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November 16, 2007

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VIA HAND DELIVERY

PUCO

Ms. Renee Jenkins
Public Utilities Commission of Ohio
Administration/Docketing
180 East Broad Street, 13th Floor
Columbus, OH 43215-3793

Re: Case No. 07-252-WS-UNC
Ohio American Water Company
Stipulation Page No. 9, ¶9 11 B *vi* and *vii*; and

Dear Ms. Jenkins:

Pursuant to the Commission's March 7, 2007 Opinion and Order in Case No. 06-433-WS-AIR, Ohio American Water Company ("Ohio American") submits for filing its compliance with the Stipulation and Recommendation, page 9, paragraph 11 B *vi* and *vii* and page 20 paragraph 18 L. Paragraph 11 B *vi* and *vii* pertain to the submission of quarterly, rolling 12-month average unaccounted-for-water reports desegregated by each of the Ohio American systems and remedial reports for the districts where the rolling average is above 15%.

Also attached is a summary chart, which lists the unaccounted-for-water rates for each of the Ohio American Districts. The chart also indicates those districts in which a non-revenue remedial report has been submitted. Lastly attached are copies of the third quarter unaccounted-for-water reports and the non-revenue remedial plans.

If you have any questions, please call me at the number listed above.

Sincerely,

Sally W. Bloomfield

Enclosures

cc: Parties of Record (w/Enclosure)

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OHIO AMERICAN WATER COMPANY
THIRD QUARTER UNACCOUNTED FOR WATER REPORTS
Pursuant to Stipulation p. 9 ¶11(B)(vi) and (vii)¹

OAWC District	2 nd Quarter Levels	Non-Revenue Remediation Plan
Ashtabula	17.5%	✓
Blacklick	24.2%	✓
Huber Ridge	23.1%	✓
Lake Darby	10.3%	✓
Timberbrook	9.1%	✓
Worthington Hills	5.9%	✓
Lake White	7.3%	✓
Lawrence County	10.6%	✓
Marion	24.3%	✓
Mansfield	10%	✓
Madison	15.3%	✓
Beechcrest	6.5%	✓
East Aurora	27.4%	
Tiffin	7.9%	✓

¹ The stipulation requires OAWC to provide a copy of the quarterly reports to OCC and the cities of Tiffin and Marion.

**UNACCOUNTED-FOR-WATER REPORTS
FOR
THIRD QUARTER 2007**

By

**OHIO AMERICAN WATER COMPANY
Systems**

Ohio American Water Company
Ashtabula District

Year 2007

Quarter	Month	Water Delivery [Gallons]	UFW %	Avg Daily Flow [Gallons]	High Flow [Gallons]	Date of High Flow	Low Flow [Gallons]	Date of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	167,073,000	13.6%	6,389,000	6,201,000	01/30/07	4,897,000	01/07/07	0	12817
	2	177,935,000	14.4%	6,355,000	6,973,000	02/23/07	5,483,000	02/03/07	0	12857
	3	188,677,000	15.0%	6,086,000	6,938,000	03/11/07	5,367,000	03/31/07	0	12867
	4	160,569,000	17.5%	5,352,000	5,983,000	04/23/07	2,368,000	04/02/07	0	12855
	5	183,832,000	19.3%	5,930,000	6,488,000	05/31/07	5,351,000	05/04/07	0	12852
2	6	192,616,000	19.8%	6,421,000	6,872,000	06/27/07	5,878,000	06/05/07	0	12852
	7	187,220,000	19.0%	5,883,000	7,793,000	07/09/07	5,984,000	07/28/07	0	12851
3	8	188,702,000	18.6%	6,585,000	7,128,000	08/03/07	5,983,000	08/20/07	0	12859
	9	191,761,000	20.4%	6,392,000	6,975,000	09/04/07	5,789,000	09/16/07	0	12806
	10								0	
4	11								0	
	12								0	
2007										
Avg		183,153,889	17.5%	6,154,889	6,816,778		5,231,111		0	28917
High		197,220,000	20.4%	6,983,000	7,793,000	07/09/07	5,984,000		0	12892
Low		160,569,000	13.6%	5,352,000	5,983,000		2,368,000	04/02/07	0	12806

**Ohio American Water Company
Ashtabula District**

Quarter # 1

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	251
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 2

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	400
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 3

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	682
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Ashtabula District

Routine (Annual/Semi-Annual) Flushing Information
Year 2007 Quarter: 1

Was the system flushed this quarter? _____
Begin Date: _____ End Date: _____ Yes: _____ No: _____
Notification Date: _____
If yes: _____
Notification Method: _____
☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Was the system flushed this quarter? _____
Begin Date: _____ End Date: _____ Yes: _____ No: _____
Quarter: 2
Notification Date: _____
If yes: _____
Notification Method: _____
☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Was the system flushed this quarter? _____
Begin Date: 8/26/2007 End Date: 10/10/2007 Yes: _____ No: _____
Quarter: 3
Notification Date: 8/26/07-10/10/2007
If yes: _____
Notification Method: _____
☒ Newspaper
☐ Sign Posting
☒ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Was the system flushed this quarter? _____
Begin Date: _____ End Date: _____ Yes: _____ No: _____
Quarter: 4
Notification Date: _____
If yes: _____
Notification Method: _____
☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

In the process. Will complete in October

Year	Quarter	Street Address	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Boil Order Issued by
2007	2	7249 Regal	N Kingsville	4/4/2007	Planned	Main Break	0	am	04/04/07	pm	Door Hanger & In Person
2007	2	W 9th @ Thayer	Ash City	4/7/2007	Planned	Removed Hydrant	0	am	04/07/07	am	Not Needed
2007	2	Rt 20 & Dickenson	Ash Twp	4/16/2007	Planned	Install Hydrant	10	am	04/16/07	pm	Door Hanger & In Person
2007	2	5907 Westington Blvd	Ash City	4/18/2007	Unplanned	Service Leak	0	am	04/19/07	pm	Not Needed
2007	2	103 Ross	Ash City	4/23/2007	Planned	Service Leak	1	am	04/25/07	pm	In Person
2007	2	3109 School	Kingsville	4/24/2007	Planned	Main Break	0	am	04/24/07	pm	Not Needed
2007	2	2817 Columbus	Ash Twp	4/24/2007	Planned	Main Break	0	am	04/30/07	pm	Not Needed
2007	2	E 48th & Dwight	Ash City	4/25/2007	Unplanned	Main Leak	0	am	05/02/07	am	Not Needed
2007	2	Walnut & Myrtle	Ash City	5/4/2007	Planned	Leaking Valve	0	pm	05/04/07	pm	Not Needed
2007	2	4411 Diane	N Kingsville	5/9/2007	Planned	Service Leak	0	pm	05/11/07	am	Not Needed
2007	2	3315 N Ridge E	Ash Twp	5/14/2007	Unplanned	Main Break	0	am	05/15/07	pm	Not Needed
2007	2	2604 Cook Rd	Ash Twp	5/16/2007	Unplanned	Leaking Clamp	0	pm	05/22/07	am	Not Needed
2007	2	1412 Perryville	Ash Twp	5/19/2007	Unplanned	Main Break	0	am	05/18/07	pm	Not Needed
2007	2	739 Old Prospect	Ash City	5/20/2007	Planned	Service Leak	0	pm	05/21/07	pm	Not Needed
2007	2	5425 N Ridge E	Ash City	5/22/2007	Unplanned	Service Leak	0	pm	05/23/07	pm	Not Needed
2007	2	5661 Donna	Ash Twp	5/23/2007	Planned	Service Leak	0	am	05/25/07	am	Not Needed
2007	2	W 6th	Kingsville	5/29/2007	Unplanned	Water Sitter	1	am	06/04/07	am	In Person
2007	2	Manuba & Lake	Ash City	6/4/2007	Unplanned	Service Leak	0	pm	06/04/07	pm	Not Needed
2007	2	2511 Highland Circle	Ash Twp	6/9/2007	Planned	Main Break	9	pm	06/13/07	am	Door Hanger & In Person
2007	2	3018 Blake	Ash City	6/13/2007	Planned	Main Break	0	pm	06/14/07	pm	Not Needed
2007	2		Ash Twp	6/15/2007	Planned	Service Leak	12	am	06/15/07	pm	Door Hanger & In Person

Year 2007

Street Address	1792 W 7th
Political Subdiv	Ash City
Date of Break/ Outage	7/2/07
General Type	Unplanned
Specific Type	Service Leak
Number of Services Affected	1
Time Became Aware	am
Date Problem Resolved	7/2/07
Time Problem Resolved	am
Boil Order Issued by	Not needed

Street Address	5832 Dranger
Political Subdiv	Saybrook
Date of Break/ Outage	7/5/07
General Type	Unplanned
Specific Type	Service Leak
Number of Services Affected	0
Time Became Aware	am
Date Problem Resolved	7/5/07
Time Problem Resolved	pm
Boil Order Issued by	Not needed

Street Address	2398 S Alton
Political Subdiv	Ash Twp
Date of Break/ Outage	7/4/07
General Type	Planned
Specific Type	Main Break
Number of Services Affected	19
Time Became Aware	am
Date Problem Resolved	7/4/07
Time Problem Resolved	pm
Boil Order Issued by	Don't Hanger & In Person

Street Address	1737 S Prospect
Political Subdiv	Ash Twp
Date of Break/ Outage	7/4/07
General Type	Unplanned
Specific Type	Service Leak
Number of Services Affected	1
Time Became Aware	pm
Date Problem Resolved	7/5/07
Time Problem Resolved	am
Boil Order Issued by	Not needed

Street Address	4807 Oakton
Political Subdiv	Ash City
Date of Break/ Outage	7/4/07
General Type	Unplanned
Specific Type	Main Break
Number of Services Affected	10
Time Became Aware	pm
Date Problem Resolved	7/4/07
Time Problem Resolved	am
Boil Order Issued by	Don't Hanger & In Person

Street Address	4807 Oakton
Political Subdiv	Ash City
Date of Break/ Outage	7/4/07
General Type	Unplanned
Specific Type	Main Break
Number of Services Affected	10
Time Became Aware	pm
Date Problem Resolved	7/4/07
Time Problem Resolved	pm
Boil Order Issued by	Don't Hanger & In Person

Street Address	411 W 40th
Political Subdiv	Ash City
Date of Break/ Outage	7/7/07
General Type	Planned
Specific Type	Main Break
Number of Services Affected	8
Time Became Aware	am
Date Problem Resolved	7/7/07
Time Problem Resolved	pm
Boil Order Issued by	Not needed

Street Address	3713 Blake
Political Subdiv	Ash Twp
Date of Break/ Outage	7/9/07
General Type	Unplanned
Specific Type	Main Break
Number of Services Affected	15

**Ohio American Water Company
Ashtabula District**

**Quarter # 2
2007**

**Total Customer Contacts
3986**

Customer Services

	Inquiries	Complaints
Account Information	1654	
Bad Debt/Bankruptcy	200	
Bill Adjustment	205	
Bill Information/Format	150	
Consumption	0	
Customer Notices	13	
Customer Service Staff	0	
Disconnection for Non-Pay	0	
Final Service	361	
General Information	13	
New Service	358	1
NSF Check	0	
Payment Arrangements	75	
Rates	0	
Reconnection Non-Pay	231	
Service Order Appointment	612	
Other: Customer Service	12	
Total	3884	1

Water Service

	Inquiries	Complaints
Disconnection for Repairs		
Main Breaks	25	
Mark Water Lines/Line Inspect	0	
Restoration	30	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	55	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	0	
Meter Repair/Leak	0	
Meter Replacement	0	
Others: Metering	0	
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	22	
Hardness		
Low Pressure	25	
Odor		
Particles in Water		
Scum/Oil in Water		
Taste		
Other: Water Quality		
Total	47	0

**Ohio American Water Company
Ashtabula District**

Quarter # 1

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	251
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 2

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	400
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 3

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	682
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

**Ohio American Water Company
Franklin County District
Blacklick Water System**

Year **2007** **PWSID** **2502412**

Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	21.000	24.1%	0.677	0.791	01/28/07	0.575	01/04/07	0
2	21.105	23.7%	0.754	0.999	02/25/07	0.605	02/02/07	0
3	21.227	23.8%	0.685	0.817	03/04/07	0.557	03/23/07	0
4	21.219	23.0%	0.707	0.855	04/17/07	0.628	04/20/07	0
5	23.619	24.1%	0.762	1.134	05/12/07	0.526	05/13/07	1
6	23.599	23.8%	0.787	0.928	06/17/07	0.681	06/22/07	0
7	24.492	24.3%	0.790	0.891	07/22/07	0.692	07/13/07	0
8	24.786	24.6%	0.800	0.898	08/19/07	0.736	08/23/07	0
9	24.102	26.7%	0.803	0.947	09/03/07	0.708	09/27/07	0
10								0
11								0
12								0
Avg	22.794	24.2%	0.752					0
High	24.786	26.7%	0.803	1.134	05/12/07			1
Low	21.000	23.0%	0.677			0.526	05/13/07	0

PWSID 2502412

Year

Quarter # 1

Street Address	3781 Tylor
Political Subdiv	Madison Township
Date of Break/ Outage	2/17/2007
General Type	main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	2/20/2007
Time Problem Resolved	AM
Boll Order issued by	
Street Address	3200 Noe-Bixby
Political Subdiv	Madison Township
Date of Break/ Outage	2/26/2007
General Type	main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	2/27/2007
Time Problem Resolved	PM
Boll Order issued by	
Quarter #2	NONE
Quarter #3	NONE
Quarter #4	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boll Order issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boll Order issued by	

Ohio American Water Company
Franklin County District
Blacklick Water System

Year

2007

PWSID

2502412

Routine (Annual/Semi-Annual) Flushing Information

Quarter # 1

Was the system flushed this quarter?

Yes:

☐

No:

☒

Begin Date:

End Date:

Notification Date:

If yes:

Notification Method:

- ☐ Newspaper
- ☐ Sign Posting
- ☐ Radio
- ☐ Bill Insert
- ☐ Marquee
- ☐ Other

Quarter # 2

Was the system flushed this quarter?

Yes:

☒

No:

☐

Begin Date:

17-Apr

End Date:

19-Apr

Notification Date:

10-Apr

If yes:

Notification Method:

- ☐ Newspaper
- ☒ Sign Posting
- ☐ Radio
- ☒ Bill Insert
- ☐ Marquee
- ☐ Other

Quarter # 3

Was the system flushed this quarter?

Yes:

☐

No:

☒

Begin Date:

End Date:

Notification Date:

If yes:

Notification Method:

- ☐ Newspaper
- ☐ Sign Posting
- ☐ Radio
- ☐ Bill Insert
- ☐ Marquee
- ☐ Other

Quarter # 4

Was the system flushed this quarter?

Yes:

☐

No:

☐

Begin Date:

End Date:

Notification Date:

If yes:

Notification Method:

- ☐ Newspaper
- ☐ Sign Posting
- ☐ Radio
- ☐ Bill Insert
- ☐ Marquee
- ☐ Other

Quarter # 4

0

Metering

	Inquiries	Complaints
Estimating		
Meter Reading		
Meter Repair/Leak		
Meter Replacement		
Others: Metering		
Total	0	0

	Inquiries	Complaints
Discolored Water		
Hardness		
Low Pressure		
Odor		
Particles in Water		
Scum/Oil in Water		
Taste		
Other: Water Quality		
Total	0	0

	Inquiries	Complaints
Disconnection for Repairs		
Main Breaks		
Mark Water Lines/Line Inspect		
Restoration		
Service line leak		
Water Sampling		
Others: Water Service		
Total	0	0

Quarter # 1	
Disconnections	
With 14 Days Notice	
Non-Payment	134
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3	
Disconnections	
With 14 Days Notice	
Non-Payment	284
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2	
Disconnections	
With 14 Days Notice	
Non-Payment	216
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4	
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Franklin County District
Blacklick Wastewater System

Year 2007

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity
1	1	1.442	3.160	1/15/2007	0.895	1/4/2007	20
	2	0.897	1.353	2/25/2007	0.732	2/12/2007	2
	3	1.763	3.143	3/15/2007	0.989	3/12/2007	26
2	4	1.005	1.372	4/1/2007	0.820	4/20/2007	3
	5	0.809	1.075	5/12/2007	0.594	5/13/2007	0
	6	0.727	0.826	6/2/2007	0.632	6/14/2007	0
3	7	0.685	0.795	7/31/2007	0.598	7/2/2007	0
	8	0.691	0.875	8/22/2007	0.594	8/14/2007	0
	9	0.701	0.830	9/9/2007	0.562	9/19/2007	0
4	10						
	11						
	12						

Totals	8.730						51
Avg	1.000						
Max	0.911	3.160	01/15/07				
Min	1.791				0.562	09/19/07	

**Ohio American Water Company
Franklin County District
Blacklick Wastewater System**

Year 2007

Quarter # 1

Collection Main Cleaning

No X If yes:

Date: **Location:** **Cleaning Method**
☐ Jet
☐ Pig
☐ Other

Quarter # 2

Collection Main Cleaning

No X If yes:

☐ Jet

Quarter # 3

Collection Main Cleaning

No X If yes:

☐ Pig
☐ Other

Date: **Location:**

☐ Jet
☐ Pig
☐ Other

Date: **Location:**

☐ Jet
☐ Pig
☐ Other

Date: **Location:**

☐ Jet
☐ Pig
☐ Other

Date: **Location:**

☐ Jet
☐ Pig
☐ Other

Ohio American Water Company
Franklin County District
Blacklick Wastewater System

Year

2007

Manhole Inspection Program

Quarter 1

Number of Manholes Inspected this quarter

20

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes X No ☐

If yes:

Street Add. 5227 Harbor Blvd
Date/Time of Backup 2/2/2007
Blockage Cause: Grease
Date/Time Resolved: 2/2/2007

Political Subdivision:
of Customers Affected:
Repair Means:
Madison Township
0
Jet Unit

Street Add. 3349 Latonia Court
Date/Time of Backup 3/15/2007
Blockage Cause: grease
Date/Time Resolved: 3/15/2007

Political Subdivision:
of Customers Affected:
Repair Means:
Madison Township
0
Jet Unit

Street Add. 3349 Latonia Court
Date/Time of Backup 3/20/2007
Blockage Cause: grease
Date/Time Resolved: 3/20/2007

Political Subdivision:
of Customers Affected:
Repair Means:
Madison Township
0
Jet Unit

Street Add. 3381 Latonia Court
Date/Time of Backup 3/23/2007
Blockage Cause: grease
Date/Time Resolved: 3/23/2007

Political Subdivision:
of Customers Affected:
Repair Means:
Madison Township
0
Jet Unit

Number of Manholes Inspected this quarter

20

Were there any Sewerage Backups this Quarter?

Yes X No ☐

If yes:

Street Add. 3381 Latonia Court
Date/Time of Backup 5-Apr
Blockage Cause: Grease
Date/Time Resolved: 5-Apr

Political Subdivision:
of Customers Affected:
Repair Means:
Madison Township
1
Jet Unit

Street Add. 3291 Beachworth Court
Date/Time of Backup 4/24/2007
Blockage Cause: grease
Date/Time Resolved: 4/24/2007

Political Subdivision:
of Customers Affected:
Repair Means:
Madison Township
0
Jet Unit

Number of Manholes Inspected this quarter

Were there any Sewerage Backups this Quarter?

