

COLUMBUS + CLEVELAND

BRICKER & ECKLER LLP 100 South Third Street Columbus, Ohio 43215-4291 MAIN: 614.227.2300 FAX: 614.227.2390

www.bricker.com info@bricker.com

Sally W. Bloomfield 614.227.2368 sbloomfield@bricker.com November 16, 2007

RECEIVED-DOCKETING DIV

2007 NOV 16 PM 2:51

#### VIA HAND DELIVERY

PUCO

Ms. Renee Jenkins
Public Utilities Commission of Ohio
Administration/Docketing
180 East Broad Street, 13<sup>th</sup> 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.

ally W Bloomfuld

Sincerely,

Sally W. Bloomfield

Enclosures

cc: Parties of Record (w/Enclosure)

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician Date Processed 11 16 07

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

OAWC District	2 <sup>nd</sup> Quarter Levels	Non-Revenue Remediation Plan
Ashtabula	17.5%	<b>✓</b>
Blacklick	<b>242%</b> 加速	
Huber Ridge	291%	
Lake Darby	Z####108% P###	
Timberbrook	9.1%	
Worthington Hills	4 1 1 1 5 9%	
Lake White	7.3%	
Lawrence County	10.6%	
Marion	24.3%	✓
Mansfield	11 11 10%	
Madison	41539	
Beechcrest	6.5%	
East Aurora	27.4%	] <b>*</b>
Tiffia	100 TO TO THE RESERVE	

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	,,,,,,,							
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days	
		Delivery	*	Flow	Flow	5	Flow	οĘ	Exceed	Custom
Quarter	Month	[Gallons]		[Gallons]	[Gallons]	High Flow	[Gallons]	Low Flow	Dsgn Cap	Count
	-	167,073,000	13.6%	6,389,000	6,201,000	01/30/07	4,897,000	01/07/07	0	0.4970
	2	177,935,000	14.4%	000'998'9	6,973,000	02/23/07	5,483,000	02/03/07	0	
-	8	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	17.6%	6,352,000	6,983,000	04/23/07	2,368,000	04/02/07	0	
	so	183,832,000	19.3%	6,930,000	6,488,000	05/31/07	5,351,000	05/04/07	0	7502
N	•	192,616,000	19.8%	6,421,000	6,872,000	08/27/07	6,878,000	20/20/90	ð	12852
	-	197,220,000	19.0%	6,883,000	7,793,000	20/60/20	5,984,000	70/82/10	°	
	8	188,702,000	18.6%	6,586,000	7,128,000	08/03/07	5,983,000	08/20/07	0	
62	•	191,761,000	20.4%	6,392,000	6,975,000	09/04/07	5,769,000	09/16/07	0	12806
	유								0	
	+								0	
4	12								0	
			2007							
	Avg	183,153,889	17.5%	6,154,889	6,816,778		5,231,111		٥	28917
	Ē	197,220,000	20.4%	000'888'9	7,793,000	70/60/10	5,984,000		0	12892
	Low	160,569,000	13.6%	5,352,000	000'886'9		2,368,000	20/20/140	0	12806

#### Ohio American Water Company Ashtabula District

#### Quarter # 1

Year

Quarter # 2

Year

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	<u> </u>
Application Misrepresentation	
Access Denial	
Other	

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	

2007

Quarter # 3

Year

2007

St. 42	37. W	68.53

Year

Other

Disconnections	
With 14 Days Notice	
Non-Payment	682
Non-Emergency Regulation Violation	
Application Misrepresentation	<u></u>
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	<del></del>
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
louic.	

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/Sen 2007	Routine (Annual/Semi-Annual) Flushing Information Year 2007	g Information			
Was the system flushed this quarter?  Begin Date:  End Date:	Yes:	O Notification Date:	ě	⊠	lf yes: Notificati	If yes: Notification Method:
					<b>1</b> 0	Sign Posting
						Radio
					3 6	Marginee
					90	Other
		Quarter:	7			
stem flushed this qu	Yes:		No:		If yes:	
Begin Date: End Date:		Notification Date:			Notificati	Notification Method:
						Newspaper
					0	Sign Posting
						Radio
						Bill Insert
						Marquee
						Other
	;	Quarter:		ļ	;	
tem flushed this quarter?	Yes:	18 :	Ö V		H yes:	:
Begin Date: 8/26/2007 End Date:	10/10/2007	Notification Date:	8/26/07-		Notificati	Notification Method:
			10/10/2007		×	Newspaper
						Sign Posting
					×	Radio
						Bill Insert
						Marquee
						Other
		Quarter:	4			
Was the system flushed this quarter?	Yes:		Š		If yes:	
Begin Date: End Date:		Notification Date:			Notificati	Notification Method:
		wkly newspaper ads				Newspaper
					_	Sign Posting
In the process. Will complete in October					0	Radio
						Bill Insert
						Marquee
					0	Other

				Number of	-	Doto Graphom		
Dollelool Cubality	Date of Break/ Outson	Ganoral Type	Specific Type	Affected	Aware	Reschaed	Time Problem Resolved	Boil Order issued by
N Kindsville	4/4/2007	Planned	Main Break	0	L L L L	04/04/07	Ed	Door Hanger & In Person
AshCity	4772007	Planned	Removed Hydrank	0	me	04/07/07	THE LET	Not Needed
Ash Two		Planned	Install Hydrant	9	Æ	04/16/07	wd	Door Hanger & In Person
Ash City		Unplanned	Service Leak	0	am	04/19/07	md	Not Needed
Ash City		Planned	Service Leak		E	04/25/07	ud.	In Person
Kingsville		Planned	Main Break	0	am	04/24/07	m <b>d</b>	Not Needed
Ash Two	4/24/2007	Planned	Main Break	0	E	04/30/07	Ed	Not Needed
Ash City	4725/2007	Unplanned	Main Leak	0	E S	05/02/07	E.e.	Not Needed
Ash City	5/4/2007	Planned	Leaking Valve	0	шd	05/04/07	Шd	Not Needed
N Kingsville	5/9/2007	Planned	Service Leak	O	Ę	05/11/07	Fa	Not Needed
Ash Two	5/14/2007	Unplenned	Main Break	0	Lie	05/15/07	μd	Not Needed
Sh Twp	5/16/2007	Unplanned	Leaking Clamp	0	E.	05/22/07	Est	Not Needed
sh Two	5/19/2007	Unplanned	Main Break	0	B.T.	05/19/07	wd	Not Needed
ST CITY	5/20/2007	Planned	Service Leak	0	Æ	50112/50	md	Not Needed
sh City	5/22/2007	Unplanned	Service Leak	0	E	05/23/07	ma	Not Needed
CwT res	5/23/2007	Planned	Service Leak	0	E E	05/25/07	am	Not Needed
Kingsville	5/28/2007	Unplanned	Meter Setter	-	£	06/04/07	am	n Person
Ash City	6/4/2007	Unplanned	Service Leak	0	£	06/04/07	ud	Not Needed
Ash Two	6/9/2007	Plenned	Main Brask	o	E	06/13/07	alt.	Door Hanger & In Person
Ash City	6/13/2007	Planned	Main Break	0	€.	06/14/07	Ed	Not Needed
Ach Ten	6/15/2007	Planned	Service Leak	12	am	06/15/07	wd	Door Hanger & In Person

## Ohlo American Water Company

Section 123

Year 2007

Street Address	1702 W 75
Political Subdiv	Ash Cify
Date of Break! Outage	70217
General Type	Unptanned
Specific Type	Service Ling
Number of Services Affected	
Time Became Aware	
Date Problem Recotved	7.075/17
Time Problem Reselved	Ę
Boll Order Issued by	Not needed
Street Address	5832 Granos
Political Subdiv	Savtrook
Date of Break Dutage	2018/12
General Type	Unplanned
Specific Type	Service Louis
<b>Number of Services Affected</b>	•
Time Became Aware	ş
Date Problem Resolved	201612
Time Problem Resolved	

Street Address	E 29th & Avon
Political debody	Ash Twp
Date of Breat! Outage	214(07
General Type	Pizzned
Specific Type	Main Break
Number of Services Affected	7
Time Became Aware	
Date Problem Resolved	297942
Time Problem Resolved	
Boll Order tysued by	Door Hanger & in Person
Street Address	1727 E Prospecti
Political State of	Asta Two
Date of Break/ Outage	TOTAL
General Type	Universe
Specific Type	Service Leak
Number of Services Affected	-
Time Became Aware	
Date Frebian Resolved	74/67
Tipe Problem Resolved	***
State of the second law	The manufacture of the second

Street Address	ABOT Dabom
Political Subdiv	Ash City
Date of Break! Outage	20012
General Type	Unplanned
Specific Type	Main Break
Mumber of Berylces Affected	=
Time Became Aware	£.
Cate Problem Resulved	70907
Time Problem Resolved	意
Boll Order issued by	Door Hanger & In Person
Street Address	4907 Oxform
Political trability	Ash Olly
Date of Break Cutage	2/4/02
General Type	Unplumed
SP SCHOOL TYDE	
Number of Garylees Affected	=
Time Became Avere	£
Date Problem Resolved	Trans
Time Problem Resolved	8.
Bell Order beauth try	Door Henger & in Person

Street Address Political Studies Dato of Breat Outlings aboured Type abouting Type Type The Breat Almay of This Becama Almay of These Problem Resolved End Order Issued par	Ast W 40th Ast City Thritis Planned Selen Brak Sen Sen Trady Pan Trady Pan
Wheat Address Political Building Date of Breath Outlige General Type Specific Type Number of Services Affected	2213 Bisace Ant Trays Ant Trays Trays Unplanted Main Break 187 St.

#### **Ohio American Water Company** Ashtabula District



#### **Total Customer Contacts** 3986

#### **Customer Services**

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

ĺ	Inquiries	Complaints
	1654	
:	200	
	205	
	150	
	0	
	13	
	0	
	0	
	361	
	13	
	358	1
	0	
	75	
	0	
	231	
	612	
	12	
Total	3884	1

#### **Water Service**

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

	Inquiries	Complaints
	25	
ct	0	
	30	
	0	
	0	
	0	
Total	55	0

#### Metering

Estimating
Meter Reading
Meter Repair/Leak
Meter Replacement
Others: Metering

	Inquirles	Complaints
	0	
	0	
	0	
ì	0	
	0	
Total	0	0

#### **Water Quality**

Discolored Water
Hardness
Low Pressure
Odor
Particles in Water
Scum/Oil in Water
Taste
Other: Water Quality

Inquiries	Complaints
22	
25	
	T
47	0

Total

#### Ohio American Water Company Ashtabula District

	Quar	ter#	1
,0,000,000	*********	.ceconomia	economic economic

Quarter#2

Year

Y	ear	

2007

Disconnections With 14 Days Notice 400 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

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 # 3

Year

2007

Quarter#4	
	197 HERE 1886
20000000000000000000000000000000000000	066.0000000000
*****************************	**********

Non-Emergency Regulation Violation
Application Misrepresentation

Year

Access Denial

Other

Disconnections	
With 14 Days Notice	400
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	

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

		֓֞֞֞֜֞֜֞֜֞֜֞֜֜֞֜֜֞֜֜֝֓֓֓֓֓֓֞֜֜֜֜֝֓֓֓֓֓֜֝֟֜֝֓֓֓֓֓֓֜֝֜֝֓֡֓֓֡֝֡֓֓֡֓֜֝֡֓֡֓֡֝֡֓֡֡֝֡֡֓֡֝	Cind American Water Company	valel C	Ornpany 4-:-4			
		古面	Franklin County District Blacklick Water System	anty DIS ater Sys	item			
Year	2007						PWSID	2502412
	Water	UFW	Avg Daily	High	Date	Low	Date	# Days
	Delivery	%	Flow	Flow	oţ	Flow	of	Exceed
Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
-	21.000	24.1%	0.677	0.791	01/28/07	0.575	01/04/07	0
7	21.105	23.7%	0.754	666.0	02/25/07	0,605	02/02/07	0
က	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
10	23.619	24.1%	0.762	1.134	05/12/07	0.526	20/13/02	1
9	23.599	23.8%	0.787	0.928	06/17/07	0.681	06/22/07	0
7	24.492	24.3%	062'0	0.891	07/22/07	0.692	20/81/12	0
<b></b>	24.786	24.6%	0.800	0.898	08/19/07	0.736	08/23/07	0
6	24.102	26.7%	0.803	0.947	09/03/07	0.708	09/27/07	0
9								0
11								0
12								0

		_
		05/13/07
		0.526
	05/12/07	
	1.134	
0.752	0.803	0.677
24.2%	26.7%	23.0%
22.794	24.786	21.000
Avg	High	Low

	Ohio American Water Company Franklin County District Blacklick Water System
Year 2007 Cuarter#1	PWSID 2502412
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	
Time Became Aware	2/20/2007
Time Problem Resolved	AM
Boil Order issued by	
Street Address	SZUU NOG-BIXDY
Political Subdiv	Madison Township
Date of Break/ Outage	27.2672007
General Type	main Dreak
Specific Type	
Mumber of Services Affected	
Time Decame Aware	AM 2027/2007
Time Problem Recoived	
Boll Order issued by	
Quarter #2	NONE
Ocastor # 1	HIVIN
Ouerter#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	
Usic Problem Resolved	
Figure Problem Resolved	

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

2007 **PWSID** 2502412 Year Routine (Annual/Semi-Annual) Flushing Information Quarter#1 If yes: Was the system flushed this quarter? Yes: No. uarter? Yes:
End Date: Notification Method: Notification Date: Begin Date: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter # 2 Was the system flushed this quarter? Yes: No: If yes: Begin Date: 17-Apr End Date: 19-Apr Notification Date: Notification Method: 10-Apr Newspaper Sign Posting • Radio 4 Bill Insert Marquee Other Quarter #3 Yes: If yes: Was the system flushed this quarter? No: Vvas the system flushed this quarter? Yes:

Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Notification Method: Notification Date: Newspaper Sign Posting Radio Bill Insert Marquee Other Cuarter#4# Yes: If yes: Was the system flushed this quarter? No: Begin Date: End Date: Notification Date: **Notification Method:** Newspaper Sign Posting Radio Bill Insert Marquee Other 

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

Quarter # 4
Total Customer Contacts

#### **Customer Services**

		Inquiries	Complaints
Account Information			<u> </u>
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**

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

	Inquiries	Complaints
t		
ļ		
		<u> </u>
Total	0	0

#### Metering

		Inquirle	2S	Complaints
Estimating				
Meter Reading				
Meter Repair/Leak				
Meter Replacement				
Others: Metering				
•	Total	0		0

#### **Water Quality**

	Inquiries	:  Complaints
Discolored Water		
Hardness		
Low Pressure		
Odor		
Particles in Water		
Scum/Oit in Water		
Taste		
Other: Water Quality		
To	otal 0	0

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 #1	a

Quarter # 3	
Disconnections	
With 14 Days Notice	
Non-Payment	284
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	O
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	O
Application Misrepresentation	0
Access Denial	0
Other	0

Charter # 2	
Disconnections	
With 14 Days Notice	
Non-Payment	216
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	O
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

Utner	
Quarter 7.4	
Disconnections	
With 14 Days Notice	-
Non-Payment	<u> </u>
Non-Emergency Regulation Violation	
Application Misrepresentation	<u> </u>
Access Denial	
Other	
1	
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

							# of Days Exceeding
Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	Dsgn Capacity
	-	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
1	3	1.763	3.143	3/15/2007	0.989	3/12/2007	26
	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
2	9	0.727	0.826	6/2/2007	0,632	6/14/2007	0
	2	0.695	0.795	7/31/2007	0.598	7/2/2007	0
	60	0.691	0.875	8/22/2007	0.594	8/14/2007	0
3	6	0.701	0.830	9/9/2007	0,562	9/19/2007	0
	10						
	11						
4	12						

Totals	8.730				51
Avg	1,000	Si g		940	
Max	0.911	3.160	01/15/07		
Min	1.791			0.562	09/19/07

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

☐ Jet ☐ Pig ☐ Other ☐ Pig ☐ Other ☐ Jet ☐ Pig ☐ Other Cleaning Method □ Jet If yes: If yes: If yes: × e No X × oN 2007 Location: Location: Location: Location: Location: Collection Main Cleaning **Collection Main Cleaning Collection Main Cleaning** Quarter#2 Quarter # 3 Quarter #1 Year Date: Date: Date: Date: Date:

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

Manhole Inspection Program

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

20

Madison Township Madison Township Madison Township Madison Township Madison Township Madison Township Jet Unit Set Chill Madison Township Madison Township Jet Unit Jet Chit Jet Unit Jet Chil Jet Chit If yes: If yes: If yes: 2 # of Customers Affected: □ £ \_ 2 □ **2** Political Subdivision: Repair Means: Yes X Yes X Yes X Number of Manholes Inspected this quarter Number of Manholes Inspected this quarter 3291 Beachworth Court Were there any Sewarage Backups this Quarter? Were there any Sewarage Backups this Quarter? Were there any Sewarage Backups this Quarter? 3349 Latonia Court 3349 Latonia Court 3381 Latonia Court 3381 Latonia Court 5227 Harbor Blvd 3381 Latonia Court 5227 Harbor Blvd Grease 9/7 & 9/14 9/7 & 9/14 grease 3/23/2007 3/20/2007 3/23/2007 4/24/2007 3/15/2007 3/15/2007 V20/2007 4/24/2007 grease 9/5/2007 2/2/2007 Grease Grease grease grease grease Date/Time of Backup Date/Time Resolved: Date/Time of Backup Date/Time Resolved: Date/Time of Backup Date/Time Resolved: Date/Time Resolved: Date/Time Resolved: Date/Time of Backup Date/Time Resolved: Date/Time Resolved: Blockage Cause: Street Add. Street Add.

Date/Time Resolved:

a =	wnship iit	G #	wnship iit
Madison Township	Madison Township	Madison Township	Madison Township
1	1	1	1
Jet Unit	Jet Unit	Jet Unit	Jet Unit
Political Subdivision:	Political Subdivision:	Political Subdivision:	Political Subdivision:
# of Customers Affected:	# of Customers Affected:	# of Customers Affected:	# of Customers Affected:
Repair Means:	Repair Means:	Repair Means:	Repair Means:
	Pa	Р	pe
3746 Tytor Road	3233 Latonia Road	3892 Signal Road	3233 Latonia Road
4-Sep	9/20/2007	28-Sep	8/15/2007
Grease	grease	Grease	grease
4-Sep	9/20/2007	28-Sep	8/15/2007
Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved:	Street Add.  Date/Time of Backup Blockage Cause: Date/Time Resolved:	Street Add. Date/Time of Backup Biockage Cause: Date/Time Resolved:	Street Add.  Date/Time of Backup Blockage Cause: Date/Time Resolved:

Were there ary Sewarage Backups this Quarter?

Yes

**□** 

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 Sewerage Backups

Were there any Sewarac	,		
Street Add.	5227 Harbor Blvd	Political Subdivision:	Madison Township
Date/Time of Backup	2/2/2007	# of Customers Affected:	0
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	2/2/2007		······
Charact & did	2040 Lateria Court	Political Subdivision:	Madison Township
Street Add.	3349 Latonia Court		O O
Date/Time of Backup	3/15/2007	# of Customers Affected:	
Blockage Cause:	grease	Repair Means:	Jet Unit
Date/Time Resolved:	3/15/2007	<del>-</del>	
Street Add.	3349 Latonia Court	Political Subdivision:	Madison Township
Date/Time of Backup	3/20/2007	# of Customers Affected:	0
Blockage Cause:	grease	Repair Means:	Jet Unit
Date/Time Resolved:	3/20/2007		
Street Add.	3381 Latonia Court	Political Subdivision:	Madison Township
	3/23/2007	# of Customers Affected:	Ω
Date/Time of Backup		Repair Means:	Jet Unit
Blockage Cause: Date/Time Resolved:	grease 3/23/2007	Керык мезиз.	Jet Offit
Quarter#2	Number of Manholes inspected th	is quarter 20 Yes X No D	If yes:
Street Add.	3381 Latonia Court	Political Subdivision:	Madison Township
	3351 Latorila Court		1
Date/Time of Backup	7		Jet Unit
Blockage Cause:	Grease	Repair Means:	Jet Orat
Date/Time Resolved:		5-Apr	
Street Add,	3291 Beachworth Court	Political Subdivision:	Madison Township
Date/Time of Backup	4/24/2007	# of Customers Affected:	0
Blockage Cause:	grease	Repair Means:	Jet Unit
			·
Date/Time Resolved:	4/24/2007		· · · · · · · · · · · · · · · · · · ·
		nis quarter	
Quarter #3	4/24/2007  Number of Manholes inspected the Backups this Quarter?	nis quarter Yes X No □	If yes:
Quarter #3	Number of Manholes inspected the		
Quarter #3   Were there any Sewara Street Add.	Number of Manholes inspected the ge Backups this Quarter? 3381 Latonia Court	Yes X No □	If yes: Madison Township
Quarter #3: Were there any Sewara Street Add. Date/Time of Backup	Number of Manholes inspected the ge Backups this Quarter?  3381 Latonia Court  9/7 & 9/14	Yes X No 🗅 Political Subdivision: # of Customers Affected:	Madison Township 1
Quarter #3   Were there any Sewara Street Add.	Number of Manholes inspected the ge Backups this Quarter? 3381 Latonia Court	Yes X No □ Political Subdivision:	Madison Township
Quarter #3 West Sewara Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved:	Number of Manholes inspected the general Backups this Quarter?  3381 Latonia Court  9/7 & 9/14  Grease  9/7 & 9/14	Yes X No □ Political Subdivision: # of Customers Affected: Repair Means:	Madison Township 1 Jet Unit
Quarter #3 Ware there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add.	Number of Manholes inspected ti ge Backups this Quarter? 3381 Latonia Court 9/7 & 9/14 Grease 9/7 & 9/14	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision:	Madison Township  1  Jet Unit  Madison Township
Quarter #3 Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup	Number of Manholes inspected ti ge Backups this Quarter? 3381 Latonia Court 9/7 & 9/14 Grease 9/7 & 9/14 5227 Harbor Bivd 9/5/2007	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected:	Madison Township  1  Jet Unit  Madison Township
Quarter #3 Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause:	Number of Manholes inspected tige Backups this Quarter? 3381 Latonia Court 9/7 & 9/14 Grease 9/7 & 9/14  5227 Harbor Blvd 9/5/2007 grease	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision:	Madison Township  1  Jet Unit  Madison Township
Quarter #3 Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup	Number of Manholes inspected ti ge Backups this Quarter? 3381 Latonia Court 9/7 & 9/14 Grease 9/7 & 9/14 5227 Harbor Bivd 9/5/2007	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected:	Madison Township  1  Jet Unit  Madison Township
Quarter #3 Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause:	Number of Manholes inspected tige Backups this Quarter? 3381 Latonia Court 9/7 & 9/14 Grease 9/7 & 9/14  5227 Harbor Blvd 9/5/2007 grease	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected:	Madison Township  1  Jet Unit  Madison Township
Quarter #3 Ware Market Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Date/Time Resolved:	Number of Manholes inspected the general Backups this Quarter? 3381 Latonia Court 9/7 & 9/14 Grease 9/7 & 9/14  5227 Harbor Bivd 9/5/2007 grease 9/5/2007 3746 Tylor Road	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:	Madison Township  1  Jet Unit  Madison Township  0  Jet Unit
Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved:	Number of Manholes inspected the general Backups this Quarter? 3381 Latonia Court 9/7 & 9/14 Grease 9/7 & 9/14  5227 Harbor Bivd 9/5/2007 grease 9/5/2007 3746 Tylor Road 4-Sep	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision:	Madison Township  1  Jet Unit  Madison Township  0  Jet Unit
Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Street Add. Street Add.	Number of Manholes inspected the general Backups this Quarter? 3381 Latonia Court 9/7 & 9/14 Grease 9/7 & 9/14  5227 Harbor Bivd 9/5/2007 grease 9/5/2007 3746 Tylor Road	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1
Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time Resolved:	Number of Manholes inspected the general Backups this Quarter?  3381 Latonia Court  9/7 & 9/14  Grease  9/7 & 9/14  5227 Harbor Blvd  9/5/2007  grease  9/5/2007  3746 Tylor Road  4-Sep  Grease  4-Sep	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1 Jet Unit
Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Street Add.	Number of Manholes inspected the general Backups this Quarter?  3381 Latonia Court  9/7 & 9/14  Grease  9/7 & 9/14  5227 Harbor Blvd  9/5/2007  grease  9/5/2007  3746 Tylor Road  4-Sep  Grease  4-Sep  3233 Latonia Road	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1 Jet Unit
Quarter #3 Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time Resolved:	Number of Manholes inspected the general Backups this Quarter?  3381 Latonia Court  9/7 & 9/14  Grease  9/7 & 9/14  5227 Harbor Blvd  9/5/2007  grease  9/5/2007  3746 Tylor Road  4-Sep  Grease  4-Sep  3233 Latonia Road  9/20/2007	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1 Jet Unit  Madison Township 1 And Unit
Quarter #3 Ware Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time Resolved:	Number of Manholes inspected the general Backups this Quarter?  3381 Latonia Court  9/7 & 9/14  Grease  9/7 & 9/14  5227 Harbor Blvd  9/5/2007  grease  9/5/2007  3746 Tylor Road  4-Sep  Grease  4-Sep  3233 Latonia Road	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1 Jet Unit
Quarter #3 Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time Resolved:	Number of Manholes inspected the general Backups this Quarter?  3381 Latonia Court  9/7 & 9/14  Grease  9/7 & 9/14  5227 Harbor Blvd  9/5/2007  grease  9/5/2007  3746 Tylor Road  4-Sep  Grease 4-Sep  3233 Latonia Road  9/20/2007  grease	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1 Jet Unit  Madison Township 1 Jet Unit
Quarter #3 Ware Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time Resolved:	Number of Manholes inspected the general Backups this Quarter?  3381 Latonia Court  9/7 & 9/14  Grease  9/7 & 9/14  5227 Harbor Blvd  9/5/2007  grease  9/5/2007  3746 Tylor Road  4-Sep  Grease 4-Sep  3233 Latonia Road  9/20/2007  grease	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1 Jet Unit  Madison Township 1 And Unit
Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved: Date/Time Resolved:	Number of Manholes inspected the ge Backups this Quarter? 3381 Latonia Court 9/7 & 9/14 Grease 9/7 & 9/14  5227 Harbor Bivd 9/5/2007 grease 9/5/2007  3746 Tylor Road 4-Sep Grease 4-Sep 3233 Latonia Road 9/20/2007 grease 9/20/2007	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1 Jet Unit  Madison Township 1 Jet Unit
Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time of Backup Blockage Cause: Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved:	Number of Manholes inspected the ge Backups this Quarter? 3381 Latonia Court 9/7 & 9/14 Grease 9/7 & 9/14  5227 Harbor Bivd 9/5/2007 grease 9/5/2007  3746 Tylor Road 4-Sep Grease 4-Sep  3233 Latonia Road 9/20/2007 grease 9/20/2007 3892 Signal Road 28-Sep	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1 Jet Unit  Madison Township 1 Madison Township 1 Madison Township
Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved: Date/Time Resolved:	Number of Manholes inspected the ge Backups this Quarter? 3381 Latonia Court 9/7 & 9/14 Grease 9/7 & 9/14  5227 Harbor Bivd 9/5/2007 grease 9/5/2007  3746 Tylor Road 4-Sep Grease 4-Sep 3233 Latonia Road 9/20/2007 grease 9/20/2007	Yes X No ☐ Political Subdivision: # of Customers Affected: Repair Means:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1 Jet Unit  Madison Township 1 Jet Unit  Madison Township 1 Jet Unit
Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time Resolved:	Number of Manholes inspected the general Backups this Quarter?  3381 Latonia Court  9/7 & 9/14  Grease  9/7 & 9/14  5227 Harbor Bivd  9/5/2007  3746 Tylor Road  4-Sep  Grease  4-Sep  Grease  9/20/2007  grease  9/20/2007  3892 Signal Road  28-Sep  Grease  28-Sep  Grease	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1 Jet Unit  Madison Township 1 Jet Unit  Madison Township 1 Jet Unit
Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time Resolved:	Number of Manholes inspected the general Backups this Quarter?  3381 Latonia Court  9/7 & 9/14  Grease  9/7 & 9/14  5227 Harbor Blvd  9/5/2007  grease  9/5/2007  3746 Tylor Road  4-Sep  Grease  4-Sep  3233 Latonia Road  9/20/2007  grease  9/20/2007  grease  9/20/2007  3892 Signel Road  28-Sep  Grease  28-Sep  3233 Latonia Road	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1 Madison Township 1 Madison Township 1 Madison Township
Were there any Sewara Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time Resolved: Street Add. Date/Time Resolved:	Number of Manholes inspected the general Backups this Quarter?  3381 Latonia Court  9/7 & 9/14  Grease  9/7 & 9/14  5227 Harbor Bivd  9/5/2007  3746 Tylor Road  4-Sep  Grease  4-Sep  Grease  9/20/2007  grease  9/20/2007  3892 Signal Road  28-Sep  Grease  28-Sep  Grease	Yes X No D Political Subdivision: # of Customers Affected: Repair Means:	Madison Township  1 Jet Unit  Madison Township 0 Jet Unit  Madison Township 1 Jet Unit  Madison Township 1 Jet Unit  Madison Township 1 Jet Unit

