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April 21, 2009

**VIA HAND DELIVERY**

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 Nos. 08-1233-WS-UNC and 07-1112-WS-AIR  
Ohio American Water Company  
Stipulation Page No. 13, ¶ 16B**

Dear Ms. Jenkins:

This letter will provide an update about the efforts of Ohio American Water Company ("Ohio American") has made with respect to fulfilling its commitment to seek third party vendors to accept payments from its Franklin County customers set forth in paragraph 16 of the Stipulation filed in Case No. 07-1112-WS-AIR.

This letter will confirm that Ohio American has implemented a walk-in payment center along with a customer service function at it Franklin County District Operations Office located at 5481 Buenos Aires Boulevard, Westerville, Ohio 43081 beginning Thursday, April 23, 2009. The office hours will be Monday through Friday from 8:00 a.m. to 3:30 p.m. The payment personnel will be able to accept checks and cash. Credit card payments can be made by calling an 800 number which will be provided to customers at the office if needed. There will also be a night box at the Franklin County office that can be used to accept payments after hours.

Having implemented this customer service function, Ohio American will have met its commitment with respect to paragraph 16B, page 13 of the Stipulation filed in Case No. 07-1112-WS-AIR.

Sincerely,

Sally W. Bloomfield

cc: Parties of Record

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