Yes X No ☐

If yes:

Street Add. 3381 Latonia Court
Date/Time of Backup 9/7 & 9/14
Blockage Cause: Grease
Date/Time Resolved: 9/7 & 9/14

Political Subdivision:
of Customers Affected:
Repair Means:
Madison Township
1
Jet Unit

Street Add. 5227 Harbor Blvd
Date/Time of Backup 9/5/2007
Blockage Cause: grease
Date/Time Resolved: 9/5/2007

Political Subdivision:
of Customers Affected:
Repair Means:
Madison Township
0
Jet Unit

Street Add.	3746 Tylor Road	Political Subdivision:	Madison Township
Date/Time of Backup	4-Sep	# of Customers Affected:	1
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	4-Sep		
Street Add.	3233 Latonia Road	Political Subdivision:	Madison Township
Date/Time of Backup	9/20/2007	# of Customers Affected:	1
Blockage Cause:	grease	Repair Means:	Jet Unit
Date/Time Resolved:	9/20/2007		
Street Add.	3892 Signal Road	Political Subdivision:	Madison Township
Date/Time of Backup	28-Sep	# of Customers Affected:	1
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	28-Sep		
Street Add.	3233 Latonia Road	Political Subdivision:	Madison Township
Date/Time of Backup	8/15/2007	# of Customers Affected:	1
Blockage Cause:	grease	Repair Means:	Jet Unit
Date/Time Resolved:	8/15/2007		

Number of Manholes Inspected this quarter

Were there any Sewerage Backups this Quarter?

Yes ☐

No ☐

If yes:

**Ohio American Water Company
Franklin County District
Blacklick Wastewater System**

Year 2007

Manhole Inspection Program

Quarter # 1 Number of Manholes Inspected this quarter

20

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☒ X

No ☐ □

If yes:

Street Add. 5227 Harbor Blvd
Date/Time of Backup 2/2/2007
Blockage Cause: Grease
Date/Time Resolved: 2/2/2007

Political Subdivision: Madison Township
of Customers Affected: 0
Repair Means: Jet Unit

Street Add. 3349 Latonia Court
Date/Time of Backup 3/15/2007
Blockage Cause: grease
Date/Time Resolved: 3/15/2007

Political Subdivision: Madison Township
of Customers Affected: 0
Repair Means: Jet Unit

Street Add. 3349 Latonia Court
Date/Time of Backup 3/20/2007
Blockage Cause: grease
Date/Time Resolved: 3/20/2007

Political Subdivision: Madison Township
of Customers Affected: 0
Repair Means: Jet Unit

Street Add. 3381 Latonia Court
Date/Time of Backup 3/23/2007
Blockage Cause: grease
Date/Time Resolved: 3/23/2007

Political Subdivision: Madison Township
of Customers Affected: 0
Repair Means: Jet Unit

Quarter # 2 Number of Manholes Inspected this quarter

20

Were there any Sewerage Backups this Quarter?

Yes ☒ X

No ☐ □

If yes:

Street Add. 3381 Latonia Court
Date/Time of Backup 5-Apr
Blockage Cause: Grease
Date/Time Resolved: 5-Apr

Political Subdivision: Madison Township
of Customers Affected: 1
Repair Means: Jet Unit

Street Add. 3291 Beachworth Court
Date/Time of Backup 4/24/2007
Blockage Cause: grease
Date/Time Resolved: 4/24/2007

Political Subdivision: Madison Township
of Customers Affected: 0
Repair Means: Jet Unit

Quarter # 3 Number of Manholes Inspected this quarter

Were there any Sewerage Backups this Quarter?

Yes ☒ X

No ☐ □

If yes:

Street Add. 3381 Latonia Court
Date/Time of Backup 9/7 & 9/14
Blockage Cause: Grease
Date/Time Resolved: 9/7 & 9/14

Political Subdivision: Madison Township
of Customers Affected: 1
Repair Means: Jet Unit

Street Add. 5227 Harbor Blvd
Date/Time of Backup 9/5/2007
Blockage Cause: grease
Date/Time Resolved: 9/5/2007

Political Subdivision: Madison Township
of Customers Affected: 0
Repair Means: Jet Unit

Street Add. 3746 Tylor Road
Date/Time of Backup 4-Sep
Blockage Cause: Grease
Date/Time Resolved: 4-Sep

Political Subdivision: Madison Township
of Customers Affected: 1
Repair Means: Jet Unit

Street Add. 3233 Latonia Road
Date/Time of Backup 9/20/2007
Blockage Cause: grease
Date/Time Resolved: 9/20/2007

Political Subdivision: Madison Township
of Customers Affected: 1
Repair Means: Jet Unit

Street Add. 3892 Signal Road
Date/Time of Backup 28-Sep
Blockage Cause: Grease
Date/Time Resolved: 28-Sep

Political Subdivision: Madison Township
of Customers Affected: 1
Repair Means: Jet Unit

Street Add. 3233 Latonia Road
Date/Time of Backup 8/15/2007
Blockage Cause: grease
Date/Time Resolved: 8/15/2007

Political Subdivision: Madison Township
of Customers Affected: 1
Repair Means: Jet Unit

Quarter # 4 Number of Manholes Inspected this quarter

Were there any Sewerage Backups this Quarter?

Yes ☐ □

No ☐ □

If yes:

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 1	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4	
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Franklin County District
Huber Ridge Water System

Year **2007** PWSID 2502512

Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	15.189	22.8%	0.490	0.588	01/21/07	0.432	01/29/07	0
2	14.369	22.7%	0.513	0.589	02/11/07	0.451	02/12/07	0
3	17.031	24.4%	0.549	0.805	03/20/07	0.415	03/17/07	0
4	15.298	22.8%	0.510	0.653	04/19/07	0.408	04/18/07	0
5	17.429	23.3%	0.562	0.846	05/12/07	0.340	05/13/07	0
6	18.487	23.7%	0.616	0.760	06/10/07	0.497	06/01/07	0
7	18.399	23.5%	0.594	0.757	07/08/07	0.488	07/19/07	0
8	19.814	22.3%	0.639	0.763	08/02/07	0.515	08/12/07	0
9	18.396	22.2%	0.613	0.812	09/30/07	0.494	09/02/07	0
10								0
11								0
12								0
Avg	17.157	23.1%	0.565					0
High	19.814	24.4%	0.639	0.846	05/12/07			0
Low	14.369	22.2%	0.490			0.340	05/13/07	0

**Ohio American Water Company
Franklin County District
Huber Ridge Water System**

Year 2007

PWSID 2502512

Quarter # 1	
Street Address	5434 Acapulco
Political Subdiv	Blendon Township
Date of Break/ Outage	2/16/2007
General Type	main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	2/20/2007
Time Problem Resolved	PM
Boil Order issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	
Quarter # 2 NONE	
Quarter # 3	
Street Address	5876 Montevideo N
Political Subdiv	Blendon
Date of Break/ Outage	8/14/07
General Type	Water main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	8/14/07
Time Problem Resolved	PM
Boil Order issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	
Quarter # 4	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	

Ohio American Water Company
Franklin County District
Huber Ridge Water System

Year

2007

Routine (Annual/Semi-Annual) Flushing Information

Quarter # 1

Was the system flushed this quarter?

Yes:

☒

No:

☐

Begin Date:

20-Mar

End Date:

29-Mar

Notification Date:

14-Mar

Flyer

Quarter # 2

Was the system flushed this quarter?

Yes:

☐

No:

☒

Begin Date:

End Date:

Notification Date:

Quarter # 3

Was the system flushed this quarter?

Yes:

☒

No:

☐

Begin Date:

7-Aug

End Date:

30-Aug

Notification Date:

Quarter # 4

Was the system flushed this quarter?

Yes:

☐

No:

☐

Begin Date:

End Date:

Notification Date:

Ohio American Water Company
Franklin County District
Huber Ridge Water System

Year 2010 PWSID 289242

Total Customer Contacts

1004

Customer Services

	Inquiries	Complaints
Account Information	308	0
Bad Debt/Disruption	54	0
Bill Adjustment	54	0
Bill Information/Formal	17	0
Consumption	0	0
Customer Notices	4	0
Customer Service Staff	4	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	2	0
New Service	69	0
NSF Check	4	0
Payment Arrangements	217	0
Rates	5	0
Reconnection Non-Pay	40	0
Service Order Appointment	92	0
Other Customer Service	52	0
Total	912	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	1	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	1	0

Water Quality

	Inquiries	Complaints
Discolored Water	40	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particulates in Water	0	0
Sewer/In Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	40	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Line/Line Inspect	0	0
Restoration	14	0
Service Line Leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	14	0

Total Customer Contacts

734

Customer Services

	Inquiries	Complaints
Account Information	258	0
Bad Debt/Disruption	42	0
Bill Adjustment	40	0
Bill Information/Formal	27	0
Consumption	0	0
Customer Notices	1	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	65	0
General Information	2	0
New Service	82	0
NSF Check	7	0
Payment Arrangements	7	0
Rates	0	0
Reconnection Non-Pay	40	0
Service Order Appointment	97	0
Other Customer Service	5	0
Total	734	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	29	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particulates in Water	0	0
Sewer/In Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	29	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Line/Line Inspect	0	0
Restoration	19	0
Service Line Leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	19	0

Total Customer Contacts

3028

Customer Services

	Inquiries	Complaints
Account Information	2154	0
Bad Debt/Disruption	300	0
Bill Adjustment	44	0
Bill Information/Formal	9	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	120	0
Final Service	67	0
General Information	174	0
New Service	69	0
NSF Check	0	0
Payment Arrangements	64	0
Rates	0	0
Reconnection Non-Pay	202	0
Service Order Appointment	84	0
Other Customer Service	772	0
Total	3790	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particulates in Water	0	0
Sewer/In Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Line/Line Inspect	0	0
Restoration	0	0
Service Line Leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

Total Customer Contacts

0

Customer Services

	Inquiries	Complaints
Account Information		
Bad Debt/Disruption		
Bill Adjustment		
Bill Information/Formal		
Consumption		
Customer Notices		
Customer Service Staff		
Disconnection for Non-Pay		
Final Service		
General Information		
New Service		
NSF Check		
Payment Arrangements		
Rates		
Reconnection Non-Pay		
Service Order Appointment		
Other Customer Service		
Total	0	0

Metering

	Inquiries	Complaints
Estimating		
Meter Reading		
Meter Repair/Leak		
Meter Replacement		
Others: Metering		
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water		
Hardness		
Low Pressure		
Odor		
Particulates in Water		
Sewer/In Water		
Taste		
Other: Water Quality		
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs		
Main Breaks		
Mark Water Line/Line Inspect		
Restoration		
Service Line Leak		
Water Sampling		
Others: Water Service		
Total	0	0

Quarter #1	
Disconnections	
With 14 Days Notice	
Non-Payment	55
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #3	
Disconnections	
With 14 Days Notice	
Non-Payment	165
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #2	
Disconnections	
With 14 Days Notice	
Non-Payment	72
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #4	
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System

Year 2007

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity
1	1	1.017	2.480	1/15/2007	0.545	1/23/2007	9
	2	0.936	1.339	2/26/2007	0.556	2/3/2007	9
	3	1.018	1.669	3/2/2007	0.703	3/1/2007	11
2	4	0.881	1.239	4/14/2007	0.712	4/8/2007	5
	5	0.769	1.036	5/5/2007	0.357	5/13/2007	2
	6	0.727	1.234	6/4/2007	0.517	6/9/2007	3
3	7	0.631	1.162	7/21/2007	0.410	7/6/2007	1
	8	0.682	1.072	8/22/2007	0.442	8/10/2007	2
	9	0.695	1.135	9/30/2007	0.473	9/20/2007	1
4	10						
	11						
	12						

Totals	7.356						43
Avg	1.000	1.374			0.524		
Max	0.792	2.480	01/15/07		0.621		
Min	1.529	1.240			0.357	05/13/07	

Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System

Year 2007

Quarter # 1

Collection Main Cleaning

Yes ☐ No ☒ If yes:

Quarter # 2

Collection Main Cleaning

Yes ☐ No ☒ If yes:

Quarter # 3

Collection Main Cleaning

Yes ☐ No ☒ If yes:

Cleaning
Method

☐ Other

Date: _____ Location: _____

☐ Jet

☐ Pig

☐ Other

Date: _____ Location: _____

☐ Jet

☐ Pig

☐ Other

Quarter # 4

Collection Main Cleaning

Yes ☐ No ☐ If yes:

Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System

Year 2007

Quarter 1

Manhole Inspection Program

Number of Manholes inspected this quarter

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Street Add. 3795 Caracas
Date/Time of Backup 3/7/2007
Blockage Cause: Grease
Date/Time Resolved: 3/7/2007

120

Yes ☒ No ☐
Political Subdivision:
of Customers Affected:
Repair Means:

If yes:
Blendon Township
0
Jet Unit

Street Add. 6453 Saddle Lane
Date/Time of Backup 3/27/2007
Blockage Cause: grease
Date/Time Resolved: 3/27/2007

Political Subdivision:
of Customers Affected:
Repair Means:

Blendon Township
0
Jet Unit

Manhole Inspection Program

Number of Manholes inspected this quarter

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Street Add. _____
Date/Time of Backup _____
Blockage Cause: _____
Date/Time Resolved: _____

120

Yes ☐ No ☒
Political Subdivision:
of Customers Affected:
Repair Means:

If yes: _____

Manhole Inspection Program

Number of Manholes inspected this quarter

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Street Add. 3378 Montford N
Date/Time of Backup 8/27/2007
Blockage Cause: grease
Date/Time Resolved: 8/27/2007

120

Yes ☐ No ☐
Political Subdivision:
of Customers Affected:
Repair Means:

If yes:
Blendon Township
0
Jet Unit

Manhole Inspection Program

Number of Manholes inspected this quarter

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Street Add. _____
Date/Time of Backup _____
Blockage Cause: _____
Date/Time Resolved: _____

Yes ☐ No ☐
Political Subdivision:
of Customers Affected:
Repair Means:

If yes: _____

**Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System**

Year 2007

Quarter # 1

Total Customer Contacts

0

Customer Services

	Inquiries	Complaints
Account Information	0	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	0	0
Total	0	0

Sewer Service

	Inquiries	Complaints
Mark Sewer Lines	0	0
Sewer Backup	0	0
Sewer Odor	0	0
Other:	0	0
Total	0	0

Sewer Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

Quarter # 2

Total Customer Contacts

0

Customer Services

	Inquiries	Complaints
Account Information	0	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	0	0
Total	0	0

Sewer Service

	Inquiries	Complaints
Mark Sewer Lines	0	0
Sewer Backup	0	0
Sewer Odor	0	0
Other:	0	0
Total	0	0

Sewer Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0

Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

Quarter # 3

Total Customer Contacts
0

Customer Services

	Inquiries	Complaints
Account Information	0	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	0	0
Total	0	0

Sewer Service

	Inquiries	Complaints
Mark Sewer Lines	0	0
Sewer Backup	0	0
Sewer Odor	0	0
Other:	0	0
Total	0	0

Sewer Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

Quarter # 1	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4	
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

**Ohio American Water Company
Franklin County District
Lake Darby Water System**

Year **2007** **PWSID** **2502612**

Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	8.553	11.4%	0.276	0.337	01/07/07	0.233	01/26/07	0
2	7.296	10.0%	0.261	0.310	02/11/07	0.219	02/02/07	0
3	8.340	11.6%	0.269	0.324	03/05/07	0.235	03/06/07	0
4	8.610	8.9%	0.287	0.397	04/22/07	0.237	04/03/07	0
5	10.366	11.9%	0.334	0.458	05/12/07	0.248	05/17/07	0
6	10.232	11.7%	0.341	0.412	06/16/07	0.280	06/05/07	0
7	9.976	12.0%	0.321	0.400	07/22/07	0.266	07/10/07	0
8	10.439	12.0%	0.337	0.442	08/12/07	0.285	08/20/07	0
9	8.993	8.1%	0.300	0.446	09/03/07	0.224	09/24/07	0
10								0
11								0
12								0
Avg	9.201	10.8%	0.303					0
High	10.439	12.0%	0.341	0.458	05/12/07			0
Low	7.296	8.1%	0.261			0.219	02/02/07	0

Ohio American Water Company
Franklin County District
Lake Darby Water System

Year 2007 PWSID 2502612

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

Was the system flushed this quarter?

Begin Date: _____ End Date: _____

Yes: _____

☐

No: _____

☒

If yes:

Notification Method:

- ☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Quarter #2

Was the system flushed this quarter?

Begin Date: 24-Apr End Date: _____

Yes: 24-Apr

☒

No: 15-Apr

☐

If yes:

Notification Method:

- ☐ Newspaper
☒ Sign Posting
☐ Radio
☒ Bill Insert
☐ Marquee
☐ Other

Quarter #3

Was the system flushed this quarter?

Begin Date: _____ End Date: _____

Yes: _____

☐

No: _____

☒

If yes:

Notification Method:

- ☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Quarter #4

Was the system flushed this quarter?