Quarter # 1	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	a
Application Misrepresentation	0
Access Denial	0
Other	G
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

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	6
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	D
Application Misrepresentation	D
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	a _
Other	0
Without Natice	
Non-Payment	0
Non-Emergency Regulation Violation	G
Application Misrepresentation	0
Access Denial	0
Other	0

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	D
Application Misrepresentation	D
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Disconnections	
Sissoffications	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	<del></del>
Non-Payment	0
Non-Emergency Regulation Violation	D
Application Misrepresentation	0
Access Denial	D
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	D
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

Low Flow 01/29/07 PWSID 05/13/07 02/12/07 07/19/07 04/18/07 08/12/07 09/02/07 03/17/07 Date ō 0.408 0.340 0.497 0.515 Low Flow (MG) 0.432 0,415 0.488 0.451 High Flow 01/21/07 04/19/07 05/12/07 06/10/07 09/30/07 02/11/07 03/20/07 70/80/10 Date Huber Ridge Water System 0.589 0.805 0.653 0.846 High Flow (MG) 0.588 0.763 0.760 0.757 **Avg Daily** 0.510 0.562 0.616 Flow (MG) 0.513 0.594 0.639 0.613 22.7% 24.4% 22.8% 23.3% 23.5% 22.3% 22.8% 23.7% 22.2% UFW % 2007 Delivery 15.189 14.369 15.298 17.429 18.399 19.814 18.396 18.487 (SMG) Month 10 2 Year 11 4 G 9 0 Ф

**Dsgn** Cap

# Days Exceed

2502512

0	0	0
		05/13/07
		0.340
	05/12/07	
	0.846	
0.565	0.639	0.490
23.1%	24.4%	22.2%
17.157	19.814	14.369
Avg	High	Low

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

Year 22002 PWSIO 2502512

Quarter#1 5434 Acapulco Street Address Political Subdiv **Biendon Township** Date of Break/ Outage 2/16/2007 General Type main break Specific Type Number of Services Affected Time Became Aware ĀΜ 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 Quarter # 3 NONE

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
Time Became Aware
Date Problem Resolved
Boit Order issued by

Street Address
Political Subdiv
Date of Breeld Outage
General Type
Specific Type
Number of Services Affected
Time Became Awars
Date Problem Resolved
Time Problem Resolved
Boil Order issued by

Street Address
Political Subdiv
Date of Breek! Gutage
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

Cuarter#4

Street Address
Political Subdiv
Date of Break! Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved

Date Problem Resolved Time Problem Resolved Boll Order issued by

Street Address
Political Subdiv
Date of Break! Outage
General Type
Specific 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

	i voutille (A	illuan ociili	Timuda, Laginag		
Quarter Was the system flu Begin Date:	ushed this quarter? End Date: 20-Mar	Yes: 29-Mar	Motification Date:	No: 14-Mar	
<b>Quarter</b> Was the system fli Begin Date:	<b># 2</b> Profile Land Land Land Land Land Land Land Land	Yes:	Flyer   Notification Date:	No:	₩.
Quarter Was the system fl Begin Date:	# 3 was a warter?  7-Aug End Date:	Yes: 30-Aug	ጅ Notification Date:	No:	
Quarter Was the system fl Begin Date:	#.4 whis quarter? End Date:	Yes:	□ Notification Date:	No:	_

Ohio American Water Company Franklin County District Huber Ridge Water System

S. Generales B. S.	<u> </u>	PWSID 2002612
Tetal Customer Contacts 1004		
Customer S	uricus	Majoring
Account Information	Inquiries Comptaints  306 0	Estimating 5 Compliants
Bad DebtiSanimproy Bill Adjustment	54 D	Motor Resulting 1 D Motor RepairLess B D
Bill information/Format	- <del>54</del> - 8 -	Motor Replacement 6 0
Consumption Cuttomer Notices	1 0	Others: Metering B 0
Costomer Service Staff Discommetten for Non-Pay	9 0	Water Quality
Final Service General information	53 0 2 0	Inquiries   Campitajote
New Service NSF Check	69 0	Discolored Water 45 0
Payment Arrangements	217 0	Low Pressure 5 0
Rates Recordination Non-Pay	40 - 0 -	Participat in White? 0 0
Service Order Appointment Other: Queternor Service	12 0	SoundOll in Water 6 0
Tel	al 982 0	Other: Water Guality 6 6
Water Se	ryles	
Disconnection for Regales	Inquiries Contributs	
Main Bryake	9 9	
Mark Water Lines/Line inspect Replocation	0 0 14 0	
Service line lank Water Sampling		
Ordient: Water Service Tel	2 0	
<b>等的种类</b>	<u> </u>	
794		Meterâna
Castomer S		
Account information	Inquiries Cumptaints	Estimating Completes
Bad Debritterkruptcy BM Adjustment	er2 0	Mater Reading 0 0
Bill information#ormat	27 6	Meter Replacement 0 0 0
Consumption Customer Netices	1 0	Others Metering 0 0
Customer Service Staff Discontraction for Non-Pay		Witnest Classifice
Final Service Coneral information	65 0	Inquiries   Complaints
New Service NSF Check	82 6	Discolored Water 29 0
Payment Arrangements	7 9	Latu Pressure 3 6
Rates Reconsisted Non-Pay		Order 8 0 0 0 0
Service Order Appelrament Other: Cyclomer Service	47	Scum/Off In Water 0 0
Te		Other: Water Guality 6 6
Water Se	nulce	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
_	inquiries Comptions	
Disconnection for Repairs Main Breaks	<del></del>	
Mark Water Lines/Line Inspect Flagteration	130 0	
Service dae Jank	0	
Water Campling Others: Water Service	-	
To Double PT	tal to b	
Fotal Customer Contacts 3825		
Customer S		Metering
	artices.	
Add sunt information	francisco Compident	Inquisites Complaints Estimation 0 0
Account Information Stat Debattantroptcy RM Adjustment	frequences Comptaines 2 104 5 100 0	Estimating 6 9
Stad DelivitionEmptoy ISM Adjustment ISM InformationEmptormati		
Stat Debittiankruptcy BH Adjustment BH Infortialiosiformat Consumption Guetomer Nethrog		Estimating 6 9 Manuel Tanading 6 9 Manuel Tanading 6 9 Matter Tanading 9
654 Debettantreptcy BHI Adjustment BHI InformationsFormat Consumption Gustesser Herberg Gustesser Herberg Gustesser Series Staff Disconnection for New Pay		
Sad Cobstitutingstep Bill Adjustment Bill InformationalFormat Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Samples		Estimating Manager Raysing Motor Rapart and Noter Replacement Others Nessering Total  Widow Caulifly  Widow Caulifly
Bad Debrisahrupkey Bill Adjusteerid Bill Informational ormat Consumption Consumption Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service General Information New Service		Estimating Manage Rasiling Moder Rapairt, edit
Bid Dobrishtraptey Bill fidgisheert Bill linkvirtationil armat Corrumption Gustoner Histore Gustoner Service Staff Disconnection for Non-Pay Frant Service General Information Half Claude Half Claude Half Claude Paymont France	Investment Competitions 2 (1984 b b 700 D b 1985 b b 1985	Estimating   Inquisites   Comprisites   0   0
Stat Constraintraper Bill Alightproper Bill Alightproper Bill Alightproper Bill Alightproper Guetamar Franker Guetamar Franker Guetamar Franker Billoonnaden fer Kon-Play Frank Sarpice General Information Holle Guetamar Franker Factor Raber	Insperior Comprises 2004 D 700 D 444 D 8 B 8 B 8 B 8 B 8 B 8 B 8 B 8 B 8 B 8 B	Estimating   Inquision   Comprision    Mona Rasing   0
Stat Constraint page 1988 Adjustment State Adjustment State 1988 Bail organis off or matter Corresponding State 1988 Bail organis of Constraint Service State 1989 Disconnection for Front Page 1980 Adjustment Service State 1987 Closed Service Serv	Insperiors Computations 2 (844 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Estimating   Requisites   Comprision   State
Stad Colombinatings of Bill Adjustment Bill Bill Information of Bill Bill Information of Constanged in Constanged in Colombination of First Service Safety Constanged in First Service	Investities Compitations 2004 5 700 9 700 9 44 9 8 9 6 0 70 0 70 0 70 0 70 0 70 0 70 0 70 0	Estimating  Meter Rapairi, est  Weter Caraller  Weter Caraller  Meter Caraller
Stat Constraint page 1988 Adjustment State Adjustment State 1988 Bail organis off or matter Corresponding State 1988 Bail organis of Constraint Service State 1989 Disconnection for Front Page 1980 Adjustment Service State 1987 Closed Service Serv	Investities Compitations 2004 5 700 9 700 9 44 9 8 9 6 0 70 0 70 0 70 0 70 0 70 0 70 0 70 0	Estimating   Requisites   Comprision   State
Bad Colombinatingson Bill Adjustment Bill Bild-fraudiosiff armitt Bill Bild-fraudiosiff armitt Consumeration Customer Philades Customer Shydies Customer Shydies Chinacher Shydies Chinacher Shydies Shydies Shydies Shydies Shydies Shydies Shydies Shydies Residentiation Residentiation Residentiation Shydies Residentiation Residentiation Colombination Shydies Shydies Shydies Residentiation Residentiation Colombination Colo	Investities Compitations 2004 5 700 9 700 9 44 9 8 9 6 0 70 0 70 0 70 0 70 0 70 0 70 0 70 0	Estimating   Requisites   Comprision   State
Stad Colombinatings of BIM Adjustment Community Communit	Engageless   Compatibility	Estimating   Requisites   Comprision   State
Stad Colombinatings of Bill Adjustment of Bill Adjustment of Bill Bill Bill Bill Bill Bill Bill Bil	Inspector   Comptiment   2004   D   100   D	Estimating   Requisites   Comprision   State
Stad Colombinatings of Bill Adjustment Community Communi		Estimating   Requisites   Comprision   State
Stad Colontinatings of Bits Adjustings of Bits Adjustings of Bits Adjustings of Bits Adjustings of Consumption of Consumer Medical Consumer Medical Colonians of Bits Adjusting of Bits Adjustin		Estimating   Requisites   Comprision   State
Stad Colombinatings of the Agicative of the Agicatic		Estimating   Requisites   Comprision   State
Stad Colombinatings of Bits Adjustment Bits Bits Adjustment Bits Bits Adjustment Bits Bits Adjustment Consumerful Bits Bits Adjustment Bits Bits Adjustment Bits Bits Adjustment Bits Bits Bits Bits Bits Bits Bits Bit		Estimating   Requisites   Comprision   State
Stad Colombinatings of Bill Adjustment Bill Bill Private Bill Bill Bill Private Bill Bill Bill Bill Bill Bill Bill Bil	Strengthing   Compatitions   2004   5   700   7   7   7   7   7   7   7   7	Estimating  Manas Rauding  Moder Rapaint, edit  Schort Rapaint, ed
Stad Colombinatings of Bill Adjustment Bill Bill Principles of State Bill Adjustment Bill Bill Bill Principles of Consumeration Bill Bill Bill Bill Bill Bill Bill Bil		Estimating   Comprisites   Com
Stad Constraint region   Stad Authority   State Authority   State Authority   State Authority   Constraint	Strengthing   Compatitions   2004   5   700   7   7   7   7   7   7   7   7	Estimating   New York   New York
Stat Constraint page 1 Stat Constraint page 1 Stat Relatives and Constraint page 1 State of the Constraint page 1 State of t	Strengthing   Compatitions   2004   5   700   7   7   7   7   7   7   7   7	Estimating  Meter Rapading Meter Rap
Stad Constraint region Stad Authority State International Control of the Construction Curcium of Medical Control Curcium of Medical Control Curcium of Medical Curcium of Medical Final Service Service Control Final Service Curcium of Medical Final Service Final Curcium of Medical Final Service Final Service Final Curcium of Medical Final Service Final Curcium of Medical Final F	Strengthing   Compatitions   2004   5   700   7   7   7   7   7   7   7   7	Estimating  Meter Repair (set)  Meter Repair (set)  Meter Repair (set)  Meter Repair (set)  Water Carality  Water Carality  Discussive of Water  Discussive
Stad Colemanization (I State Continued on the Continued of Continued of Continued of Continued on the Contin	Strengthing   Compatitions   2004   5   700   7   7   7   7   7   7   7   7	Estimating  Meter Rapading Meter Rap
Stad Colontinatings of the Advantument of the Advan	Strengthing   Compatitions   2004   5   700   7   7   7   7   7   7   7   7	Estimating  Manas Rauding  Manas Rauding  Moder Rapairt, eight  Storm Rapairt, eight  Storm Rapairt, eight  Storm Rapairt, eight  Water Caralley  Water Caralley  Desisters Winner  Hydroses  Los Prescurs  Government  Scandible Hydros  Los Prescurs  Fording  Manas Storm Rapairt, eight  Scandible Hydros  Scandible Hydro
Stad Constraint region   Stad Constraint   State International Constraint   State International Constraint   State International Constraint   Constr	Strengthing   Compatitions   2004   5   700   7   7   7   7   7   7   7   7	Estimating  Meter Rayalife, selb  Meter Rayalife, selb  G
Stad Colontinatings of Bits Adjustines of Bits Adjustines of Branch Bits Bits Annual Consumer of Bits Bits Annual Consumer of Bits Bits Annual Consumer of Bits Bits Bits Bits Bits Bits Bits Bits	Strengthing   Compatitions   2004   5   700   7   7   7   7   7   7   7   7	Estimating  Meter Rapadris with  Wilder Caroling  Discussions of Victors  Officers Wilder Street  Discussions of Victors  Discussions of V
Stad Colontinatings of Bits Adjustines of Bits Adjustines of Serial Bits Adjustines of Consumption of Colonium Photoses Consumption of Colonium Photoses of	Strengthing   Compatitions   2004   5   700   7   7   7   7   7   7   7   7	Estimating  Meter Repair (set)  Water Carality  Discussive S Vener  Discussive S Vener
Stad Colontinatings of Bits Adjustment Bits Bits Francis Consumption State Bits Adjustment Consumption State Bits Bits Bits Bits Bits Bits Bits Bits	Engagines   Companisment   2004   5   700   7   700   7   700   7   700   7   7	Estimating  Menor Rapidity  Meter Republication  Others Metering  Total  Water Cariffly  Inquision  Total  Inquision  Inq
Stad Colontinatings of Bits Adjustment Bits Information of Transit Bits Information of Transit Bits Information of Bits Information In	Comprisor   Comprisor   2994   5   700	Estimating  Meter Repair (set)  Water Carality  Discussive S Vener  Discussive S Vener
Stad Colontinatings of Bits Adjustment Bits Bits Francis Consumption State Bits Adjustment Consumption State Bits Bits Bits Bits Bits Bits Bits Bits	Comprisor   Comprisor   2984   5   700   9   700   9   700   9   9   9   9   9   9   9   9   9	Estimating  Meter Repair (set)  Water Caraller  Water Caraller  Deseasons Water  Leaf Repair (set)  Meter Caraller  Deseasons Water  Leaf Repair (set)  Meter Caraller  Deseasons Water  Leaf Repair (set)  Meter Caraller  Meter Repair (set)  Meter
Stad Colontinatings of Bits Adjustines of Bits Adjustines of Branch Bits Bits Adjustines of Consumption of Consumer Medical State of Consumption of Colonius of Bits Bits Bits Bits Bits Bits Bits Bits	Comprisor   Comprisor   2994   5   700	Estimating  Meter Repair (set)  Water Caraller  Water Caraller  Deseasons Water  Leaf Repair (set)  Meter Caraller  Deseasons Water  Leaf Repair (set)  Meter Caraller  Deseasons Water  Leaf Repair (set)  Meter Caraller  Meter Repair (set)  Meter
Stad Colontinatings of Bits Adjustines of Bits Adjustines of Branch Bits Bits Adjustines of Consumeration of	Comprisor   Comprisor   2984   5   700   9   700   9   700   9   9   9   9   9   9   9   9   9	Estimating  Meter Repair (set)  Water Caraller  Water Caraller  Deseasons Water  Leaf Repair (set)  Meter Caraller  Deseasons Water  Leaf Repair (set)  Meter Caraller  Deseasons Water  Leaf Repair (set)  Meter Caraller  Meter Repair (set)  Meter
Stad Colemanization (1988)  Bill Adjustment (1988)  Bill Adjustment (1988)  Bill Adjustment (1988)  Consumeration (1988)  Consumerat	Comprisor   Comprisor   2984   5   700   9   700   9   700   9   9   9   9   9   9   9   9   9	Estimating  Meter Repair (set)  Water Caraller  Water Caraller  Deseasons Water  Leaf Repair (set)  Meter Caraller  Deseasons Water  Leaf Repair (set)  Meter Caraller  Deseasons Water  Leaf Repair (set)  Meter Caraller  Meter Repair (set)  Meter

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	Û
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	a
Other_	0

Disconnections	
With 14 Days Notice	
Non-Payment	165
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
	<u> </u>
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	0
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

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##	
Disconnections	
Mith dd Para blotian	

LIBATION B.B.	
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

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

Totals	7.356					43
Avg	1.000	7.07		0.524		
Max	0.792	2.480	01/15/07	128.0		
Min	1.529	1.246		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 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
			☐ Other
Date: Location:			D Jet
			□ Pig
			☐ Other
Date: Location:			□ Jet
			□ Pig
			☐ Other
Quarter # 4			
Collection Main Cleaning	Vec IT	No TI Hype:	

Blendon Township Blendon Township Jet Unit Jet Unit Blendon Township f yes: Ħ yes: f yes: Jet Unit 120 8 120 # of Customers Affected: # of Customers Affected: # of Customers Affected: # of Customers Affected: ₽ Political Subdivision: **₽** Political Subdivision: × × Political Subdivision: Political Subdivision: Repair Means: Repair Means: Repair Means: Repair Means: Huber Ridge Wastewater System Ohio American Water Company Yes X Yes 🗆 Yes X Franklin County District Were there any Sewarage Backups this Quarter? Were there any Sewarage Backups this Quarter? Were there any Sewarage Backups this Quarter? Number of Manholes inspected this quarter Number of Manholes inspected this quarter Number of Manholes inspected this quarter 6453 Saddle Lane 3378 Montford N 3795 Caracas 3/27/2007 3/7/2007 Grease Caramer & Caramer THE DESCRIPTION OF THE PERSON Manhole Inspection Program Manhole Inspection Program Manhole Inspection Program Date/Time of Backup Date/Time Resolved: Date/Time of Backup Date/Time Resolved: Date/Time of Backup Date/Time of Backup Date/Time Resolved: Date/Time Resolved: Blockage Cause: Blockage Cause: Blockage Cause: Blockage Cause: Sewerage Backups Sewerage Backups Sewerage Backups Street Add. Street Add.

