the economic benchmarks for the broader economy.

Approved increases at the state level of 20% in 2007, 38% in 2009 and a pending request of 10.48% now, all show a disturbing trend. Residential, commercial and industrial consumers have had no choice but to manage their budgets with dwindling resources. They do not have the option of a third party guaranteeing them a certain rate of return or a predictable revenue stream.

Perhaps most concerning is what appears to be a contradictory argument that one reason for the proposed increase is the success of conservation efforts, yet a portion of the proposed increase will be dedicated to enhance the funding for conservation programs. While we all recognize the importance of protecting and conserving our natural resources, we do not believe the consumer at any level should be financially penalized through increased rates for their efforts.

We would urge you to give serious consideration to the fairness of the request given the economic uncertainties that we all are facing and provide a balance between return on investment and funding for conservation when determining what amount of an increase is justifiable.

Sincerely,

Angie Dickman
Chair

AUG 17 PM 12:25

2011 Platinum Partners

FIRST BANK
RICHMOND

Doing great things together

**WEST End
BANK, S.B.**
"Home is a Distinctive Style of Banking"

2011 Gold Partners

BELDEN
SENDING ALL THE RIGHT SIGNALS

EARLHAM



**Reid Hospital
& Health Care Services**



2011 Silver Partners

Boston Bever Klinge
Cross & Chidester

Centerstone

Dewco Performance Center

First Merchants Bank

Old National Bank

Primex Plastics

Summit Computer Systems, Inc.

US Bank

Wayne Bank & Trust Co.

Wells Fargo Advisors

AUG 19 PM 2:38

August 18, 2011

David Stippler
Director
Indiana Office of Utility Consumer Counselor
PNC Center
115 West Washington Street
Suite 1500 South
Indianapolis, IN 46204

Dear Director Stippler:

As an owner of several rental properties, on the street where I live, I am struggling already to provide decent housing to a population that cannot afford a rental increase. These are historical properties that have been multi-family since the 70's "energy crisis" and exist only because they were subdivided during that tough economical time. This year alone I will be paying around \$6,000.00 in water for 5 houses. These units do not have laundry facilities. The outdoor faucets for these properties have been shut off, so there is no watering of any lawns or the washing of any cars. The usage is virtually **all for personal consumption and hygiene.**

These houses have been purchased after being vacated and foreclosed. Although my payments and taxes have now been adjusted to reflect the present lower market values, it is still a struggle to maintain reasonable rents with the continued increase in utilities. I offer a clean, safe environment largely to a population who's income is fixed and they cannot otherwise afford to purchase and own a house of their own. They also choose to stay away from large, institutional style government subsidized housing to live in a neighborhood community. I also serve young married couples with children. Without subsidies, the utilities consume nearly everything and I already make no profit conscientiously serving this population. Further increases would jeopardize my ability to maintain my properties and my services.

I urge you to look deeper into the request for the water utility increase and see if salaries and other expenses are continuing to rise at a rate ahead of the other wages in this downward trending economy. This company should be instead looking to make the painful budget cuts that every other government and private industry must make during this time of monetary and resource conservation.

I assure you that I represent a much larger population of residents, homeowners, and business property owners. I strongly urge you to decline their request for the increase.

Sincerely,



Ardene Schoeffler
326 North 11th Street, #1
Richmond, IN 47374

(765) 966-3930 or email aschoeff@alumni.iu.edu

June 29, 2011

Mr. A. David Stippler
Indiana Utility Consumer Counselor
Indiana Office of the Utility Consumer Counselor
115 West Washington Street - #1500 South
Indianapolis, IN 46204

Dear Mr. Stippler:

This letter is in regard to the recent notice of the Indiana American Water company's filing for a rate increase with the IURC.

In June of 2009, I wrote a letter to the IURC objecting to Indiana American Water's request for an increase at that time, but an increase was allowed, and a hefty one it was. My bill dated May 24, 2010 shows a customer service charge of \$5.33; the next billing, dated July 26, 2010 shows a customer service charge of \$19.45. The "customer service charge" is now greater than my water usage. Enough is enough.

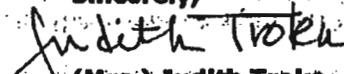
It is time for the water company to look to itself for the monies required for infrastructure repairs and so-called maintenance. It is their responsibility to anticipate these needs in advance and manage their revenues and put aside profits accordingly. The very nature of their business is to provide a public water supply that is safe and in good condition so as not to undermine the health and property of the areas it serves. Their routine requests for rate increases are an insult, especially in this economy.