Begin Date: _____ End Date: _____

Yes: _____

☐

No: _____

☐

If yes:

Notification Method:

- ☐ Newspaper

Ohio American Water Company
Franklin County District
Lake Darby Water System

PWSID: 2502612

Year: 2006

Street Address	None
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order Issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order Issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order Issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order Issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order Issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order Issued by	

Ohio American Water Company
Franklin County District
Lake Darby Water System

Year 2009 PWSD 200912

Water 2009
Total Customer Contacts

572
Customer Services

	Inquiries	Complaints
Account Information	281	0
Bad Debt/Bankruptcy	37	0
Bill Adjustment	26	0
Bill Information/Formal	16	0
Consumption	0	0
Customer Notices	2	0
Customer Service Staff	0	0
Disconnection for Non-Pay	3	0
Final Service	22	0
General Information	1	0
New Service	26	0
NSP Check	0	0
Payment Arrangements	102	0
Rates	0	0
Reconnection Non-Pay	44	0
Service Order Appointment	62	0
Other: Customer Service	2	0
Total	598	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	2	0
Mark Water Lines/Line Inspection	0	0
Restoration	3	0
Service Site Leak	0	0
Water Sampling	0	0
Other: Water Service	0	0
Total	5	0

Water 2009
Total Customer Contacts

464
Customer Services

	Inquiries	Complaints
Account Information	277	0
Bad Debt/Bankruptcy	26	0
Bill Adjustment	26	0
Bill Information/Formal	16	0
Consumption	0	0
Customer Notices	2	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	44	0
General Information	0	0
New Service	0	0
NSP Check	0	0
Payment Arrangements	7	0
Rates	0	0
Reconnection Non-Pay	37	0
Service Order Appointment	25	0
Other: Customer Service	2	0
Total	447	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspection	0	0
Restoration	2	0
Service Site Leak	0	0
Water Sampling	0	0
Other: Water Service	0	0
Total	2	0

Water 2009
Total Customer Contacts

2009
Customer Services

	Inquiries	Complaints
Account Information	1110	0
Bad Debt/Bankruptcy	26	0
Bill Adjustment	33	0
Bill Information/Formal	4	0
Consumption	0	0
Customer Notices	2	0
Customer Service Staff	0	0
Disconnection for Non-Pay	70	0
Final Service	26	0
General Information	20	0
New Service	14	0
NSP Check	0	0
Payment Arrangements	30	0
Rates	0	0
Reconnection Non-Pay	105	0
Service Order Appointment	42	0
Other: Customer Service	145	0
Total	2009	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspection	0	0
Restoration	0	0
Service Site Leak	0	0
Water Sampling	0	0
Other: Water Service	0	0
Total	0	0

Water 2009
Total Customer Contacts

0
Customer Services

	Inquiries	Complaints
Account Information		
Bad Debt/Bankruptcy		
Bill Adjustment		
Bill Information/Formal		
Consumption		
Customer Notices		
Customer Service Staff		
Disconnection for Non-Pay		
Final Service		
General Information		
New Service		
NSP Check		
Payment Arrangements		
Rates		
Reconnection Non-Pay		
Service Order Appointment		
Other: Customer Service		
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs		
Main Breaks		
Mark Water Lines/Line Inspection		
Restoration		
Service Site Leak		
Water Sampling		
Other: Water Service		
Total	0	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Other: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Order	0	0
Particles in Water	0	0
Sediment in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Other: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Order	0	0
Particles in Water	0	0
Sediment in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Other: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Order	0	0
Particles in Water	0	0
Sediment in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Metering

	Inquiries	Complaints
Estimating		
Meter Reading		
Meter Repair/Leak		
Meter Replacement		
Other: Metering		
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water		
Hardness		
Low Pressure		
Order		
Particles in Water		
Sediment in Water		
Taste		
Other: Water Quality		
Total	0	0

Quarter #1	
Disconnections	
With 14 Days Notice	
Non-Payment	44
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #2	
Disconnections	
With 14 Days Notice	
Non-Payment	47
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #3	
Disconnections	
With 14 Days Notice	
Non-Payment	132
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #4	
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Franklin County District
Lake Darby Wastewater System

Year 2007

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity
1	1	0.628	1.215	1/15/2007	0.387	1/30/2007	22
	2	0.421	0.831	2/25/2007	0.285	2/16/2007	4
	3	0.649	1.576	3/23/2007	0.391	3/13/2007	20
	4	0.432	0.598	4/15/2007	0.366	4/3/2007	2
2	5	0.338	0.424	5/14/2007	0.272	5/8/2007	0
	6	0.313	0.426	6/3/2007	0.217	6/14/2007	0
	7	0.301	0.375	7/27/2007	0.243	7/3/2007	0
	8	0.322	0.457	8/23/2007	0.220	8/5/2007	0
3	9	0.314	0.491	9/9/2007	0.248	9/24/2007	0
	10						
	11						
	12						

Totals	3.718						48
Avg	0.000	0.313			0.232		
Max	0.386	1.576	03/23/07		0.230		
Min	0.710	0.633			0.217	06/14/07	

Ohio American Water Company
Franklin County District
Lake Darby Wastewater System

Year 2007

Quarter # 1

Collection Main Cleaning

Yes ☐

No X

If yes:

Quarter # 2

Collection Main Cleaning

Yes ☐

No X

If yes:

Quarter # 3

Collection Main Cleaning

Yes ☐

No X

If yes:

Cleaning Method

☐ Jet

☐ Pig

☐ Other

Date:

Location:

Date:

Location:

☐ Jet

☐ Pig

☐ Other

Date:

Location:

☐ Jet

☐ Pig

☐ Other

Date:

Location:

☐ Jet

☐ Pig

☐ Other

Date:

Location:

☐ Jet

☐ Pig

☐ Other

Date:

Location:

☐ Jet

Manhole Inspection Program

Quarter # 1 **Number of Manholes inspected this quarter** 0
Sewerage Backups

Were there any Sewerage Backups this Quarter? Yes ☐ No X If yes: 0
Quarter # 2 **Number of Manholes inspected this quarter**
Sewerage Backups

Were there any Sewerage Backups this Quarter? Yes ☐ No X If yes: 0
Quarter # 3 **Number of Manholes inspected this quarter**
Sewerage Backups

Were there any Sewerage Backups this Quarter? Yes ☐ No X If yes:

Street Add.

Date/Time of Backup
Blockage Cause:
Date/Time Resolved:

Political Subdivision:
of Customers Affected:
Repair Means:

Street Add.

Date/Time of Backup
Blockage Cause:
Date/Time Resolved:

Political Subdivision:
of Customers Affected:
Repair Means:

Street Add.

Date/Time of Backup
Blockage Cause:
Date/Time Resolved:

Political Subdivision:
of Customers Affected:
Repair Means:

Street Add.

Date/Time of Backup
Blockage Cause:
Date/Time Resolved:

Political Subdivision:
of Customers Affected:
Repair Means:

Quarter # 4**Total Customer Contacts**

0

Customer Services

	Inquiries	Complaints
Account Information		
Bad Debt/Bankruptcy		
Bill Adjustment		
Bill Information/Format		
Consumption		
Customer Notices		
Customer Service Staff		
Disconnection for Non-Pay		
Final Service		
General Information		
New Service		
NSF Check		
Payment Arrangements		
Rates		
Reconnection Non-Pay		
Service Order Appointment		
Other: Customer Service		

Total 0 0**Sewer Service**

	Inquiries	Complaints
Disconnection for Repairs		
Main Breaks		
Mark Water Lines/Line Inspect		
Restoration		
Service line leak		
Water Sampling		
Others: Water Service		

Total 0 0**Sewer Service**

	Inquiries	Complaints
Mark Sewer Lines		
Sewer Backup		
Sewer Odor		
Other:		

Total 0 0

Quarter #1	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #2	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #3	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #4	
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

**Ohio American Water Company
Franklin County District
Timberbrook Water**

Year 2007 **PWSID** 2502712

Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	1.784	9.7%	0.058	0.126	01/15/07	0.000	01/24/07	0
2	1.748	2.3%	0.062	0.148	02/07/07	0.000	02/01/07	0
3	1.942	9.9%	0.063	0.137	03/02/07	0.000	03/03/07	0
4	1.909	3.1%	0.064	0.153	04/24/07	0.000	04/04/07	0
5	2.092	12.4%	0.067	0.149	05/30/07	0.003	05/18/07	0
6	2.247	12.8%	0.075	0.153	06/02/07	0.000	06/03/07	0
7	1.981	10.8%	0.064	0.124	14-Jul	0.000	07/26/07	0
8	1.862	9.8%	0.060	0.147	08/04/07	0.000	08/05/07	0
9	1.840	11.3%	0.061	0.141	09/03/07	0.000	09/27/07	0
10								0
11								0
12								0
Avg	1.934	9.1%	0.064					0
High	2.247	12.8%	0.075	0.153	06/02/07			0
Low	1.748	2.3%	0.058			0.000	01/00/00	0

Ohio American Water Company
Franklin County District
Timberbrook Water

Year 2007 PWSID 2502712

Routine (Annual/Semi-Annual) Flushing Information

Quarter: 1
Was the system flushed this quarter? ☒ Yes: ☐ No: ☒
Begin Date: _____ End Date: _____ Notification Date: _____
Notification Method: ☐ Newspaper ☐ Sign Posting ☐ Radio ☐ Bill Insert ☐ Marquee ☐ Other

Quarter: 2
Was the system flushed this quarter? ☐ Yes: ☒ No: ☐
Begin Date: 4/24/2007 End Date: 4/24/2007 Notification Date: 15-Apr
Notification Method: ☐ Newspaper ☒ Sign Posting ☐ Radio ☒ Bill Insert ☐ Marquee ☐ Other

Quarter: 3
Was the system flushed this quarter? ☐ Yes: ☐ No: ☒
Begin Date: _____ End Date: _____ Notification Date: _____
Notification Method: ☐ Newspaper ☐ Sign Posting ☐ Radio ☐ Bill Insert ☐ Marquee ☐ Other

Quarter: 4
Was the system flushed this quarter? ☐ Yes: ☐ No: ☐
Begin Date: _____ End Date: _____ Notification Date: _____
Notification Method: ☐ Newspaper

PW810 2502712

[illegible]

Ohio American Water Company
Franklin County District
Timberbrook Water

Year

2007

PWSD 2502712

Quarter #1

Total Customer Contacts

38

Customer Services

	Inquiries	Complaints
Account Information	12	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	3	0
Bill Information/Format	1	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	2	0
General Information	0	0
New Service	4	0
NSF Check	0	0
Payment Arrangements	5	0
Rates	0	0
Reconnection Non-Pay	2	0
Service Order Appointment	4	0
Other: Customer Service	0	0
Total	35	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	1	0
Mark Water Lines/Line Inspect	0	0
Restoration	1	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	2	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	1	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	1	0

Quarter #2

Total Customer Contacts

57

Customer Services

	Inquiries	Complaints
Account Information	19	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	5	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	7	0
General Information	0	0
New Service	7	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	3	0
Service Order Appointment	14	0
Other: Customer Service	0	0
Total	55	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	1	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	1	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	1	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	1	0

Quarter #3

Total Customer Contacts

132

Customer Services

	Inquiries	Complaints
Account Information	49	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	4	0
Bill Information/Format	1	0
Consumption	1	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	4	0
General Information	12	0
New Service	4	0
NSF Check	0	0
Payment Arrangements	2	0
Rates	0	0
Reconnection Non-Pay	11	0
Service Order Appointment	10	0
Other: Customer Service	23	0
Total	129	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	1	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	1	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	1	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	1	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	1	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	1	0

Quarter #4

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	3
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	14
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	4
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

**Ohio American Water Company
Franklin County District
Worthington Hills Water System**

Year **2007** **PWSID** **2502812**

Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	7.720	3.8%	0.249	0.546	01/30/07	0.177	01/13/07	0
2	6.990	2.8%	0.250	0.358	02/02/07	0.139	02/04/07	0
3	8.087	8.0%	0.261	0.404	03/25/07	0.132	03/31/07	0
4	6.965	2.2%	0.232	0.469	04/25/07	0.151	04/05/07	0
5	15.612	6.0%	0.504	0.807	05/18/07	0.240	05/06/07	0
6	16.517	8.7%	0.551	0.690	06/17/07	0.340	06/28/07	0
7	13.481	8.2%	0.434	0.624	07/15/07	0.255	07/27/07	0
8	11.465	6.0%	0.370	0.439	08/04/07	0.196	08/19/07	0
9	11.006	7.3%	0.367	0.532	09/03/07	0.192	09/28/07	0
10								0
11								0
12								0
Avg	10.871	5.9%	0.358					0
High	16.517	8.7%	0.551	0.807	05/18/07			0
Low	6.965	2.2%	0.232			0.132	03/31/07	0

Ohio American Water Company
Franklin County District
Worthington Hills Water System

PWSID 2502812

Year

2007

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

Was the system flushed this quarter?

Begin Date:

End Date:

Yes:

☐

No:

☒

Notification Date:

If yes:

Notification Method:

- ☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Quarter #2

Was the system flushed this quarter?

Begin Date:

End Date:

Yes:

☐

No:

☒

Notification Date:

If yes:

Notification Method:

- ☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Quarter #3

Was the system flushed this quarter?

Begin Date:

End Date:

Yes:

☐

No:

☒

Notification Date:

If yes:

Notification Method:

- ☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Quarter #4

Was the system flushed this quarter?

Begin Date:

End Date:

Yes:

☐

No:

☐

Notification Date:

If yes:

Notification Method:

- ☐ Newspaper

**Ohio American Water Company
Franklin County District
Worthington Hills Water System**

Year **2007**

PWSID 2502812

Quarter # 1	
Street Address	1044 Clubview Blvd
Political Subdiv	Perry Township
Date of Break/ Outage	30-Jan
General Type	WMB
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	30-Jan
Time Problem Resolved	PM
Boil Order issued by	
Street Address	1260 Clubview N
Political Subdiv	Perry Township
Date of Break/ Outage	7-Feb
General Type	water main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	7-Feb
Time Problem Resolved	PM
Boil Order issued by	
Street Address	932 Blindbrook
Political Subdiv	Perry Township
Date of Break/ Outage	8-Mar
General Type	water main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	8-Mar
Time Problem Resolved	PM
Boil Order issued by	
Street Address	1532 Fairway
Political Subdiv	Perry Township
Date of Break/ Outage	12-Mar
General Type	water main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	15-Mar
Time Problem Resolved	PM
Boil Order issued by	
Street Address	1044 Clubview
Political Subdiv	Perry Township
Date of Break/ Outage	3-Mar
General Type	water main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	3-Mar
Time Problem Resolved	PM
Boil Order issued by	
Street Address	Hickory Ridge
Political Subdiv	Perry Township
Date of Break/ Outage	23-Mar
General Type	water main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	23-Mar
Time Problem Resolved	PM
Boil Order issued by	

**Ohio American Water Company
Franklin County District
Worthington Hills Water System**

Street Address	844 Lookout Point
Political Subdiv	Sharon Township
Date of Break/ Outage	27-Mar
General Type	water main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	29-Mar
Time Problem Resolved	PM
Boil Order issued by	

Quarter # 2

Street Address	SR 315
Political Subdiv	Sharon Township
Date of Break/ Outage	4/25/07
General Type	water main break
Specific Type	
Number of Services Affected	12
Time Became Aware	PM
Date Problem Resolved	4/26/07
Time Problem Resolved	AM
Boil Order issued by	Water Quality

Street Address	1425 Parkridge Drive
Political Subdiv	Perry Township
Date of Break/ Outage	5/28/07
General Type	Water main break
Specific Type	
Number of Services Affected	10
Time Became Aware	AM
Date Problem Resolved	5/28/07
Time Problem Resolved	PM
Boil Order issued by	Water Quality

Street Address	1400 Oakview
Political Subdiv	Perry Township
Date of Break/ Outage	5/11/07
General Type	water main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	5/11/07
Time Problem Resolved	PM
Boil Order issued by	

**Ohio American Water Company
Franklin County District
Worthington Hills Water System**

Quarter # 3

Street Address	1643 Crusoe Drive
Political Subdiv	Perry Township
Date of Break/ Outage	7/24/07
General Type	water main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	7/26/07
Time Problem Resolved	PM
Boil Order issued by	
Street Address	872 Clubview N
Political Subdiv	Perry Township
Date of Break/ Outage	8/25/07
General Type	water main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	8/25/07
Time Problem Resolved	PM
Boil Order issued by	
Street Address	1532 Oakbourne Drive
Political Subdiv	Perry Township
Date of Break/ Outage	8/8/07
General Type	water main break
Specific Type	
Number of Services Affected	0
Time Became Aware	AM
Date Problem Resolved	8/8/07
Time Problem Resolved	PM
Boil Order issued by	
Street Address	1425 Park Ridge Drive
Political Subdiv	Perry Township
Date of Break/ Outage	9/1/07
General Type	split main - replacement required
Specific Type	
Number of Services Affected	0
Time Became Aware	
Date Problem Resolved	Ongoing
Time Problem Resolved	
Boil Order issued by	

Quarter # 4

Ohio American Water Company
Franklin County District
Worthington Hills Water System

Year: 2012 PWSID: 2802812

Quarter 3 Total Customer Contacts 197		Customer Services		Metering	
Account Information	Inquiries	Complaints	Estimating	Inquiries	Complaints
Bad Debt/Outstanding	2	0	Meter Reading	0	0
Bill Adjustment	24	0	Meter Repair/Leak	0	0
Bill Information/Format	12	0	Meter Replacement	0	0
Consumption	0	0	Others: Metering	0	0
Customer Notices	0	0	Total	0	0
Customer Service Staff	0	0	Water Quality		
Disconnection for Non-Pay	0	0	Discovers Water	Inquiries	Complaints
Final Service	15	0	Hardness	2	0
General Information	0	0	Low Pressure	0	0
New Service	0	0	Order	1	0
NSF Check	0	0	Patches in Water	0	0
Payment Arrangements	16	0	Scent/Off in Water	0	0
Rates	0	0	Taste	0	0
Reconnection Non-Pay	0	0	Other: Water Quality	0	0
Service Order Appointment	26	0	Total	3	0
Other: Customer Service	4	0	Water Service		
Total	122	0	Disconnection for Repairs	Inquiries	Complaints
Water Service					
Disconnection for Repairs	0	0	Main Breaks	0	0
Main Breaks	0	0	Mark Water Lines/Line Inspect	0	0
Mark Water Lines/Line Inspect	0	0	Restoration	0	0
Restoration	0	0	Service Line Leak	0	0
Service Line Leak	0	0	Water Sampling	0	0
Water Sampling	0	0	Others: Water Service	0	0
Others: Water Service	0	0	Total	0	0
Total	0	0	Quarter 4		

Quarter 4 Total Customer Contacts 243		Customer Services		Metering	
Account Information	Inquiries	Complaints	Estimating	Inquiries	Complaints
Bad Debt/Outstanding	1	0	Meter Reading	0	0
Bill Adjustment	17	0	Meter Repair/Leak	0	0
Bill Information/Format	3	0	Meter Replacement	0	0
Consumption	0	0	Others: Metering	0	0
Customer Notices	1	0	Total	0	0
Customer Service Staff	0	0	Water Quality		
Disconnection for Non-Pay	0	0	Discovers Water	Inquiries	Complaints
Final Service	12	0	Hardness	14	0
General Information	0	0	Low Pressure	0	0
New Service	10	1	Order	0	0
NSF Check	0	0	Patches in Water	0	0
Payment Arrangements	11	0	Scent/Off in Water	0	0
Rates	0	0	Taste	0	0
Reconnection Non-Pay	0	0	Other: Water Quality	0	0
Service Order Appointment	40	0	Total	40	0
Other: Customer Service	0	0	Water Service		
Total	140	1	Disconnection for Repairs	Inquiries	Complaints
Water Service					
Disconnection for Repairs	0	0	Main Breaks	0	0
Main Breaks	0	0	Mark Water Lines/Line Inspect	0	0
Mark Water Lines/Line Inspect	0	0	Restoration	0	0
Restoration	0	0	Service Line Leak	0	0
Service Line Leak	0	0	Water Sampling	0	0
Water Sampling	0	0	Others: Water Service	0	0
Others: Water Service	0	0	Total	0	0
Total	0	0	Quarter 1		

Quarter 1 Total Customer Contacts 208		Customer Services		Metering	
Account Information	Inquiries	Complaints	Estimating	Inquiries	Complaints
Bad Debt/Outstanding	5	0	Meter Reading	0	0
Bill Adjustment	12	0	Meter Repair/Leak	0	0
Bill Information/Format	2	0	Meter Replacement	0	0
Consumption	2	0	Others: Metering	0	0
Customer Notices	0	0	Total	0	0
Customer Service Staff	0	0	Water Quality		
Disconnection for Non-Pay	0	0	Discovers Water	Inquiries	Complaints
Final Service	10	0	Hardness	0	0
General Information	0	0	Low Pressure	0	0
New Service	17	1	Order	0	0
NSF Check	0	0	Patches in Water	0	0
Payment Arrangements	1	0	Scent/Off in Water	0	0
Rates	0	0	Taste	0	0
Reconnection Non-Pay	1	0	Other: Water Quality	0	0
Service Order Appointment	33	0	Total	0	0
Other: Customer Service	0	0	Water Service		
Total	79	1	Disconnection for Repairs	Inquiries	Complaints
Water Service					
Disconnection for Repairs	0	0	Main Breaks	0	0
Main Breaks	0	0	Mark Water Lines/Line Inspect	0	0
Mark Water Lines/Line Inspect	0	0	Restoration	0	0
Restoration	0	0	Service Line Leak	0	0
Service Line Leak	0	0	Water Sampling	0	0
Water Sampling	0	0	Others: Water Service	0	0
Others: Water Service	0	0	Total	0	0
Total	0	0	Quarter 2		