Number of Manholes inspected this quarter Manhole Inspection Program

Were there any Sewarage Backups this Quarter? Sewerage Backups

# of Customers Affected: Political Subdivision: Repair Means: Yes 🗆 Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Add.

ff yes:

₽ 8

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

Year

2007

Quarter # 1

**Total Customer Contacts** 

#### **Customer Services**

	Inquiries	Complaints
	0	0
	0	0
	0	0
	0	D
	0	0
	0	0
	0	0
	0	0
	0	C
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	Ð	0
	0	0
Total	0	0

Sewer Service

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

26MBI GELAICE		
	inquiries	Complaints
	0	0
	0	0
t	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

Quarter # 2

**Total Customer Contacts** 

#### **Customer Services**

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

	Inquiries	Complaints
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

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

Sewer Service		
nquiries	Complaints	
0	0	
0	0	
0	0	
0	0	

#### Sewer Service

Mark Sewer Lines Sewer Backup Sewer Odor Other:

	Inquiries	Complaints
	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

Sewer Service

**Mark Sewer Lines** Sewer Backup Sewer Odor Other:

In	quiries	Complaints
	0	0
	O	0
	0	0
	0	0
	0	0
otal	0	0

Service line leak Water Sampling Others: Water Service

	0	0
I	0	0
	0	G
Total	0	

#### Quarter #3

**Total Customer Contacts** 

0

#### **Customer Services**

**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

Inquiries	Complaints
0	0
0	0
0	0
0	0
0	0
0	Ð
0	Ō
Û	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
1 0	0

Total

Sewer Service

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

	Sewer Service	
	inquiries	Complaints
	0	0
	0	0
t	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

Sewer Service

Mark Sewer Lines Sewer Backup Sewer Odor Other:

Inquiries	Complaints
0_	0
0	0
0	0
0	0
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

Disconnections	
Disconnections	
With 14 Days Notice	
Non-Payment	D
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	Q
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	O
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	Ĺ
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

PWSID 2502612	Date # Days	of Exceed	Low Flow Dsgn Cap	01/26/07 0	02/02/07 0	03/06/07 0	04/03/07 0	02/17/07 0	0 0/02/02 0	0 2/10/07 0	08/20/07 0	09/24/07 0	0	0	0	0	0	
	Low	Flow	(MG)	0.233	0.219	0.235	0.237	0.248	0.280	0.266	0.285	0.224						0.00
	Date	₫	High Flow	01/07/07	02/11/07	03/05/07	04/22/07	05/12/07	06/16/07	07/22/07	08/12/07	20/00/60					05/12/07	
	High	Flow	(MG)	0.337	0.310	0.324	0.397	0.458	0.412	0.400	0.442	0.446					0.458	
	Avg Daily	Flow	(MG)	0.276	0.261	0.269	0.287	0.334	0.341	0.321	0.337	0.300				0.303	0.341	
	UFW	%		11.4%	10.0%	11.6%	8.9%	11.9%	11.7%	12.0%	12.0%	8.1%				10.8%	12.0%	
2007	Water	Delivery	(MG)	8,553	7.296	8.340	8.610	10,366	10.232	9.876	10.439	8.993				9.201	10.439	
Year			Month	-	2	8	4	9	9	_	80	6	2	1	12	Avg	High	

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

		Lake	Lake Darby Water System	stem			
Year	187	3420,024,0	1			PWSID	2502612
	Routine	(Annual/Semi	Routine (Annual/Semi-Annual) Flushing Information	y Information			
Mas the system flushed this quarter?	uarter?	Yes:	0	No.	•	If yes:	:
Segin Date:	End Date:		Notification Date:			Notificatio	Notification Method: ☐ Newspaper
							Sign Posting
						] []	Bill Insert
						<b>-</b> -	Marquee Other
	,			ļ	I	:	
stem flush	uarter?	Yes:	<b>A</b>	: - No:		If yes:	7 ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) (
Segin Date: 24-Apr	End Date:	24-Apr	Notification Date:	15-Apr		Notification	Notification Method:
						₩	Sign Posting
						<b>-</b>	Radio
						<b>*</b>	Bill Insert
							Marquee
						]	<u> </u>
Nas the system flushed this quarter?	uarter?	Yes:	0	No:	#	If yes:	
Begin Date:	End Date:		Notification Date:			Notificatio	Notification Method:
							Newspaper
							Sign Posting
							Radio
							Bill Insert
							Marquee
							Other
	Ç	; ;	C	Ž		if you.	
yes are system mored and quarter of the Date.	naiteir Find Date:	Ö	Motification Date:	į	]	Notificatio	n yes. Notification Method:
ספלווו המופי	E Care,		Notingation perc.				Newspaper

Ohio American Water Company Franklin County District Lake Darby Water System

Lake Darby Water System

PWSID 2502612

The control of parties of parties

•

Ohio Amesican Webs Company Franklin County District Lake Barby Water System

Year 2008	<u> </u>	PWSID 2692612				
Total Customer Contacts						
572 Customer 5	ervices	Metering				
	Inquiries Complaints	inquiries Comptaints				
Account information Bad Debt/Bankruptey	201 0 37 6	Estimating 9 0 Mater Reading 0 0				
SII Adjustment SII Information/Femant	26 P	Meter Repair Lesk, 0 0 0 Meter Replanement 0 0				
Consumption	0 0	Others: Medesing 5 0				
Customer Nedican Customer Service Staff	2 B					
Discunsaction for Non-Pay Pingl Service	22 0	Water Grally				
Ourse of Information New Service	36 0	Discolored Water 6 6				
NSF Check Payment Arrangements	108 0	Hardquea B 6				
Rates Resonnection Non-Pay	0 D	Odor 9 9 9 Pardeles in Weter 0 0				
Service Order Appointment Other: Customer Service	F2 0 2 0	Separation in Warner D 0				
Te	tal 550 6	Other: Water Cushity D 0 Total B 0				
Water Sa	ryice.					
	insuirles Constaints					
Disconnection for Repairs Main Breaks	2 0					
Mark Water Lines/Line Inspect Resteration	3 0					
Service line leak Water Sampling						
Others: Water Service To	m 5 0					
CONTINUENCE (2000) Tetal Customar Carriers						
Tatal Clustomer Euroccus 484 Customer Service: Mecaring						
	Inquiries Comptaints	Inquiries Comptaints				
Account Information Bad Debellankruptry	27 0	Entireating 8 8				
Bill Adjustment Bill Information(Format	24	Meteo Republikania 8 D				
Consumption		Others: Metaring				
Customer Notices Customer Service Staff	8 0					
Disconnection for Non-Pay Pinal Service	44 9	Weter Quality				
General information New Service	50 0	(Meculeres Water 3 0				
NSF Check Psystem Avvingements	*	Hardnesh G G				
Rates Recomposion Non-Pay	27	Oder 6 6 Particles in Water 0 0				
Service Order Appelitment Other: Uteteer Service	SS 6 2	Securifol in Water 0 0				
Contr. Cupomer Service	Hal 447 4	Other: Water Quality 1 4				
Water Se	ervice	, ,				
	Inquiries Complaint					
Disconnection for Repairs Main Breaks	3 - 1 -					
Mark Water LinearLine Inspect Restoration	* U					
Service litte leak Water Sampling	• •					
	• 6					
Others; Water Sarakes						
To Company of the Com	rcal 8 9					
Term Customer Contacts 2000	rol 8 9	Meradan				
Tent Customer Contacts	Sarvices	Metaring				
Testi Custamer Cantacts 2000 Custamer:	Sarvicea  Taggirtee Cosuplaints  1110 0	Enguiries Gosspinines				
Testal Customar Gaschets 2000 Customer: Account beformation Bud Dabellaninuster	Services Completes  finguires Completes  2110 0  46 5  22 0	Cottoning 9 9 9 Maker Flanding 5 9				
To Continue	Services   Completes   Complet	Endorating P 0 Endorating S T S S S S S S S S S S S S S S S S S				
Total Customer Carbotics  Total Customer Carbotics  Customer Customer Carbotics  Account information  But Ophilitaning may  But Adjurnment  Bit Information Comment  Constanged Comment  Customer Modices  Customer Modices	Serviced	Epidinaling Section 1				
Tenti Customer Gentures Zebb Customer Gentures Zebb Customer I Accounts Information Bard Dahldflandrugsing Bill Adjustment Bill Information and Continued Technical Customer Genture Disconnection for New-Pay Films Sarries	Serviced	Epdinaling Industrial Compatitive Despating P				
Tenti Customar Garcure Zent Customar Garcure Zent Customar Garcure Accounts buts mades Earl Dahliffanin-uping Bill Adjectomant Bill Information of Customar Garcure Customar February Customar February Customar Services Staff Entitle Customar Garcure Customar Services Staff Final Service Garcure	Earlicoe  Sandose  Sa	Epidenaling Industrial Compatines 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9				
Tenti Customar Cantours 2000 Customar Cantours 2000 Customar Information End Dahliffschinging Bill Adjectoment Bill Information Concumption Concumption Contramption Customer Holicies Customer Holicies Customer Service Statt Disconnection for Inford-ray Final Survice Customer Forder Customer Forder Customer Forder Customer Forder Customer Forder Customer Custome	Services	Eydenaling hepitribe Compatines  Buthar-Randing 6 9 9  Whore Playing 1 9 9  Whore Playing 1 9 9  Whore Standing 1 9 9  Hardware 1 9 9  Hardware 1 9 9  Hardware 9 9 9  Leve Prosume 9 9 9				
Tenta Customar Cancurs  Zent Customar Cancurs  2009  Customar Information  Earl Dishiffschinging  Bill Adjertment  Bill Information  Constamption  Constamption  Customer Newford  Customer Service  Start  Bill Information  New Service  Start  Final Service  Customer Service  Customer Service  Customer Service  Customer Service  Customer Service  Customer Service  Start  Final Service  Customer Service  Start  Final Service  Control Service  Customer Service  Start  Final Service  Control Service  Servic	Services	Eydenaling   hequiries   Compatines   Eydenaling   Eydena				
Tenta Customar Cancurs  Zent Customar Cancurs  2009  Customar Information  Earl Dishiffschinging  Bill Adjertment  Bill Information  Constamption  Constamption  Customer Newford  Customer Service  Start  Bill Information  New Service  Start  Final Service  Customer Service  Customer Service  Customer Service  Customer Service  Customer Service  Customer Service  Start  Final Service  Customer Service  Start  Final Service  Control Service  Customer Service  Start  Final Service  Control Service  Servic	Serviced	E oderaling hepitrite Compatints E oderaling 9 9 9 Intute Randing 6 9 9 Intute Randing 10 0 9 Intute Randing 1				
Tenta Customar Cancurs  Zenta Customar Cancurs  2009  Customar Information  Earl Dishiftschinging  Bill Adjustomari  Bill Information  Continued New York  Customar Service Staff  Disconnection for Inter-Pay  Final Service  Customar Service Staff  Disconnection for Inter-Pay  Final Service  Customar	Services	Endersting   Interfer   Compating   Enders Reading   En				
Tenta Customar Cancurs  Zenta Customar Cancurs  2009  Customar Information  Earl Dishiftschinging  Bill Adjustomari  Bill Information  Continued New York  Customar Service Staff  Disconnection for Inter-Pay  Final Service  Customar Service Staff  Disconnection for Inter-Pay  Final Service  Customar	Services	Epidenaling   Integrating   Epidenaling				
Tenti Custanae Canturis 2000  Carte mer 1  Accounts information Carte mer 1  And Dahliffschinging Bill Adjertment Bill Information Tentin Continued Continued Formation Continued Formation Continued Formation Continued Information Continued Information Continued Information Continued Information Continued Information New Service IAST Check Payment Armagement Resource den New Pay Service Order Repositionent Other Continued Forvice Tentine	Services	Epidenaling   Integrating   Epidenaling				
Total Customer Contents  Zend Customer Contents  Customer Contents  Accounts Information  Customer Service  Bill Information  Contents  Bill Information  Contents  Bill Information  Contents  Fill Information  Fill Information  Resonance  Resonance  Total  Chief Content  Contents  Conten	Services	Epidenaling   Integrating   Epidenaling				
Tenti Customer Contents  Zent Customer Contents  Zent Customer Contents  Zent Customer Contents  Elit Information  Elit Information  Elit Information  Contents (Formation  Contents (Formation  Contents (Formation  Contents (Formation  Contents (Formation  Contents (Formation  Contents  Elit Information  Elit Informat	Services	Epidenaling   Integrating   Epidenaling				
Tental Customar Canchers 2009  Customar Information Customar Information End Dishiftsonhoping Bill Adjustment Bill Information Bill Information Constangeion Customar Services Statt Bill Information Constangeion Customar Services Statt Bill Information Note Services Customar Services Statt Bill Information Note Services Customar Services Statt Februaria Information Note Services Customar Information Reservices Control Customar Information Customar Information Customar Service Titude Clinicomarcisor for Constant Services Clinicomarcisor for Constant Services Services Services Clinicomarcisor for Constant Services Servi	Services	Epidenaling   Integrating   Epidenaling				
Tenti Customer Genterte 2000  Tenti Customer Genterte 2000  Customer Genterte 2000  Customer Genterte 2000  End Dahlifflanhruping Bill Adjestment Bill Information was Countried and Customer Service 2017  Disconnection for Part-Pay Prins Service 2017  Disconnection for Part-Pay Prins Service 2017  Disconnection for Part-Pay Prins Service 2017  Chest Tender Pay-Instantion Avenue Genter 2017  Vester Service Confer Pay-Instantion Colors Countried 2017  Vester Service Colors Pay-Instantion Colors Countried 2017  Vester Service Disconnection in Colors Countried 2017  Vester Service Pay-Instantion Colors Countried 2017  Vester Service Pay-Instantion Colors Co	Services   Services   Completes	Epidenaling   Integrating   Epidenaling				
Tenti Customer Genterte 2000  Contemer Cantente 2000  Customer Cantente 2000  Customer Cantente 2000  End Dahlifflanhruping Bill Adjertment Bill Information was Construented 2000  Construent Service Staff Disconnection for Ben-Pay Final Service Staff Disconnection for Ben-Pay Final Service Contemporary Construent Service Staff Conett Payment Arangements in the Conett Conett Payment Payment Conett Payment	Earlicose    Inc.   Inc.   Completose   110   0   0   0   0   0   0   0   0	Epidenaling   Integrating   Epidenaling				
Tenti Customer Gentures 2000  Customer Gentures 2000  Customer Gentures 2000  Customer Service Start Debatement Bill Information on Consumption  Con	Services	Epidenaling   Integrating   Epidenaling				
Tenti Customer Gentures  Zobb  Customer Gentures  Zobb  Customer Gentures  Zobb  Customer Gentures  Bill Information  Bill Information  Bill Information  Continued Tobbies  Customer Service  Customer Service  Customer Service  Customer Service  Customer Service  Tental Customer Tobbies  Tental Customer Tobbies  Tental Customer Tobbies  Tental Customer Customer  Customer  Customer  Customer  Customer  Customer  Customer  Customer  Customer  Customer  Customer  Customer  Customer  Customer  Customer	Services	Endersteing State Plansfer of				
Tenti Customer Gentures 2000  Customer Gentures 2000  Customer Gentures 2000  Customer Gentures 2000  Bill Information Bill Information Bill Information Bill Information Bill Information Bill Information Consumption  Consumer Consumer  Consumer	Services	Epideraling Industriana Antonio Compatinto Industriana				
Tenti Customer Gentures  Zent Customer Gentures  Zent Customer Gentures  Zent Customer Gentures  Zent Debt Miller madden  Bill Information  Bill Information Tenti Customer Services Staff  Customer Services Staff  Customer Gentures  Toute  Customer Gentures  Account bifures  A	Services	Epideraling Indus-Randing Indu				
Tenti Customer Garcurer  2000  Curris Information  Curris Information  End Dishiffschinging  Bill Adjustment  Bill Information  Bill Information  Concumption  Co	Services	Beginning   Begi				
Tenti Customer Carteries  Accounts information Customer Carteries  End Dishiffstatinging Bill Adjustment Bill Information Concumption Concurption Concumption Conc	Services	Beginneling				
Tenti Customer Gentures  Zebb Customer Gentures  Zebb Customer Gentures  Zebb Customer Gentures  Zebb Customer Gentures  End Dahlfflandnunging  Bill Anjertment  Bill Information From the Continuation  Continuation From the Continuation  Continuation From the Continuation  Continuation From the Pay  Thing Sarrives  Continuation  Continua	Services	Beginning   Begi				
Tenti Customer Gentures 2000  Customer Gentures 2000  Customer Gentures 2000  Customer Gentures 2000  End Dahlfflamhington Bill Adjectomer Bill Information Bill Information Bill Information Bill Information Constraints Feeder Staff Described Formation Property Staff Described Formation Note Sended Bill Check Paymerk Arangements Reason New Sended Bill Check Paymerk Arangements Reason Coder (pp + missent) Coher. Customer Territor Described Bill Bill Bill Bill Bill Bill Bill Bil	Services	Beginning   Begi				
Tenti Customer Gentures  Zent Customer Gentures  200  Customer Gentures  200  Customer Service Start  Sill Information  Bill Information  Bill Information  Continuation  Customer Service Start  Customer Service Start  Customer Holdson  Customer Holdson  Customer Holdson  Customer Holdson  Customer Holdson  Customer Holdson  Customer Service  List Check  Paymert Arangements  Reason  Control Customer Service  Chart Customer Service  Control Customer Service  Customer Carmant  Customer Carmant  Customer Carmant  Customer Holdson  Account Information  Account Information  Account Information  Customer Holdson  Cust	Services	Bedinsting   Bedinst   Compatincs   9   4				
Tenti Customer Gentures 2000  Customer Gentures 2000  Customer Gentures 2000  Customer Service Start Debugger Service Service Start Debugger Service Ser	Services	Evidenating States Planeling States Plan				
Tenti Customer Genture 2000  Curris Information Customer Ind Debt Millstammer Genture 2000  Curris Information Bill Adjustment Bill Information Tenti Consumption Consumption Consumption Consumption Consumption Consumption Consumption Per Information Per Information Per Information Consumption		Beneficial   Ben				
Tenti Customer Gentures  2000  Customer Gentures  2000  Customer Gentures  2000  Customer Service Start  Decommender February  Fill Informative mit  Concumption  Information  Information  Information  Response Arrangements  Response Arrangements  Response Arrangements  Response Arrangements  Concumption  Concumption  Total Customer Service  Concumption  Account information  Account information  Concumption  Account information  Account information  Concumption  Concump		Endersoling   Integrating   Endersoling				
Tenti Customer Genture 2000  Curris Information Customer Ind Debt Millstammer Genture 2000  Curris Information Bill Adjustment Bill Information Tenti Consumption Consumption Consumption Consumption Consumption Consumption Consumption Per Information Per Information Per Information Consumption	Services  Servic	Bertimoding   Bertimoding   Better Flanding				
Tenti Customer Genterte 2000  Bill Information  Bill Information Tenti Customer Genterte 2000  Customer Service 2207  Disconnection for Men-Pay Final Service Customer Service 2207  Disconnection for Men-Pay Final Service Customer Genterte 2000  Customer 2000  Customer Genterte 2000  Customer Genterte 2000  Customer 2000  Customer Genterte 2		Bertimoding   Bertimoding   Better Flanding				
Tenti Customer Gentrete  Accounts Information  Accounts Information  Bard Dahlfflanhruping  Bill Adjectment  Bill Information  Bill Information  Continued Television  Continued Television  Bill Information  Continued Television  Continued Television  Disconnection for New-Pay  Final Sarrive  Check  Paymeré Arangements  Rams  Rever  Continued Television  Continued Televisi	Services  Servic	Bertimoding   Bertimoding   Better Flanding				
Tenti Customer Gentures 2000  Customer Gentures 2000  Customer Gentures 2000  Customer Gentures 2000  End Dahlfflamhruping Bill Algermant in the Same State of Continuation of	Services  Servic	Bertimoding   Bertimoding   Better Flanding				
Tenti Customer Genture 2000  Control me 1  Accounts information Customer 1  End Dishiffschinging Bill Adjertment Bill Information Bill Information Customer Sill Information Concumption C	Services  Servic	Bertimoding   Bertimoding   Better Flanding				

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

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

Disconnections	
With 14 Days Notice	
Non-Payment	47
Non-Emergency Regulation Violation	0
Application Misrepresentation	Q
Access Denial	O
Other	0
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	0 0 0
Without Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation	0 0
Access Denial 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	1

Ohio American Water Company Franklin County District Lake Darby Wastewater System # of Days

Year

Quarter

		285 2/16/2007 4	391 3/13/2007 20	366 4/3/2007 2	272 5/8/2007 0	217 6/14/2007 0	243 7/3/2007 0	220 8/5/2007 0	248 9/24/2007 0	
	0.387 1/30/2007	0.285 2/16/20	0.391 3/13/20	0.366 4/3/200	0.272 5/8/200	0.217 6/14/20	0.243 7/3/200	0.220 8/5/200	0.248 9/24/20	
Flow (MGD)	1/15/2007 0.3	2/25/2007 0.3	3/23/2007 0.:	4/15/2007 0.3	5/14/2007 0.2	6/3/2007 0.2	7/27/2007 0.3	8/23/2007 0.3	9/9/2007 0.3	
(MGD)	1,215 1/	0.831 2/	1.576 3/	0.598 4/	0.424 5/	0.426 6	0.375 7/	0.457 8/	0.491	
Flow (MGD)	0.628	0.421	0.649	0.432	0.338	0.313	0.304	0.322	0.314	
Month	1	2	3	4	5	9	7	89	9	10

Totals	3.718					48
Avg	000'0					
Max	0.386	1.576	03/23/07	0.200		
Min	0.710	6.00.0		0.217	10/14/00	

		Ohio Arr Fran	terican W Klin Coun	Ohio American Water Company Franklin County District	
8		Lake Dai	rby Waste	Lake Darby Wastewater System	
Year Guarter#1	2007				
Collection Main Cleaning		Yes 🗆	No X	If yes:	
Quarter # 2 Collection Main Cleaning		Yes 🗆	N o X	If yes:	
Collection Main Cleaning		Yes 🗆	X oN	lf yes:	
Date:	Location:				Method  Det  Pig
Date:	Location:				D Pig
Date:	Location: _				☐ Jet ☐ Pig ☐ Other
Date:	Location:				☐ Jet ☐ Pig ☐ Other
Date:	Location:				D D Set
Date:	Location:			The state of the s	D Jet

0	If yes:	If yes:	0	lf yes:	eq:	:pa	pa:	;pe
	X O X	×oN		No X	Political Subdivision: # of Customers Affected: Repair Means:	Political Subdivision: # of Customers Affected: Repair Means:	Political Subdivision: # of Customers Affected: Repair Means:	Political Subdivision: # of Customers Affected: Repair Means:
uarter	Yes □ uarter	Yes □	uarter	Yes 🗆	Political Subdiv # of Customers Repair Means:	Political Subdiv	Political Subdiv # of Customers Repair Means:	Political Subdiv # of Customers Repair Means:
wanhole inspection Program Sewerage Backups	Were there any Sewarage Backups this Quarter?  **Comparison of Manholes inspected this quarter sewerage Backups**	Were there any Sewarage Backups this Quarter?	Communication   Number of Manholes inspected this quarter sewerage Backups	Were there any Sewarage Backups this Quarter?	Street Add.  Date/Time of Backup Blockage Cause: Date/Time Resolved:	Street Add.  Date/Time of Backup Blockage Cause:  Date/Time Resolved:	Street Add.  Date/Time of Backup Blockage Cause: Date/Time Resolved:	Street Add.  Date/Time of Backup Blockage Cause: Date/Time Resolved:

## Quarter#4

## **Total Customer Contacts**

Π

## **Customer Services**

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

	Inquiries	Complaints
		<del> </del>
		_
		-
	<del></del>	<del> </del>
Total	0	0

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

		r Service
	inquiries	Complaints
t		
Total	0	0

## **Sewer Service**

Mark Sewer Lines Sewer Backup Sewer Odor Other:

	Inquiries	Complaints
		<u> </u>
		<u></u> _
Total	0	0

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	D
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

Guarter#3	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
	<u> </u>
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
	<u>_</u>
Non-Payment Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	
Orner	0

Quarter # 2	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	O
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	D
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

PWSID 2502712
High         Date         Low         Date         # Day           Flow         of         Flow         of         Exceed           (MG)         High Flow         (MG)         Low Flow         Dsgn C           0.126         01/15/07         0.000         01/24/07         0           0.148         02/07/07         0.000         02/01/07         0           0.153         04/24/07         0.000         04/04/07         0           0.153         05/30/07         0.000         04/04/07         0           0.149         05/30/07         0.000         04/04/07         0           0.153         06/02/07         0.000         07/26/07         0           0.147         08/04/07         0.000         08/05/07         0           0.147         09/03/07         0.000         09/27/07         0
Date         Low         Date           of         Flow         of           High Flow         (MG)         Low Flow           01/15/07         0.000         01/24/07           02/07/07         0.000         02/01/07           03/02/07         0.000         03/03/07           04/24/07         0.000         04/04/07           05/30/07         0.000         06/03/07           14-Jul         0.000         07/26/07           08/04/07         0.000         08/05/07           09/03/07         0.000         09/27/07
Date         Low         Date           of         Flow         of           High Flow         (MG)         Low Flow           01/15/07         0.000         01/24/07           02/07/07         0.000         02/01/07           03/02/07         0.000         03/03/07           05/30/07         0.000         04/04/07           06/02/07         0.000         06/03/07           14-Jul         0.000         07/26/07           08/04/07         0.000         08/05/07
Date         Low         Date           of         Flow         of           High Flow         (MG)         Low Flow           01/15/07         0.000         01/24/07           02/07/07         0.000         02/01/07           03/02/07         0.000         03/03/07           04/24/07         0.000         04/04/07           05/30/07         0.003         05/18/07           06/02/07         0.000         06/03/07           14-Jul         0.000         07/26/07
Date         Low         Date           of         Flow         of           High Flow         (MG)         Low Flow           01/15/07         0.000         01/24/07           02/07/07         0.000         02/01/07           03/02/07         0.000         03/03/07           04/24/07         0.000         04/04/07           05/30/07         0.000         06/03/07           06/02/07         0.000         06/03/07
Date         Low         Date           of         Flow         of           High Flow         (MG)         Low Flow           04/15/07         0.000         01/24/07           02/07/07         0.000         02/01/07           03/02/07         0.000         03/03/07           04/24/07         0.000         04/04/07           05/30/07         0.003         05/18/07
Date of Flow of High Flow (MG)         Low Flow of O1/15/07         O1/124/07           02/07/07         0.000         02/01/07           03/02/07         0.000         03/03/07           04/24/07         0.000         04/24/07
Date         Low         Date           of         Flow         of           High Flow         (MG)         Low Flow           01/15/07         0.000         01/24/07           02/07/07         0.000         02/01/07           03/02/07         0.000         03/03/07
Date         Low         Date           of         Flow         of           High Flow         (MG)         Low Flow           01/15/07         0.000         01/24/07           02/07/07         0.000         02/01/07
Date Low Date of Flow of High Flow (MG) Low Flow 01/15/07 0.000 01/24/07
Date Low Date of Flow of High Flow (MG) Low Flow
Date Low Date of Flow of
Date Low Date

000

01/00/10

0.000

06/02/07

0.153

0.064 0.075 0.058

9.1%

1.934 2.247 1.748

Avg High Low

## Ohio American Water Company Franklin County District Timberbrook Water

		=	Timberbrook Water	-			
Year	7,1117					<b>PWSID</b>	2502712
	Routine (	Annual/Semi	Routine (Annual/Semi-Annual) Flushing Information	Information			
Quarter #	: quarter?	Yes:	_	No:	æ	If yes:	
Begin Date:	End Date:		Notification Date:			Notificatio	Notification Method:
	•						Newspaper
							Sign Posting
							Radio
							Bill Insert
						<b>-</b>	Marquee
						3	5
Was the system flushed this quarter?	uarter?	Yes:	•	No:		If yes:	
Begin Date: 4/24/2007	End Date:	4/24/2007	Notification Date:	15-Apr		Notificatio	Notification Method:
							Newspaper
						Ð	Sign Posting
							Radio
						¥	Bill Insert
							Marquee
						0	Other
Was the system flushed this quarter?	uarter?	Yes:		So:	Ð	If yes:	
Begin Date:	End Date:		Notification Date:			Notificatio	Notification Method:
	•						Newspaper
							Sign Posting
							Radio
							Bill Insert
							Marquee
							Other
		7	Į.	1	C	16,400	
Was the system riushed this quarter?	juarter?	res		2	]	Notification	60 th 0 d.
Begin Date:	End Date:		Nourication Date:				Notification Mewspaper