Further, it is Indiana American's responsibility, as a public utility with no competitors, to examine their own overhead and how they are spending their profits. Why do they need another increase only two years after getting a 30% increase? This was a huge boost to their revenues and I don't know of any of my neighbors who have enjoyed a 30% increase in their income during the last two years. In fact, the opposite is true. For the most part, people are experiencing loss of jobs plus a rise in the cost of living.

In addition to the above, when I look at the water company's bills for the last two years, I am suspicious of their accuracy. The water company doesn't know when I'm out of town, or for how long, but I do and their usage figures don't tally. Neither does the water company know my habits regarding laundry, dishwasher use, or lawncare. I also find it odd that some bills show two separate charges for water usage, with no explanation. As a final observation, it is my belief that over the last couple of years our water quality has diminished in that it is harder than it used to be. I've been aware for quite some time that water spots and mineral build-up is faster and heavier than ever before. While the water company sends out regular notices to customers about the limits of its responsibilities regarding line maintenance and water quality, they have no qualms about asking for rate increases. I can assure you that, in my neighborhood, I have only seen the water company crews when a main line has exploded. This is a repair. In the 20+ years I've lived here, I have never witnessed "maintenance" where infrastructure was being updated to avoid interruption of service or damage to property. So what exactly has Indiana American been doing with all the years of profits it has collected from its captive audience?

I do hope you will pursue with great enthusiasm the denial of a rate increase this time around for Indiana American. I'm not the only one who is watching.

Sincerely,



(Mrs.) Judith Troka
2647 West 60th Drive
Merrillville, IN 46410

5 PM 12/7/08

7 Lakeshore Drive
Clarksville, IN 47129
August 17, 2011

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St. Suite 1500 South
Indianapolis, IN 46204

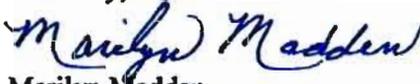
To Whom It May Concern:

I am extremely displeased with the rate increase proposal made by the Indiana America Water Company. The proposed rate increase has been made at a time when the citizens of Indiana have been asked to tighten their belts, and deal with cuts in every service area. As a Senior Citizen, I live on a fixed income, and have to make ends meet. Our city and county governments have been hit hard by cuts in funding, many people are still unemployed and families are losing their homes.

We have all had to make significant cuts in our monthly budgets to survive the current economic woes. The Indiana American Water Company needs to make similar adjustments. I am unimpressed with the rationale for these increases. I have had to make home repairs, adjust to increases in the cost of medicine, medical care, food and gasoline without an increase in income. The Indiana American Water Company needs to realize that the individuals, families, schools, businesses and local governments in our state simply cannot afford increases to our utility bills. Maybe they need a few Senior Citizens to show them how to survive in the current economic climate.

Please continue to advocate for the citizens of Indiana, and deny this rate increase.

Sincerely,


Marilyn Madden

AUG 30 AM 11:17

Larry Weis
2391 Maxwell Drive
West Lafayette IN 47906
(765) 464-3125

August 22, 2011

Indiana Office of Utility Consumer Counselor
115 W. Washington Street
Suite 1500 South
Indianapolis IN 46204

RE: Indiana American Water Company (IAWC) rate case
IURC Cause No. 44022
I am a customer of the utility
My comments are on my own behalf

ATTENTION: Consumer Services

Dear Sir:

Among other new expenses, the IAWC built and equipped a new \$33.5 million water treatment facility. This was done without legally obtained input from consumers regarding prospective costs for the improvements.

Money was loaned to IAWC to cover the project's construction.

The financial institution loaning IAWC the project money would have required proof from the IAWC that the loan could be paid in a timely manner.

Since the Indiana Utility Regulatory Commission (IURC) did not provide the IAWC any such assurance, at least in a public forum, the IAWC should not have used prospective unauthorized rate increases as the payment method. Such a claim from the IAWC would have been illegal.

If a commission member contacted the lender to offer such assurance, that action would have been illegal.

A few years ago, IAWC requested a 60% rate increase. IAWC was given a 30% increase which went into effect this year. Now the IAWC is back for more. The current 61.33% increase request means that the first request of 60% was incorrect because the actual increase would now be 97% from the original amount. Could the IAWC have been that inaccurate just two years ago? Were they promised another 30% this year by the IURC, but are asking for 61.33% so that settling for 30% would not look so bad?