Quarter 2 Total Customer Contacts 0		Customer Services		Metering	
Account Information	Inquiries	Complaints	Estimating	Inquiries	Complaints
Bad Debt/Outstanding			Meter Reading		
Bill Adjustment			Meter Repair/Leak		
Bill Information/Format			Meter Replacement		
Consumption			Others: Metering		
Customer Notices			Total	0	0
Customer Service Staff			Water Quality		
Disconnection for Non-Pay			Discovers Water	Inquiries	Complaints
Final Service			Hardness		
General Information			Low Pressure		
New Service			Order		
NSF Check			Patches in Water		
Payment Arrangements			Scent/Off in Water		
Rates			Taste		
Reconnection Non-Pay			Other: Water Quality		
Service Order Appointment			Total	0	0
Other: Customer Service			Water Service		
Total	0	0	Disconnection for Repairs	Inquiries	Complaints
Water Service					
Disconnection for Repairs			Main Breaks		
Main Breaks			Mark Water Lines/Line Inspect		
Mark Water Lines/Line Inspect			Restoration		
Restoration			Service Line Leak		
Service Line Leak			Water Sampling		
Water Sampling			Others: Water Service		
Others: Water Service			Total	0	0
Total	0	0	Quarter 3		

Quarter #1	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #3	
Disconnections	
With 14 Days Notice	
Non-Payment	2
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #2	
Disconnections	
With 14 Days Notice	
Non-Payment	4
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #4	
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

**Ohio American Water
Lake White**

Greg.Dewhurst@puc.state.oh.us

Year **2007**

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	
1	1	2,098	8.7%	0.088	0.102	8	0.057	12	0	
	2	2,256	8.3%	0.081	0.101	25	0.058	11	0	
	3	2,340	7.2%	0.075	0.142	13	0.048	23	0	
	4	2,410	7.4%	0.080	0.139	17	0.051	8	0	Total Count 418
2	5	2,700	6.5%	0.087	0.129	29	0.046	20	0	
	6	2,510	6.9%	0.084	0.104	21	0.058	28	0	
	7	2,392	6.0%	0.077	0.094	9	0.057	6	0	Total Count 407
	8	2,727	7.1%	0.088	0.114	13	0.071	21	0	
3	9	2,454	7.7%	0.082	0.095	13	0.062	27	0	Total Count
	10									
	11									
4	12									Total Count

Avg	2,432	7.3%	0.080	0.113			0.056		0.000
High	2,727	8.7%	0.088	0.142			0.071		0
Low	2,098	6.0%	0.068	0.094			0.046		0

Ohio American Water
Lake White

Quarter #1	Year	2007
Street Address		
Political Subdiv		
Date of Break/ Outage		None this quarter
General Type		
Specific Type		
Number of Services Affected		
Time Became Aware		
Date Problem Resolved		
Time Problem Resolved		
Restorations Made, Type & Size		
Boil Order Information		

Ohio American Water
Lake White

Quarter #1	Year	2007
Street Address		
Political Subdiv		
Date of Break/ Outage		None this quarter
General Type		
Specific Type		
Number of Services Affected		
Time Became Aware		
Date Problem Resolved		
Time Problem Resolved		
Restorations Made, Type & Size		
Boil Order Information		

Ohio American Water
Lake White

Quarter 3

Year 2007

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

None this quarter

Ohio American Water
Lake White

Quarter 3

Year 2007

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water Lake White

Quarter 1
2007

Total Customer Contacts	66	Total Customer Complaints	0
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Customer Services		
	Inquiries	Complaints
Account Information	15	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	2	0
Bill Information/Format	2	0
Consumption	0	0
Customer Notices	1	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	5	0
General Information	0	0
New Service	5	0
NSF Check	0	0
Payment Arrangements	7	0
Rates	0	0
Reconnection Non-Pay	7	0
Service Order Appointment	11	0
Other: Customer Service	0	0
Total	56	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	1	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total:	1	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	2	0
Mark Water Lines/Line Inspect	0	0
Restoration	7	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	9	0

Ohio American Water Lake White

Quarter # 2
2007

Total Customer Contacts	98	Total Customer Complaints	0
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Customer Services		Inquiries	Complaints
Account Information		33	0
Bad Debt/Bankruptcy		3	0
Bill Adjustment		6	0
Bill Information/Format		0	0
Consumption		0	0
Customer Notices		0	0
Customer Service Staff		0	0
Disconnection for Non-Pay		0	0
Final Service		14	0
General Information		0	0
New Service		10	0
NSF Check		0	0
Payment Arrangements		1	0
Rates		0	0
Reconnection Non-Pay		4	0
Service Order Appointment		11	0
Other: Customer Service		0	0
Total		82	0

Metering		Inquiries	Complaints
Estimating		0	0
Meter Reading		0	0
Meter Repair/Leak		0	0
Meter Replacement		0	0
Others: Metering		0	0
Total		0	0

Water Quality		Inquiries	Complaints
Discolored Water		6	0
Hardness		0	0
Low Pressure		2	0
Odor		0	0
Particles In Water		0	0
Scum/Oil In Water		0	0
Taste		0	0
Other: Water Quality		0	0
Total		8	0

Water Service		Inquiries	Complaints
Disconnection for Repairs		0	0
Main Breaks		1	0
Mark Water Lines/Line Inspect		0	0
Restoration		8	0
Service line leak		0	0
Water Sampling		0	0
Others: Water Service		0	0
Total		9	0

Ohio American Water Lake White

Quarter # 3
2007

Total Customer Contacts
200

Total Customer Complaints
0

Customer Services

	Inquiries	Complaints
Account Information	68	0
Bad Debt/Bankruptcy	8	0
Bill Adjustment	7	0
Bill Information/Format	2	0
Consumption	3	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	8	0
Final Service	9	0
General Information	19	0
New Service	18	0
NSF Check	0	0
Payment Arrangements	7	0
Rates	0	0
Reconnection Non-Pay	8	0
Service Order Appointment	9	0
Other: Customer Service	35	0
Total	199	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	1	0
Meter Replacement	0	0
Others: Metering	0	0
Total	1	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

Ohio American Water Lake White

2007

Total Customer Contacts	Total Customer Complaints
0	0

Customer Services		Inquiries	Complaints
Account Information		0	0
Bad Debt/Bankruptcy		0	0
Bill Adjustment		0	0
Bill Information/Format		0	0
Consumption		0	0
Customer Notices		0	0
Customer Service Staff		0	0
Disconnection for Non-Pay		0	0
Final Service		0	0
General Information		0	0
New Service		0	0
NSF Check		0	0
Payment Arrangements		0	0
Rates		0	0
Reconnection Non-Pay		0	0
Service Order Appointment		0	0
Other: Customer Service		0	0
Total		0	0

Water Service		Inquiries	Complaints
Disconnection for Repairs		0	0
Main Breaks		0	0
Mark Water Lines/Line Inspect		0	0
Restoration		0	0
Service line leak		0	0
Water Sampling		0	0
Others: Water Service		0	0
Total		0	0

Metering		Inquiries	Complaints
Estimating		0	0
Meter Reading		0	0
Meter Repair/Leak		0	0
Meter Replacement		0	0
Others: Metering		0	0
Total		0	0

Water Quality		Inquiries	Complaints
Discolored Water		0	0
Hardness		0	0
Low Pressure		0	0
Odor		0	0
Particles in Water		0	0
Scum/Oil in Water		0	0
Taste		0	0
Other: Water Quality		0	0
Total		0	0

Yearly Total of Customer Contacts 365
Yearly Total of Customer Complaints 0

**Ohio American Water
Lake White**

Quarter # 1

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	7
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	6
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	10
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

**Ohio American Water
Lake White Leak Records**

Quarter #1	
Year	2007
Street Address	11740 St Rt 104
Date of Leak/ Outage	10-Jan
General Type	Leak from Pit
Specific Type	Bottom Plate blew out
Number of Services Affected	3
Time Became Aware	11:00 AM
Date Problem Resolved	10-Jan
Time Problem Resolved	12:00 PM
Restorations Made, Type & Size	None needed
Boil Order Information	None needed
Remarks	Change meter out. Estimated 1833 gallons leaked out. Avg 2 day use is 1167 gals. Last read was 2 days ago & avg 3000 gallons. 1833 gallons lost.

Street Address	121 Harbor
Date of Leak/ Outage	30-Mar
General Type	Leak from pit
Specific Type	Bottom Plate blew out
Number of Services Affected	1
Time Became Aware	5:00 PM
Date Problem Resolved	30-Mar
Time Problem Resolved	6:00 PM
Restorations Made, Type & Size	None needed
Boil Order Information	None needed
Remarks	Change bottom plate.

Quarter 2		Year	2007
Street Address	11 Alpine		
Date of Leak/ Outage	22-Apr		
General Type	Leak from Pit		
Specific Type	Bottom Plate blew out		
Number of Services Affected	1		
Time Became Aware	4:00 PM		
Date Problem Resolved	22-Apr		
Time Problem Resolved	5:00 PM		
Restorations Made, Type & Size	None needed		
Boil Order Information	None needed		
Remarks	Change bottom meter plate. 1/4" leak at 60psi should leak appx 15,000 gpd. Leaked appx 2 hours before fixed. 15000/24=625 gph. 625 x 2hrs = 1250 gals lost. Loss probably more since this is a 60psi area but diameter would be bigger since bottom plate is larger than 1/4". But will go with lower number of 1250 gallons for water loss.		
Street Address	1017 Rt 552		
Date of Leak/ Outage	30-Apr		
General Type	Leak In Pit		
Specific Type	Found old gate valve leaking before setter shutoff. Very small amount.		
Number of Services Affected	1		
Time Became Aware	11:00 AM		
Date Problem Resolved	30-Apr		
Time Problem Resolved	2:00 PM		
Restorations Made, Type & Size	None needed		
Boil Order Information	None needed		
Remarks	Small leak detected when customer was installing new line from company shutoff to their house. Found old gate valve which was located before the shutoff was slowly leaking. Removed old gate valve and installed new setter with lockout on shutoff. Very little amount of water leaking to account for on this one. Customer has water shutoff until plumber can make final connections to their side later on today.		
Street Address	88 Bevens		
Date of Leak/ Outage	7-May		
General Type	Leak In Pit		
Specific Type	Found gasket leaking on our side of meter. Pit full of water.		
Number of Services Affected	1		
Time Became Aware	11:00 AM		
Date Problem Resolved	7-May		
Time Problem Resolved	11:30 am		
Restorations Made, Type & Size	None needed		
Boil Order Information	None needed		
Remarks	Small leak detected. Found when checking meter pits. Leak very small and no need to add to lost water. Did not appear to have been leaking long since the ground around the pit was not saturated.		

Street Address	783 Rt 551
Date of Leak/ Outage	14-May
General Type	Leak coming from curb box
Specific Type	Corp Stop on main saddle loose ready to blow
Number of Services Affected	1
Time Became Aware	11:00 AM
Date Problem Resolved	17-May
Time Problem Resolved	3:30 pm
Restorations Made, Type & Size	None needed
Boil Order Information	None needed
Remarks	Found leak on corp stop, on main, loose. Gasket on old saddle no good. Replaced all these items. Water lose minimal.

Street Address	315 Little Theatre Rd
Date of Leak/ Outage	28-May
General Type	service line
Specific Type	Abandoned 3/4" service line to abandoned old barn.
Number of Services Affected	0
Time Became Aware	8:30PM
Date Problem Resolved	30-May
Time Problem Resolved	7:30 AM
Restorations Made, Type & Size	None needed
Boil Order Information	None needed
Remarks	Old abandoned service line hit by landscapers when clearing out area of old barn at 315 Little Theatre. Found old shutoff and stopped leak. Called in 6:30 pm on May 29th but did not have any lines (that we knew of) in that area. Next morning investigated and did find old abandoned service line. Avg daily use this month had been 85,000. Pumped 129,000. Loss of 44,000 gallons due to this leak.

City of Chicago	
Year	2007
Street Address	
Date of Leak/ Outage	
General Type	None to Report
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made, Type & Size	
Boil Order Information	
Remarks	

Fall Flushing Program

Drp	Year	Address	Size	Minutes to Clear
	2007			06:15-18
FV		Crestwood & Forest Hills	2"	
FV		Waverly Gables going down	2"	
FV		Rt 104 Tennls Road	2"	
FV		394 Rt 552	2"	
FV		1490 Rt 552	2"	
FV		Vallery	2"	
Mueller	1958	2465 Rt 551	5 1/4"	
FV		178 Rittanour Road	2"	
FV		Crumer Mt. Road	2"	
FV		State Park Bricker	2"	
M&H	1954	110 Barker Lane	5 1/4"	
FV		Alpine Road	2"	
FV		Lucerne Road	2"	
FV		1063 Rt 551	2"	
FV		41 Bevans	2"	
FV		405 Bevans	2"	
FV		end of Baywood	2"	
FV		end of Nye	2"	
FV		end of Wells Jones	2"	
FV		Bors House Rt 661	4"	
FV		141 Harbor	2"	
FV		573 Rt 551	2"	

Total hours actual flushing this day.

2008	
Number of Valves	80
Number of Valves to be operated	44
Percent of Valves Operated	100%
Number of Valves Requiring Maintenance	0
Percent of Valves Requiring Maintenance	0%
Number of Boxes Requiring Maintenance	0
Percent of Boxes Requiring Maintenance	0%
Number of Valves Requiring Replacement	0
Percent of Valves Requiring Replacement	0%

2007	
Number of Valves	88
Number of Valves to be Operated	44
Percent of Valves Operated	83%
Number of Valves Requiring Maintenance	0
Percent of Valves Requiring Maintenance	0%
Number of Boxes Requiring Maintenance	2
Percent of Boxes Requiring Maintenance	3%
Number of Valves Requiring Replacement	0
Percent of Valves Requiring Replacement	0%

Value	Lake White							
No.	Critical Valves (once per year)							
1	At wells system valve. (isolates wells from system)	8	AC	6-Mar	16-Mar	19.5	ok	
2	#1 well house. (isolates #1 from system)	6	AC	6-Apr	16-Mar	18	ok	Inside
3	Valve beside generator (isolates #2 well from system)	6	AC	6-Apr	16-Mar	19.5	ok	
4	#2 well house. (isolates #2 well from system)	8	AC	6-Apr	16-Mar	20	ok	Inside
5	Little Theatre..right (isolates whole system)	8	AC	6-Jul	16-Mar	21	ok	10
6	Little Theatre..middle..(isolates system to tank)	6	AC	6-Aug	16-Mar	20	ok	14
7	Little Theatre..left (isolate system towards lake)	6	AC	6-Aug	16-Mar	20	ok	21
Total Number of Critical Valves				7	7			
Total valves Required to be worked				7	7			
Total Number Valves Actually worked this year				7	7			

Distribution Valves (once every 2 years)								
1	109 Waverly Gables	8	AC	8-Feb		24	ok	33
2	109 Waverly Gables/Dawn Lane	8	AC	8-Feb			ok	
3	Sunrise/Waverly Gables	8	AC	8-Feb		22	ok	30
4	Sunrise/Waverly Gables...middle of road	6	AC	8-Feb		19	ok	30
5	Waverly Gables from Pinehurst Apts	6	AC	8-Feb		17	ok	32
6	Waverly Gables...middle of road...right of valve #5	8	AC	8-Feb		22	ok	33
7	Waverly Gables...middle of road...left of valve #5	6	AC	8-Feb		19	ok	36
8	119 Valleyview...middle of road	8	AC	18-Feb		20	ok	31
9	119 Valleyview...left of driveway	6	AC	16-Feb		19	ok	32
10	119 Valleyview...right of driveway	6	AC	16-Feb		19	ok	32
11	139 Valleyview...middle of road	8	AC	16-Feb		20	ok	29
12	139 Valleyview...edge of road	8	AC	16-Feb		20	ok	31
13	141 Valleyview...45ft up towards hospital in road	6	AC	17-Feb			ok	
14	Emerg Room at hospital	8	PVC	5-Apr		21	ok	33
15	100 Dawn...middle of road to Hilltop Med Center	6	AC		6-Apr	20	ok	33
16	By Stop sign on Dawn...	6	Ductile Iron		6-Apr	20	ok	27
17	Upper valve to Pinehurst loop	6	PVC	6-Aug			ok	
18	Lower valve to Pinehurst loop	6	PVC	23-Jun			ok	
19	on turn to hospital hill...down to Rt 104	2	pvc	8-Jun			ok	
20	In front field of 316 Little Theatre	8	AC	6-Apr		21	ok	30
21	In yard across from 314 Crestwood	2	PVC	25-Apr	10-Sep	21	ok	20
22	To Overlook Dr.	2	PVC		10-Sep	20	repaired	26
23	609 Ripley...middle of road	6	AC	29-Jun			ok	
24	Ripley & Shady Lane...before Shady	6	AC				ok	
25	Ripley & Shady Lane...after Shady	6	AC				ok	
26	620 Rt 552	2	PVC		13-Sep		ok	
27	Ripley	2	AC		12-Sep		ok	26
28	Tank #1	6	AC	23-May			ok	
29	Tank #2	6	AC	23-May			ok	
30	Tank #3	6	ac		24-Jul		ok	
31	706 Rt 552	2	pvc		12-Sep		ok	30
32	602 Rt 552	2	pvc	19-Jan			ok	
33	177 Gregg	2	pvc	22-May			ok	
34	140 Gregg	2	pvc	22-May			ok	
35	Field across from Shady Lane	2	pvc		13-Sep		ok	
36	601 Vallery	2	pvc		13-Sep		ok	
37	1294 Rt 552	2	pvc		13-Sep		repaired	
38	449 Vallery	2	pvc	26-May			ok	
39	Before Lake Crossing 289 Vallery	6	ac	16-Mar			ok	
40	beside # 43...loops Vallery	2	pvc		13-Sep		ok	
41	Mid Field on Vallery	2	pvc	16-Mar			ok	
42	Rt 551...up from Drannan...under guardrail	6	ac	16-Mar			ok	
43	614 Virginia...loops to Bricker...4" valve	6	ac				ok	
44	By sample station #1...2" valve	2	pvc	22-May			ok	
45	190 Bricker...on turn	2	pvc		17-Apr		ok	
46	end of Bricker by old concrete building	2	pvc		17-Sep		ok	
47	278 Virginia	6	ac	25-Jan	17-May		ok	
48	51 Skyline	6	ac	25-Jan			ok	
49	61 Skyline to loop Barker	6	ac	25-Jan			ok	
50	174 Skyline to loop Barker	6	ac	25-Jan			ok	
51	252 Skyline...close by hydrant	6	ac	25-Jan			ok	
52	252 Skyline...in driveway	2	pvc	26-Jan			ok	
53	252 Skyline...up from driveway	2	pvc	25-Jan			ok	
54	Top of Alpine	2	pvc	26-Jan			ok	
55	23 Woodland	2	pvc		17-May		ok	
56	433 Virginia	2	pvc			8	ok	25
57	11 Bevens/Rt 551	4	pvc		17-May		ok	
58	63 Bevens	2	pvc		17-Sep		ok	
59	81 Bevens	4	pvc		17-May		ok	
60	402 Bevens	4	pvc				ok	
61	Rt 551/Skyline...left one facing over Hilltop Skywood	2	pvc			8	ok	38
62	Rt 551/Skyline...middle valve	4	pvc				ok	22
63	Rt 551/Skyline...right one facing over Hilltop Skywood	4	pvc			12	ok	36
64	228 Wells Jones	2	pvc	30-May			ok	
65	257 Lucerne	2	pvc				ok	
66	Lucerne in field	2	pvc				ok	
67	Corner of Lucerne and Woodland	2	pvc				ok	
68	278 Rt 551/Marco Polo	2	pvc		17-May		ok	
69	Hydrant	4	pvc				ok	
70	403 Rt 551	4	pvc				ok	
71	1459 Rt 551	4	pvc				ok	
72	1459 Rt 551 to Skywood	2	pvc				ok	
73	interchange to Bayona Ave at 551, Past Hwy Rd	4	pvc				ok	