Ohio American Water Company Franklin County District Timberbrook Water

1807 Valleycrosk Ditvo Morwich Township 1/12/2007 Water Main Break - Fracture

Phrest Address Prolifical Studies Polifical Studies Date of Efficacy Cuttage General Type General Type General Type Humbs of Services Affected Firms Escures Aware Date of Price Escures Aware Backers Resolved Sall Carder Sessived Sall Carder Sessived

Who of Address
Perfect a the Control of Cont

Street Address
Political Buildress
Political Buildress
Counsel Type
Verdie Type
Verdie Type
Verdie Type
Verdie Type

## Ohio American Water Company Franklin County District

	Timberbrook	y District Water
Year 2007		PWSID 2602712
Guarter # 1 Total Customer Contacts		
38		
Customer Se	Prvices	Metering
	Inquiries Complaints	inquiries Complaints
Account Information	12 0	Estimating 0 0
Bad Debt/Bankruptey	2 0	Meter Reading 8 0
Bill Adjustment Bill Information/Format	3 0	Meter Repair/Leak 0 0 0 Neter Replacement 0 0
Consumption	0 0	Others: Metering 6 0
Customer Notices	0 0	Total 0 0
Customer Service Staff Disconnection for Non-Pey	0 0	Water Quality
Final Service	2 0	Training wildows
General information	0 0	inquiries Complaints
New Service NSF Check	0 9	Discolored Water 1 0 Hardness 0 0
Payment Arrangements	5 9	Low Pressure 0 0
Rades	0 9	Older 0 0
Reconnection Non-Pay	2 0	Particles in Water 0 0 Scum/Oil in Water 0 0
Service Order Appointment Other: Customer Service	0	Taste 0 0
Tot		Other: Water Quality 0 0
) Maria		Total 1 0
Water Ser	vice	
	Inquiries Complaints	
Disconnection for Repairs Main Breaks	0 0	
Mark Water Lines/Line Inspect	0 0	
Restoration	1 0	
Service line leak Water Sampling	0 0	
Water Sampling Others: Water Service	0 0	
Tot		
Counter # 2 Total Customer Contacts		
57		
Customer \$	ervices	Metering
	Inquiries Complaints	Inquiries Comptaints
Account Information	19 0	Estimating 0 0
Bad Debt/Bankruptcy Bill Adjustment	5 0	Meter Reading 0 0 0 Meter Repair/Leak 0 0
Bill Information/Format	0 0	Mater Replacement 0 0
Consumption	0 0	Others: Metering 8 0
Customer Notices	0 0	Total 0 0
Customer Service Staff Disconnection for Non-Pay	0 0	Weter Quality
Final Service	7 0	vector accord
Ganeral information	0 0	Inquiries Complaints
New Service NSF Check	7 0	Discolared Water 1 0
NSF Check Payment Arrangements	0 0	Hardness 0 0
Rates	0 0	Odor 0 0
Reconnection Non-Pay	3 0	Particles in Water 0 0
Service Order Appointment Other: Customer Service	14 0	Sours/Oil in Water 9 6 Taste 0 0
Tot		Other: Water Quality G 6
Water Se	rvice	Total 1 G
· · · · · · · · · · · · · · · · · · ·		
Disconnection for Repairs	Inquiries Complaints 0 0	
Main Breaks	1 0	
Mark Water Lines/Line Inspect	0 0	
Restoration Service line leak	0 0	
Water Sampling	0 0	
Others: Water Service		
Oscoder # 3		
Distriction # 3: Total Customer Contacts		
Dammer # 3	a 1 0	Matering
Occasion 6 3:::  Total Customer Contacts 192	at 1 0	
Discrete: #3 Total Gustomer Contacts 132 Customer S	ervices Inquiries   Compleints	Inquiries Complaints
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Bankruptoy	at 1 0	Estimeting 0 0 0 Mater Reading 5 0
Total Customer Contacts 132 Customer S Account Information Bad Debt/Bankruptey Bill Adjustment	ervices  Inculries Compleints  49 0 2 0 4 0	Estimating 0 0 Motor Reading 5 0 Motor Repair/Leak 0 0
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Bankruptey Bill Adjustment Bill Information/Format	ervices.    Inquiries   Complaints   49   0   2   0   4   0   4   0   1   0   0	Estimating 0 0 Meter Reading 5 0 Meter Repair/Leak 0 0 Meter Replacement 0 0
Total Customer Contacts 132 Customer S Account Information Bad Debt/Bankruptey Bill Adjustment Bill Information/Format Consumption	ervices  Inculries Compleints  49 0 2 0 4 0	Estimating 0 0 Motor Reading 5 D Motor Repair/Leak 0 0
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Barkruptey Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff	1 0   0   0   0   0   0   0   0   0	Estimating Inquiries Complaints  Motor Reading S D  Motor Replacement 0 0  Others: Metering Total 1  Inquiries Complaints  0 0  Total 1
Total Customer Contacts 132 Customer S  Account information Bad Debt/Bankruptey Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay	1 0   0   0   0   0   0   0   0   0	Estimating   Inquiries   Complaints   0   0   0   0   0   0   0   0   0
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Barkruptey Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff	1 0   0   0   0   0   0   0   0   0	Estimating   Inquiries   Complaints   0   0   0   Meter Reading   5   D   Meter Repair/Leak   6   0   0   Meter Rapisacement   0   0   0   Total   1   0   Water Guality
Total Customer Contacts 132 Customer S  Account information Bad Debt/Barkruptoy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service		Estimating Inquiries Complaints  Meter RepairLeak Meter Replacement Others: Metering  Total  Water Quality  Inquiries Complaints  University  Inquiries Complaints  Inquiries Complaints  Inquiries Complaints  Inquiries Complaints  Inquiries Complaints
Total Customer Contacts 132 Customer S  Account information Bad Debt/Bankruptoy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Notices Customer Service Staff Disconnection for Non-Pay Final Sarvice General Information New Service NSF Check	Inculries Complaints  49 0 2 0 4 0 1 0 0 0 0 0 0 0 6 0 4 0 12 0 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Estimating   Inquiries   Complaints   0   0   0   0   0   0   0   0   0
Total Customer Contacts 132 Customer S  Account information Bad Debt/Barkruptoy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service	The services   The	Estimating Inquiries Complaints  Meter RepairLeak Meter Replacement Others: Metering  Total  Water Quality  Inquiries Complaints  University  Inquiries Complaints  Inquiries Complaints  Inquiries Complaints  Inquiries Complaints  Inquiries Complaints
Total Customer Contacts 132 Customer S  Account information Bad Debt/Barkruptay Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Notices Customer Service Staff Disconnaction for Non-Pay Final Sarvice General information New Service NSF Check Payment Atrangements Rates Reconnection Non-Pay Rotes Reconnection Non-Pay		Estimating   Inquiries   Complaints   0   0   0   0   0   0   0   0   0
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Bankruptey Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Sarvice General Information New Service NSF Check Payment Arrangements Rotas Reconnection Non-Pay Service Order Appointment	Tourise   Complaints   49   0   2   0   0   0   0   0   0   0   0	Estimating   Inquiries   Complaints   0   0   0   Mater Reading   5   0   0   Meter Replacement   0   0   0   Meter Replacement   0   0   0   Total   1   0    Water Quality  Discolored Water   Inquiries   Complaints   Discolored Water   0   0   Hardness   0   0   Department   0
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Barkruptey Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service NSF Check Payment Arrangements Rotas Reconnection Non-Pay Service Order Appointment	The services   The	Estimating   Inquiries   Complaints   0   0   0   0   0   0   0   0   0
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Bankruptay Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Sarvice General Information New Service NSF Check Payment Arrangements Rotas Reconnection Non-Pay Service Order Appointment Other: Customer Service Tot	Tour	Estimating 0 0 0 Meter Reading 5 0 0 Meter Repair/Leak 6 0 0 Meter Repair/Leak 6 0 0 Meter Repair/Leak 6 0 0 Meter Repair/Leak 7 0 0 Meter Repair/Leak 7 0 0 Meter Repair/Leak 8 0 0 Meter Repair/Leak 8 0 0 Mater Reading 1 0 0  Water Guality  Discolored Water 8 0 0 Hardness 8 0 0 Low Practicles in Water 9 0 0 Particles in Water 9 0 0 Sum/Oil in Vister 9 0 0 Taste 8 0 0
Total Customer Contacts 132 Customer S  Account information Bad Debt/Bankruptey Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service NSF Check Payment Arrangements Retes Reconnection Non-Pay Service Order Appointment Other: Customer Service	Tour	Estimating   Inquiries   Complaints   0   0   0   0   0   0   0   0   0
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Barkruptoy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service NSF Check Payment Arrangements Retes Reconnection Non-Pay Service Order Appointment Other: Customer Service Tot	Tour	Estimating   Inquiries   Complaints   0   0   0   0   0   0   0   0   0
Total Customer Contacts 132 Customer S  Account information Bad Debt/Bankruptay Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service Onered Information New Service NSF Check Payment Agrangements Rotes Reconnection Non-Pay Service Order Appointment Other: Customer Service Tot Water Ser		Estimating   Inquiries   Complaints   0   0   0   0   0   0   0   0   0
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Bankruptay Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Sarvice Reconnection for Non-Pay Spring Arrangements Reconnection Non-Pay Sarvice Order Appointment Other: Customer Service Tot Water Ser	Tour	Estimating   Inquiries   Complaints   0   0   0   0   0   0   0   0   0
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Bankruptey Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service Oeneral Information New Service NSF Cheek Payment Atrangements Ratas Ratas Service Non-Pay Service Order Appointment Other: Customer Service Tot Water Ser	Tourise   Complaints   49   0   0   0   0   0   0   0   0   0	Estimating   Inquiries   Complaints   Meter Reading   S   D   Meter Repair/Leak   0   0   Meter Replacement   0   0   Meter Replacement   0   0   Votal   1   0    Water Cuality    Discolored Water   Inquiries   Complaints   Discolored Water   0   0   Hardness   0   0   Dev Pranaure   1   0   Odor   0   0   Particles in Water   0   0   Particles in Water   0   0   Taste   0   0   Taste   0   0   Cuther: Water Guality   0   0   Decrease   0   Decrease   0   0   Decrease   0   Decr
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Bankruptey 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 Rotes Reconnection Non-Pay Service Order Appointment Other: Customer Service Tot Water Ser Main Breaks Mark Water Linea/Line Inspect Restoration Service linea/Line Inspect Restoration Service linea/Line Inspect Restoration Service linea/Line Inspect	Tourise   Complaints   49   0   2   0   0   0   0   0   0   0   0	Estimating   Inquiries   Complaints   Meter Reading   S   D   Meter Repair/Leak   0   0   Meter Replacement   0   0   Meter Replacement   0   0   Total   1   0    Water Cuality    Discolored Water   Inquiries   Complaints   Discolored Water   0   0   Herdness   0   0   Dodor   0   0   Purticles in Water   0   0   Purticles in Water   0   0   Taste   0   0   Total   0   0   Total
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Bankruptey Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service Oeneral Information New Service NSF Cheek Payment Atrangements Ratas Ratas Service Non-Pay Service Order Appointment Other: Customer Service Tot Water Ser	Tourise   Complaints   49   0   0   0   0   0   0   0   0   0	Estimating   Inquiries   Complaints   Meter Repair/Leak   0
Total Customer Contacts 132 Customer S  Account Information Bad Debt/Bankruptey Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Notices Customer Service Staff Disconnection for Non-Pay Finat Service NSF Check NSF Check NSF Check Staff Payment Arrangements Reten Reconnection Non-Pay Service Order Appointment Other: Customer Service  Tot Vitates Ser  Disconnection for Repairs Main Breaks Main Breaks  Main Breaks Service InseatLine Inspect Restoration Service line leak Water Sarupling	Tour	Estimating   Inquiries   Complaints   Meter Reading   S   D   Meter Repair/Leak   0   0   Meter Replacement   0   0   Meter Replacement   0   0   Votal   1   0    Water Cuality    Discolored Water   Inquiries   Complaints   Discolored Water   0   0   Hardness   0   0   Dev Pranaure   1   0   Odor   0   0   Particles in Water   0   0   Particles in Water   0   0   Taste   0   0   Taste   0   0   Cuther: Water Guality   0   0   Decrease   0   Decrease   0   0   Decrease   0   Decr

100000000000000000000000000000000000000	
CENSULAL & 4	

Disconnections	
With 14 Days Notice	
Non-Payment	3
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
1000 DA 11 DA 11	
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	a
Application Misrepresentation	a
Access Denial	a
Other	a

Catarter # 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

## Guarter # 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

Franklin County District Worthington Hills Water System Ohio American Water Company

2502812

PWSID

Year

	Water	UFW	Avg Daily	High	Date	Low	Date	# Days
	Delivery	%	Flow	Flow	o	Flo₩	οť	Exceed
Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
_	7.720	3.8%	0.249	0.546	01/30/07	0.177	01/13/07	0
2	066'9	2.8%	0.250	0.358	02/02/07	0.139	02/04/07	0
6	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	20/90/90	0
9	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	10/12/10	0
æ	11.465	6.0%	0.370	0.439	08/04/07	0.196	08/19/07	0
5	11.006	7.3%	0.367	0.532	20/20/60	0.192	09/28/07	0
9								0
7								0
12								0

		$\neg$
0	0	٥
		03/31/07
		0.132
	05/18/07	
	0.807	
0.358	0.551	0.232
8.9%	8.7%	2.2%
10.871	16,517	6.965
Avg	High	Low

# Ohio American Water Company

		Fran	Franklin County District Worthington Hills Water System	trict Svstem			
Year	; ; ;					PWSID	2502812
	Routine (A	ınnual/Semi	Routine (Annual/Semi-Annual) Flushing Information	J Information	_		
Was the system flushed this quarter? Begin Date:	s quarter? End Date:	Yes.	□ Notification Date:	NO:	*	If yes: Notificatio	If yes: Notification Method:
	 					00	Newspaper Sign Posting
						00	Radio Bill Insert
							Marquee Other
Was the system flushed this quarter?	quarter?	Yes:	0	ö	¥	If yes:	
Begin Date:	_ End Date:		Notification Date:			Notificatio	Notification Method:
						00	Newspaper Sign Posting
							Radio
						J 0	ын insert Marquee
							Other
Was the system flushed this quarter?	. quarter?	Yes:	0	ö.	×	If yes:	
Begin Date:	End Date:		Notification Date:			Notificatio	Notification Method:
							Newspaper
						<b>]</b> [	Sign Posting Radio
						ı 🗆	Bill Insert
							Marquee
							Other
Was the system flushed this quarter?	quarter?	Yes:	0	SO.		if yes:	
Begin Date:	End Date:		Notification Date:			Notificatio	Notification Method:
							Newspaper

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

Year 2007 PWSID 2502812

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 Specific Type	water main break		
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 Adds	Hinkon Mar		
Street Address	Hickory Ridge		
Political Subdiv	Perry Township		
Date of Break/ Outage	23-Mar		
General Type	water main break		
Specific Type	a		
Number of Services Affected Time Became Aware	0 AM		
Date Problem Resolved	AM 23-Mar		
Time Problem Resolved	23-Mar PM		
Boil Order issued by	FITT		
Don 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

Time Became Aware
Date Problem Resolved
Time Problem Resolved
PM
Boil Order issued by

Quarter # 2

Street Address SR 315

Political Subdiv Sharon Township

water main break

water main break

Date of Break/ Outage 4/25/07

General Type 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

Date of Break/ Outage General Type

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

٠	11	000		_	٠.	0.00	<i>.</i>

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 3/8/07
General Type water main break

Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
AM
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

Time Became Aware

Date Problem Resolved Ongoing
Time Problem Resolved

Boil Order issued by Quarter # 4 Otio American Water Company Franklin County District Worthington Hills Water System

Year 2005	Worthington Hills We 33	ter System	PWISID 2802812						
Overlank #	000		71345 25-25-16						
Total Customer Contacts 167									
Cuseener			fecering						
Account information	inquiries Comptaints	Crtimating	inquiries Compisiums						
Bail Doirt Bankruptey Bill Adjustment	£ 6	Malar Raading Malar RappidLask	6 0						
Bill information/Fermat	12 4	Motor Replacement	0 0						
Consumption Customer Nethous	0 4	Others: Metering To	eth) D D						
Customer Service Staff Disconnection for HearPay	0 0	W.	ter Gusiks						
Final Service General information	0 6		Inquiries Complaines						
New Service		Discolared Water	2 0						
HSF Check Pxyment Arrangements	16 e	Hardness Low Pressure	1 0						
Rates Resentestien Hen-Pay	5 b	Odor Pardoles la Wazar							
Service Order Appelnment Other: Customer Service	28	Soun/Oll in Water	0 0						
	ota 452	Other: Water Dealty	0 0						
Water St	Mice	,	em 3 6						
	Inquiries   Complaints								
Discennaction for Repairs Main Breaks	3 0								
Mark Water Lieua/Line Inspect Restoration	1 1								
Survice Bae legh	0 0								
Water Sampling Others: Water Service	0 D								
TO SERVICE AND ADDRESS OF THE SERVICE AND ADDRES	etal 12 D								
Votal Customer Centurie 243									
Custraier	Services		detering						
	Inguistee Completes		inquiries Complaints						
Account information Bad DobbiBankruptcy	38 0	Extinating Meter Reading							
PUB Adjustment Die Information# ormat	3 5	Motor Repairs, eak Motor Replacement							
Consumption	6 6	Others: Meterine	1 1						
Customer Nedges Customer Service Staff	1 B		HS 8						
Dissermestion for Hen-Pay Final Service	122 0	W4	ter Quality						
General information New Service	9 9	Discolared Water	Inquiries Complaints						
MSF Check	• •	Hardness	0						
Payment Arrangements Rates	#1 6 # B	Low Prossure Oder	28 8						
Reconnection Step-Pay Service Order Appointment	40 0	Particles in Water SoundOil in Water	9 0						
Other: Customer Service	* B	Tasta Other Miner Guelle	9 9						
Total 140 4 Cithert Whene Guelley 0 6 Total 40 0 Water Service									
***************************************									
Disconnection for Repairs	traguistes Comptaints  0 0								
Main Breaks Mark Woter Littes/Line Inspect	4 0								
Restoration Service line legis									
Water Sampling	<del>       </del>								
The same of									
Othern: Water Service	-tu 65 0								
Others: Water Service	• •	<del></del>							
Others: Water Service  Total Customer Contacts 206			Makedre						
Others: Water Service  Total Customer Contacts	0 0 0 vtal 65 0		Motestry (Translator   Commission						
Others: Mater Service 7 Stringfor 250000 Total Customer Contacts 206 Customer Contacts Assessed Information	9 0 0 Visit Companies	Carinaring	Inquiries Comptaints  D  D						
Others: Water Service  Test Customer Contacts 206 Customer: Assessed Information 8:4 Deboty antruptop 88 Adjustment	G Companies  For ion  Companies  TO 0  Companies  TO 0  COMPANIES  TO 0	Essimentra Motor Rossiling Motor Ropsiell, anh	Inquiries Compaints  D D  T D						
Othern: Water Service  Tecd Curconar Contacts 206 Custoner: Assessed Information Bad Daddynamy Bill Adjurname Bill Information	0 0 0   0   0   0   0   0   0   0   0	Estimating Motor Rossling Motor Repairs, sub Motor Replacement Others Metering							
Othern: Water Starvice  Total Customer Contacts 200 Customer Contacts Assumation formation Bad Debril antruping Bill Adjustment Still Information format	9 0 0  9 0 0  63 9  Services  In girles   Camptaires   70 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Estimating Motor Rossling Motor Repairs, sub Motor Replacement Others Metering	Impulsies Compositors  B B B  T C  D B B  D B B  D B B  D B B B						
Othern: Water Service  Total Customer Contacts 208 Customer Contacts 208 Gustomer Contacts Ascenum Information But Debrill Information But Debrill Information Concumpation Currenmer Manades Staff Dissonners dannées Staff Dissonners dannées Staff Dissonners for Nen Day	Services    Description   Computation   Comp	Endmaring Motor Rossling Abour Rossling Motor Registerant Otherst Matering							
Others: Nature Service  Total Customer Contacts 208 Customer Contacts 208 Customer Contacts 208 Customer Contacts 208 Customer Contacts Customer Manufact Customer Manufact Customer Manufact Customer Manufact Customer Service Staff Dissontinement of Fine Pay Plant Service Coneral Information	0	Eastmacing Motor Rocaling Motor Replacement Otherst Metering	In quartes Compositives    D						
Others: Water Service  Total Customer Contacts 208 Customer Contacts 208 Gustomer Contacts Gustomer Gustomer Contacts Gustomer Gustomer Gustomer Contacts Gustomer Gu	0	Eastmachig Motor Resulting Motor Resulting Motor Replacement Otherst Methering It Unexisted Walter Frankous	In quarters Commerciations  B D D  F D D  F D D  B D D  According to the commerciation of the						
Others: Water Service  Total Customer Contacts 208 Customer Contacts 208 Gustomer Contacts Gustomer Contacts Gustomer Contacts Gustomer Contacts Gustomer Contacts Gustomer Gustomer Gustomer Gustomer Gustomer Gustomer Contacts Gustomer Gustomer Contacts Gustomer Gu	0 0   0   0   0   0   0   0   0   0	Earlmaing Motor Reading Motor Replacement Others Meteoring We Westered Water	In gair iss Compositives    D						
Others: Water Service  Tetal Customer Curtains 298 Customer Curtains Bac Debrill Salting But Debrill Salting But S	0 0   0   0   0   0   0   0   0   0	Estimating Motor Resulting Motor Resulting Motor Register, unit Motor Registerment Obserts Methods 1  Motor Registerment Obserts Methods 1  Long Processor Oder Particles in Winter Particles in Winter	In quarter   Commandates   9   9   9   9   9   9   9   9   9						
Others: Water Service  Test Currence Curricus 208 Customer Curricus 884 O-botto substitutes 884 O-botto substitutes 884 O-botto substitutes 888 Adjustement 888 Mariana della finance 888 Information 888 Information 888 Information 988 Info	0 0   0   0   0   0   0   0   0   0	Essimating Moine Recalling Moine Recalling Moine Repairt, ast Moine Repairt, ast Moine Repairt, ast Moine Repairt, ast Moine Repairt Moine Moi	In quarter   Commontance   9						
Others: Mater Service  Tetal Customer Contacts 298 Customer Contacts 298 Customer Contacts Bac Debet Saltruptay 888 Adjustement Bli britansident Femal Customer Santice Staff Describeration Femal New Santice NES Chack Pageont Act and green(s) Ration RES Chack Santice Order Appelment Cother Customer Santice  Uther Customer Santice  T	0 0   0   0   0   0   0   0   0   0	Maximating Motor Resulting Motor Resulting Motor Resulting Motor Regulation of Motor Regulation of Motor Regulation of Motor Motor Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation Regulation of Motor Regulation Regul	In quarters   Comparative						
Others: Water Service  Test Currence Curricus 208 Customer Curricus 884 O-botto substitutes 884 O-botto substitutes 884 O-botto substitutes 888 Adjustement 888 Mariana della finance 888 Information 888 Information 888 Information 988 Info	0	Maximating Motor Resulting Motor Resulting Motor Resulting Motor Regulation of Motor Regulation of Motor Regulation of Motor Motor Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation Regulation of Motor Regulation Regul	In quarters   Comparables						
Others: Water Service  Total Customer Curtaces 298 Customer Curtaces 298 Customer Curtaces 894 Debett Saintruptsy 898 Adjument 1988 Information Customer Manches Customer Manches Customer Service Customer Service Customer Service New Service Customer Service The Customer Service White Customer Service  White Customer Service  Upper Customer Service  Vener Service  Control of Customer Service  Chance Customer Service  Chance Customer Service	0 0   0   0   0   0   0   0   0   0	Maximating Motor Resulting Motor Resulting Motor Resulting Motor Regulation of Motor Regulation of Motor Regulation of Motor Motor Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation Regulation of Motor Regulation Regul	In quarters   Comparables						
Others: Water Service  Test Customer Curvaces 208 Customer Curvaces 208 Customer Curvaces 308 Customer Curvaces 308 Customer Service Visions Service Visions Customer Service		Maximating Motor Resulting Motor Resulting Motor Resulting Motor Regulation of Motor Regulation of Motor Regulation of Motor Motor Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation Regulation of Motor Regulation Regul	In quarters   Comparables						
Others: Water Service  Test Customer Curvature 20% Customer Curvature 20% Customer Curvature 30% Customer Curvature 30% See Decord Anthropology 50% See		Maximating Motor Resulting Motor Resulting Motor Resulting Motor Regulation of Motor Regulation of Motor Regulation of Motor Motor Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation Regulation of Motor Regulation Regul	In quarters   Comparables						
Others: Water Service  Test Customer Curtainer 20% Customer Curtainer 30% Customer Curtainer 30% Customer Curtainer 30% Gustomer 30% Gu		Maximating Motor Resulting Motor Resulting Motor Resulting Motor Regulation of Motor Regulation of Motor Regulation of Motor Motor Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation Regulation of Motor Regulation Regul	In quarters   Comparables						
Others: Nater Service  Test Customer Contacts 20% Customer Contacts 20% Customer Contacts 8x4 D-body Antiruptay 888 Adjustment Contagedor Customer Antiruptay 888 Adjustment Contagedor Customer Medica Small Distance-offer Immat Contagedor Customer Medica Small Service Contagedor White  White S  Chance Contagedor		Maximating Motor Resulting Motor Resulting Motor Resulting Motor Regulation of Motor Regulation of Motor Regulation of Motor Motor Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation Regulation of Motor Regulation Regul	In quarters   Comparables						
Others: Water Service  Test Customer Curvature 20% Customer Curvatur		Maximating Motor Resulting Motor Resulting Motor Resulting Motor Regulation of Motor Regulation of Motor Regulation of Motor Motor Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation of Motor Regulation Regulation of Motor Regulation Regul	In quarters   Comparables						
Others: Water Service  Test Customer Contacts 208  Approximation Contacts 208  Approximation Contacts 208  Approximation Contacts 208  Customer Nestees  Contacts  Plant Service  Contacts  Plant Service  Contacts  Plant Service  Contacts  Plant Service  Service  Water Service  Water Service  Water  Contacts		Manimating Malana Rapating and Rapating and Rapating and Rapating and Rapating	In quarters   Commodates   3						
Others: Water Service  Test Customer Curvature 20% Customer Curvatur		Manimating Malana Rapating and Rapating and Rapating and Rapating and Rapating	In quarter Commerciance  3						
Others: Water Service  Test Customer Curvaces 208 Customer Vacant Curvaces Customer Vacant Curvaces Casta Curvaces Customer Vacant Curvaces Customer Vacant Curvaces Customer Vacant Customer Vacant Customer Vacant Customer Vacant Customer Vacant Customer Vacant Customer Curvaces Vacant Customer Curvaces Vacant Customer Customer Vacant Vacant Customer Customer Vacant Vacant Customer Customer Vacant Vaca		Estimating Idente Residing Issue Repairt, and Indeed Repairt, and Indeed Repairt, and Idente Repairt Idente	In quarters   Commodates   3						
Others: Water Service  Test Customer Curvature 208  Customer Curvature 208  Customer Curvature 208  Gustomer Curvature 208  Gustomer Curvature 208  Gustomer Curvature 208  Customer Curvature 208  Customer Service 207  Customer Service 207  Customer Service 208  Water Service 208  Customer Service 208  Customer Gustomer Service 208  Customer Gustomer Service 208  Customer Gustomer Service 208  Customer Gustomer Customer 208  Customer Customer 208  Page Custom		Estimating Idoter Reading Issue Repairt, ash Island Repairt, ash Island Repairt, ash Island Repairt, ash Island Repairt, ash Islands Repairt International Low Processor Other Particles in Whene Scambilli in Waren Tanto Other: Whiter Gastily Other: Whiter Gastily Islands Repairt Islands	In quarter Commerciance  3						
Others: Water Service  Test Curtomer Contacts 208 Customer Contacts 208 Customer Contacts 208 Customer Bad O-botto shirtuping 888 Adjuste em Bad O-botto shirtuping 888 Adjuste em Bad O-botto shirtuping 888 Adjuste em Bart Service Customer Service Customer Service Customer Service Customer Service Tambor S		Estimating Motor Reading Motor Whiter Castling Motor Reading Motor Reading Motor Reading Motor Reading Motor Reading Motor Reading	In quarter Commerciance  3						
Others: Water Service  Test Customer Contacts 208 Customer Contacts 208 Customer Contacts 208 Customer Bed Debott Shirtupay 88 Adjuste em Bed Debott Shirtupay 88 Adjuste em Bed Debott Shirtupay 88 Adjuste em Bed Shirtupay 88 Adjuste em Customer Sandro Staff Descritorist for Piller Pay Person and Person Pay Reserval Information New Sandra New Sandra Reserval Information New Sandra Reserval Information Whater Sandra Sand		Entimating Idean Residing Islams Repairt, and Indean Repairt, and Islams Repairt, and	In quarter Commerciance  3						
Others: Water Service  Test Customer Contacts 208  Customer Customer Contacts 208  Customer Customer 208  Service Debit Submarquey 208  Service Debit Submarquey 208  Agent and Customer 208  Service Debit Submarquey 208  Agent and Customer 208  Customer Service Customer Nestices Customer Service  Whites Service  Whites Service  Customer Service  Treat Customer Service  Treat Customer Cananam  Customer Service  Customer  Receive Service  Customer  Customer		Estimating Identer Resulter, and Identer Resulter, and Identer Respective, and	In quarter Compositive  3						
Others: Water Service  Test Customer Curtaces 208  Customer Customer Curtaces 208  Customer Customer 208  Service Service 208  Assessed Service 208  Customer Nedices 208  Customer Nedices 208  Customer Nedices 208  Contract Information 208  Contract Information 208  Contract Information 208  Contract Information 208  Contract Customer Service 208  Customer Customer 208  Assessed Service 208  Assessed Service 208  Assessed Service 208  Customer Nedicus 208  Cust		Estimating Motor Reading Motor Reading Motor Reading Motor Motor Motor Uterus Metering  Office State Color of Water Scandol to Water Tarbo Other: Water Castilia Motor Reading Motor Reading Motor Reading Motor Reading	In quarter Compositions  10						
Others: Water Service  Test Customer Curtains 208  Customer Customer Curtains 208  Customer Customer Curtains 208  Customer Customer Curtains 208  Application of Customer Cus		Estimating Motor Results, and Motor Results, and Motor Results, and Others Methods of Uncodered Walter Francisco Walter Francisco Walter Francisco Walter Francisco Fr	In quarter Compositions  10						
Others: Nature Service  Testal Customer Curvatures 208  Customer Curvatures 208  Customer Curvatures 208  Guestore Curvatures 208  Customer Guestore 2		Estimating Motor Results, at Motor Results, at Motor Repairs, and Motor Repairs, and Motor Repairs, and Motor Repairs  Uncontrol Water Formouse Low Pressure Other Particles in Water Formouse Company of the Water Formouse Other: Water Castilly Motor Repairs, and Motor Repairs, an	In quarter Compositions  10						
Others: Water Service  Test Customer Curtaces 208 Customer Curtaces 308 Customer Customer 308 Cus		Estimating Motor Results, at Motor Results, at Motor Repairs, and Motor Repairs, and Motor Repairs, and Motor Repairs  Other Motor Particle Company  Estimating Motor Standing Motor Stand	In quarter Compositions  10						
Others: Water Service  Test Customer Curtaces 208 Customer Curtaces 308 Customer Curtaces 308 Customer Curtaces 308 Gustomer 308 Gustom		Estimating Motor Results at the Results and Results an	In quarter Compositions  10						
Others: Water Service  Test Customer Contacts 20% Customer Contacts 20% Customer Contacts 20% Customer 20% Cu		Eminating Motor Reading Same Repairs, as helder Reading and the Reading Same Repairs, as helder Register meet Others Metaling Same Repairs of Same Repairs of Same Same Same Same Same Same Same Same	In quarter Compositions  10						
Others: Water Service  Test Customer Curtaces 208 Customer Curtaces 308 Customer Curtaces 308 Customer Curtaces 308 Gustomer 308 Gustom		Eminating Motor Reading Same Repairs, as helder Reading and the Reading Same Repairs, as helder Register meet Others Metaling Same Repairs of Same Repairs of Same Same Same Same Same Same Same Same	In quarter Compositions  3						
Others: Water Service  Test Customer Contacts 208  Customer Contacts 208  Customer Customer Set Debits an Incepting Sill Adjustomer Sill Adjustant Customer Customer Sill Adjustant Sill Customer Service  Vision Sill Sill Sill Sill Sill Sill Sill Sil		Eminating Motor Reading Same Repairs, as helder Reading and the Reading Same Repairs, as helder Register meet Others Metaling Same Repairs of Same Repairs of Same Same Same Same Same Same Same Same	In quarter Compositives  3						
Others: Water Service  Test Customer Curtaces 208 Customer Customer Curtaces 208 Customer Customer 208 Customer Customer 208 Customer 2		Eminating Motor Reading Same Repairs, as helder Reading Same Repairs, as helder Register meet Others Motor Reading Same Repairs and Same Repairs and Same Repairs and Same Reading Same College. White Charles Same College. Same Charles	In quarter Compositives  3						
Others: Water Service  Test Customer Curtaces 208 Customer Curtaces 308 Customer Curtaces 308 O-boots history to get the Customer Curtaces 308 O-boots history to get the Customer Curtaces 308 O-boots history to get the Customer Service 308 of the Customer Service 309 of the Customer Service 309 of the Customer Customer 309 of the Customer Customer 300 of the Customer Customer Customer Service 300 of the Customer Customer Service 300 of the Customer Customer Service 300 of the Customer Service 300 of the Customer Service 300 of the Serv		Eminating Motor Reading Same Repairs, as helder Reading Same Repairs, as helder Register meet Others Motor Reading Same Repairs and Same Repairs and Same Repairs and Same Reading Same College. White Charles Same College. Same Charles	In quarter Compositives  3						
Others: Water Service  Test Customer Curtainer 2086 Customer Curtainer 3086 Customer Curtainer 3086 Gustomer Curtainer 3086 Gustomer 3086 Gust		Eminating Motor Reading Same Repairs, as helder Reading Same Repairs, as helder Register meet Others Motor Reading Same Repairs and Same Repairs and Same Repairs and Same Reading Same College. White Charles Same College. Same Charles	In quarter Compositives  3						
Others: Water Service  Text Customer Contacts 208  Customer Contacts 208  Customer Customer See Debrill Amount of Customer See		Eminating Motor Reading Same Repairs, as helder Reading Same Repairs, as helder Register meet Others Motor Reading Same Repairs and Same Repairs and Same Repairs and Same Reading Same College. White Charles Same College. Same Charles	In quarter Compositives  3						