It is beyond reasonable odds that, if the current IAWC request is approved as is, the city of West Lafayette would go from the lowest water rate to the highest, and that the highest rate appears to be the same for 20 cities. What are the odds of a legitimate calculation of rates for 20 cities all being the same—exactly the same—at \$45.01 (average)?

This entire scenario should be investigated for criminality on the part of either IAWC or the IURC or both.

Utilities do not have the right to increase major expenditures without IURC approval. If this was done, the behavior is criminal. If the truth wasn't forth-

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W Washington St., Suite 1500
S. Indianapolis, IN 46204

Re: IURC Cause No. 44022

To Whom it may concern:

It seems like "custom" that businesses raise rates in a timely manner however it does seem like there is no concern it causes on the consumer who is getting hit constantly by utility , grocery, gas, and tax raises.

You may say that costs are rising therefore we must raise prices but the only increases noticeable is the CEO who gets a larger raise or a larger retirement pension. People forget where they came from and stick it to the middle class.

I'm totally against yet another raise hike for Indiana American. Learn to live within their means like I have to.

Sincerely,

Margaret Shery
2545 Fern Street
Portage, IN 46368

Daniels, Sandy

From: chahensel@comcast.net
Sent: Tuesday, August 16, 2011 2:54 PM
To: UCC Consumer Info
Subject: rate increase

Follow Up Flag: Follow up
Flag Status: Flagged

The economy is in the toilet, most of us are on a fixed income, or have not had an increase in our wages since the bottom fell out back in 2008; can someone tell me where are suppose to get the money to pay this increase. You have already added an \$18 service charge on the no one can explain . The water in Gary was drinkable from the tap with no extra filtration, now it is totally undrinkable without filtration or boiling. The service and the product are worse and all you do is increase the rate. I thought that people who normally do this use a gun, this is robbery.

Daniels, Sandy

From: Lawrence Whalen [gwhalen@patriotphonebooks.com]
Sent: Tuesday, September 20, 2011 6:08 PM
To: UCC Consumer Info
Subject: Proposed Water Increase By

Attention:

The Indiana Office of Utility Consumer Counselor

Indiana American Water Rate Case: IURC Cause No. 44022

115 W. Washington St. Suite 1500 South

Indianapolis, IN 46204

Per:

Mr. & Mrs. Whalen Account#10-0781347-8 (Colleen Burch) AKA: Mrs. Colleen Whalen & Mr. Lawrence Eugene Whalen Jr

417 Kinsey Street

Richmond, In. 47374

gwhalen@patriotphonebooks.com

OUCG,

We are writing this as a family to voice our concerns and disagreement with the proposed rate increase by INAW, below is a list of many of our concerns as a community, business owners and as a family. We have lived in Richmond all of our lives and as I am aware rate increases for businesses is sometimes a must, however INAW has had several rate increase over the last few years. With these increase yes some work has been done key word being some, I believe though from the looks of thing more work has been done to ensure stock holders and CEO are receiving pay increases in dividends or salary's. As everyone in the USA is aware our economy has been suffering and jobs are no longer paying top wages to the middle class men and woman of America. But corporate America is still seeking other ways of taking more money out of the pockets of the same mid class people that are struggling to make ends meet as things currently are in today's economy. So we as the Whalen family are asking you to deny this rate increase totally not allowing even a percentage of the increase to go through, as a business man myself I have not seen the cost justification to allow another increase in such a short amount of time since the last large rate increase other then to increase Stock Holders dividends and CEOs Salaries. Not to mention that AWK reported record profits last year:

1. In 2010, AWK earned a \$268 million profit but immediately increased the dividend to \$.86, a 4.9% increase. Additionally, salaries and benefits increased \$63 million or 11.7% in 2010.

From: joanmnelson@live.com on behalf of Joan Nelson [joanmnelson@sbcglobal.net]
Sent: Monday, June 20, 2011 12:35 PM
To: UCC Consumer Info
Cc: Mayor West Lafayette
Subject: water rates for West Lafayette, IN

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: GBS Comments

why are our water rates going up so high? I cannot afford this. I am a single parent. thanks.