Total Number of Distribution Valves	76	73
Total valves Required to be worked	37	36
Total Number Valves Actually worked this year	39	29
Percentage of required valves actually worked this year	105%	79%

Total Number of System Valves	80	80
Total Number of System Valves Required to be worked each year	44	43
Total Number of System Valves Actually Worked this year	46	27
Percentage of required valves actually worked this year	104%	63%

	Hydrant Valves										
		Size	Type	2006	2007	Turn	Box Maint	Depth	Box Maint	Painted	
1	34 Little Theatre	6	AC	6-Aug			ok		ok	2007	
2	316 Little Theatre	6	AC		9-May	20	ok	16"	ok	2007	
3	108 Crestwood	6	AC		24-Apr	21	ok	30"	ok	2005	
4	1106 Pinehurst Apt	6	PVC		24-Apr	20	ok	36"	ok	2007	
5	500 Pinehurst Apt	6	PVC		24-Apr	19	ok	38"	ok	2005	
6	Lot 13 Pinehurst Blvd	6	pvc	6-Aug	30-May	21	ok	30"	ok	2006	
7	Lot 17 Pinehurst Blvd	6	pvc	6-Aug	31-May	21	ok	43"	ok	2006	
8	Lot 21 Waverly Woods Dr.	6	pvc		24-Apr	21	ok	39"	ok	2007	
9	125 Waverly Gables	6	AC		24-Apr	21	ok	30"	ok	2005	
10	104 Valleyview	6	AC	6-Aug	31-May	21	ok	26"	ok	2007	
11	129 Valleyview	6	AC	25-Sep		21	ok	36"	ok	2006	
12	229 Valleyview	6	AC	6-Sep		21	ok	30"	ok	2006	
13	229 Valleyview..parking lot	6	AC	21-Jul		21	ok	34"	ok	2007	
14	100 Dawn...emerg. Entrance to Hospital	6	Ductile	6-Aug		21	ok	20"	ok	2006	
15	100 Dawn...west of hospital	6	Ductile	22-Jul			ok		ok	2006	
16	115 Dawn	6	AC		22-May	21	ok	35"	ok	2006	
17	101 Dawn	6	AC		22-May	20	ok	30"	ok	2006	
18	111 Sunrise	6	AC	25-Sep		20	ok	30"	ok	2006	
19	100 Sunrise	6	AC		23-May		ok	24"	ok	2005	
20	1237 Rt 552	6	AC		23-May	20	ok	30"	ok	2007	
21	14 Shady Ln	6	AC		7-Jun	20	ok	31"	ok	2005	
22	Ripley Rd	6	AC	6-Sep	9-May	21	ok	31"	ok	2006	
23	37 Ripley Rd	6	AC	6-Sep	9-May	20	ok	20"	ok	2007	
24	2617 Rt 551	6	AC		9-Jul	19	ok	40"	ok	2007	
25	2465 Rt 551	6	AC		18-Jul		ok		ok	2007	
26	577 Virginia	6	AC		17-Jul	20	ok	32"	ok	2005	
27	278 Virginia	6	AC		18-Jul		ok		ok	2005	
28	252 Skyline	6	AC	25-Jan			ok		ok	2007	
29	131 Skyline	6	AC		27-Jun		ok		ok	2007	
30	110 Barker Ln	6	AC		2-Jun		ok		ok	2007	
31	13 Virginia	6	AC		7-Jun	21	ok	24"	ok	2007	
Total valves Required to be worked											31
Total Number Valves Actually worked this year											16
Total Number Valves Actually worked in last 2 years											23

Hydrants Painted

2005	6	2006	9	2007	5
					31

1/4 Report Water

Company Ohio American Water Company

Lawrence County

Year Quarter End Of 1/4 Customer Count

2007

3

3386

Mon th	Water Delivery (mi. gals)	UFW (%)	Avg Daily Flow (mi. gals)	High Flow (mi. gals)	# Days Exceeding Dsgn Cpry
7	20.061360	10.6	0.647141	0.781660	0
8	21.249932	10.0	0.685482	0.744260	0
9	20.136908	10.6	0.671234	0.789140	0

1/4 Report Water

Company: Ohio American Water Company

Lawrence County

Year Quarter End Of 1/4 Customer Count

2007

3

3366

Street Address	Robertson Rd.
Political Subdiv	Chesapeake
Date of Main Break/Outage	7/20/2007
General Type	Unplanned
Specific Type	
Number of Services Affected	0
Date Company Became Aware of Problem	7/14/2007
Time Company Became Aware of Problem	14:00
Date Problem Resolved	7/20/2007
Time Problem Resolved	12:00

Boil Advisory Issued? ☐ Yes ☒ No

Show Boil Advisories

Street Address	Township Rd. 1027
Political Subdiv	Fayette
Date of Main Break/Outage	7/26/2007
General Type	Unplanned
Specific Type	Main Break (Age)
Number of Services Affected	0
Date Company Became Aware of Problem	7/24/2007
Time Company Became Aware of Problem	10:00
Date Problem Resolved	7/26/2007
Time Problem Resolved	10:00

Boil Advisory Issued? ☐ Yes ☒ No

Show Boil Advisories

Street Address	State Rt. 7
Political Subdiv	Union
Date of Main Break/Outage	8/6/2007
General Type	Unplanned
Specific Type	Main Break (Unknown)
Number of Services Affected	1
Date Company Became Aware of Problem	8/4/2007
Time Company Became Aware of Problem	8:00
Date Problem Resolved	8/8/2007
Time Problem Resolved	11:00

Boil Advisory Issued? ☐ Yes ☒ No

Show Boil Advisories

Street Address	151 Township Rd. 1027
Political Subdiv	Fayette
Date of Main Break/Outage	9/3/2007
General Type	Unplanned
Specific Type	Main Break (Age)
Number of Services Affected	15
Date Company Became Aware of Problem	9/3/2007
Time Company Became Aware of Problem	10:00
Date Problem Resolved	9/3/2007
Time Problem Resolved	13:00

Boil Advisory Issued? ☐ Yes ☒ No

Show Boil Advisories

Street Address	85 Township Rd. 1027
Political Subdiv	Fayette
Date of Main Break/Outage	9/8/2007
General Type	Unplanned
Specific Type	Main Break (Age)
Number of Services Affected	0
Date Company Became Aware of Problem	9/6/2007
Time Company Became Aware of Problem	10:00
Date Problem Resolved	9/6/2007
Time Problem Resolved	14:00

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

Street Address	Township Rd. 1027
Political Subdiv	Fayette
Date of Main Break/Outage	9/15/2007
General Type	Unplanned
Specific Type	Main Break (Age)
Number of Services Affected	15
Date Company Became Aware of Problem	9/15/2007
Time Company Became Aware of Problem	7:00
Date Problem Resolved	9/15/2007
Time Problem Resolved	11:00

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

Street Address	Township Rd. 1027
Political Subdiv	Fayette
Date of Main Break/Outage	9/25/2007
General Type	Unplanned
Specific Type	Main Break (Age)
Number of Services Affected	0
Date Company Became Aware of Problem	9/23/2007
Time Company Became Aware of Problem	10:00
Date Problem Resolved	9/25/2007
Time Problem Resolved	14:00

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

1/4 Report: Water

Company: Ohio American Water Company

Lawrence County



Year: 2007 Quarter: 3 End Of 1/4 Customer Count: 3366

Contact Category	Contact Sub Category	Number of Inquiries
Customer Service	Account Information	1267
Customer Service	Bad Debt/Bankruptcy	127
Customer Service	Bill Adjustment	78
Customer Service	Bill Information/Forma	41
Customer Service	Consumption	19
Customer Service	Customer Notices	2
Customer Service	Customer Service Sta	0
Customer Service	Disconnection for Non	176
Customer Service	Final Service	116
Customer Service	General Information	313
Customer Service	New Service	161
Customer Service	NSF Check	0
Customer Service	Other:	658
Customer Service	Payment Arrangemen	115
Customer Service	Rates	0
Customer Service	Reconnection (Non-p	146
Customer Service	Service Order Appoint	114
Metering	Estimating	0
Metering	Meter Reading	0
Metering	Meter Repair/Leak	2
Metering	Meter Replacement	0
Metering	Other:	0
Water Quality	Discolored Water	0
Water Quality	Hardness	0
Water Quality	Low Pressure	9
Water Quality	Odor	0
Water Quality	Other:	0
Water Quality	Particles in Water	0
Water Quality	Scum/Oil in Water	0
Water Quality	Taste	0
Water Service	Disconnection for Rep	0
Water Service	Main Break	18
Water Service	Mark Water Lines/Lin	137
Water Service	Other:	0
Water Service	Restoration	0
Water Service	Service Line Leak	0
Water Service	Water Sampling	0

1/4 Report (W/14)	Company: Ohio American Water Company	
	Lawrence County	

Year	Quarter	End Of 1/4 Customer Count
2007	3	3366

Disconnection Category	Violation Type	Number of Disconnections
W/14 Day Notice	Access Denial	0
W/14 Day Notice	Application Misrepresenta	0
W/14 Day Notice	Non-emergency Compan	0
W/14 Day Notice	Non-payment	317
W/14 Day Notice	Other	0
W/24 Hour Notice	Service Misuse	0
W/24 Hour Notice	Service Waste	0
W/O Notice	Cross-connection	0
W/O Notice	Other	0
W/O Notice	Tampering	0

**Ohio American Water
Mansfield Madison System #1**

Greg.Dewhurst@pac.state.oh.us

Year		2007									
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap		
1	1	1.189	20.1%	0.036	0.043	1/26/07	0.034	1/10/07	0	Total Count	418
	2	1.221	21.0%	0.043	0.053	2/12/07	0.031	2/7/07	0		
	3	1.510	21.5%	0.048	0.054	3/7/07	0.037	3/27/07	0		
2	4	1.165	13.4%	0.038	0.045	4/18/07	0.038	4/11/07	0	Total Count	407
	5	1.395	12.9%	0.045	0.066	5/30/07	0.034	5/15/07	0		
	6	1.553	13.7%	0.051	0.059	6/28/07	0.029	6/27/07	0		
3	7	1.418	12.1%	0.045	0.065	7/9/07	0.038	7/19/07	0	Total Count	332
	8	1.421	11.9%	0.045	0.066	8/13/07	0.041	8/8/07	0		
	9	1.359	11.6%	0.045	0.067	9/13/07	0.039	9/25/07	0		
4	10									Total Count	
	11										
	12										

Avg	1.350	15.3%	0.044	0.064			0.036		0.000
High	1.553	21.5%	0.051	0.066			0.041		0
Low	1.165	11.6%	0.035	0.043			0.029		0

**Ohio American Water
Mansfield Biscayne System #2**

Greg.Dewhurst@pac.state.oh.us

Year		2007									
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap		
1	1	3.489	10.0%	0.112	0.127	1/8/07	0.103	1/24/07	0	Total Count	
	2	3.558	10.0%	0.127	0.133	2/6/07	0.112	2/14/07	0		
	3	4.276	10.0%	0.137	0.179	3/27/07	0.113	3/8/07	0		
2	4	3.353	10.0%	0.111	0.126	4/18/07	0.112	4/24/07	0	Total Count	
	5	4.233	10.0%	0.136	0.149	5/30/07	0.116	5/1/07	0		
	6	3.957	10.0%	0.132	0.178	6/25/07	0.113	6/21/07	0		
3	7	3.908	10.0%	0.130	0.144	7/16/07	0.094	7/26/07	0	Total Count	
	8	2.859	10.0%	0.090	0.132	8/7/07	0.062	8/24/07	0		
	9	2.638	10.0%	0.090	0.116	9/27/07	0.079	9/5/07	0		
4	10									Total Count	
	11										
	12										

Avg	1.350	15.3%	0.044	0.054			0.036		0.000
High	4.276	10.0%	0.137	0.179			0.116		0
Low	2.638	10.0%	0.090	0.116			0.052		0

Ohio American Water
Mansfield Bryonair System #3

Year 2007

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	0.708	10.0%	0.022	0.025	1/2/07	0.022	1/10/07	0
	2	0.897	10.0%	0.024	0.026	2/6/07	0.019	2/7/07	0
	3	0.888	10.0%	0.028	0.032	3/28/07	0.022	3/21/07	0
2	4	0.586	10.0%	0.019	0.026	4/2/07	0.018	4/10/07	0
	5	0.695	10.0%	0.022	0.027	5/14/07	0.008	5/25/07	0
	6	0.861	10.0%	0.022	0.025	6/25/07	0.019	6/7/07	0
3	7	0.820	10.0%	0.026	0.034	7/6/07	0.019	7/19/07	0
	8	0.716	10.0%	0.023	0.025	8/13/07	0.014	8/20/07	0
	9	0.931	10.0%	0.031	0.028	9/7/07	0.020	9/25/07	0
4	10								
	11								
	12								
Total Count									0

Avg	1.360	16.3%	0.044	0.054	0.036	0.000
High	0.931	10.0%	0.031	0.034	0.022	0
Low	0.596	10.0%	0.019	0.025	0.008	0

**Ohio American Water
Mansfield Halabrien System #4**

Greg.Dewhurst@puc.state.oh.us

Year

2007

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	0.118	10.0%	0.003	0.007	1/23/07	0.002	1/28/07	0
	2	0.096	10.0%	0.003	0.004	2/22/07	0.002	2/6/07	0
	3	0.101	10.0%	0.003	0.004	3/28/07	0.003	3/5/07	0
	4	0.084	10.0%	0.003	0.004	4/2/07	0.002	4/12/07	0
2	5	0.108	10.0%	0.003	0.004	5/7/07	0.002	5/1/07	0
	6	0.106	10.0%	0.003	0.005	6/4/07	0.002	6/5/07	0
	7	0.096	10.0%	0.003	0.004	7/23/07	0.002	7/5/07	0
	8	0.094	10.0%	0.003	0.004	8/13/07	0.002	8/20/07	0
3	9	0.092	10.0%	0.003	0.004	9/4/07	0.002	9/19/07	0
	10								
	11								
	12								
Total Count									

Avg	1.360	16.3%	0.044	0.064	0.036	0.000
High	0.118	10.0%	0.003	0.007	0.003	0
Low	0.084	10.0%	0.003	0.004	0.002	0

**Ohio American Water
Mansfield Walcrest System #5**

Greg.Dewhurst@puc.state.oh.us

Year

2007

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	0.174	10.0%	0.005	0.007	1/2/07	0.004	1/4/07	0
	2	0.180	10.0%	0.005	0.007	2/13/07	0.003	2/7/07	0
	3	0.188	10.0%	0.008	0.007	3/21/07	0.004	3/5/07	0
	4	0.162	10.0%	0.005	0.006	4/5/07	0.004	4/11/07	0
2	5	0.233	10.0%	0.007	0.010	5/24/07	0.004	5/3/07	0
	6	0.198	10.0%	0.008	0.009	6/14/07	0.004	6/5/07	0
	7	0.227	10.0%	0.007	0.009	7/9/07	0.005	7/11/07	0
	8	0.222	10.0%	0.007	0.010	8/13/07	0.005	8/20/07	0
3	9	0.209	10.0%	0.007	0.010	9/14/07	0.004	9/13/07	0
	10								
	11								
	12								
Total Count									

Avg	1.360	16.3%	0.044	0.064	0.036	0.000
High	0.233	10.0%	0.007	0.010	0.005	0
Low	0.160	10.0%	0.005	0.006	0.003	0

Ohio American Water
Mansfield Greenridge System #6

Year		2007									
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap		
1	1	0.636	10.0%	0.020	0.024	1/3/07	0.017	1/8/07	0		
	2	3610.000	10.0%	0.021	0.023	2/9/07	0.015	2/20/07	0		
	3	0.748	10.0%	0.024	0.030	3/14/07	0.014	3/15/07	0		
	4	0.878	10.0%	0.022	0.027	4/2/07	0.018	4/18/07	0		
	5	0.922	10.0%	0.029	0.037	5/30/07	0.020	5/16/07	0		
2	6	0.846	10.0%	0.028	0.038	6/26/07	0.022	6/5/07	0		
	7	0.913	10.0%	0.029	0.039	7/9/07	0.020	7/5/07	0		
	8	0.781	10.0%	0.025	0.034	8/31/07	0.020	8/21/07	0		
	9	0.789	10.0%	0.025	0.029	9/21/07	0.019	9/13/07	0		
	10										
3	11										
	12										
4	1										
	2										
	3										
	4										
	5										
		Avg	15.3%	0.044	0.064		0.036		0.000		
		High	10.0%	0.029	0.039		0.022		0		
		Low	10.0%	0.020	0.023		0.014		0		

Ohio American Water
Mansfield Harpcrest System #7

Year		2007									
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap		
1	1	1.299	10.0%	0.041	0.049	1/15/07	0.028	1/24/07	0		
	2	1.271	10.0%	0.045	0.053	2/6/07	0.033	2/7/07	0		
	3	1.548	10.0%	0.049	0.061	3/28/07	0.040	3/8/07	0		
	4	1.298	10.0%	0.043	0.047	4/2/07	0.041	4/3/07	0		
	5	1.573	10.0%	0.050	0.059	5/30/07	0.039	5/15/07	0		
2	6	1.409	10.0%	0.046	0.058	6/25/07	0.042	6/4/07	0		
	7	1.571	10.0%	0.050	0.066	7/16/07	0.042	7/11/07	0		
	8	1.430	10.0%	0.046	0.064	8/16/07	0.037	8/8/07	0		
	9	1.409	10.0%	0.046	0.051	9/5/07	0.037	9/27/07	0		
	10										
3	11										
	12										
4	1										
	2										
	3										
	4										
	5										
		Avg	15.3%	0.044	0.064		0.036		0.000		
		High	10.0%	0.050	0.069		0.042		0		
		Low	10.0%	0.041	0.047		0.028		0		