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
	<u> </u>
With 24 Hours Notice	0
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
\$ 1.00 miles   1.0	
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0

0

Access Denial Other

Cruarter#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	Ö
Access Denial	0
Other	0
Without Notice	
Non-Payment	. 0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Guarter#2	
Disconnections	
With 14 Days Notice	
Non-Payment	4
Non-Emergency Regulation Violation	0
Application Misrepresentation	Ð
Access Denial	Ð
Other	0
	\ <u></u>
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
Suprier #4	
Disconnections	
With 14 Days Notice	

はは自然的を発	
Disconnections	······
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
•••••	
Non-Payment	<del></del>
Non-Emergency Regulation Violation	
Application Misrepresentation	-
Access Denial	<u></u>
Other	L
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Year

				Total Count 418			Total Count 407			Total Count			Total Count
# Days Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0			
Date Of	Flow	12	11	23	8	20	28	9	21	22			
Low	(MG)	0.057	0.058	0.048	0.051	0.046	0.058	0.057	1/0.0	0.062			
Date Of High	Flow	8	25	13	17	29	21	- 6	13	13			
High Flow	(MG)	0.102	0.101	0.142	0.139	0.129	0.104	0.094	0.114	0.095			
Avg Daily Flow	(MG)	0.068	0.081	0.075	0.080	0.087	0.084	0.077	0.088	0.082			
UFW W		8.7%	8.3%	7.2%	7.4%	8.6%	9.6%	%0.9	7.1%	7.7%			
Water	(MG)	2.098	2.256	2.340	2.410	2.700	2.510	2.392	2.727	2.454			
	Month	L.	7	es	4	v	9	7	<b>ac</b>	6	40	11	12
	Quarter			•			~			62			4

0.056

0.113 0.094

2.432 2.727 2.098

Avg High Low

Year 2007

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

Ohlo American Water Lake White

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
Time Problem Resolved
Bestorations Made. Type & Size
Boll Order Information

## - Quarter #S

2007 Year

Political Subdiv Street Address

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 Lake White

2007 Year

General Type Specific Type Number of Services Affected Date of Break/ Outage Political Subdiv Street Address

Time Became Aware Date Problem Resolved Time Problem Resolved Restorations Made. Type & Size Boll Order Information

Total Customer Confacts 99

Total Customer Complaints

inquiries Complaints

Metering

Total

Meter Repair/Leak Meter Replacement Others: Metering

Meter Reading Estimating

Water Quality	Quality	
	Inquiries	Inquiries   Complaints
Discolored Water	ı	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oll In Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	4	0

Water Service	œ	
	Inquiries	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	æ	0

2007

Total Customer Contacts 99

Total Customer Complaints

\_

Customer Services	ices	
	Inquirles	Inquirles   Complaints
Account Information	33	0
Bad Debt/Bankruptcy	3	0
Bill Adjustment	9	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

Water Quality	Suality	
	Inquiries	Complaints
Discolored Water	. 9	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	œ	0

이 없

Service Order Appointment Other: Customer Service

Reconnection Non-Pay

Rates

Total

Water Service	90	
	Inquiries	inquiries Complaints
Disconnection for Repairs	0	0
Main Breaks	1	0
Mark Water Lines/Line Inspect	0	0
Restoration	*	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	6	٥

Metering	ring	
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	Q	٥

្តី**Confer**#ែក 2007

Total Customer Contacts 200

Total Customer Complaints

Customer Services	vices	
	Inquiries	Complaints
Account Information	98	0
Bad Debt/Bankruptcy	8	0
Bill Adjustment	7	0
Bill Information/Format	2	0
Consumption	8	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	8	0
Final Service	6	0
General Information	19	0
New Service	18	0
NSF Check	0	0
Payment Arrangements	7	0
Rates	0	0
Reconnection Non-Pay	9	0
Service Order Appointment	6	0
Other: Customer Service	36	0
Total	199	•

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

Water Quality	Juality	
	Inquiries	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	<b>0</b>	
	Inquirles	Inquirles Complaints
Disconnection for Repairs	0	0
Main Breaks	o	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	Ó

2007

**Total Customer Confacts** 

Total Customer Complaints

Inquiries | Complaints

Metering

0 0

Total

Meter Repair/Leak Meter Replacement Others: Metering

Meter Reading Estimating

Customer Services	rvices	
	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	٥	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	٥	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   10	0

Water Quality	Quality	
	Inquiries	Inquiries Complaints
Discolored Water	0	0
Hardness	0	٥
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	٥	0
Taste	0	0
Other: Water Quality	o	0
Total	۰	•

Water Service	e.	
	Inquiries	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	٥	0

365 Yearly Total of Customer Contacts Yearly Total of Customer Complaints

## and Quarter # 1

Year

2007

Disconnections	
With 14 Days Notice	l
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\.5\

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

## High Patterior # 2 v 1256s

Year

2007

Disconnections	
With 14 Days Notice	
Non-Payment	6
Non-Emergency Regulation Violation	0
Application Misrepresentation	C
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

## PREPARATOR TO THE TRANSPORT

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

a considera		
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	ო	
Time Became Aware	11:00 AM	
Date Problem Resolved	10-Jan	
Time Problem Resolved	12:00 PM	
Restorations Made. Type & Size	None needed	
Boll Order Information	None needed	
Remarks	Change meter out, Estimated 1833 gallons leaked out. Avg 2 day use is 1167 dais. Last read was 2 days ago & avg 3000 gallons. 1833 gallons lost.	
Street Address	121 Harbor	
Date of Leal Outage	30-Mar	
General Type	Leak from pit	_
Specific Type	Bottom Plate blew out	
Number of Services Affected	***	
Time Became Aware	5:00 PM	
Date Problem Resolved	30-Mar	
Time Problem Resolved	Wa 00:9	
Restorations Made. Type & Size	None needed	
Boil Order Information	None needed	
Remarks	Change bottom plate.	

Year 2007	
Street Address Date of Leak/Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved	11 Alpine 22-Apr Leak from Pit Bottom Plate blew out 1 4:00 PM 22-Apr
Time Problem Resolved Restorations Made, Type & Size Boil Order Information Remarks	5:00 PM  None needed  None needed  None point is a second in 1/4" leak at 60ps should leak appx 15,000 gpd. Leaked appx  Change bottom meter plate, 1/4" leak at 60ps 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 60ps 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 Date of Leak/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Time Problem Resolved Restorations Made. Type & Size Boil Order Information Remarks	30-Apr Leak In Pit Found old gate valve leaking before setter shutoff. Very small amount.  11:00 AM 30-Apr 2:00 PM None needed
Street Address Date of Leak/ 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	88 Beyens 7-May 11:30 am None needed Small leak detected. Found when chacking meter pits. Leak very small and no need the pit was not saturated.

Found leak on corp stop, on main, loose. Gasket on old saddle no good. Replaced all these items. Water lose minimual. 783 Rt 551 14-May Leak coming from curb box Corp Stop on main saddle loose ready to blow None needed None needed 11:00 AM 17-May 3.30 pm Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information Specific Type
Number of Services Affected
Time Became Aware Date of Leald Outage General Type Street Address Remarks

Street Address	315 ittle Theatre Rd
Date of Lealy Outage	29-May
General Type	service line
Specific Type	Abandoned 3/4" service line to abandoned old barn.
Number of Services Affected	•
Time Became Aware	6:30PM
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.

Year

None to Report

Street Address
Date of Leald 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

Fall Flushing Program

Address: Minities to Quar	Crestwood & Forest Hills 2"	Waverly Gables going down 2"	Rt 104 Tennis Road 2"	394 Rt 552 2"	1490 Rt 552 2"	Vallery 2"	2465 Rt 551 5 1/4"	178 Rittenour Road 2"	Crumer Mt. Road 2"	State Park Bricker 2"	110 Barker Lane 6 1/4"	Alpine Road 2"	Lucerne Road 2"	1063 Rt 561 2"	41 Bevens 2"	405 Bevens 2"	end of Baywood 2"	end of Nye 2"	end of Wells Jones 2"	Bors House Rt 551 4"	141 Harbor 2"	573 Rt 551 2"
	Crestw	Waverly	Rt 1				1958	178	Ĉ.	Sta	1954 11						19		pue	Bo		
	۲	2	7	FV	Ą	FV	Mueller	7	FV	2	¥.	Ŋ	£	FV	FV	FV	FV	FV	7	2	2	3

Total hours actual flushing this day.

2006	
Number of Valves	80
Number of Valves to be operated	44
Percent of Valves Operated	106%
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
86	Number of Valves
44	Number to Valves to be Operated
63%	Percent of Valves Operated
0	Number of Valves Requiring Maintenance
0%	Percent of Valves Requiring Maintenance
2	Number of Boxes Requiring Maintenance
3%	Percent of Boxes Requiring Maintenance
	Number of Valves Requiring Replacement
0%	Percent of Valves Regulring Replacement

Valve	Lake White	Sia						
No.	Critical Valves (once 34 vete) - unique months							
1	At wells sylem valve. (isolates wells from system)	6	AC	6-Mar	16-Mar	19.5	ok	
2	#1 well house. (isotates #1 from system)	6	AC	6-Apr	16-Mar	19	ok	Inside
3	Valve beside generator (isolates #2 well from system)	6	AC	6-Арг	16-Mar	19.5	ok	
4	#2 well house. (isolates #2 well from system)	- 6	AC	6-Apr	16-Mar	20	ok	inside
5	Little Theatreright (isolates whole system)	- 6	AC	6-Jul	16-Mar	21	ok	10
6	Little Theatremiddle(isolates sytem to tank)	6	AC	6-Aug	16-Mar	20	ok	14
7	Little Theatreleft (isolate system towards lake)	6	AC	6-Aug	16-Mar	20	ok	21

Total Number of Critical Valves
Total valves Required to be worked
Total valves Required to be worked
Total Number Valves Actually worked this year

23   509 Ripleymiddle of road   6   AC   29-Jun     24   Ripley & Stacky Cane Defore Shack   4   4   5   6   AC	ok o	33 30 30 32 33 35 31 32 29 31 33 33 27 30 20 26
SunriseNewerty Gablesmiddle of road	ck ok	30 32 33 35 36 31 32 32 29 31 33 27 30 20 26
Sunrise/Maverty Gablesmiddle of road	Ok O	30 32 33 35 36 31 32 32 29 31 33 27 30 20 26
Waverly Gables from Pinchurst Apts	ok o	32 33 35 31 32 32 29 31 33 33 27 30 20 26
Waverly Gablesmiddle of roadleft of valve #5	ok o	33 36 31 32 32 32 29 31 33 33 27
	ok o	36 31 32 32 29 31 33 33 27 30 20 25
119 Valleyviewmiddle of road	ok o	31 32 32 29 31 33 33 27 30 20 26
119 Valleyviewleft of driveway	Ok O	32 32 29 31 33 33 27 30 20 26
119 Valleyviewright of driveway	ok o	32 29 31 33 33 35 27 30 20 26
13   13   Valleyviewmiddle of road	ok o	29 31 33 33 35 27 30 20 25
139 Valleyviewedge of road	ok o	31 33 33 33 27 30 20 26
13	OR O	33 33 27 30 20 26
Emerg Room at hospital   8   FVC   5-Apr   21	Ok O	33 27 30 20 25
15	Ok O	33 27 30 20 25
By Stop sign on Dawn   S   Ductile iron   S-Apr   20	Ok O	27 30 20 25 26
Upper valve to Pinehurst loop	ok o	30 20 26 26
18   Lower valve to Pinehurst loop	ok ok ok ok ok repalred ok	26
1	ok ok ok ok repalred ok	26
202   In front field of 316 Little Theatre	ok ok repaired ok	26
In yard across from 314 Crestwood   2   PVC   25-Apr   10-Sep   21	ok repaired ok	26
22   To Overlook Dr.   2   PVC   10-Sep   20   r	repaired ok	26
Sop Ripleymiddle of road   S	OR	26
24	ok	
St.   Replay & St.   S	ok ok ok ok ok ok ok ok ok	
28   520 Rt 552   2   PVC   13-Sep	OR	
27   Ripley   2   AC   12-Sep     23   Tank #1   8   AC   23-May     28   Tank #2   6   AC   23-May     28   Tank #2   6   AC   23-May     28   Tank #3   6   AC   23-May     24-Jul     25   Tank #3   6   AC   24-Jul     25   Tank #3   25   Tank #3   26   AC   24-Jul     25   Tank #3	ok ok ok ok ok ok ok ok	
Tank #1	ok ok ok ok ok	
28 Tank #2 6 AC 23-May  28 Tank #3 6 ac 24-Jul 9  29 Tank #3 6 ac 24-Jul 9  29 Tank #3 706 Rt 552 2 pvc 12-Sep 9  20 Tank #3 2 pvc 22-May 9  38 177 Gregg 2 pvc 22-May 9  38 140 Gregg 2 pvc 22-May 9  38 160 AC 23-May 9  38 160 AC 23-May 9  2 pvc 22-May 9  38 160 AC 23-May 9  38 177 Gregg 2 pvc 22-May 9  38 160 AC 23-May 9  38 177 Gregg 2 pvc 13-Sep 9	ok ok ok ok	30
20   Tank #3   6   ac   24-Jul     31   706   Rt 552   2   pvc   12-Sep     22   pvc   12-Sep     23   602   Rt 552   2   pvc   22-May     23   140 Gregg   2   pvc   13-Sep   2   24   24   25   25   25   25   25	ok ok ok ok	30
354   706 Rt 552   2 pvc   12-Sep	ok ok ok	30
\$2   \$02 Rt \$52   2   pvc   19-Jan	ok ok	
333   177 Gregg	οk	
140 Gregg   2 pvc   22-May		
55   Field across from Shady Lane   2   pvc   13-Sep		
36 601 Vallery 2 pvc 13-Sep 27 1294 Rt 552 2 pvc 13-Sep 1	ok (	
27 1294 Rt 552 2 pvc 13-Sep 1	Dit .	
	repaired	
	ok	
88) Before Lake Crossing 289 Vallery 8 ac 15-Mar	ok .	
ADA: Deside # 43loops Vallery 2 pyc 13-Sep	Dk	
After Mid Field on Vallery 2 pvc 16-Mar	ok	
Rt 551up from Drennanunder guardralt 6 sc 16-Mar	ok .	
6 ac	ok	
344 Dy sample station #12" valve 2 pvc 22-May	ok .	
452 190 Bricker on turn 2 pvc 17-Apr	ok	
end of Bricker by old concrete building 2 pvc 17-Sep	ok .	
278 Virginia 6 ac 25-Jan 17-May	ok	-
A 35 of Skyline 6 ac 25-Jan	ok	
1948 61 Skyline to loop Barker 6 ac 25-Jan	ok	-
502 174 Skyline to loop Barker 6 ac 25-Jan	ok	
51 252 Skylineclose by hydrant 6 ac 25-Jan	ok	
\$26 252 Skylinein driveway 2 pvc 26-Jan	ok	
332 ZSZ Skylineup from driveway 2 pvc 25-Jan	ok	
Top of Alpine 2 pvc 26-Jan	ok	
35 23 Woodland 2 gvc 17-May	ok	
58 13 Virginia 2 pvc 8	ok	25
\$52 11 Bevens/Rt 551 4 pvc 17-May	ok	
63 Bevers 2 pvc 17-Sep	ok	
50 31 Bevens 4 pvc 17-May	ok	
80 42 Bernary 4 pvc	ok	
Sign is Soft Safety Services and acting over that soft Bayer page   2 pvc   8	ok	34
無政策 REA18 PT TO THE TOTAL TO	ok	22
65 R 55/Shahe dan control of the state of th	ók	36
66/229 Wells Jones 2 pur: 30-Many	ok	
2 pvc	ok	
EB Buckton Indian Comment of the Com	ok	
267 Connect Livenine and West and State Connect Connec	ok	
278 Rt 551/Marco Polo 2 pvc 17-May	ok	
182 By 1685 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ok	
70° 1809 fa 4	ck	
77 1009 mg 56 10 10 10 10 10 10 10 10 10 10 10 10 10	ok	
188 Nyerdiri	ok	
23 enterance to Devena term R1 661) Park (5) R01 4 pvc	ok	

