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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: Application of Ohio American Water Company for Authority to  
Assess a System Improvement Charge  
Case No. 09-92-WW-SIC**

Dear Ms. Jenkins

Attached is a Customer Notice that has been revised in accordance with the Staff's recommendation in its Staff Report issued on April 20, 2009 in the above referenced matter. The blanks will be filled in when the Commission issues a decision in this matter.

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

Sincerely,

Sally W. Bloomfield

Enclosure

cc: Jay Agranoff (w/Enclosure)  
Kerry Adkins (w/Enclosure)

PUCO

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**PROPOSED CUSTOMER NOTICE TO BE PLACED ON THE BILL OR AS AN INSERT**

An Ohio law, effective January 4, 2004, created an infrastructure improvement surcharge, known as the System Improvement Charge (SIC), to assist water companies to fund the replacement and rehabilitation of infrastructure including aging water mains. These improvements are crucial to the future of service reliability and water quality. The surcharge is limited to and may not exceed three percent per year of the rates and charges applicable to each class of customers.

This surcharge procedure assists water companies such as Ohio American Water Company (Ohio American) to accelerate the replacement of old water mains to improve water quality, pressures, flows and long-term system viability and allows customers to pay as the infrastructure work is being completed. Because of the small increases for these improvements, the amount of future rate requests will likely decrease.

On February 9, 2009, Ohio American filed an application with the Public Utilities Commission of Ohio (PUCO) in Case No. 09-92-WW-SIC seeking authority to collect an SIC in the following districts: Ashtabula, Lawrence County, Mansfield, Marion [includes portions of unincorporated areas in Marion County and in Morrow County, the Pike County service area (Lake White), Preble County service area], and Tiffin in Seneca County. Ohio American sought authority from the PUCO for an SIC to recover costs related to certain qualifying infrastructure improvements to the company's distribution system that are not included in the rates approved in the last rate case.

After the PUCO Staff conducted an investigation into the application, the PUCO approved Ohio American's request on \_\_\_\_\_. The PUCO approved the collection of a SIC of \_\_\_\_% to your monthly bill. The surcharge will appear on bills on or after \_\_\_\_\_. The SIC surcharge will result in the average residential customer's bill being increased by \_\_\_\_ cents based upon an average consumption of \_\_\_\_ of water. This surcharge will continue to appear on future bills and may be adjusted or eliminated based upon decisions of the PUCO.

If you have any specific questions concerning SIC, the impact of the surcharge, your bill, or if you have any other questions, please call Ohio American's Customer Service Center at 1-800-673-5999. You are a valued customer and we welcome the opportunity to discuss this important matter with you.