Joan Nelson
847-609-8517

Pondo-George-44022.txt
From: Web Form Poster [geopenpo2@att.net]
Sent: Monday, August 22, 2011 11:05 AM
To: UCC Consumer Info
Subject: Website Contact Form

Follow Up Flag: Follow up
Flag Status: Completed

Categories: GJ Comments

Title: Mr.
First Name: George
Last Name: Pondo
Email: geopenpo2@att.net
Street Address: Freedom Cir N.
City: Crown Point
State: IN
Zip: 46307
Phone: (219)663-4612 ext.
Type: home
No Phone Service:
Case Number: Indiana American Water
Comments: I know that all of our expenses are increasing but not all of us
have increasing
incomes to pay for a 6.19 % increased water bill. This company just recieved a water
rate increase
in 2010.

SEP 26 PM 1:23



September 22, 2011

David Stippler
Director
Indiana Office of Utility Consumer Counselor
PNC Center
115 West Washington Street
Suite 1500 South
Indianapolis, IN 46204

Dear Director Stippler:

On behalf of Reid Hospital and Health Care Services, its Board of Directors, our patients and customers, I would like to offer our perspective on the pending Indiana American Water Company request for a rate increase.

While we understand the need for the utility to maintain a certain rate of return to assure consumers of a safe, ample supply of quality water, the recent history of approved increases appears to be moving in the opposite direction of the economic benchmarks for the broader economy. Approved increases for IAW at the state level of 20% in 2007, 38% in 2009 and a pending request of 10.48% for 2011, show a disturbing trend. Increasing rates almost 70% in 4 years should not be allowed for any utility just to hold the bottom line profit for its investors.

Health care, along with residential, commercial, and industrial consumers have had no choice but to manage their budgets with dwindling resources. There is no option of a third party guaranteeing these consumers a certain rate of return or a predictable revenue stream.

High unemployment rates, higher fuel costs, and higher costs for food along with increased utility costs have impacted our community. Declining reimbursement for health care providers from insurance companies and government agencies are impacting the health care industry across the country and at the local level. All of these increases continue to have an impact to health care costs.

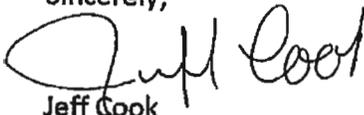
Perhaps the most concerning issue IAW has given for this proposed rate increase appears to be the contradictory argument highlighting the success of conservation efforts, and yet a portion of the proposed increase will be dedicated to enhance the funding for conservation programs. This seems to be a double edged penalty for users like Reid that have embraced water conservation guidelines by installing fixtures that utilize less water than standard fixtures. For example our new campus utilizes low flow laminar faucets and shower heads, toilets that are 1.3 gallons per flush and we have installed more efficient equipment that utilizes less water in an effort to save this valuable resource that is provided by your company. Reid has and will continue to require the use of these types of fixtures for current renovation projects and buildings.

The proposed increase will penalize consumers and communities already burdened with economic uncertainty by increasing costs now and establish a fund to pay for water conservation in the future. This appears to be a contradiction that IAW should be granted the proposed increase because of past conservation efforts and lower profits.

While we recognize the importance of protecting and conserving our natural resources, we do not believe that consumers at any level should be financially penalized through increased rates for their efforts in conservation.

We would urge you to give serious consideration to the fairness of the request given the economic uncertainties that we all are facing and provide a balance between return on investment and funding for conservation when determining what amount of an increase is justifiable.

Sincerely,



Jeff Cook

Director of Engineering
Reid Hospital and Health Care Services
1100 Reid Parkway
Richmond, IN
47374

Thursday, September 22, 2011

Diana J. Pappin
521 Southwest 20th Street
Richmond, IN 47374
765-966-2656w/765-966-4989h
djpappin@gmail.com

SEP 26 PM 1:17

The Indiana Office of Utility Consumer Counselor
115 W. Washington St. Suite 1500 South
Indianapolis, IN 46204

Ref: Indiana American Water Rate Case: IURC Cause No. 44022

As a Richmond Common Council woman I want to ask that you consider carefully the case before you.

Our City employees have not had a pay raise for three years and are not likely to get a raise soon. Health care expenses, gasoline prices and cost of basic necessities have all increased. In order to meet the cuts in our revenue budget we have initiated the spousal carve out, another expense to our employees. A little increase here, a big increase there in household expenses and no additional income, this is a problem. This small increase that has been proposed is just another crack in the dyke that is crumbling for so many of the residents in our area.