Total Number of Distribution of 1997

Total valves Required to be worked 37 36

Total Number Valves Actually worked this year 39 20

Persettings of required Value Value 1997

Persettings of required Value Value 1997

Total Number Valves Actually worked this year 39 20

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 Acually Worked this year 46 27

Programage of requires contains a district Valves Ac

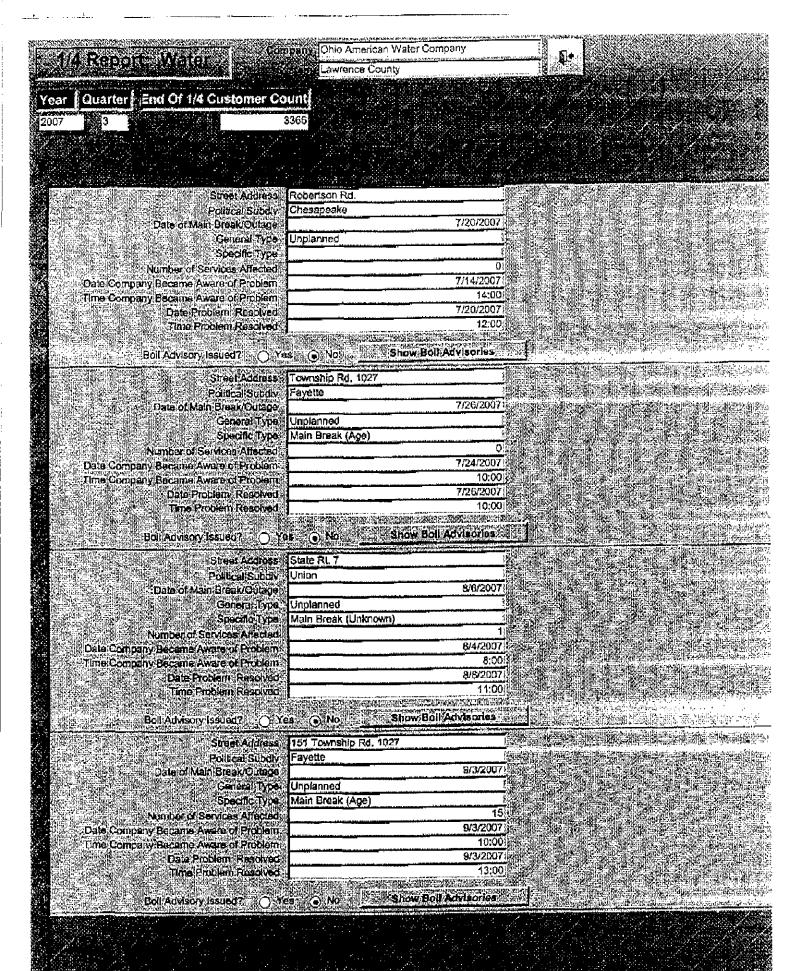
	Hydrant Valvas	8189	Type	5906	2007	Jume	Box Maint	Depth	Box Maint	- Painted -
	34 Little Theatre	9	AC	6-Aug			ok	L	φ	2002
,	316 Little Theatre	9	AC		9-May	20	ok	-16"	ok	2002
ļ,	108 Crestwood	9	AC		24-Apr	21	ok	30	ok	2005
	1106 Pinehurst Apt	9	PVC		24-Apr	20	ok	36"	ok	2007
	500 Pinehurst Apt	÷	PVC		24-Apr	-19	ok	38"	ok	2006
	Lot 13 Pinehurst Blvd	9	pvc	6-Aug	30-May	21	ok	30"	ok	2008
	Lot 17 Pinehurst Blvd	9	bvc	6-Aug	31-May	21	ok	43"	ok	2006
	Lot 21 Waverly Woods Dr.	9	pvc		24-Apr	21	ok	39	ok	
	125 Waverly Gables	8	AC		24-Apr		φ	30.	ok	2005
£10000	104 Valleyview	9	AC	6-Aug	31-May	21	ok	.52	ok	Company of the South
	129 Valleyview	9	ΨC	25-Sep		21	ok	36	ok	2008
	Z29 Valleyview	9	AC	deS-9		21	ok	30	ok	2008
	229 Valleyviewparking lot	9	AC	21-Jul		21	γo	34	ok	Andrea (Silva A.) is the Billion makes:
	100 Dawnemerg. Entrance to Hospital	9	Ductile	6-Aug		21	ok	20	ok	2006
	100 Dawnwest of hospital	•	Ductile	22-Jul			ok		ok	2006
	115 Dawn	80	ΨC		22-May	21	ø	.9¢	ok	
	101 Dawn	<b>&amp;</b>	AC		22-May	20	ok	30	ø	2006
	111 Sunrise	9	AC	25-Sep		20	ok	30	ķ	2008
	100 Sunrise	9	ΨC		23-May		ok	24"	ok	2002
	1237 Rt 552		AC		23-May	20	ok	30	οķ	
	14 Shady Ln	9	AC		7-Jun	20	ş	31"	ok	2002
	Ripley Rd	9	ĄC	deS-9	9-May	21	ok	31"	ok	2006
	37 Ripley Rd	9	AC	6-Sep	9-May	20	ak	20	ok	
	2617 Rt 561	9	AC		9-Jul	19	ok	4	충	
H	2465 Rt 561	9	AC		18-Jul		ok		송	
	677 Virginia	9	AC		17-Jul	20	ok	32	ð	
	278 Virginia		AC		18-Jul		ok		øk	2005
	252 Skyline	9	AC	26-Jan			ok X		¥	
	131 Skyline	9	AC		27-Jun		o.	1	¥	
	110 Barker Ln	9	)¥C		2-Jun		ş		ž	
	13 Virginia	9	УV		7-Jun	ĸ	ok	24	충	
				£	31					
	Total valves	Required t	Total valves Required to be worked	<del>1</del> 5	16					
	Total Number Valves A	ctually worl	ber Valves Actually worked this year	13	23		Hydrants Painted	ited		
		1				2005	2006	2002		-67

Hydrants Painted ; 2006 20

6

Total Number Valves Actually worked in last 2 years

Ohio American Water Company Lawrence County End Of 1/4 Customer Count Water Delivery (ml. gais) # Days Exceeding Osgn Cpty Avg Daily Flow (mi. High Flow (mi. gals) Mon th gals) 20.061360 10.6 0.647141 0.781660 21.249932 10.0 0.685482 0.744260 8 10.6 190 20,136908 0.789140



Street Address	85 Township Rd. 1027
Political Subdiv	Fayette
Dale of Main Broak/Outage	
- Geoeral Type	
Specific Type	Main Break (Agé)
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	
Time Problem Resided	14:00
Boil Advisory Issued?	ess 🕒 No Show Boil Advisories 📗 .
Street Address	Township Rd. 1027
[2] · "出版的,我们就是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个	
Date of Main Break/Outage	9/15/2007
General Type	Unplanned
	Main Break (Age)
Number of Services Affected	150
Date Company Became Aware of Problem	9/15/2007
Time Company Became Aware of Problem	,一直是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一
Date Problem Resolved	
Time Problem Resolved	
Boll/Advisory asued? WO Ye	es O No Show Boll/Advisorles
The state of the s	Township Rd. 1027
Political Subdiv	在一个时间,我们就是一个时间,我们就是一个时间,我们就是一个时间,我们就是一个时间,我们就是一个时间,我们就是一个时间,我们就是一个时间,我们就是一个时间,我们
Date of Main Break/Outage	。
General lype	
Specific Type:	
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
Boll Advisory Issued?	es a No Show Boll Advisories
\$ 448 38 38 40 1 00 1 00 1 00 1 00 1 00 1 00 1 00	
2850 A 3 A 3 A 3 A 3 A 3 A 3 A 3 A 3 A 3 A	

総合を表のでは、自然を表現の表現を表現の表現のである。

4/4 Report Water

Company Ohio American Water Company

Lawrence County

**∏**+

Year Quarter End Of 1/4 Gustomer Count

3366

a de la companya de		
Contact Calegory		
Customer Service	Account Information	126
Customer Service	Bad Debt/Bankruptcy	12
Customer Service	Bill Adjustment	7
Customer Service	Bill Information/Forma	4
Customer Service	Consumption :	1
Customer Service	Customer Notices	***************************************
Customer Service	Customer Service Sta	distinction and fig. 190 as a second con-
Customer Service	Disconnection for Non	17
Customer Service	Final Service	11
Customer Service	General Information	31
Customer Service	New Service	16
Customer Service	NSF Check	
Customer Service	Other:	65
Customer Service	Payment Arrangemen	11
Customer Service	Rates	
Customer Service	Reconnection (Non-p	14
Customer Service	Service Order Appoint	1:
Metering	Estimating	Control of the second s
Metering	Meter Reading	
Metering	Meter Repair/Leak	The second party of the second
Matering	Meter Replacement	الله الله الله الله الله الله الله الله
Metering	Other:	
Water Quality	Discolored Water	a and the second
Water Quality	Hardness	
Water Quality	Low Pressure	**************************************
Water Quality	Odor	
Water Quality	Other:	to describe a second se
Water Quality	Particles in Water	
Water Quality	Scum/Oil in Water	
Water Quality	Taste	
Water Service	Disconnection for Rep	, a graph for the state of the
Water Service	Main Break	erine territorial description of community of Mary in the con-
Water Service	Mark Water Lines/Lin	1:
Water Service	Other:	J 10
Water Service	Restoration	
Water Service	Service Line Leak	DUN MARKET PROPERTY
Water Service	Water Sampling	
water service	water sampling	

OF THE PARTY OF THE	Re	the second second	4000	U DANG	Brond Sole And
	27713		V 1. A. A.	To the same	A 111 (4
A08 48 51	10 L C 4 L	e 1 e 1 e 1	15 C (2)	K-18 -	1.765.00
V(1)	COLUMN SERVICE	T 10 11 11 11 11 11 11 11 11 11 11 11 11	custom a service		2.00
44 miles		30 A 44 A 19	. 7		

mount Ohio American Water Company

Lawrence County

Year | Quarter | End Of 1/4 Customer Count

Disconnection/Calego	ve weekviolationalype weeks	Number of Disconnections:
W/14 Day Notice	Access Denial	0
W/14 Day Notice 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/Q Notice	Cross-connection	0
W/O Notice	Other	0
W/Q Notice	Tampering	o

Year Espor

•			418			407			332			
ļ			Total Count			Total Count			Total Count			Total Count
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0			
Date Of Low Flow	1/10/07	2/7/07	3/27/07	4/11/07	5/15/07	6/27/07	7/19/07	20/8/8	9/26/07			
Low Flow (MG)	0.034	0.031	0.037	0.038	0.034	0.029	0.038	0.041	0.039			
Date Of High Flow	1/26/07	2/12/07	3/7/07	4/18/07	5/30/07	6/28/07	70/6/7	8/13/07	9/13/07			
High Flow (MG)	0.043	0.053	0.054	0.046	990.0	0.058	0.065	0.056	0.067			
Avg Dally Flow (MG)	0.036	0.043	0.048	0.038	0.045	0.051	0.045	0.046	0.048			
UFW %	20.1%	21.0%	21.5%	13.4%	12.9%	13.7%	12.1%	11.9%	11.6%			
Water Delivery (MG)	1.199	1.221	1.510	1.165	1.395	1.563	1.418	1.421	1.359			
Month	1	2	n	4	\$	9	_	60	6	9	11	12
Quarter			_			2			ო			*

Ohio American Water Mansfield Biscayne System #2

0.066

0.044

15.3% 21.5% 11.6%

1.380 1.563 1.166

Avg Low Greg. Dewhurst@puc. state.oh.us

Year

					Total Count			Total Count	•		Total Count			Total Count
# Days	Exceed	Dagn Cap	0	0	0	0	0	0	0	0	0			
Date Of	Low	Flow	1/24/07	2/14/07	3/8/07	4/24/07	5/1/07	6/21/07	7/26/07	8/24/07	9/6/07			
Low	Flow	(MG)	0.103	0.112	0.113	0.112	0.116	0.113	0.094	0.062	0.079			
Date Of	E E	Flow	1/8/07	2/6/07	3/27/07	4/16/07	5/30/07	6/25/07	7/16/07	8/7/07	9/27/07			
Į.	<u>₹</u>	(MG)	0.127	0.133	0.179	0.129	0.149	0.178	9,144	0.132	0.116			
Avg Dally	₩OH.	(IMG)	0.112	0,127	0.137	0.111	0.136	0.132	0.130	0.090	0.090			
N N	*		10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%			
Water	Delivery	(MG)	3.489	3.568	4.276	3.353	4.233	3.967	3.908	2.869	2.638			
		Month	ļ	2	က	4	6	9	1 4	••	6	101	11	12
		Quarter		_	-			ы			67			4

0.044 0.137 0.090

15.3% 10.0% 10.0%

1.360 4.276 2.838

Ohio American Water Mansfield Bryonaire System #3

Year

			Total Count			Total Count			Total Count			Total Count
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0			
Date Of Low Flow	1/10/07	2/7/07	3/21/07	4/10/07	5/25/07	6/7/07	7/19/07	8/20/07	9/25/07			
Low Flow (MG)	0.022	0.019	0.022	0.018	0.008	0,019	0.019	0.014	0.020			
Date Of High Flow	112/07	2/6/07	3/28/07	4/2/07	5/14/07	6/25/07	7/6/07	8/13/07	10/1/6			
		0.026	0.032	0.026	0.027	0.025	0.034	0.025	0.028			
Avg Daily Flow (MG)	0.022	0.024	0.028	0.019	0.022	0.022	0.026	0.023	0.031			
UFW %	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%			
Water Delivery (MG)	0.708	0.697	0.888	965'0	0.695	0.661	0.820	0.716	0.931			
Month	-	ĸ	6	4	w	9		<b>80</b>	ø	10	11	12
Quarter			-			C4		-	***			4

# Ohio American Water Mansfield Halabrien System #4

# Year Tul

			Total Count			Total Count			Total Count			Total Count
# Days Exceed Dsgn Cap	•	0	0	0	0	0	0	0	0			
Date Of Low Flow	1/29/07	2/6/07	3/5/07	4/12/07	5/1/07	6/5/07	1/2/01	8/20/07	9/19/07			
Low Flow (MG)	0.002	0.002	0.003	0.002	0.002	0.002	0.002	0.002	0.002			
Date Of High Flow	1/23/07	2/22/07	2/28/07	4/2/07	20/2/9	6/4/07	70/62/7	8/13/07	4/4/07			
High Flow (MG)	0.007	0.004	0.004	0.004	0.004	0.008	0.004	0.004	0.004			
Avg Daily Flow (MG)	0.003	0.003	0.003	0.003	0.003	0.003	0.003	0.003	0.003			
UFW %	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%			
Water Delivery (MG)	0.118	0.096	0.101	0.084	0.109	0.106	960'0	0.094	0.092			
Month	1	2	က	4	φ	9	7	₩	æ	10	11	12
Quarter			-			8			69			*

0.036 0.003 0.002

15.3% 10.0% 10.0%

1.360 0.118 0.084

Avg High Low Ohio American Water Mansfield Walcrest System #5

Grea Dewhurst@puc.state.oh.us

# Year

				Total Count			Total Count			Total Count			Total Count
# Days	Degn Cap	0	0	0	0	0	0	0	0	0			
Date Of	Flow	1/4/07	2/7/07	3/5/07	4/11/07	5/3/07	6/5/07	7/11/07	8/20/07	9/13/07			
Low	(MG)	0.004	0.003	0.004	0.004	0.004	0.004	0.005	0.005	0.004			
Date Of	Flow	1/2/07	2/13/07	3/21/07	4/5/07	5/24/07	6/14/07	70/6/7	8/13/07	9/14/07			
fg I	(MG)	0.007	0.007	0.007	900'0	0.010	600.0	600.0	0,010	0.010			
Avg Daily	(MG)	0.005	\$00.0	900.0	0.005	200.0	0.006	2000	0.007	400.0			
UFW "	ę	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%			
Water	(MG)	0.174	0.160	0.188	0.162	0.233	0.198	0.227	0,222	0.209			
	Month	F	2	8	4	•	8	_	8	ø	10	+	12
	Quarter			•			N			60			4

0.036 0.005 0.003

0.054 0.010 0.006

0.044 0.007 0.005

16.3% 10.0% 10.0%

1.380 0.233 0.160

# Ohio American Water Mansfield Greenridge System #6

	Year	A COLOR						
		Water	UFW	Avg Daily	High	Date Of	Low	Date O
		Delivery	%	Flow	FIOW	Hg H	Flow	Š Lo
Quarter	Month	(MG)		(MG)	(E)	Flow	(MG)	Flow
	-	0.636	10.0%	0.020	0.024	1/3/07	0.017	1/8/07
	2	3610.000	10.0%	0.021	0.023	20/6/7	0.015	2/20/07
_	<b>~</b>	0.748	10.0%	0.024	0.030	3/14/07	0.014	3/15/07
	-	0.678	40.0%	0.022	0,027	4/2/07	0.018	4/18/07
	40	0.922	10.0%	0.029	0,037	5/30/07	0.020	5/16/07
М	٩	0.846	10.0%	0.028	0.038	6/26/07	0.022	6/6/07
	-	0.913	10.0%	0.029	0.039	10/6/7	0.020	20/9/2
	80	0.781	10.0%	0.025	0.034	8/3/1/07	0.020	8/21/07
m	6	0.769	10.0%	0.025	0.029	9/21/07	0.019	9/13/07
	무							
	Ŧ							

**Total Count** 

00

000

# Days Exceed Dsgn <u>Cap</u>

Total Count

Total Count

**Total Count** 

0.000

0.036

0.039

0.044 0.029 0.020

15.3% 10.0% 10.0%

1.360 3610.000 0.635

Avg High Low

Ohio American Water Mansfield Harpcrest System #7

Gree Dewhurst@puc.state.oh.us

Year

			Total Count	İ		Total Count			Total Count			Total Count
# Days Exceed Dsgn Cap	0	0	0	٥	0	0	Q	٥	٥			
Date Of Low Flow	1/24/07	2/7/07	3/8/07	4/3/07	6/15/07	6/4/07	7/11/07	8/8/07	9/27/07			
Low Flow (MG)	0.028	0.033	0.040	0.041	0.039	0.042	0.042	0.037	0.037			
Date Of High Flow	1/15/07	2/6/07	3/28/07	4/2/07	5/30/07	6/25/07	7H6/107	8/16/07	9/5/07			
	0.049		0.051	0.047	690'0	850.0	9900	0.054	0.061			
Avg Daily Flow (MG)	0.041	0.045	0.049	0.043	0.050	0.046	0.050	0.046	0.046			
UFW %	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%			
Water Delivery (MG)	1,299	1.271	1.548	1.298	1.673	1.409	1.571	1.430	1.409			
Month	1	٢	6	•	2		_	. 60	6	-10	11	<u>-</u>
Quarter			-			•			r)			_

0000

0.036 0.042 0.028

0.059 0.059 0.047

0.044

15.3% 10.0% 10.0%

1.360

# Ohio American Water Mansfield Mohican System #8

Year

Quarter

# Days Exceed Degn Cap Date Of Low Flow 1/8/07 2/1/07 3/6/07 4/25/07 5/25/07 6/5/07 7/26/07 8/20/07 Low (MG) 0.008 0.013 0.013 0.013 0.008 Date Of High Flow 1/25/07 2/13/07 3/9/07 4/11/07 6/10/07 0.015 0.023 0.022 0.022 0.022 0.018 Flg. 10.0 Avg Dally Flow (MG) 0.010 0.016 0.016 0.016 0.016 0.010 0.010 10.0% 10.0% 10.0% 10.0% 10.0% 10.0% ₽ **%** Month <del>1</del> <del>1</del> <del>2</del>

Total Count

Total Count

Total Count

**Total Count** 

0.000 0.036 0.013 0.008 0.054 0.023 0.011 0.044 0.020 0.010 15.3% 10.0% 10.0%

1.360 0.509 0.339

Avg High Low

Ohio American Water Mansfield Little Valley System #9

Greg. Dewhurst@puc.state.oh.us

Year

			Total Count			Total Count			Total Count			Total Count
# Days Exceed Degn Cap	٥	٥	0	0	0	0	0	0	0			
Date Of Low Flow	1/23/07	701712	3/21/07	4/3/D7	5/31/07	6/4/07	20/81/12	20/9/8	9/4/07			
Low Flow (MG)	0.005	900.0	0.00\$	0.004	0.004	0.008	0.004	0.004	0.004			
Date Of High Flow	1/4/07	2/20/07	3/14/07	4/19/07	5/29/07	6/25/07	7/31/07	20/8/8	9/26/07			
High Flow (MG)	0.010	600.0	0.014	9000	0.010	0.007	0.008	0.010	0.007			
Avg Dally Flow (MG)	9000	200'0	600'0	900'0	900'0	900'0	0,010	0.010	0.010			
UFW %	10.0%	10.0%	10.0%	10.0%	40.0%	10.0%	10.0%	10.0%	10.0%			
Water Delivery (MG)	0.215	0.214	0.289	0.154	0.191	0.160	0.223	0.177	0.164			
Month		2	3	*	80	9		80	6	10	11	12
Quarter			-			01			6			+

0.036

0.054 0.014 0.006

0.044

15.3% 10.0% 10.0%

1.360 0.289 0.154

# Ohio American Water Mansfield Ford Rd System #10

						Total Count			Total Count			Total Count			Total Count
	# Days	Exceed	Degn Cap	0	0	0	0	0	0	0	0	0			
	Date Of	Low	Flow	10/6/1	2/1/07	3/7/07	4/19/07	5/1/07	20/5/9	7/12/07	8/27/07	9/27/07			
	Low	Flow	(MG)	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001			
	Date Of	High	Flow	1/2/07	2/5/07	3/2/07	4/27/07	5/24/07	6/25/07	10/21/11	8/21/07	20/61/6			
		Flow		600.0	0.002	0.002	600.0	100'0	0.004	800.0	0.004	0.003			
	Avg Daily	Flow	(MG)	0.002	0.002	0.002	0.002	0.002	0.002	0.003	0.002	0.002			
motor-	VFW	*		10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%			
· 一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个	Water	Delivery	(MG)	0.070	0.051	0.063	990'0	2200	0.057	0.102	990'0	0.070			
Year			Month	ļ	2	8	*	10	9	7	<b></b>	6	10	11	12
			Quarter			-			7	L		eo			4

0.000

0.036 0.001 0.001

0.008

0.044

16.3% 10.0% 10.0%

1.360 0.102 0.051



**Total Customer Contacts** 

**Total Customer Complaints** 

144

n

Customer Services						
		Inquiries	Complaints			
Account Information		57	0			
Bad Debt/Bankruptcy		14	0			
Bill Adjustment		5	0			
Bill Information/Format		4	0			
Consumption	ļ	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		o	0			
	Total	137	0			

Water Servi	Ce	
	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

Me	tering	
	Inquir <b>ie</b> s	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repain/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality						
	Inquirles	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	Total 2 0					

#### Quarter#2 3 2007

**Total Customer Contacts** 

**Total Customer Complaints** 

96

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	Û		
NSF Check		0	0		
Payment Arrangements		2	0		
Rates		O	0		
Reconnection Non-Pay		13	0		
Service Order Appointment		14	0		
Other: Customer Service		1	0		
	Total	96	0		

Water Servi	ce	
	inquirles	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

R	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					

Wa	ter Qualit	у
	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

Quarter # 3 89 2007

Total Customer Contacts

**Total Customer Complaints** 

346

o O

Custome	r Serv	rices	
	}	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		84	0
<u> </u>	Total	333	0

Water Servi	Ce	
	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

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

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

Estimating

Meter Reading Meter Repair/Leak

Meter Replacement

Others: Metering

Quarter # 4 2007

**Total Customer Contacts** 

**Total Customer Complaints** 

O

tomer Complaints 0

Custome	r Serv	rices	
	i	Inquiries	Complaints
Account Information			0
Bad Debt/Bankruptcy			0
Bili 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			C
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

Wa	ter Qualit	У
	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

Total

Metering

Inquiries Complaints

0

0

0

Water Servi	ce	
:	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
	0	0

Yearly Total of Customer Contacts Yearly Total of Customer Complaints

# Ohio American Water Mansfield Biscayne #2



Total Customer Contacts Total Customer Complaints 60 0

Customer Services		
1	Inquiries	Complaint
Account Information	11	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	0	0
Bill Information/Format	Ö	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

Water Serv	ice	
	Inquirles	Complaint
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

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	

### Ohio American Water Mansfield Biscayne #2

# Quarter # 2 2007

Total Customer Contacts 34 Total Customer Complaints

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

Water Serv	ice	
	Inquiries	Complaint
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

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

Wat	er Qualit	у
	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
Tast <del>e</del>	0	0
Other: Water Quality	0	0
Total	4	0

## Ohio American Water Mansfield Biscayne #2



<b>Total Customer Contacts</b>	<b>Total Customer Complaints</b>
95	O

Customer Ser	vices	
	Inqui <b>rie</b> s	Complaint
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

Water Serv	ice	
	Inquiries	Complaint
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

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

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

#### Ohio American Water Mansfield Biscayne #2



Total Customer Contacts 0 Total Customer Complaints

Customer Ser	vices	
	Inquiries	Complaint
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

Water Servi	ice	
	Inquiries	Complaints
Disconnection for Repairs		
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

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

Yearly Total of Customer Contacts Yearly Total of Customer Complaints

# Ohio American Water Mansfield Bryonaire #3

# Quarter # 1 ... 2007

Total Customer Contacts 35 Total Customer Complaints 0

Customer Se	rvices	
	Inquiries	Complaint
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
Tota	l 17_	0