**Ohio American Water
Mansfield Mohican System #8**

Greg.Dewhurst@pac.state.oh.us

Year

2007

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	0.339	10.0%	0.010	0.011	1/25/07	0.008	1/8/07	0
	2	0.345	10.0%	0.012	0.015	2/13/07	0.010	2/1/07	0
	3	0.509	10.0%	0.016	0.023	3/9/07	0.013	3/6/07	0
	Total Count								
2	4	0.431	10.0%	0.014	0.019	4/11/07	0.012	4/25/07	0
	5	0.504	10.0%	0.016	0.022	5/10/07	0.013	5/25/07	0
	6	0.387	10.0%	0.013	0.022	6/27/07	0.008	6/5/07	0
	Total Count								
3	7	0.466	10.0%	0.020	0.022	7/2/07	0.008	7/26/07	0
	8	0.362	10.0%	0.010	0.018	8/31/07	0.010	8/20/07	0
	9	0.349	10.0%	0.010	0.017	9/20/07	0.008	9/27/07	0
	Total Count								
4	10								
	11								
	12								
	Total Count								

Avg	1.360	15.3%	0.044	0.054	0.036	0.000
High	0.509	10.0%	0.020	0.023	0.013	0
Low	0.339	10.0%	0.010	0.011	0.008	0

**Ohio American Water
Mansfield Little Valley System #9**

Greg.Dewhurst@pac.state.oh.us

Year

2007

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	0.215	10.0%	0.006	0.010	1/4/07	0.005	1/23/07	0
	2	0.214	10.0%	0.007	0.009	2/20/07	0.006	2/7/07	0
	3	0.289	10.0%	0.009	0.014	3/14/07	0.005	3/21/07	0
	Total Count								
2	4	0.154	10.0%	0.006	0.006	4/19/07	0.004	4/3/07	0
	5	0.191	10.0%	0.008	0.010	5/29/07	0.004	5/31/07	0
	6	0.160	10.0%	0.006	0.007	6/25/07	0.006	6/4/07	0
	Total Count								
3	7	0.223	10.0%	0.010	0.008	7/31/07	0.004	7/18/07	0
	8	0.177	10.0%	0.010	0.010	8/8/07	0.004	8/6/07	0
	9	0.154	10.0%	0.010	0.007	9/26/07	0.004	9/4/07	0
	Total Count								
4	10								
	11								
	12								
	Total Count								

Avg	1.360	15.3%	0.044	0.054	0.036	0.000
High	0.289	10.0%	0.010	0.014	0.006	0
Low	0.154	10.0%	0.005	0.006	0.004	0

Ohio American Water
Mansfield Ford Rd System #10

Year 2007

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Design Cap
1	1	0.070	10.0%	0.002	0.003	1/2/07	0.001	1/9/07	0
	2	0.051	10.0%	0.002	0.002	2/6/07	0.001	2/1/07	0
	3	0.053	10.0%	0.002	0.002	3/2/07	0.001	3/7/07	0
2	4	0.055	10.0%	0.002	0.003	4/27/07	0.001	4/19/07	0
	5	0.077	10.0%	0.002	0.004	5/24/07	0.001	5/1/07	0
	6	0.057	10.0%	0.002	0.004	6/25/07	0.001	6/5/07	0
3	7	0.102	10.0%	0.003	0.006	7/12/07	0.001	7/12/07	0
	8	0.056	10.0%	0.002	0.004	8/21/07	0.001	8/27/07	0
	9	0.070	10.0%	0.002	0.003	9/19/07	0.001	9/27/07	0
4	10								
	11								
	12								
Total Count									

Avg	1.360	16.3%	0.044	0.054	0.036	0.000
High	0.102	10.0%	0.003	0.008	0.001	0
Low	0.051	10.0%	0.002	0.002	0.001	0

Ohio American Water Mansfield Madison #1

Quarter # 1

2007

Total Customer Contacts

144

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	57	0
Bad Debt/Bankruptcy	14	0
Bill Adjustment	5	0
Bill Information/Format	4	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	4	0
General Information	0	0
New Service	7	0
NSF Check	0	0
Payment Arrangements	32	0
Rates	0	0
Reconnection Non-Pay	4	0
Service Order Appointment	10	0
Other: Customer Service	0	0
Total	137	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	1	0
Hardness	0	0
Low Pressure	1	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	2	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	5	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	5	0

**Ohio American Water
Mansfield Madison #1**

Quarter # 2

2007

Total Customer Contacts
96

Total Customer Complaints
0

Customer Services

	Inquiries	Complaints
Account Information	39	0
Bad Debt/Bankruptcy	8	0
Bill Adjustment	4	0
Bill Information/Format	2	0
Consumption	0	0
Customer Notices	1	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	3	0
General Information	1	0
New Service	8	0
NSF Check	0	0
Payment Arrangements	2	0
Rates	0	0
Reconnection Non-Pay	13	0
Service Order Appointment	14	0
Other: Customer Service	1	0
Total	96	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Madison #1**

**Quarter # 3
2007**

Total Customer Contacts	Total Customer Complaints
346	0

Customer Services		
	Inquiries	Complaints
Account Information	103	0
Bad Debt/Bankruptcy	14	0
Bill Adjustment	18	0
Bill Information/Format	4	0
Consumption	2	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	24	0
Final Service	4	0
General Information	20	0
New Service	11	0
NSF Check	0	0
Payment Arrangements	17	0
Rates	0	0
Reconnection Non-Pay	13	0
Service Order Appointment	19	0
Other: Customer Service	34	0
Total	333	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	1	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	1	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	10	0
Odor	0	0
Particles In Water	0	0
Scum/Oil In Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	10	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	2	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	2	0

**Ohio American Water
Mansfield Madison #1**

Quarter #4

2007

Total Customer Contacts	Total Customer Complaints
0	0

Customer Services		
	Inquiries	Complaints
Account Information		0
Bad Debt/Bankruptcy		0
Bill Adjustment		0
Bill Information/Format		0
Consumption		0
Customer Notices		0
Customer Service Staff		0
Disconnection for Non-Pay		0
Final Service		0
General Information		0
New Service		0
NSF Check		0
Payment Arrangements		0
Rates		0
Reconnection Non-Pay		0
Service Order Appointment		0
Other: Customer Service		0
Total	0	0

Metering		
	Inquiries	Complaints
Estimating		0
Meter Reading		0
Meter Repair/Leak		0
Meter Replacement		0
Others: Metering		0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water		0
Hardness		0
Low Pressure		0
Odor		0
Particles in Water		0
Scum/Oil in Water		0
Taste		0
Other: Water Quality		0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs		0
Main Breaks		0
Mark Water Lines/Line Inspect		0
Restoration		0
Service line leak		0
Water Sampling		0
Others: Water Service		0
Total	0	0

Yearly Total of Customer Contacts 586
Yearly Total of Customer Complaints 0

Ohio American Water Mansfield Biscayne #2

Quarter # 1

2007

Total Customer Contacts

60

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	11	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	3	0
General Information	0	0
New Service	7	0
NSF Check	0	0
Payment Arrangements	7	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	6	0
Other: Customer Service	0	0
Total	37	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	5	0
Hardness	0	0
Low Pressure	12	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	17	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	6	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	6	0

**Ohio American Water
Mansfield Biscayne #2**

**Quarter # 2
2007**

Total Customer Contacts	Total Customer Complaints
34	0

Customer Services		
	Inquiries	Complaints
Account Information	10	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	1	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	3	0
General Information	0	0
New Service	3	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	2	0
Service Order Appointment	5	0
Other: Customer Service	1	0
Total	28	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	3	0
Hardness	0	0
Low Pressure	1	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	4	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	2	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	2	0

**Ohio American Water
Mansfield Biscayne #2**

Quarter # 3

2007

Total Customer Contacts

95

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	26	0
Bad Debt/Bankruptcy	4	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	1	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	4	0
Final Service	6	0
General Information	10	0
New Service	7	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	7	0
Service Order Appointment	7	0
Other: Customer Service	22	0
Total	95	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Biscayne #2**

Quarter # 4

2007

Total Customer Contacts	Total Customer Complaints
0	0

Customer Services		
	Inquiries	Complaints
Account Information		0
Bad Debt/Bankruptcy		0
Bill Adjustment		0
Bill Information/Format		0
Consumption		0
Customer Notices		0
Customer Service Staff		0
Disconnection for Non-Pay		0
Final Service		0
General Information		0
New Service		0
NSF Check		0
Payment Arrangements		0
Rates		0
Reconnection Non-Pay		0
Service Order Appointment		0
Other: Customer Service		0
Total	0	0

Metering		
	Inquiries	Complaints
Estimating		0
Meter Reading		0
Meter Repair/Leak		0
Meter Replacement		0
Others: Metering		0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water		0
Hardness		0
Low Pressure		0
Odor		0
Particles in Water		0
Scum/Oil in Water		0
Taste		0
Other: Water Quality		0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs		0
Main Breaks		0
Mark Water Lines/Line Inspect		0
Restoration		0
Service line leak		0
Water Sampling		0
Others: Water Service		0
Total	0	0

Yearly Total of Customer Contacts	189
Yearly Total of Customer Complaints	0

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 1

2007

Total Customer Contacts

35

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	8	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	1	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	5	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	2	0
Other: Customer Service	0	0
Total	17	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	2	0
Hardness	0	0
Low Pressure	8	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	10	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	8	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	8	0

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 2

2007

Total Customer Contacts

39

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	19	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	0	0
Bill Information/Format	1	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	2	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	3	0
Service Order Appointment	5	0
Other: Customer Service	0	0
Total	31	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	4	0
Hardness	0	0
Low Pressure	2	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	6	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	2	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	2	0

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 3

2007

Total Customer Contacts

59

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	18	0
Bad Debt/Bankruptcy	3	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	3	0
Final Service	4	0
General Information	4	0
New Service	2	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	4	0
Service Order Appointment	3	0
Other: Customer Service	16	0
Total	58	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	1	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	1	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 4

2007

Total Customer Contacts

0

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information		0
Bad Debt/Bankruptcy		0
Bill Adjustment		0
Bill Information/Format		0
Consumption		0
Customer Notices		0
Customer Service Staff		0
Disconnection for Non-Pay		0
Final Service		0
General Information		0
New Service		0
NSF Check		0
Payment Arrangements		0
Rates		0
Reconnection Non-Pay		0
Service Order Appointment		0
Other: Customer Service		0
Total	0	0

Metering

	Inquiries	Complaints
Estimating		0
Meter Reading		0
Meter Repair/Leak		0
Meter Replacement		0
Others: Metering		0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water		0
Hardness		0
Low Pressure		0
Odor		0
Particles in Water		0
Scum/Oil in Water		0
Taste		0
Other: Water Quality		0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs		0
Main Breaks		0
Mark Water Lines/Line Inspect		0
Restoration		0
Service line leak		0
Water Sampling		0
Others: Water Service		0
Total	0	0

Yearly Total of Customer Contacts 133
Yearly Total of Customer Complaints 0

Ohio American Water Mansfield Halabrien #4

Quarter # 1

2007

Total Customer Contacts	Total Customer Complaints
11	0

Customer Services		
	Inquiries	Complaints
Account Information	2	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	7	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	0	0
Other: Customer Service	0	0
Total	11	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality		0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Halabrien #4**

Quarter #2

2007

Total Customer Contacts	Total Customer Complaints
6	0

Customer Services		
	Inquiries	Complaints
Account Information	3	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	2	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	1	0
Other: Customer Service	0	0
Total	6	0

Metering		
	Inquiries	Complaint
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaint
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 3

2007

Total Customer Contacts	Total Customer Complaints
43	0

Customer Services		
	Inquiries	Complaints
Account Information	21	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	1	0
Final Service	0	0
General Information	5	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	1	0
Other: Customer Service	12	0
Total	43	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 4

2007

Total Customer Contacts	Total Customer Complaints
0	0

Customer Services		
	Inquiries	Complaints
Account Information		0
Bad Debt/Bankruptcy		0
Bill Adjustment		0
Bill Information/Format		0
Consumption		0
Customer Notices		0
Customer Service Staff		0
Disconnection for Non-Pay		0
Final Service		0
General Information		0
New Service		0
NSF Check		0
Payment Arrangements		0
Rates		0
Reconnection Non-Pay		0
Service Order Appointment		0
Other: Customer Service		0
Total	0	0

Metering		
	Inquiries	Complaints
Estimating		0
Meter Reading		0
Meter Repair/Leak		0
Meter Replacement		0
Others: Metering		0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water		0
Hardness		0
Low Pressure		0
Odor		0
Particles in Water		0
Scum/Oil in Water		0
Taste		0
Other: Water Quality		0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs		0
Main Breaks		0
Mark Water Lines/Line Inspect		0
Restoration		0
Service line leak		0
Water Sampling		0
Others: Water Service		0
Total	0	0

Yearly Total of Customer Contacts 60
Yearly Total of Customer Complaints 0

Ohio American Water Mansfield Walcrest #5

Quarter # 1

2007

Total Customer Contacts

6

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	1	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	0	0
Total	3	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	3	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	3	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 2

2007

Total Customer Contacts	Total Customer Complaints
5	0

Customer Services		
	Inquiries	Complaints
Account Information	3	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	0	0
Total	4	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	1	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	1	0

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 3

2007

Total Customer Contacts

9

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	2	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	3	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	3	0
Total	9	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 4

2007

Total Customer Contacts

0

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information		0
Bad Debt/Bankruptcy		0
Bill Adjustment		0
Bill Information/Format		0
Consumption		0
Customer Notices		0
Customer Service Staff		0
Disconnection for Non-Pay		0
Final Service		0
General Information		0
New Service		0
NSF Check		0
Payment Arrangements		0
Rates		0
Reconnection Non-Pay		0
Service Order Appointment		0
Other: Customer Service		0
Total	0	0

Metering

	Inquiries	Complaints
Estimating		0
Meter Reading		0
Meter Repair/Leak		0
Meter Replacement		0
Others: Metering		0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water		0
Hardness		0
Low Pressure		0
Odor		0
Particles in Water		0
Scum/Oil in Water		0
Taste		0
Other: Water Quality		0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs		0
Main Breaks		0
Mark Water Lines/Line Inspect		0
Restoration		0
Service line leak		0
Water Sampling		0
Others: Water Service		0
Total	0	0

Yearly Total of Customer Contacts 20
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Greenridge #6**

Quarter # 1

2007

Total Customer Contacts

31

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	9	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	5	0
NSF Check	0	0
Payment Arrangements	10	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	5	0
Other: Customer Service	0	0
Total	30	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	1	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	1	0

**Ohio American Water
Mansfield Greenridge #6**

Quarter # 2

2007

Total Customer Contacts	Total Customer Complaints
34	0

Customer Services		
	Inquiries	Complaints
Account Information	17	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	0	0
Bill Information/Format	1	0
Consumption	0	0
Customer Notices	1	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	3	0
General Information	0	0
New Service	4	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	4	0
Service Order Appointment	2	0
Other: Customer Service	1	0
Total	34	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality		0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Greenridge #6**

Quarter # 3

2007

Total Customer Contacts	Total Customer Complaints
61	0

Customer Services		
	Inquiries	Complaints
Account Information	19	0
Bad Debt/Bankruptcy	3	0
Bill Adjustment	1	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	2	0
Final Service	6	0
General Information	6	0
New Service	4	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	4	0
Service Order Appointment	3	0
Other: Customer Service	13	0
Total	61	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Greenridge #6**

Quarter # 4

2007

Total Customer Contacts

0

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information		0
Bad Debt/Bankruptcy		0
Bill Adjustment		0
Bill Information/Format		0
Consumption		0
Customer Notices		0
Customer Service Staff		0
Disconnection for Non-Pay		0
Final Service		0
General Information		0
New Service		0
NSF Check		0
Payment Arrangements		0
Rates		0
Reconnection Non-Pay		0
Service Order Appointment		0
Other: Customer Service		0
Total	0	0

Metering

	Inquiries	Complaints
Estimating		0
Meter Reading		0
Meter Repair/Leak		0
Meter Replacement		0
Others: Metering		0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water		0
Hardness		0
Low Pressure		0
Odor		0
Particles in Water		0
Scum/Oil in Water		0
Taste		0
Other: Water Quality		0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs		0
Main Breaks		0
Mark Water Lines/Line Inspect		0
Restoration		0
Service line leak		0
Water Sampling		0
Others: Water Service		0
Total	0	0

Yearly Total of Customer Contacts 126
Yearly Total of Customer Complaints 0

Ohio American Water Mansfield Harpcrest #7

Quarter # 1

2007

Total Customer Contacts	Total Customer Complaints
61	0

Customer Services		
	Inquiries	Complaints
Account Information	9	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	5	0
General Information	1	0
New Service	6	0
NSF Check	0	0
Payment Arrangements	26	0
Rates	0	0
Reconnection Non-Pay	5	0
Service Order Appointment	6	0
Other: Customer Service	0	0
Total	60	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	1	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	1	0

**Ohio American Water
Mansfield Harpcrest #7**

Quarter # 2

2007

Total Customer Contacts	Total Customer Complaints
51	0

Customer Services		
	Inquiries	Complaints
Account Information	21	0
Bad Debt/Bankruptcy	4	0
Bill Adjustment	2	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	6	0
General Information	0	0
New Service	7	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	6	0
Other: Customer Service	3	0
Total	51	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Harprest #7**

Quarter # 3

2007

Total Customer Contacts	Total Customer Complaints
148	0

Customer Services		
	Inquiries	Complaints
Account Information	55	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	1	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	8	0
Final Service	5	0
General Information	22	0
New Service	10	0
NSF Check	0	0
Payment Arrangements	3	0
Rates	0	0
Reconnection Non-Pay	10	0
Service Order Appointment	5	0
Other: Customer Service	28	0
Total	148	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Harprest #7**

Quarter # 4

2007

Total Customer Contacts

0

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information		0
Bad Debt/Bankruptcy		0
Bill Adjustment		0
Bill Information/Format		0
Consumption		0
Customer Notices		0
Customer Service Staff		0
Disconnection for Non-Pay		0
Final Service		0
General Information		0
New Service		0
NSF Check		0
Payment Arrangements		0
Rates		0
Reconnection Non-Pay		0
Service Order Appointment		0
Other: Customer Service		0
Total	0	0

Metering

	Inquiries	Complaints
Estimating		0
Meter Reading		0
Meter Repair/Leak		0
Meter Replacement		0
Others: Metering		0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water		0
Hardness		0
Low Pressure		0
Odor		0
Particles in Water		0
Scum/Oil in Water		0
Taste		0
Other: Water Quality		0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs		0
Main Breaks		0
Mark Water Lines/Line Inspect		0
Restoration		0
Service line leak		0
Water Sampling		0
Others: Water Service		0
Total	0	0

Yearly Total of Customer Contacts 260
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Mohican #8**

Quarter # 1
2007

Total Customer Contacts	Total Customer Complaints
7	0

Customer Services		
	Inquiries	Complaints
Account Information	1	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	2	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	1	0
Other: Customer Service	0	0
Total	5	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	2	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	2	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Mohican #8**

**Quarter # 2
2007**

Total Customer Contacts	Total Customer Complaints
8	0

Customer Services		
	Inquiries	Complaints
Account Information	2	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	2	0
Other: Customer Service	0	0
Total	6	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	3	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	3	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Mohican #8**

Quarter # 3

2007

Total Customer Contacts

12

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	7	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	2	0
Other: Customer Service	2	0
Total	12	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Mohican #8**