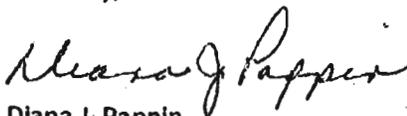
I couldn't help but notice in one report that I have that AWK salaries, wages and benefits went up 11.7% in one year with most of that being increase in salary and wages. I wish our City employees had received that increase also; but they didn't.

Our community has one of the highest unemployment rates and any type of increase in basic necessities makes life that much harder for everyone.

I do appreciate that we have good, clean water and I don't want that to change but perhaps a little longer than every two years for an increase would be advisable especially since it was almost a 20% increase in 2009.

The citizens have listened, we have conserved and reduced our water usage; we should not be penalized for that.

Sincerely,



Diana J. Pappin
Richmond Common Council

August 19,2011

In reference to IURC cause no. 44022,

I am writing in regards to Indiana American Waters request for a rate increase. It seems everytime they upgrade something which I thought was a business expense. The water company wants it's paying customers me to pay for it.

In the last 10 years my water bill has doubled. Then in the newspaper they said Indiana Water wants to raise our bills 300% within a few years starting in 2009 to cover new lines in Gary, Indiana and a few other places.

I can't afford to water my lawn and bushes and trees anymore. Some bushes are wilted right now and my grass is thin and some limbs on the trees are dead.. I am a senior citizen 64 years old.

So as you can see I am not for a rate increase at this time.

Sincerely,

Homer Lee Fortner

2146 Kennedy St.

Portage, In. 46368

Daniels, Sandy

44022

From: UCC Consumer Info
Sent: Tuesday, July 05, 2011 10:13 AM
To: Daniels, Sandy
Cc: Swinger, Anthony
Subject: Consumer comment -44022

Importance: High

-----Original Message-----

From: Web Form Poster [mailto:rod.liv@comcast.net]
Sent: Saturday, July 02, 2011 10:01 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Rod
Last Name: Livingston
Email: rod.liv@comcast.net
Street Address: 3143 Forest Drive
City: Richmond
State: IN
Zip: 47374
Phone: (765)960-5626 ext.
Type: mobile
No Phone Service:
Case Number: 44022

Comments: Indiana American Water is crying about lost revenue, but they brag about how profitable they are in investor relations presentations - a 30% increase in revenue in the first quarter over 2010. A whole section of the company is devoted to pressuring for rate increases in every state. Because they have investors, they must constantly show more profit (without an increase in volume of product.) There is something seriously wrong here!

Danlels, Sandy

44022

From: Web Form Poster [grammyglenda4@comcast.net]
Sent: Friday, May 20, 2011 6:48 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Ms.

First Name: Glenda

Last Name: Buchanan

Email: grammyglenda4@comcast.net

Street Address: 1500 Roundtable Drive

City: West Lafayette

State: IN

Zip: 47906

Phone: (765)491-2298 ext.

Type: mobile

No Phone Service:

Case Number: 44022

Comments: Please do not raise water bills by the huge proposed hike. We, the customers, pay the paychecks of water company employees.

Please do all you can to be reasonable about this, reasonable and FAIR.

Daniels, Sandy

44022

From: UCC Consumer Info
Sent: Tuesday, August 09, 2011 3:08 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC Cause No. 44022

From: Richard & Mary Ann Huttlinger [mailto:drhutt@comcast.net]
Sent: Tuesday, August 09, 2011 11:10 AM
To: UCC Consumer Info
Subject: IURC Cause No. 44022

Indiana American Water's Request for rate increase:

This is to inform you of my many attempts to get an answer from IAW on the following question regarding my current water rate:

Why am I being charged an average of \$33 every two months more because I have a 1" meter versus many neighbors who have a 5/8" meter. This represents an annual additional expense of almost \$200 just because of the meter size, which doesn't affect the overall water usage? Part of this increase is associated to "fire protection" or the cost of the fire hydrants in my area – the fire departments are not connecting their equipment to my meter to fight any possible fires.

I have never received an answer to this question, and it seems very unfair to me. Since I have lived in my current home (4 ½ years) I have paid \$900 more just because of the difference in my meter size.

This needs to be addressed in the current public hearings concerning Indiana American Water's request for a rate increase.

Thank You!

Richard Huttlinger
215 Edgewood Dr
Valparaiso, IN 46385
Ref: IURC Cause No. 44022