Water Serv	ice	
	Inquiries	Complaint
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

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	

# Ohio American Water Mansfield Bryonaire #3

#### Quarter # 2 2007

Total Customer Contacts | Total Customer Complaints

Customer Services			
	Inquiries	Complaint	
Account Information	19	0	
Bad Debt/Bankruptcy	1	0	
Bill Adjustment	0	Ð	
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	a	
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	

Water Serv	Ce	
	Inquiries	Complaint
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

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	

## Ohio American Water Mansfield Bryonaire #3



Total Customer Contacts 59 Total Customer Complaints

Customer Services			
	Inquiries	Complaint	
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	

Water Service			
	Inquiries	Complaint	
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			
i	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	

#### Ohio American Water Mansfield Bryonaire #3

# Quarter # 4 2007

Total Customer Contacts 0 Total Customer Complaints

Customer Services		
	Inqui <b>ries</b>	Complaint
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

Water Serv	ice	
	Inquirles	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

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

Wate	er Quality	<b>y</b>
	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

Yearly Total of Customer Contacts Yearly Total of Customer Complaints

# Ohio American Water Mansfield Halabrien #4



Total Customer Contacts 11 Total Customer Complaints 0

Customer Ser	vices	
	Inquiries	Complaint
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

Water Serv	ice	
	Inquiries	Complaint
Disconnection for Repairs	3	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

Mete	ering	
	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
Total	0	0

#### Ohio American Water Mansfield Halabrien #4

# Quarter #2 2007

Total Customer Contacts

6

Total Customer Complaints

Customer Ser	vices	
	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

Water Serv	ice	
	Inquiries	Complaint
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	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

# Ohio American Water Mansfield Halabrien #4

# Quarter # 3 / 2007

Total Customer Contacts 43 Total Customer Complaints 0

Customer Ser	vices	
	Inquiries	Complaint
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

Water Serv	ice	
	Inquiries	Complaint
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	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			

#### Ohio American Water Mansfield Halabrien #4

# Quarter # 4:--

Total Customer Contacts	<b>Total Customer Complaints</b>
0	0

Customer Ser	vices	_
	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

Water Servi	ice	
	Inquiries	Complaint
Disconnection for Repairs		G
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

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

Water Quality		
	inquirles	Complaint
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	Ō	0

Yearly Total of Customer Contacts
Yearly Total of Customer Complaints

## Ohio American Water Mansfield Walcrest #5



Total Customer Contacts Total Customer Complaints 0

Customer Services		
	Inquiries	Complaint
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

Water Serv	ice	
	Inquiries	Complaint
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	Ð

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	G	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	3	0

# Ohio American Water Mansfield Walcrest #5

Quarter # 2 4 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			

Water Serv	ice	
	Inquiries	Complain
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

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			
	Inquirles	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	

#### Ohio American Water Mansfield Walcrest #5

Quarter # 3 2007

Total Customer Contacts 9 Total Customer Complaints

Customer Ser	vices	
	Inquiries	Complaint
Account Information	2	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Custamer 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

Water Serv	ice	
	Inquiries	Complaint
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

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	

# Ohio American Water Mansfield Walcrest #5



Total Customer Contacts 0 Total Customer Complaints

Customer Ser	vices	
	Inquiries	Complaint
Account Information		0
Bad Debt/Bankruptcy		0
Bili 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		C
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

Water Serv	ice	
	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

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

Water Quality			
ts	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	

Yearly Total of Customer Contacts Yearly Total of Customer Complaints

## Ohio American Water Mansfield Greenridge #6

Quarter # 1 2007

Total Customer Contacts | Total Customer Complaints 31 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

Water Serv	ice	
	Inquiries	Complain
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_	ō
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	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

## Ohio American Water Mansfield Greenridge #6

Quarter # 2 2007

Total Customer Contacts | Total Customer Complaints 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	O	0
Rates	0	0
Reconnection Non-Pay	4	0
Service Order Appointment	2	0
Other: Customer Service	1	0
Total	34	0

Water Serv	ice	
	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		
	inquirles	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

#### Ohio American Water Mansfield Greenridge #6

Quarter #3 2007

Total Customer Contacts | Total Customer Complaints

Customer Services		
	Inquiries	Complaint
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

Water Serv	ice	
	Inquiries	Complaint
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

#### Ohio American Water Mansfield Greenridge #6

# Quarter # 4 2007

Total Customer Contacts 0 Total Customer Complaints

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

Water Serv	ice	
	Inquiries	Complaint
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

	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

Yearly Total of Customer Contacts Yearly Total of Customer Complaints

#### Ohio American Water Mansfield Harpcrest #7



Total Customer Contacts Total Customer Complaints 0

Customer Ser	vices	
	Inquiries	Complaints
Account Information	9	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	0	0
Bili 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
Tota	60	0

Water Serv	ice	
	Inquiries	Complaint
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

	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 <b>W</b> ater	0_	0	
Taste	0	0	
Other: Water Quality	0	0	
Total		0	

## Ohio American Water Mansfield Harpcrest #7



Total Customer Contacts Total Customer Complaints 51 0

Customer Ser	vices	
	Inquiries	Complaint
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

Water Serv	ice	
	Inquiries	Complain
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	

# Ohio American Water Mansfield Harpcrest #7



Total Customer Contacts | Total Customer Complaints 148

Custome	r Services	

	Inquiries	Complaints
Account Information	55	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	1	G
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

Water Serv	ice	
	Inquiries	Complaint
Disconnection for Repairs	0	0
Main Breaks	0	
Mark Water Lines/Line Inspect	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			
	inquirles	Complaints	
Discolored Water	0	0	
Hardness	0	0	
Low Pressure	0	0	
Odor	0	0	
Particles in Water	0	0	
Scum/Oll in Water	0_	0	
Taste	0_	0	
Other: Water Quality	0	0	
Total	<del></del>	0	

# Ohio American Water Mansfield Harpcrest #7

# Quarter # 4 .... 2007

Total Customer Contacts 0 Total Customer Complaints

Customer Ser	vices	
	Inquiries	Complaint
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

Water Serv	ice	
	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		Û
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

Yearly Total of Customer Contacts Yearly Total of Customer Complaints

260

# Ohio American Water Mansfield Mohican #8

# Quarter # 1 2007

Total Customer Contacts 7 Total Customer Complaints 0

Customer Services		
	Inquiries	Complaint
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

Water Serv	ice	
	Inquiries	Complaint
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	2	0	
Hardn <del>es</del> s	0	0	
Low Pressure	0	0	
Odor	0	0	
Particles in Water	0	0	
Scum/Oll in Water	0	0	
Taste	0	0	
Other: Water Quality	0	0	
Total	2	0	

# Ohio American Water Mansfield Mohican #8

Quarter # 2 2007

Total Customer Contacts

8

O

Customer Services		
	Inquiries	Complaint
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	O	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	5	0

Water Serv	ice	
	Inquiries	Complaint
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	
Totai	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

# Ohio American Water Mansfield Mohican #8

# Quarter # 3 2007

Total Customer Contacts | Total Customer Complaints | 12 | 0

Customer Services		
	Inquiries	Complaint
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

Water Serv	ice	
	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	Ò	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

# Ohio American Water Mansfield Mohican #8

Quarter # 4

Total Customer Contacts 0 Total Customer Complaints

Customer Ser	vices	
	Inquiries	Complaint
Account Information		0
Bad Debt/Bankruptcy		0
Bili 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

Water Serv	ice	
	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

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	

Yearly Total of Customer Contacts
Yearly Total of Customer Complaints



Total Customer Contacts | Total Customer Complaints | 15 | 0

Customer Ser	vices	
	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	Q
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

Water Serv	ice	
	Inquiries	Complaint
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
Total	0	0



Total Customer Contacts | Total Customer Complaints

Customer Ser	vices	
	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

Water Serv	ice	
	Inquiries	Complaint
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	Ō	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	

# Quarter #3 2007

Total Customer Contacts	Total Customer Complaints
35	0

Customer Services		
	Inquiries	Complaint
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

Water Serv	ice	
	Inquiries	Complaint
Disconnection for Repairs	0	0
Main Breaks	O	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			

# Quarter # 4 2007

<b>Total Customer Contacts</b>	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	

Water Serv	ice	
	Inquiries	Complaint
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

Metering				
Inquirles 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		

Yearly Total of Customer Contacts
Yearly Total of Customer Complaints

67

# Ohio American Water Mansfield Ford Rd #10

# Quarter # 1 2007

Total Customer Contacts

**Total Customer Complaints** 

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			

Water Se	rvice	
	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

M	etering	
	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	
Discoiored 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	

# Ohio American Water Mansfield Ford Rd #10

# Quarter #2 2007

**Total Customer Contacts** 

**Total Customer Complaints** 

2

.

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	

Water Se	rvice	
	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								
	Inquirles	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	O	0						

# Ohio American Water Mansfield Ford Rd #10

# Quarter # 3 2007

Total Customer Contacts 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							

Water Se	rvice	
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service Ilne ieak	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							

# Ohio American Water Mansfield Ford Rd #10

# Quarter # 4 == 2007

Total Customer Contacts 0 Total Customer Complaints

Customer S	ervices	
	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

Water Se	rvice	•
	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

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						

Yearly Total of Customer Contacts Yearly Total of Customer Complaints

17 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

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
Political Subdiv
Date of Break/ Outage

920 Belmont Madison 8/13/2007

General Type

Specific Type Number of Services Affected Time Became Aware

Date Problem Resolved

0 8:00 p.m. 8/13/2007 11:30 p.m.

Time Problem Resolved Restorations Made. Type & Size Boil Order Information

yes 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

### Ohio American Water Mansfield Biscayne #2

# Quarter#1

**Boil Order Information** 

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

### Ohio American Water Mansfield Biscayne #2

# Quarter # 3

Year 2007

Street Address Political Subdiv 2215 Kentwood Drive Imperial Biscayne

441 Impala Imperial Biscayne

Date of Break/ Outage

7/25/2007

9/1/2007

General Type Specific Type

Number of Services Affected Time Became Aware Date Problem Resolved

8:00 a.m. 7/25/2007 5:00 p.m.

0 2:30 9/4/07

Time Problem Resolved Restorations Made, Type & Size Boil Order Information

yes

11:30 a.m. yes 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

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

### **Ohio American Water** Mansfield Bryonaire #3

# Quarter # 2

Year

2007

Street Address

Political Subdiv

None this quarter

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**

# 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

# Mansfield Bryonaire #3

# **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

## 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

**Boll 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 2

Restorations Made. Type & Size

Boil Order Information

#### Ohio American Water Mansfield Halabrien #4

# Uguarter # 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

#### 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

### Ohlo American Water Mansfield Walcrest #5

# Quarter #1

**Boil Order Information** 

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

#### **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

None this 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

Restorations Made, Type & Size

### 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

## 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

#### Ohio American Water Mansfield Harpcrest #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

#### Ohio American Water Mansfield Mohican #8

# Quarter #3

Year 2007

Street Address 195 Colonial
Political Subdiv Mohican
Date of Break/ Outage 8/1/2007

Date of Break/ Outage 8/1/2007 General Type

Specific Type
Number of Services Affected

Time Became Aware 8:30 p.m.
Date Problem Resolved 8/4/2007

Time Problem Resolved Restorations Made. Type & Size Boil Order Information

12:00 p.m. e yes

no no

None this quarter

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

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

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

# Quarter # 2

Year

2007

Street Address

Political Subdiv

None this quarter

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

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

### 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

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

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

# 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

The control of the co

Ohio American Water Company Marion District

Year 2007

•	Count			16932			16997								8482	16997	16932
# Days	Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0
Date Of	Flow	01/13/07	02/02/07	03/17/07	04/28/07	05/27/07	20/50/90	10/128/07	10/61/80	09/02/07							05/27/07
Low	Flow (MG)	5.902	6.889	6.454	960'9	5.885	6.413	6.131	6.242	5.986					6.222	6.889	5,885
Date Of	High Flow	01/31/07	02/21/07	20/80/60	04/02/07	05/24/07	06/28/07	20/80/20	20/80/80	20/20/60						02/21/07	
HöH Fö	Flow (MG)	7.186	8.048	7.566	7,384	8.047	7.942	7.835	7.446	7.436					7,654	8.048	7.186
Avg Daily	FIo¥ (MG)	6.648	7.471	7.072	6.745	7.012	7.198	7.005	7.036	6.738					6.992	7.471	6.648
	<b>5</b> °	24.5%	24.2%	25.1%	24.7%	24.8%	24.7%	23.7%	23.3%	23.4%				2007	24.3%	25.1%	23.3%
Water	Delivery (MG)	207.171	210.149	220.395	203.451	219.068	217.439	218.843	220.167	203.417					213.344	220.395	203.417
	Month	1	2	က	4	ın	9	7	60	6	10	11	12		Avg	High	Low
	Quarter			-			N			e			4				

# Ohio American Water Company Marion District

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

Year 2	2007	Quarter:				
Was the system flushed this quarter?	Yes:	National Date	No:	×	If yes:	n Method:
Begin Date: End Date:		Notification Date:				Newspaper Sign Posting Radio Bill Insert Marquee Other
	.,	Quarter:	2	-	16	
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	☐ Notification Date:	No:		If yes:	on Method:
Begin Date: End Date:		Notification bate.			Notification	Newspaper
						Sign Posting
						Radio
					_	Bill Insert
						Marquee
						Other
		Quarter:	3			
Was the system flushed this quarter?	Yes:	X	No:		If yes:	
Begin Date:9/24/2007		Notification Date:				on Method:
					X	Newspaper
In the process. Will complete during 4th quarter.						Sign Posting
					X	Radio Bill Insert
					 	Marquee
						Other
		Quarter:	4		<del>1</del>	Outo
Was the system flushed this quarter?	Yes:	againtor.	No:		If yes:	
Begin Date: End Date:	,	Notification Date:	, , , ,			on Method:
		wkly newspaper ads				Newspaper
						Sign Posting
						Radio
						Bill Insert
						Marquee
						Other

Ohio American Water Company Marion District

	Boil Order Issued by																																			
	Time Problem Resolved																																			
Date Problem	Resolved	02/04/07	02/05/07	02/05/07	02/07/07	02/10/07	02/21/07	02/22/07	03/06/07																											
Time Became	Aware	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A																											
Number of Services	Affected	N/A	26	N/A	99	009	20	-52	25																											
	Specific Type	Main Break	Main Break	Main Break	Main Break	Main Break	Main Break	Main Break	Main Break																											
						Unplanned	Unplanned																													
	Date of Break/ Outage   General Type	2/4/2007							3/6/2007														",													
	Political Subdiv	VIII. Of Prospect	Clty of Marion	City of Marion	City of Marion	VIII. Of Prospect	City of Marion	City of Marion	City of Marion																											
	Quarter Street Address	Gooding & Klingel Rd	Glad St	Bellefontaine Ave	Fies & Brown Ave	Gooding Road	560 Mound St	Main St & Fairview St	148 Glad St																											
	Year Qua	r	2007	2007	2007	2007	2007	2007	2007	2002	2007	2007	2007	2002	2002	2002	2002	2002	2007	2007	2002	2007	2007	2007	2002	2007	2002	2002	2007	2007	2007	2007	2002	2002	2002	2002

2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2								
Unplanned         Main Break         40           Unplanned         Main Break         20           Unplanned         Main Break         4           Unplanned         Main Break         4           Unplanned         Main Break         50           Unplanned         Main Break         50           Unplanned         Main Break         25           Unplanned         Main Break         26           Unplanned         Main Break         26           Unplanned         Main Break         26           Unplanned         Main Break         26	1			2:20 p.m.		2:45 p.m.	11:30 a.m.	
Unplanned Main Break 40 Unplanned Main Break 50 Unplanned Main Break 70 Unplanned Main Break 16 Unplanned Main Break 4 Unplanned Main Break 4 Unplanned Main Break 50 Unplanned Main Break 50 Unplanned Main Break 50	04/08/07	04/08/07	04/10/07	04/19/07	05/04/07	05/10/07	05/18/07	06H2/07
Unplanned Unplanned Unplanned Unplanned Unplanned Unplanned				1:15 p.m.	4:36 p.m.	11:30 a.m.	9:16 a.m.	1:00 p.m.
Unplanned Unplanned Unplanned Unplanned Unplanned Unplanned	97	95	QZ	91	4	95	97	3
의의의의의의	Main Break	Main Break	Main Break	Main Break	Main Break	Main Break	Main Break	Main Break
2         170 E Centev St         City of Marion         4172507           2         Merkle Ave & W Si City of Marion         4722007           2         Leader St         City of Marion         4702007           2         Schot St         City of Marion         47152007           2         W Center St         City of Marion         67122007           2         Vine St         City of Marion         67102007           2         Vine St         City of Marion         67102007           2         N. Main St         City of Marion         67102007           2         N. Main St         City of Marion         67102007           2         N. Main St         City of Marion         67102007	Unplanned	Unplanded	Unplanned	Unplanned	Unplanned	Unplanned	Unplanted	Unblanded
2 170 E Cented St City of Marion 2 Meride Ave & W Sil City of Marion 2 Leader St City of Marion 2 Schoto St City of Marion 2 W Center St City of Marion 2 W City of Marion	4/7/2007	4/9/2007	4/10/2007	4/19/2007	5/1/2007	5/10/2007	5/18/2007	6/12/2007
2 170 E Cented St 2 Meride Ave & W 2 Leader St 2 Scloto St 2 W Center St 2 Vine St 2 Lin Main St	City of Marion	Si City of Marion	City of Marlon	City of Marion	City of Marion	City of Marion	City of Marion	hev City of Marion
તત્વત્વત્વન	170 E Carrier St	Merkle Ave & V	Leader St	Scloto St	W Center St	Vine St	Z war S	Windsor St at T
	2	2	2	2	2	2	2	-
				-	***************************************			

	Boll Order issued by	-	Door Hanger	Door Hanger	Door Hander	Daor Hander		Door Harigel	Door Hanger	Door Hanger	Door Hanger	Door Hanger	Door Hanger																																	
	Time Problem Resolved		NA	10:45 a m	2.05.0 m	2002	2. 20 p.m.	3:40 p.m.	2:18 p.m.	12:08 p.m.	1:30 p.m.	12:45 p.m.	NA																																	
	Date Problem Resolved		07/10/07	02773007	7077170			10/EL/EU	08/30/0/	09/06/07	09/12/07	09/14/07	09/24/07																																	
	Time Became Aware	-	d-30 a.m	E (C)	4.00 m	10000	10.20 4.11.	3,27 p.m.	11:00 a.m.	10:30 a.m.	10:10 a.m.	10:45 a.m.	3.15 p.m.																																	
Minmhon of	Services Affected		ş	3 1	2 %	3 5	2 ;	8	8	92	12	_	Ē							•																										
	Soecific Type		decod class	Man Didde	Mail Diggs	Main cyesk	Replace Fire Hydrani	Main Break	Valve Repair	Valve Replacement	Renlara Value	Main Break	Renair 6" Valve																																	
	saki Outane General Tune Specific Tyte	odie i blo		Cirpiaruman	natural du C	Unplanned	Unplanned	Unplanned	Unplanned	Unplanned	( Incherroad	pourolet!	Donnelon I	24.132.0																																
	Outo of Break! Outsub		6000000	/11/2/00/	10075	/002//1/	8/7/2007	8/13/2007	8/30/2007	9/5/2007	2000000	10000	90.400012	100715-710																																
	Colletos Subdiv	Jeonoral Supula		City of Marion	City of Marion	City of Marlon	City of Marlon	City of Marion	City of Marion	City of Marion	City of Maxion		City of Marion	City of Indiana																																
	d over the second	Clarer Street Address			Parkview Ave & Bryant St	Bellefontains Ave & Girard	West Center St	459 Decatur St	, and a series	Dallofontaine Ave Mandenta Girard				100 0 0000 01				•	-							**										ro :	•	•	· ·					in.	<b></b>	<b>a</b>
		rear Cua																																		2002								2007		
	<u>,</u>			Š	R	202	8	S	5	2 6	3 3	3	2 2	2 8	3 8	Ş	3 8	₹:	8	8	R	Ŕ	á	ୟ	8	ଷ	ő	ଝ	8	2	8	2	8	8	8	8	2 8	R	R	20	: 2	8	R	ន	N 6	4

#### Ohio American Water Company

#### Quarter # 3:

Street Address

Year

2007

Political Subdiy
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 Subdity
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! Dutage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date 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
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
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
Boil Order Issued by

Street Address
Political Subdiv
Date of Break! Outage
General Type
Specific Type
Number of Services Affected

## Ohio American Water Company Marion District



## Total Customer Contacts 15991

#### **Customer Services**

		Inquirles	Complaint
Account Information		6330	
Bad Debt/Bankruptcy		507	
Bill Adjustment		288	
Bill Information/Format		129	
Consumption		69	
Customer Notices		37	
Customer Service Staff		0	
Disconnection for Non-Pay		533	
Final Service		724	
General Information		1318	
New Service		642	
NSF Check		0	
Payment Arrangements		551	
Rates		0	
Reconnection Non-Pay		392	
Service Order Appointment		716	
Other: Customer Service		3660	
	Total	15896	<u> </u>

# Water Service

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

	Inquiries	Complaints
	0	<u> </u>
	35	
	0	
	0	
	0	
	0	
	0	
Total	35	0

### Metering

	[i	nquiries	Complaints
Estimating	Γ	0	
Meter Reading	Ī	40	
Meter Repair/Leak	Ī	0	
Meter Replacement	Ī	0	
Others: Metering		0	ł
_ 1	rotal "	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

Quarter#2

Year

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	1
Non-Emergency Regulation Violation	
Application Misrepresentation	

2007

Disconnections	
With 14 Days Notice Non-Payment Non-Emergency Regulation Violation	274
Application Misrepresentation	<del></del>
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

Quarter #4

Access Denial Other

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	

Disconnections	
With 14 Days Notice	
Non-Payment	,
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	<u> </u>
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	**********							
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days	
		Delivery	*	Flow	Flow	οŧ	Flow	ō	Exceed	Customer
Quarter	Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap	Count
	-	3.109	%0.6	0.100	0.147	01/02/07	0.059	01/05/07	0	988
	2	2.814	2.8%	0.907	0.162	02/23/07	0.057	02/10/07	0	969
-	က	3.217	%8.8	0.103	0.149	03/31/07	0.062	03/10/07	0	269
	4	2.950	1.8%	960'0	0.017	04/30/07	0.055	04/27/07	0	265
	0	3.162	5.5%	0.101	0.160	05/29/07	0.050	05/11/07	0	282
81	9	3.121	5.9%	0.104	0.164	06/25/07	0.031	06/23/07	0	269
	7	3.495	8.9%	112.000	179.000	20/90/20	000'09	07/29/07	0	383
	<b>®</b>	3.371	12.7%	108,000	149.000	08/29/07	26.000	08/09/07	0	101
ಣ	6	3.208	3.3%	103.000	182.000	20/20/60	43.000	09/29/07	0	595
	5								0	
	11								0	
4	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	20/20/60	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	282

# 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:	Yes: 4/30/2007	Notification Date:	No:	0	If yes: Notification Method: Rewspaper Resing Bosting Radio Radio Radio Radio Radio Radio	, <b>D</b>
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	☐ Notification Date:	Ö	0	If yes:  Notification Method:  Newspaper  Sign Posting  Radio  Bill Insert  Marquee	, <b>9</b> )
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	☐ Notification Date:	Ö	0	If yes: Notification Method:  Newspaper Sign Posting Radio Sill Insert Marquee	. <b>g</b> p
Was the system flushed this quarter?  Begin Date: End Date:	γes:	Notification Date:	Š	О	If yes:  Notification Method:  Newspaper Sign Posting Radio Bill Insert Marquee	. <b>5</b> 20

#### Quarter # 2

Year

2007

04 4411	
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 Subdív	Brimfield
Date of Break/ Outage	4/27/07
General Type	Fist size hole blown out on the sidfe 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 Cheline
Street Address	3925 Neville
Political Subdiv	Brimfield
Date of Break/ Outage	4/27/20007
General Type	Scheduled shut down for main tie-in
Specific Type	annual alias done to the the tit
Number of Services Affected	69
Time Became Aware	1000
Date Problem Resolved	4/27/07
Time Problem Resolved	2000
Boil Order issued by	Steve Cheline
Street Address	System wide
Political Subdiv	System wide Brimfield
Date of Break/ Outage	5/22/07
General Type	Loss of pressure system wide du3e to fire system flow test
Specific Type	Pressure droped to 15 psi in some areas for a maximum of 2 minutes
Number of Services Affected	18 buisnesses, 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 Cheline with Mike Perriguey
Pon alder landed by	OCCIO OTRANIE WIDT MARE FEITINGET

Ohio American Water Company Beechcrest



Year

2007

#### Ohio American Water Company Beechcrest

Gparter#4 2007

#### **Total Customer Contacts**

D

#### **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

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

	Inquiries	Complaints
	3,300	
t i		<del>                                     </del>
•	<del></del>	<del>                                     </del>
		<u></u>
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	Comptaints
_	
0	0
	Inquiries

#### Ohio American Water Company Beechcrest

Quarter # 1

Quarter # 2

Year

2007

Year

2007

Disconnections		Disconnections	
With 14 Days Notice		With 14 Days Notice	
Non-Payment	11	Non-Payment	13
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	D
Application Misrepresentation		Application Misrepresentation	0
Access Denial		Access Denial	0
Other		Other	D
With 24 Hours Notice		With 24 Hours Notice	
Non-Payment		Non-Payment	0
Non-Emergency Regulation Violation	·	Non-Emergency Regulation Violation	0
Application Misrepresentation		Application Misrepresentation	0
Access Denial		Access Denial	0
Other		Other	0_
Without Notice		Without Notice	
Non-Payment		Non-Payment	0
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	0
Application Misrepresentation		Application Misrepresentation	0
Access Denial		Access Denial	0
Other		Other	0
Guarter#3		Quarter # 4	