Quarter # 4

2007

Total Customer Contacts

0

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information		0
Bad Debt/Bankruptcy		0
Bill Adjustment		0
Bill Information/Format		0
Consumption		0
Customer Notices		0
Customer Service Staff		0
Disconnection for Non-Pay		0
Final Service		0
General Information		0
New Service		0
NSF Check		0
Payment Arrangements		0
Rates		0
Reconnection Non-Pay		0
Service Order Appointment		0
Other: Customer Service		0
Total	0	0

Metering

	Inquiries	Complaints
Estimating		0
Meter Reading		0
Meter Repair/Leak		0
Meter Replacement		0
Others: Metering		0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water		0
Hardness		0
Low Pressure		0
Odor		0
Particles in Water		0
Scum/Oil in Water		0
Taste		0
Other: Water Quality		0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs		0
Main Breaks		0
Mark Water Lines/Line Inspect		0
Restoration		0
Service line leak		0
Water Sampling		0
Others: Water Service		0
Total	0	0

Yearly Total of Customer Contacts 27
Yearly Total of Customer Complaints 0

Ohio American Water Mansfield Little Valley #9

Quarter # 1

2007

Total Customer Contacts	Total Customer Complaints
15	0

Customer Services		
	Inquiries	Complaints
Account Information	2	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	7	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	6	0
Other: Customer Service	0	0
Total	15	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality		0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Little Valley #9**

Quarter # 2

2007

Total Customer Contacts	Total Customer Complaints
17	0

Customer Services		
	Inquiries	Complaints
Account Information	8	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	2	0
General Information	0	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	2	0
Service Order Appointment	2	0
Other: Customer Service	0	0
Total	17	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Little Valley #9**

Quarter # 3

2007

Total Customer Contacts	Total Customer Complaints
35	0

Customer Services		
	Inquiries	Complaints
Account Information	9	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	1	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	2	0
Final Service	2	0
General Information	4	0
New Service	2	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	2	0
Service Order Appointment	7	0
Other: Customer Service	4	0
Total	35	0

Metering		
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Little Valley #9**

Quarter # 4

2007

Total Customer Contacts	Total Customer Complaints
0	0

Customer Services		
	Inquiries	Complaints
Account Information		0
Bad Debt/Bankruptcy		0
Bill Adjustment		0
Bill Information/Format		0
Consumption		0
Customer Notices		0
Customer Service Staff		0
Disconnection for Non-Pay		0
Final Service		0
General Information		0
New Service		0
NSF Check		0
Payment Arrangements		0
Rates		0
Reconnection Non-Pay		0
Service Order Appointment		0
Other: Customer Service		0
Total	0	0

Metering		
	Inquiries	Complaints
Estimating		0
Meter Reading		0
Meter Repair/Leak		0
Meter Replacement		0
Others: Metering		0
Total	0	0

Water Quality		
	Inquiries	Complaints
Discolored Water		0
Hardness		0
Low Pressure		0
Odor		0
Particles in Water		0
Scum/Oil in Water		0
Taste		0
Other: Water Quality		0
Total	0	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs		0
Main Breaks		0
Mark Water Lines/Line Inspect		0
Restoration		0
Service line leak		0
Water Sampling		0
Others: Water Service		0
Total	0	0

Yearly Total of Customer Contacts	67
Yearly Total of Customer Complaints	0

**Ohio American Water
Mansfield Ford Rd #10**

Quarter # 1

2007

Total Customer Contacts

7

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	2	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	4	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	0	0
Total	7	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Ford Rd #10**

Quarter # 2

2007

Total Customer Contacts	Total Customer Complaints
2	0

Customer Services

	Inquiries	Complaints
Account Information	1	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	1	0
Other: Customer Service	0	0
Total	2	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Ford Rd #10**

Quarter # 3

2007

Total Customer Contacts

8

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	2	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	2	0
Service Order Appointment	0	0
Other: Customer Service	4	0
Total	8	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles In Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Ford Rd #10**

Quarter # 4

2007

Total Customer Contacts
0

Total Customer Complaints
0

Customer Services

	Inquiries	Complaints
Account Information		0
Bad Debt/Bankruptcy		0
Bill Adjustment		0
Bill Information/Format		0
Consumption		0
Customer Notices		0
Customer Service Staff		0
Disconnection for Non-Pay		0
Final Service		0
General Information		0
New Service		0
NSF Check		0
Payment Arrangements		0
Rates		0
Reconnection Non-Pay		0
Service Order Appointment		0
Other: Customer Service		0
Total	0	0

Metering

	Inquiries	Complaints
Estimating		0
Meter Reading		0
Meter Repair/Leak		0
Meter Replacement		0
Others: Metering		0
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water		0
Hardness		0
Low Pressure		0
Odor		0
Particles in Water		0
Scum/Oil in Water		0
Taste		0
Other: Water Quality		0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs		0
Main Breaks		0
Mark Water Lines/Line Inspect		0
Restoration		0
Service line leak		0
Water Sampling		0
Others: Water Service		0
Total	0	0

Yearly Total of Customer Contacts 17
Yearly Total of Customer Complaints 0

Ohio American Water
Mansfield Madison #1

Quarter # 1

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Madison #1

Quarter # 2

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Madison #1

Quarter # 3

Year 2007

Street Address 920 Belmont
Political Subdiv Madison
Date of Break/ Outage 8/13/2007
General Type
Specific Type
Number of Services Affected 0
Time Became Aware 8:00 p.m.
Date Problem Resolved 8/13/2007
Time Problem Resolved 11:30 p.m.
Restorations Made. Type & Size yes
Boil Order Information no

Ohio American Water
Mansfield Madison #1

Quarter # 4

Year 2007

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Biscayne #2

Quarter # 1

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Biscayne #2

Quarter # 2

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Biscayne #2**

Quarter # 3

Year 2007

Street Address	2215 Kentwood Drive	441 Impala
Political Subdiv	Imperial Biscayne	Imperial Biscayne
Date of Break/ Outage	7/25/2007	9/1/2007
General Type		
Specific Type		
Number of Services Affected	0	0
Time Became Aware	8:00 a.m.	2:30
Date Problem Resolved	7/25/2007	9/4/07
Time Problem Resolved	5:00 p.m.	11:30 a.m.
Restorations Made, Type & Size	yes	yes
Boil Order Information	no	no

**Ohio American Water
Mansfield Biscayne #2**

Quarter # 4

Year 2007

Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made, Type & Size	
Boil Order Information	

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 1

Year 2007

Street Address	
Political Subdiv	None this quarter
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made, Type & Size	
Boil Order Information	

Ohio American Water
Mansfield Bryonaire #3

Quarter # 2

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Bryonaire #3

Quarter # 3

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Bryonaire #3

Quarter # 4

Year 2007

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 1

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 2

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 3

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 4

Year 2007

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 1

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 2

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Walcrest #5

Quarter # 3

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Walcrest #5

Quarter # 4

Year 2007

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Greenridge #6

Quarter # 1

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Greenridge #6

Quarter # 2

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Greenridge #6

Quarter # 3

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Greenridge #6

Quarter # 4

Year 2007

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Harpcrest #7**

Quarter # 1

Year **2007**

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Harpcrest #7**

Quarter # 2

Year **2007**

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Harpcrest #7**

Quarter # 3

Year **2007**

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Harprest #7

Quarter # 4

Year 2007

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Mohican #8

Quarter # 1

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Mohican #8

Quarter # 2

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Mohican #8

Quarter # 3

Year 2007

Street Address	195 Colonial
Political Subdiv	Mohican
Date of Break/ Outage	8/1/2007
General Type	
Specific Type	
Number of Services Affected	0
Time Became Aware	8:30 p.m.
Date Problem Resolved	8/4/2007
Time Problem Resolved	12:00 p.m.
Restorations Made. Type & Size	yes
Boil Order Information	no

Ohio American Water
Mansfield Mohican #8

Quarter # 4

Year 2007

Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made. Type & Size	
Boil Order Information	

Ohio American Water
Mansfield Little Valley #9

Quarter # 1

Year 2007

Street Address	
Political Subdiv	None this quarter
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made. Type & Size	
Boil Order Information	

Ohio American Water
Mansfield Little Valley #9

Quarter # 2

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Little Valley #9

Quarter # 3

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Little Valley #9

Quarter # 4

Year 2007

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Ford Rd. #10**

Quarter # 1

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Ford Rd. #10**

Quarter # 2

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Ford Rd. #10**

Quarter # 3

Year 2007

Street Address
Political Subdiv None this quarter
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Ford Rd. #10**

Quarter # 4

Year 2007

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Windows
Manufactured Leak Records System is

Manifold Leak Recorder System is
 800 64 6130/1 800 6130

[illegible]

**Ohio American Water Company
Marion District**

Year		2007										Customer Count
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap			
1	1	207.171	24.5%	6.648	7.186	01/31/07	5.902	01/13/07	0		16932	
	2	210.149	24.2%	7.471	8.048	02/21/07	6.889	02/02/07	0			
	3	220.395	25.1%	7.072	7.566	03/08/07	6.454	03/17/07	0			
2	4	203.451	24.7%	6.745	7.384	04/02/07	6.096	04/28/07	0		16997	
	5	219.068	24.8%	7.012	8.047	05/24/07	5.885	05/27/07	0			
	6	217.439	24.7%	7.198	7.942	06/28/07	6.413	06/05/07	0			
3	7	218.843	23.7%	7.005	7.835	07/09/07	6.131	07/29/07	0			
	8	220.167	23.3%	7.036	7.446	08/08/07	6.242	08/19/07	0			
	9	203.417	23.4%	6.738	7.436	09/07/07	5.986	09/02/07	0			
4	10								0			
	11								0			
	12								0			
2007												
	Avg	213.344	24.3%	6.992	7.654		6.222		0		8482	
	High	220.395	25.1%	7.471	8.048	02/21/07	6.889		0		16997	
	Low	203.417	23.3%	6.648	7.186		5.885	05/27/07	0		16932	

Year 2007 Quarter: 1

☒

If yes:
Notification Method:

- ☐ Newspaper
- ☐ Sign Posting
- ☐ Radio
- ☐ Bill Insert
- ☐ Marquee
- ☐ Other

[illegible]

2007	2	176 E Center St	City of Marion	4/7/2007	Unplanned	Main Break	4D		04/08/07
2007	2	Merkle Ave & W St	City of Marion	4/9/2007	Unplanned	Main Break	6D		04/09/07
2007	2	Leader St	City of Marion	4/10/2007	Unplanned	Main Break	2B		04/10/07
2007	2	Schoto St.	City of Marion	4/19/2007	Unplanned	Main Break	1B	1:15 p.m.	4/19/07
2007	2	W Center St	City of Marion	5/1/2007	Unplanned	Main Break	4	4:36 p.m.	06/01/07
2007	2	Vine St	City of Marion	5/10/2007	Unplanned	Main Break	5D	11:30 a.m.	06/10/07
2007	2	N Main St	City of Marion	5/12/2007	Unplanned	Main Break	2B	5:15 a.m.	06/18/07
2007	2	Winchester St at Thee	City of Marion	6/12/2007	Unplanned	Main Break	3D	1:00 p.m.	06/12/07
2007	2								

Ohio American Water Company

Quarter #3

Year 2007

<p>Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Boil Order Issued by</p>
<p>Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Boil Order Issued by</p>
<p>Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Boil Order Issued by</p>
<p>Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Boil Order Issued by</p>
<p>Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Boil Order Issued by</p>
<p>Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Boil Order Issued by</p>
<p>Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Boil Order Issued by</p>
<p>Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Boil Order Issued by</p>
<p>Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Boil Order Issued by</p>

**Ohio American Water Company
Marion District**

**Quarter # 3
2007**

**Total Customer Contacts
15991**

Customer Services

	Inquiries	Complaints
Account Information	6330	
Bad Debt/Bankruptcy	507	
Bill Adjustment	288	
Bill Information/Format	129	
Consumption	68	
Customer Notices	37	
Customer Service Staff	0	
Disconnection for Non-Pay	533	
Final Service	724	
General Information	1318	
New Service	842	
NSF Check	0	
Payment Arrangements	551	
Rates	0	
Reconnection Non-Pay	392	
Service Order Appointment	716	
Other: Customer Service	3680	
Total	15896	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	35	
Mark Water Lines/Line Inspect	0	
Restoration	0	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	35	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	40	
Meter Repair/Leak	0	
Meter Replacement	0	
Others: Metering	0	
Total	40	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	
Hardness	0	
Low Pressure	20	
Odor	0	
Particles in Water	0	
Scum/Oil in Water	0	
Taste	0	
Other: Water Quality	0	
Total	20	0

**Ohio American Water Company
Marion District**

Quarter # 1

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	274
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 2

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	580
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 3

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	641
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Beechcrest

Year

2007

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	3.109	9.0%	0.100	0.147	01/02/07	0.058	01/05/07	0	595
	2	2.814	2.8%	0.907	0.162	02/23/07	0.057	02/10/07	0	595
	3	3.217	8.8%	0.103	0.149	03/31/07	0.062	03/10/07	0	595
2	4	2.950	1.8%	0.095	0.017	04/30/07	0.055	04/27/07	0	595
	5	3.162	5.5%	0.101	0.160	05/29/07	0.050	05/11/07	0	595
	6	3.121	5.9%	0.104	0.164	06/25/07	0.031	06/23/07	0	595
3	7	3.495	8.9%	112.000	179.000	07/06/07	60.000	07/29/07	0	595
	8	3.371	12.7%	108.000	149.000	08/29/07	56.000	08/09/07	0	595
	9	3.208	3.3%	103.000	182.000	09/07/07	43.000	09/29/07	0	595
4	10								0	
	11								0	
	12								0	
Avg		3.161	6.5%	36.046	56.755	5/21/2007	17.702	5/17/2007	0	1339
High		3.495	12.7%	112.000	182.000	09/07/07	06/23/07	01/00/00	0	595
Low		2.814	1.8%	0.095	0.017	1/2/2007	0.031	1/5/2007	0	595

Ohio American Water Company
Beechcrest

Routine (Annual/Semi-Annual) Flushing Information

Year 2007 Quarter: 2

Was the system flushed this quarter?
Begin Date: 4/30/2007 End Date: 4/30/2007 Yes: ☐ No: ☐
Notification Date: 4/11/2007
If yes: Notification Method: Newspaper
* Sign Posting
* ☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Was the system flushed this quarter?
Begin Date: End Date: Yes: ☐ No: ☐
Notification Date:
If yes: Notification Method: Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Was the system flushed this quarter?
Begin Date: End Date: Yes: ☐ No: ☐
Notification Date:
If yes: Notification Method: Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Was the system flushed this quarter?
Begin Date: End Date: Yes: ☐ No: ☐
Notification Date:
If yes: Notification Method: Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Quarter # 2

Year 2007

Street Address	3760 Neville Dr.
Political Subdiv	Brimfield
Date of Break/ Outage	4/4/07
General Type	Leaking curb stop company side
Specific Type	leak
Number of Services Affected	1
Time Became Aware	4/4/07
Date Problem Resolved	4/4/07
Time Problem Resolved	1430
Boil Order issued by	no
Street Address	3657 Elmhurst Ct
Political Subdiv	Brimfield
Date of Break/ Outage	4/27/07
General Type	Fist size hole blown out on the side of the pipe 1" from service tap
Specific Type	
Number of Services Affected	69
Time Became Aware	1015
Date Problem Resolved	4/27/07
Time Problem Resolved	1700
Boil Order issued by	Steve Chelina
Street Address	3925 Neville
Political Subdiv	Brimfield
Date of Break/ Outage	4/27/2007
General Type	Scheduled shut down for main tie-in
Specific Type	
Number of Services Affected	69
Time Became Aware	1000
Date Problem Resolved	4/27/07
Time Problem Resolved	2000
Boil Order issued by	Steve Chelina
Street Address	System wide
Political Subdiv	Brimfield
Date of Break/ Outage	5/22/07
General Type	Loss of pressure system wide due to fire system flow test
Specific Type	Pressure dropped to 15 psi in some areas for a maximum of 2 minutes
Number of Services Affected	18 businesses, 4 restaurants and roughly 673 residences
Time Became Aware	1300
Date Problem Resolved	5/22/07
Time Problem Resolved	1330
Boil Order issued by	Steve Chelina with Mike Perriguy

Ohio American Water Company
Beechcrest

Quarter # 3

Year 2007

**Ohio American Water Company
Beechcrest**

**Quarter # 4
2007**

**Total Customer Contacts
0**

Customer Services

	Inquiries	Complaints
Account Information		
Bad Debt/Bankruptcy		
Bill Adjustment		
Bill Information/Format		
Consumption		
Customer Notices		
Customer Service Staff		
Disconnection for Non-Pay		
Final Service		
General Information		
New Service		
NSF Check		
Payment Arrangements		
Rates		
Reconnection Non-Pay		
Service Order Appointment		
Other: Customer Service		
Total	0	

Water Service

	Inquiries	Complaints
Disconnection for Repairs		
Main Breaks		
Mark Water Lines/Line Inspect		
Restoration		
Service line leak		
Water Sampling		
Others: Water Service		
Total	0	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	0	
Meter Repair/Leak	0	
Meter Replacement	0	
Others: Metering	0	
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water		
Hardness		
Low Pressure		
Odor		
Particles in Water		
Scum/Oil in Water		
Taste		
Other: Water Quality		
Total	0	0

**Ohio American Water Company
Beechcrest**

Quarter # 1

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	11
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 2

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	13
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	27
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

**Ohio American Water Company
East Aurora**

Year **2007**

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	2.181	31.6%	70.370	83.000	01/01/07	0.060	01/20/07	0	315
	2	1.972	25.8%	63.600	82.000	02/26/07	0.062	02/03/07	0	315
	3	2.247	32.9%	103.780	149.000	03/31/07	0.062	03/10/07	0	315
2	4	2.298	27.9%	0.074	0.162	04/24/07	0.058	04/27/07	0	315
	5	2.357	35.5%	0.076	0.090	05/17/07	0.063	05/19/07	0	315
	6	2.336	36.7%	0.077	0.104	06/22/07	0.053	06/23/07	0	315
3	7	2.346	42.1%	75.000	135.000	07/22/07	20.000	07/21/07	0	315
	8	1.622	19.0%	52.000	87.000	08/01/07	37.000	08/11/07	0	315
	9	1.475	-4.9%	47.000	93.000	09/11/07	19.000	09/15/07	0	315
4	10								0	
	11								0	
	12								0	
	Avg	2.093	27.4%	45.775					0	315
	High	2.357	42.1%	103.780	149.000	03/31/07			0	315
	Low	1.475	-4.9%	0.074			0.053	06/23/07	0	315

Ohio American Water Company
East Aurora

Routine (Annual/Semi-Annual) Flushing Information

Year 2007 Quarter: 1st

Was the system flushed this quarter?
Begin Date: _____ End Date: _____ Yes: ☐ No: _____
Notification Date: _____
If yes: ☐ Newspaper ☐ Sign Posting ☐ Radio ☐ Bill Insert ☐ Marquee ☐ Other

Was the system flushed this quarter?
Begin Date: 4/23/2007 End Date: 4/24/2007 Yes: ☒ No: 4/16/2007
Notification Date: _____
If yes: ☒ Newspaper ☒ Sign Posting ☐ Radio ☐ Bill Insert ☐ Marquee ☐ Other

Was the system flushed this quarter?
Begin Date: _____ End Date: _____ Yes: ☐ No: _____
Notification Date: _____
If yes: ☐ Newspaper ☐ Sign Posting ☐ Radio ☐ Bill Insert ☐ Marquee ☐ Other

Was the system flushed this quarter?
Begin Date: _____ End Date: _____ Yes: ☐ No: _____
Notification Date: _____
If yes: ☐ Newspaper ☐ Sign Posting

Note: Expand form and copy lines as needed to list all main break outages during each quarter.