Year

2007

~~~	~~~	****	***	 ****

Year

2007

Disconnections	
With 14 Days Notice Non-Payment	
-	27
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	<u> </u>
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	_
Non-Payment	
Non-Emergency Regulation Violation	<del></del>
Application Misrepresentation	ļ
Access Denial	
Other	

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	1
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

			Ohio 4	Ohio American Water Company	Water C	ompany			
				East A	East Aurora				
	Year	2007							
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days
		Delivery	%	Flow	Flo₩	ģ	Flow	ţ	Exceed
Quarter	Month	(MG)		(MC)	(MG)	High Flow	(MG)	Low Flow	<b>Dsgn Cap</b>
	-	2.181	31.6%	70.370	83.000	01/01/07	0.060	01/20/02	0
	2	1.972	25.8%	63.600	82.000	02/26/07	0.062	20/03/02	0
-	m	2.247	32.9%	103.780	149.000	03/31/07	0.062	03/10/07	0
	4	2.298	27.9%	0.074	0.162	04/24/07	0.058	04/27/07	0
	2	2.357	35.5%	920'0	060'0	05/17/07	0.063	20/61/90	0
8	9	2.336	36.7%	7.00.0	0.104	06/22/07	0.053	06/23/07	0
	4	2.346	42.1%	000'92	135.000	07/22/07	20.000	07/21/07	0
	∞	1.622	19.0%	52.000	87.000	08/01/07	37.000	70/11/80	0
m	6	1.475	-4.9%	47.000	93.000	09/11/07	19.000	09/15/07	0
	19								Ð
	+								0
4	12								0

Customer Count

315	315	315
0	0	0
		06/23/07
		0.053
	03/31/07	
	149.000	
45.775	103,780	0.074
27.4%	42.1%	4.9%
2.093	2.357	1.475
Ava	High	Low

# Ohio American Water Company East Aurora Routine (Annual/Semi-Annual) Flushing Information

	Year	2007	Quarter: 1st	Ist			
Was the system flushed this quarter? Begin Date: End D	arter? End Date:	Yes:	☐ Notification Date:	No:	4	lf yes: Notificati	If yes: Notification Method:
						<b>-</b> -	Newspaper Sign Posting
							Radio
		-					Bill Insert
							Marquee
							Other
	Year	2007	Quarter: 2nd				
stern flushed this qu	<i>د-</i>	Yes:	₽	No:		If yes:	
Begin Date: 4/23/2007 End	End Date:	4/24/2007	Notification Date:	4/16/2007		Notificati	Notification Method:
						Æ	Newspaper
						æ	Sign Posting
							Radio
							Bill Insert
							Marquee
							Other
	Year	2007	Quarter: 3rd	p.c			
Was the system flushed this quarter?		Yes:	' 	No:	¥	If yes:	
Begin Date: End	End Date:		Notification Date:			Notificati	Notification Method:
			•				Newspaper
							Sign Posting
							Radio
						) [	Dill loom
						ו כ	
							Marquee
	Year	2007	Quarter: 4th	댦			Other
Was the system flushed this quarter?	<u>ج</u>	Yes:		Ö.	Æ	If yes:	
Begin Date: End	End Date:		Notification Date:			Notificati	Notification Method:
			•				Newspaper
						D	Sign Posting

#### Ohio American Water Company

Quarter #1		
Year	2007	
Street Address		
Political Subdiv		
Date of Break/ Outag	10	
General Type		
Specific Type		
Number of Services	Affected	
Time Became Awar	1	
Date Problem Resol	red	
Time Problem Resol	ved	
Boli Order issued by		
Street Address		
Political Subdiv		
Date of Break/ Outa	ge .	
General Typs		
Specific Type		
Number of Services	Affected	
Time Became Awar	•	
Date Problem Resol	ved	
Time Problem Reso	bev	
Boil Order issued by	•	

#### Ohlo American Water Company

#### Quarter#2

Year 200	7
Street Address	10238 Wellington
Political Subdiv	
Date of Break/ Outage	4/23/07
General Type	Service saddle bolts rotted off
Specific Type	
Number of Services Affected	78
Timu Became Aware	10:00 am
Date Problem Resolved	A/23/07
Time Problem Resolved	8:00 pm
Boll Order Issued by	Sleve Chalins
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	l 56
Time Became Aware	1st noticed in Spring of '96, only leaks when not 199% ON
Date Problem Resolved	5/9/07
Time Problem Resolved	4:00 pm
Boll Order Issued by	Steve Chiains

#### Ohio American Water Company

#### Quarter #3

#### Year 2007

Streel Address	None this quarter
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Bacame Aware	
Date Problem Resolved	
Time Problem Resolved	
Boll Order issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Зрасійс Тур <del>о</del>	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boll Order issued by	

#### Ohlo American Water Company East Aurora

Quarter #4

Year 2007

Streel Address
Political Subdity
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 East Aurora



#### Total Customer Contacts 90

#### **Customer Services**

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

Inquiries	Complaints
25	
1	
12	
3	
0	
0	1
0	
0	
6	
0	
8	
0	1
0	
0	
7	
15	
1	
78	0

Total 78

#### **Water Service**

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

ļ	Inquiries	Complaints
	0	
	1	
:	0	
	6	
	0	
•	0	
	0	
Total	7	0

#### Metering

Estimating Meter Reading Meter Repair/Leak Meter Replacement Others: Metering

	Inquiries	Complaints
	0	
	0	
	0	
	0	
	0	Τ_
Total	0	0

#### **Water Quality**

Discolored Water Hardness Low Pressure Odor Particles in Water Scum/Oil in Water Taste Other: Water Quality

	Inquiries	Complaints
	3	
	Ð	
	2	
	0	
	0	
	O	1
	0	
V	0	
Total	5	0

#### Ohio American Water Company East Aurora

Quarter #1

Year

Quarter # 2

Year

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	1
Application Misrepresentation	
Access Denial	<u> </u>
Other	· · · · · · · · · · · · · · · · · · ·

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			

2007

Quarter#3

Year

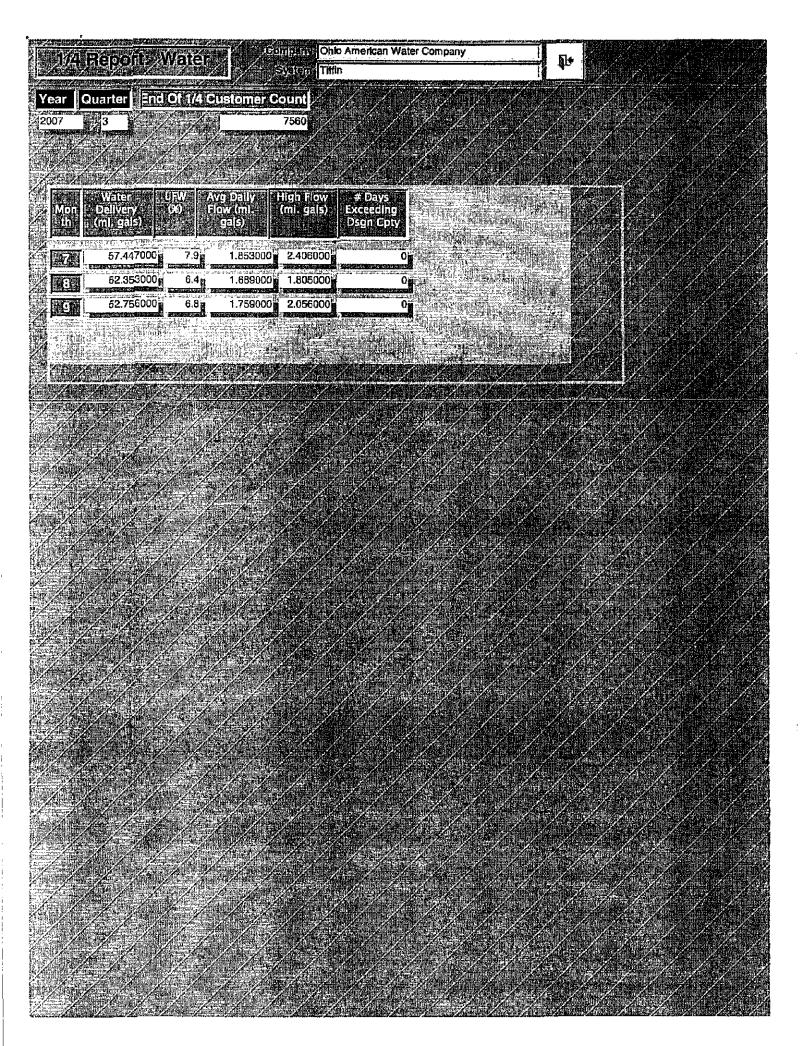
2007

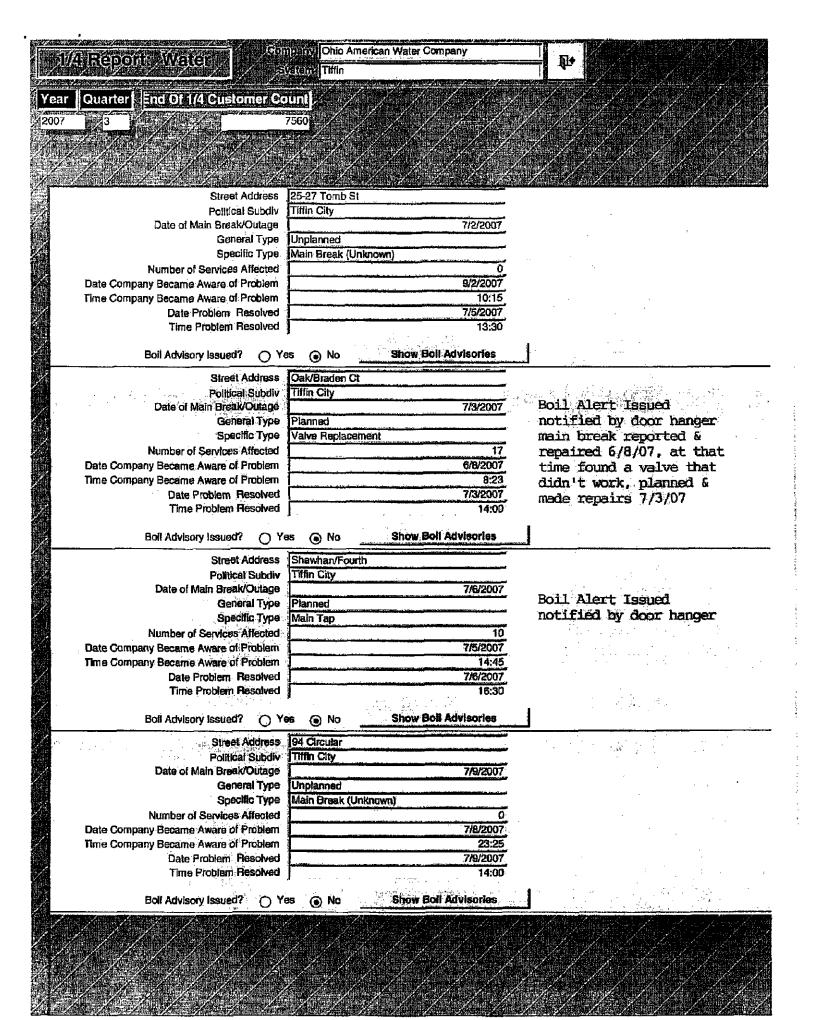
Quarter # 4

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	ļ
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	<del></del>

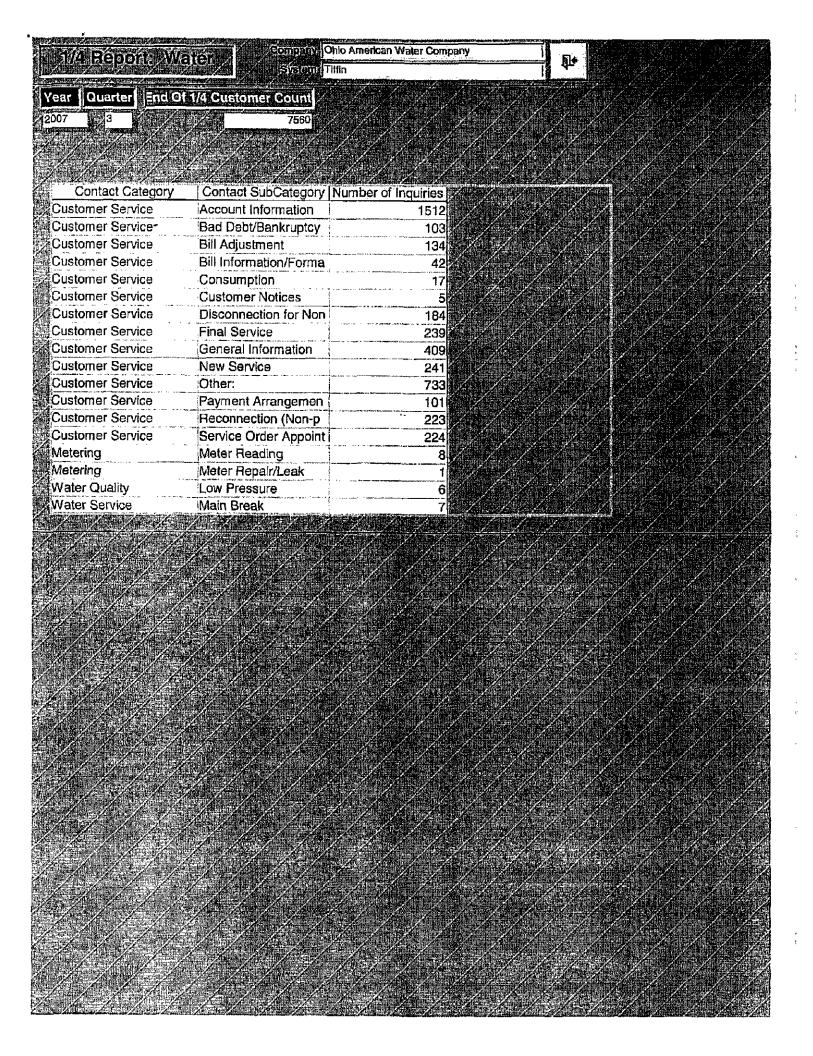
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency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

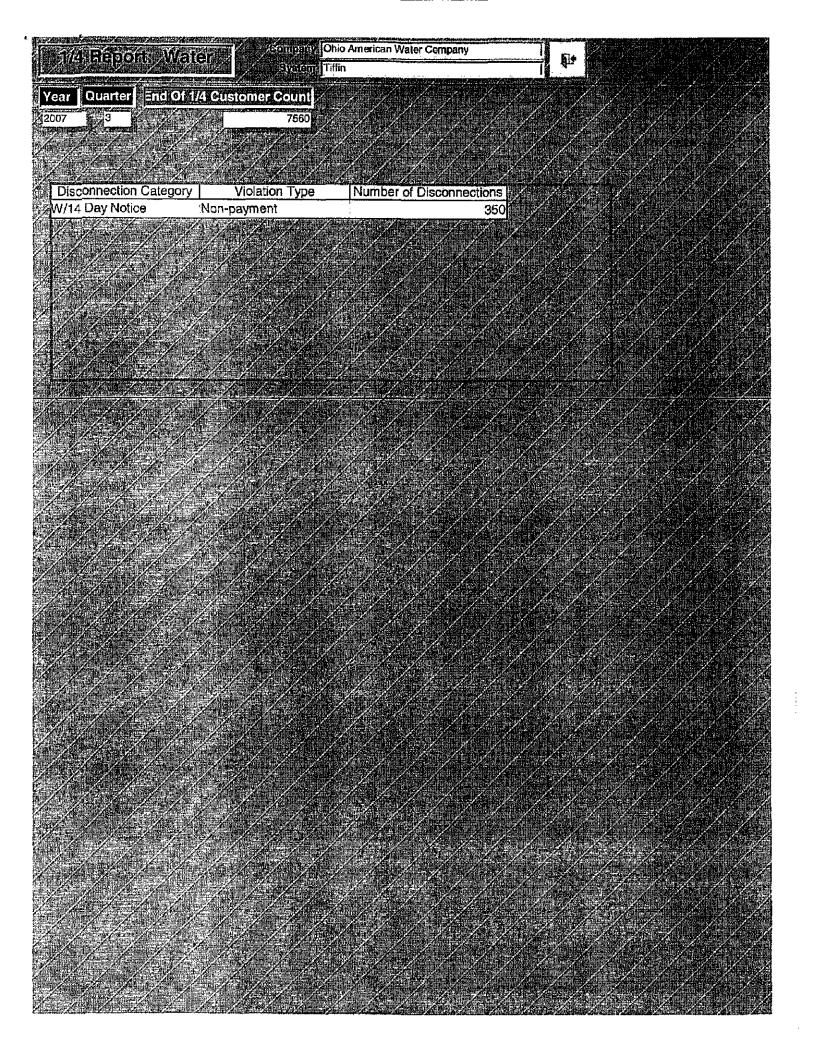




Street Address			
	58 Grand		
Political Subdiv	Tiffin City		
Date of Main Break/Outage	7/19/2007		
General Type	Unplanned		
Specific Type	Main Break (Unknown)		
Number of Services Affected	6		
	7/18/2007	·	
Date Company Became Aware of Problem	Control of the second control of the		
Time Company Became Aware of Problem	10:30		
Date Problem Resolved	7/19/2007		
Time Problem Resolved	14:00		
	r .		
Boil Advisory Issued? Ye	Show Boll Advisories		
Character & Allinois	OCO CLE		
Street Address	200 St Francis Ave		:
Political Subdiv	Tiffin City	Boil Alert Issued	
Date of Main Break/Outage	7/28/2007		
General Type	Unplanned	notified by door ha	inger
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		1
	7/28/2007		~. `
Date Problem Resolved	Control of the contro	• 4	•
Time Problem Resolved	22:30		
	Secretary of the second of	1	,
Boil Advisory Issued? Ye	es (a) No Show Boll Advisories		′ :
Street Address	42 Wentz		· · · · · · · · · · · · · · · · · · ·
· ·	The state of the s		
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		
Time I Tobietti nesotred	1 13:00		
Proposition and the second	es (a) No Show Boll Advisories	1	
Holl Advisory (ssued? A Y	2D IEI MO GIIGH DON VELICOIDE	1	
Boil Advisory Issued? Ye			<del></del>
Boil Advisory Issued? Yes	179 Minerva		, i'i
Street Address	179 Minerva		· · · · · · · · · · · · · · · · · · ·
Street Address Political Subdiv Date of Main Break/Outage	179 Minerva Tiffin City 8/6/2007		
Street Address Political Subdiv Date of Main Break/Outage General Type	179 Minerva Tiffin City 8/6/2007 Unplanned		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type	179 Minerva Tiffin City 8/6/2007		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected	179 Minerva Tiffin City 8/6/2007 Unplanned Main Break (Unknown)		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem	179 Minerva Tiffin City 8/6/2007 Unplanned Main Break (Unknown) 1 7/30/2007		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved	179 Minerva Tiffin City 8/6/2007 Unplanned Main Break (Unknown) 1 7/30/2007		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued?	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  Show Boll Advisories		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued? Street Address	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  Show Boll Advisories  108 S Sandusky		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boll Advisory Issued? Street Address Political Subdiv	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  Show Boll Advisories  108 S Sandusky Tiffin City		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued? Street Address Political Subdiv Date of Main Break/Outage	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  Show Boll Advisories  108 S Sandusky Tiffin City 8/10/2007		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued? Street Address Political Subdiv	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  Show Boll Advisories  108 S Sandusky Tiffin City		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued? Street Address Political Subdiv Date of Main Break/Outage	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  Show Boll Advisories  108 S Sandusky Tiffin City 8/10/2007		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued? Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  S No Show Boll Advisories  108 S Sandusky Tiffin City 8/10/2007		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued? Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  Show Boll Advisories  108 S Sandusky Tiffin City 8/10/2007 Planned Valve Replacement		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued? Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  Show Boll Advisories  108 S Sandusky Tiffin City 8/10/2007 Planned Valve Replacement		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued? Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  S No Show Boll Advisories  108 S Sandusky Tiffin City 8/10/2007 Planned Valve Replacement  8/9/2007 9:37		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued? Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Time Company Became Aware of Problem	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  Show Boll Advisories  108 S Sandusky Tiffin City  8/10/2007 Planned Valve Replacement  8/9/2007 9:37 8/10/2007		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued? Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  S No Show Boll Advisories  108 S Sandusky Tiffin City 8/10/2007 Planned Valve Replacement  8/9/2007 9:37		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued? Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Time Company Became Aware of Problem Time Problem Resolved	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  Show Boll Advisories  108 S Sendusky Tiffin City  8/10/2007 Planned Valve Replacement  8/9/2007 9:37 8/10/2007		
Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Date Problem Resolved Time Problem Resolved Boil Advisory Issued? Street Address Political Subdiv Date of Main Break/Outage General Type Specific Type Number of Services Affected Date Company Became Aware of Problem Time Company Became Aware of Problem Time Company Became Aware of Problem	179 Minerva Tiffin City  8/6/2007 Unplanned Main Break (Unknown)  1 7/30/2007 11:00 8/6/2007 15:30  Show Boll Advisories  108 S Sandusky Tiffin City  8/10/2007 Planned Valve Replacement  8/9/2007 9:37 8/10/2007 16:45		

	Street Address	102-106 Melmore		
	Political Subdiv	Tiffin City		
	Date of Main Break/Outage	8/14/2007		
	General Type	Unplanned		
<b>2</b>	Specific Type	Main Break (Unknown)	•	
Ġ.	Number of Services Affected Date Company Became Aware of Problem	8/13/2007		
2	Time Company Became Aware of Problem	0132007		
	Date Problem Resolved	8/14/2007		
	Time Problem Resolved	15:45		
		,	•	
	Boll Advisory Issued? Ye	as   No Show Boil Advisories		
	Street Address	45 Clinton		<del></del>
	Political Subdiv	Tiffin City		
	Date of Main Break/Outage	8/15/2007		
	Gerieral 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		
X	Date Problem Resolved	8/15/2007		3
	Time Problem Resolved	14:00		,
	Báil Advisory Issued?	es (a) No. Show Boll Advisories		* * *
	<u> </u>			
4		96-97 Douglas	- • •	
	Political Subdiv	Tiffin City		
X	Date of Main Break/Outage General Type	8/23/2007 Unplanned		
	Specific Type	Main Break (Unknown)		
X	Number of Services Affected	Maria Dieser (Englowity		
	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	,	* *
	m u halida a se ki sa sa ka		1	
名言と思うとうということによっているとのできない。	Boll Advisory (saued? O Y	es (a) No Show Boll Advisories		
	Street Address	263 Wall		
<b>7</b>	Political Subdiv	Tiffin City	•	÷
	Date of Main Break/Outage	8/31/2007	•	
	General Type			,
457	Specific Type	Main Break (Unknown)		#
<b>2</b>	Number of Services Affected  Date Company Became Aware of Problem	8/31/2007		
	Time Company Became Aware of Problem	9:30	•	. ,
2	Date Problem Resolved	8/31/2007		
	Time Problem Resolved	15:00		
1			1	• •
e in	Boil Advisory Issued? Y	es (a) No Show Boll Advisories		
/	Street Address	14 Duchess Lane		-
	Political Subdiv	Tiffin City		
1	Date of Main Break/Outage	9/5/2007		
	General Type	Unplanned		•
	Specific Type	Main Break (Unknown)	• , ,	•
	Number of Services Affected	A COMMITTER OF THE PROPERTY OF		•
	Date Company Became Aware of Problem	8/30/2007		1 -
	Time Company Became Aware of Problem  Date Problem Resolved	13:20		
	Time Problem Resolved	9/5/2007 16:00		* **
	inno i joulout i ibodiaco			•
ス・アーア・ア・ア・ア・ア・ア・ア	Boil Advisory Issued? O Ye	es No Show Boll Advisories		•
		KATE SOLD TO A STANDARD TO SOLD TO SOL		





### 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) <u>Leak Detection</u>. 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) <u>Inactive Account Survey:</u> 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) <u>Fire Service Accounts</u> 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) <u>Draw Down Test</u> 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

- 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.
- 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.
- 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. 6<sup>th</sup>)
- 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 check 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. <u>Leak Detection</u>: 389.5 Hours were dedicated to leak detection. 110 Leaks were found.
- 2. <u>Sounding Mains</u>: 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.
- 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. <u>6" Meter</u>: 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. <u>Large meter test</u>: Large meter testing is scheduled to occur during the 4<sup>th</sup> quarter
- 9. <u>Main inspection</u>: Line walks and drive-by inspection were conducted systematically over approximately 20 miles of main.
- 10. <u>Inactive accounts</u>: 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 4<sup>th</sup> Quarter

- 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) <u>Leak Detection:</u> 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) <u>Inactive Account Survey</u>: 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) <u>Fire Service Accounts</u>: The only two in the system are brand new and are not leaking.
- 5) <u>Draw Down Test</u>: Not applicable since water is purchased Bulk wholesale.
- 6) Review Large Users: No significant trends up or down, have been identified.
- 7) <u>Large Meter Testing</u>: 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.
- Continue to re-check all inactive accounts to ensure water is off.
- 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.