Ohio American Water Company

Quarter #1	
Year	2007
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	

Ohio American Water Company

Quarter #2	
Year	2007
Street Address	10236 Wellington
Political Subdiv	
Date of Break/ Outage	4/23/07
General Type	Service saddle bolts rotted off
Specific Type	
Number of Services Affected	78
Time Became Aware	10:00 am
Date Problem Resolved	4/23/07
Time Problem Resolved	8:00 pm
Boil Order issued by	Steve Chelms
Street Address	10199 Wentworth
Political Subdiv	
Date of Break/ Outage	5/9/07
General Type	leaking 6 inch valve
Specific Type	
Number of Services Affected	58
Time Became Aware	1st noticed in Spring of '06, only leaks when not 100% ON
Date Problem Resolved	5/9/07
Time Problem Resolved	4:00 pm
Boil Order issued by	Steve Chelms

Ohio American Water Company

Quarter #3	
Year	2007
Street Address	None this quarter
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	

Ohio American Water Company
East Aurora

Quarter #4	
Year	2007
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	

**Ohio American Water Company
East Aurora**

Quarter # 2

2007

**Total Customer Contacts
90**

Customer Services

	Inquiries	Complaints
Account Information	25	
Bad Debt/Bankruptcy	1	
Bill Adjustment	12	
Bill Information/Format	3	
Consumption	0	
Customer Notices	0	
Customer Service Staff	0	
Disconnection for Non-Pay	0	
Final Service	8	
General Information	0	
New Service	8	
NSF Check	0	
Payment Arrangements	0	
Rates	0	
Reconnection Non-Pay	7	
Service Order Appointment	15	
Other: Customer Service	1	
Total	78	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	1	
Mark Water Lines/Line Inspect	0	
Restoration	6	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	7	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	0	
Meter Repair/Leak	0	
Meter Replacement	0	
Others: Metering	0	
Total	0	0

Water Quality

	Inquiries	Complaints
Discolored Water	3	
Hardness	0	
Low Pressure	2	
Odor	0	
Particles in Water	0	
Scum/Oil in Water	0	
Taste	0	
Other: Water Quality	0	
Total	5	0

**Ohio American Water Company
East Aurora**

Quarter # 1

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	4
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 2

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	7
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	11
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

1/4 Report: Water

Company: Ohio American Water Company

System: Tiffin



Year: 2007 Quarter: 3 End Of 1/4 Customer Count: 7560

Month	Water Delivery (ml. gals)	UFW (%)	Avg Daily Flow (ml. gals)	High Flow (ml. gals)	# Days Exceeding Dsgn Cpty
7	57.447000	7.9	1.853000	2.406000	0
8	62.353000	6.4	1.889000	1.805000	0
9	62.756000	6.8	1.759000	2.056000	0

1/4 Report: Water

Company: Ohio American Water Company

System: Tiffin



Year: 2007 Quarter: 3 End Of 1/4 Customer Count: 7560

Street Address	25-27 Tomb St
Political Subdiv	Tiffin City
Date of Main Break/Outage	7/2/2007
General Type	Unplanned
Specific Type	Main Break (Unknown)
Number of Services Affected	0
Date Company Became Aware of Problem	9/2/2007
Time Company Became Aware of Problem	10:15
Date Problem Resolved	7/5/2007
Time Problem Resolved	13:30

Boil Advisory Issued? ☐ Yes ☒ No

Show Boil Advisories

Street Address	Oak/Braden Ct
Political Subdiv	Tiffin City
Date of Main Break/Outage	7/3/2007
General Type	Planned
Specific Type	Valve Replacement
Number of Services Affected	17
Date Company Became Aware of Problem	6/8/2007
Time Company Became Aware of Problem	8:23
Date Problem Resolved	7/3/2007
Time Problem Resolved	14:00

Boil Alert Issued
notified by door hanger
main break reported &
repaired 6/8/07, at that
time found a valve that
didn't work, planned &
made repairs 7/3/07

Boil Advisory Issued? ☐ Yes ☒ No

Show Boil Advisories

Street Address	Shawhan/Fourth
Political Subdiv	Tiffin City
Date of Main Break/Outage	7/6/2007
General Type	Planned
Specific Type	Main Tap
Number of Services Affected	10
Date Company Became Aware of Problem	7/5/2007
Time Company Became Aware of Problem	14:45
Date Problem Resolved	7/6/2007
Time Problem Resolved	16:30

Boil Alert Issued
notified by door hanger

Boil Advisory Issued? ☐ Yes ☒ No

Show Boil Advisories

Street Address	94 Circular
Political Subdiv	Tiffin City
Date of Main Break/Outage	7/9/2007
General Type	Unplanned
Specific Type	Main Break (Unknown)
Number of Services Affected	0
Date Company Became Aware of Problem	7/8/2007
Time Company Became Aware of Problem	23:25
Date Problem Resolved	7/9/2007
Time Problem Resolved	14:00

Boil Advisory Issued? ☐ Yes ☒ No

Show Boil Advisories

Street Address	58 Grand
Political Subdiv	Tiffin City
Date of Main Break/Outage	7/19/2007
General Type	Unplanned
Specific Type	Main Break (Unknown)
Number of Services Affected	0
Date Company Became Aware of Problem	7/18/2007
Time Company Became Aware of Problem	10:30
Date Problem Resolved	7/19/2007
Time Problem Resolved	14:00

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

Street Address	200 St Francis Ave
Political Subdiv	Tiffin City
Date of Main Break/Outage	7/28/2007
General Type	Unplanned
Specific Type	Main Break (Unknown)
Number of Services Affected	0
Date Company Became Aware of Problem	7/28/2007
Time Company Became Aware of Problem	17:09
Date Problem Resolved	7/28/2007
Time Problem Resolved	22:30

Boil Alert Issued
notified by door hanger

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

Street Address	42 Wentz
Political Subdiv	Tiffin City
Date of Main Break/Outage	8/2/2007
General Type	Unplanned
Specific Type	Main Break (Unknown)
Number of Services Affected	
Date Company Became Aware of Problem	7/31/2007
Time Company Became Aware of Problem	22:00
Date Problem Resolved	8/2/2007
Time Problem Resolved	15:00

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

Street Address	179 Minerva
Political Subdiv	Tiffin City
Date of Main Break/Outage	8/6/2007
General Type	Unplanned
Specific Type	Main Break (Unknown)
Number of Services Affected	1
Date Company Became Aware of Problem	7/30/2007
Time Company Became Aware of Problem	11:00
Date Problem Resolved	8/6/2007
Time Problem Resolved	15:30

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

Street Address	108 S Sandusky
Political Subdiv	Tiffin City
Date of Main Break/Outage	8/10/2007
General Type	Planned
Specific Type	Valve Replacement
Number of Services Affected	
Date Company Became Aware of Problem	8/9/2007
Time Company Became Aware of Problem	9:37
Date Problem Resolved	8/10/2007
Time Problem Resolved	16:45

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

Street Address	102-106 Melmore
Political Subdiv	Tiffin City
Date of Main Break/Outage	8/14/2007
General Type	Unplanned
Specific Type	Main Break (Unknown)
Number of Services Affected	
Date Company Became Aware of Problem	8/13/2007
Time Company Became Aware of Problem	
Date Problem Resolved	8/14/2007
Time Problem Resolved	15:45

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

Street Address	45 Clinton
Political Subdiv	Tiffin City
Date of Main Break/Outage	8/15/2007
General Type	Planned
Specific Type	Main Repair
Number of Services Affected	
Date Company Became Aware of Problem	8/7/2007
Time Company Became Aware of Problem	15:00
Date Problem Resolved	8/15/2007
Time Problem Resolved	14:00

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

Street Address	96-97 Douglas
Political Subdiv	Tiffin City
Date of Main Break/Outage	8/23/2007
General Type	Unplanned
Specific Type	Main Break (Unknown)
Number of Services Affected	
Date Company Became Aware of Problem	8/21/2007
Time Company Became Aware of Problem	11:15
Date Problem Resolved	8/23/2007
Time Problem Resolved	15:00

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

Street Address	263 Wall
Political Subdiv	Tiffin City
Date of Main Break/Outage	8/31/2007
General Type	Unplanned
Specific Type	Main Break (Unknown)
Number of Services Affected	
Date Company Became Aware of Problem	8/31/2007
Time Company Became Aware of Problem	9:30
Date Problem Resolved	8/31/2007
Time Problem Resolved	15:00

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

Street Address	14 Duchess Lane
Political Subdiv	Tiffin City
Date of Main Break/Outage	9/5/2007
General Type	Unplanned
Specific Type	Main Break (Unknown)
Number of Services Affected	
Date Company Became Aware of Problem	8/30/2007
Time Company Became Aware of Problem	13:20
Date Problem Resolved	9/5/2007
Time Problem Resolved	16:00

Boil Advisory Issued? ☐ Yes ☒ No [Show Boil Advisories](#)

1/4 Report: Water

Company: Ohio American Water Company

System: Tiffin



Year: 2007 Quarter: 3 End Of 1/4 Customer Count: 7560

Contact Category	Contact SubCategory	Number of Inquiries
Customer Service	Account Information	1512
Customer Service	Bad Debt/Bankruptcy	103
Customer Service	Bill Adjustment	134
Customer Service	Bill Information/Forma	42
Customer Service	Consumption	17
Customer Service	Customer Notices	5
Customer Service	Disconnection for Non	184
Customer Service	Final Service	239
Customer Service	General Information	409
Customer Service	New Service	241
Customer Service	Other:	733
Customer Service	Payment Arrangemen	101
Customer Service	Reconnection (Non-p	223
Customer Service	Service Order Appoint	224
Metering	Meter Reading	8
Metering	Meter Repair/Leak	1
Water Quality	Low Pressure	6
Water Service	Main Break	7

1/4 Report: Water

Company: Ohio American Water Company

System: Tiffin



Year: 2007 Quarter: 3 End Of 1/4 Customer Count: 7660

Disconnection Category	Violation Type	Number of Disconnections
W/14 Day Notice	Non-payment	350

**NON-REVENUE REMEDIATION PLANS
FOR
THIRD QUARTER 2007**

By

**OHIO AMERICAN WATER COMPANY
Systems**

**Ohio American Water Company
Ashtabula County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2007 3rd Quarter

- 1) Leak Detection. 128 hours were devoted to leak detection in July and August. 9 leaks were found. Hours were scaled back in Sept. due to hydrant flushing and lack of personnel to maintain both programs simultaneously.
- 2) Inactive Account Survey: Field Service Representatives (FSR's) have rechecked 543 accounts listed as inactive. 4 were found using water.
- 3) Zero Consumption Accounts. FSR's checked 82 accounts, and found 3 with stopped or disabled meters.
- 4) Fire Service Accounts Meter readers check fire service detector check meters monthly. Two suspected leaks are being investigated and customers will be notified in writing to make repairs if necessary.
- 5) Draw Down Test We are unable to do a draw down test at this time because of ongoing work at the treatment plant.
- 6) Review Large Users. No significant trends up or down, have been identified.
- 7) Large Meter Testing. Testing is scheduled the week of October 29th.
- 8) Physically Inspect mains in remote areas & easements. Scheduled in October when flushing is complete.
- 9) Obtain actual readings on meters 3" and larger. 100% compliant.
- 10) Purchase a leak correlator. Still researching for best available model.

During the third quarter crews repaired/replaced:

1 clamp

3 fire hydrants

5 valves

9 company services

14 main breaks

42 total leaks repaired

**Ohio American Water Company
Ashtabula County District**

Remedial Report for Unaccounted for Water

Action Plan for 2007 4th Quarter

1. Investigate the possibility of using an outside contractor to do a more in depth leak survey.
2. Continue to re-check all inactive accounts to ensure water is off.
3. Continue to recheck all zero consumption meters to ensure they are working properly.
4. Survey all private fire service accounts to check for leaks or unmetered connections.
5. Conduct a "*draw down test*" at the water treatment plant to confirm the accuracy of system delivery totals.
6. Review the consumption of large users to spot trends that would indicate a meter is slowing down.
7. Contract testing of large meters suspected of slowing down. (scheduled to begin Nov. 6th)
8. Physically inspect mains in remote areas and easements.
9. Continue to get actual readings on all meters 3" and larger, each month.
10. Purchase a leak correlator to pin point leaks for quicker repair.
11. Devote a minimum of 40 hours a week to leak detection, surveying valves, hydrants, and services.

**Ohio American Water Company
Franklin County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2007 3rd Quarter

- 1) Continued acoustic listening to each fire hydrant in the Blacklick and Huber Ridge water service areas for leaks. This was accomplished by sounding the fire hydrant and when possible, the watch valve. Originally the objective was to sound all fire hydrants during the second quarter but due to limited resources not all hydrants were sounded. During this quarter approximately 80% of soundings were completed.
- 2) All water and wastewater treatment facilities were monitored for internal water usage.
- 3) Monthly "zero consumption" reports identifying more than three (3) consecutive months were reviewed to determine cause of reported "zero consumption".
- 4) Each water treatment plant's system delivery metering system has been checked and determined to be operating within its specifications.
- 5) Water usage in Ohio American Water Company's water and wastewater plants has been measured and accounted for.
- 6) Based upon the District's leak program activities, Company representatives concluded that there are no known active leaks on service lines, water mains, valves or fire hydrants.
- 7) Blacklick's infrastructure leakage index ("ILI") has been determined. Based on Blacklick's ILI, there may only be marginal gains from a leak reduction program. The ILI report is being evaluated and American Water Works Company's leak detection specialist has been requested to survey the Blacklick service area for assistance.

**Ohio American Water Company
Franklin County District**

Remedial Report for Unaccounted for Water

Action Plan for 2007 4th Quarter

- 1) Pump out all fire hydrants for the winter season and monitor them for leakage.
- 2) Continue to sound fire hydrants in the Blacklick & Huber Ridge service areas until 100% complete.
- 3) Continue to examine all reported "zero consumption" accounts for more than three (3) consecutive months for a working water meter. This will identify unmetered usage.
- 4) Continue to obtain actual readings on all water service meters 1" and larger.
- 5) Establish a schedule for American Water Works Company's in-house leak detection specialist to come on site and assist in operating a leak correlator program.
- 6) Develop a two year usage history for customers for comparison between water service areas with < 15% to >15% unaccounted-for-water.
- 7) Conduct an in-house Leak Investigation Training Program for field personnel.

**Ohio American Water Company
Marion County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2007 3rd Quarter

1. Leak Detection: 389.5 Hours were dedicated to leak detection. 110 Leaks were found.
2. Sounding Mains: Sounded 25 total miles of water main in the Marion system. This included 2, 6 and 8 inch lines. Sounded 15 fire services & found 0 faulty.
3. Outside source Leak detection: Bids have been sent to three contractors to price the cost to survey 274 miles of main in Marion Ohio.
4. Review Open leak Numbers: A Formal review was conducted and strategies were discussed on how to approach number reduction. As a result of the meeting, an outside contractor will be acquired to help with repairs.
5. 6" Meter: Excavation started for the installation of a new meter at the treatment plant. Installation will be completed in November 2007.
6. Zero consumption: 270 zero consumption accounts were reviewed with 0 found faulty.
7. Meter readings: All large meters were read this quarter.
8. Large meter test: Large meter testing is scheduled to occur during the 4th quarter
9. Main inspection: Line walks and drive-by inspection were conducted systematically over approximately 20 miles of main.
10. Inactive accounts: 270 Inactive accounts were reviewed and verified as inactive.

**Ohio American Water Company
Marion County District**

**Remedial Report for Unaccounted for Water
Action Plan for 2007 4th Quarter**

1. Dedicate a minimum of 40 hours a week to leak detection.
2. Sound 2" lines, 6 and 8 inch water mains as well as fire services and domestic service lines.
3. Investigate the use of an outside source to assist in locating leaks in the community.
4. Regularly review open Leak numbers regularly with the Network staff.
5. Replace Large 6" effluent meter at treatment plant.
6. Devote planned time to review zero consumption account to insure accuracy
7. Continue to get accurate meter reading on large meters.
8. Have an outside contractor test large meters for accuracy
9. Physically inspect mains for leaks
10. Verify that inactive accounts are still inactive

**Ohio American Water Company
Portage County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2007 3rd Quarter

- 1) Leak Detection: 6 hours were devoted to leak detection during the third quarter. 1 leak on a Fire hydrant was found. Once leak was isolated unaccounted for water dropped significantly.
- 2) Inactive Account Survey: I have rechecked 2 accounts listed as inactive, none were found using water.
- 3) Zero Consumption Accounts: I have checked 2 accounts, and have not found any stopped or disabled meters.
- 4) Fire Service Accounts: The only two in the system are brand new and are not leaking.
- 5) Draw Down Test: Not applicable since water is purchased Bulk wholesale.
- 6) Review Large Users: No significant trends up or down, have been identified.
- 7) Large Meter Testing: On the purchase side with our purveyor Portage County Water Resources the meters were tested and calibrated this year on September 26. On the sales side no calibration testing is necessary at this time all large meters in this system are brand new and have been bench tested by the manufacturer prior to being installed.
- 8) Physically Inspect mains in remote areas & easements: Has been done and no leaks were observed.
- 9) Obtain actual readings on meters 3" and larger: 100% compliant.
- 10) Have had great success with analog sound amplifier by FCS for listening to leaks. Has assisted in finding 4 major leaks to date.

During the third quarter I repaired/replaced:

- 1 fire hydrant
- 2 main breaks
- 3 total leaks repaired

**Ohio American Water
Portage County District**

Remedial Report for Unaccounted for Water

Action Plan for 4th Quarter

Water Loss

Portage County district is comprised of two water systems of these the larger of the two had no significant water loss. Significant water loss was noted in the smaller system and an active search for water loss was intensified. By the end of August two major leaks were found. One leak was found on a customer's service line and another on a fire hydrant. By the end of August both leaks were repaired and unaccounted for - water loss dropped significantly to 42%, 20%, -5% respectively for July, August, September. I am confident that there is no significant unaccounted-for water loss in either system at this time. Leak detection will be pursued diligently and regularly just the same.

Leak Detection

1. Continue to survey water main via visual inspection and regular sounding of Fire Hydrants.
2. Continue to re-check all inactive accounts to ensure water is off.
3. Continue to recheck all zero consumption meters to ensure they are working properly.
4. Survey all private fire service accounts to check for leaks or unmetered connections.
5. Maintain a good relationship with customers, Fire and Police and ask them to call in immediately if any water loss is noted or suspected.
6. Review the consumption of large users to spot trends.
7. Physically inspect mains in remote areas and easements.
8. Continue to get actual readings on all meters 3" and larger, each month.
11. Devote a minimum of 4 hours a month to leak detection, surveying valves, hydrants, and services.