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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

**PUCO**

**Re: Ohio American Water Company, Case Nos. 08-1233-WS-UNC  
Stipulation Page Nos. 9-10, ¶ 13F**

Dear Ms. Jenkins:

This letter will provide another update about the efforts Ohio American Water Company ("Ohio American") has made with respect to providing communications to its customers about the provision of water, conservation and general issues affecting water as set forth in paragraph 13F of the Stipulation filed in Case No. 07-1112-WS-AIR.

In addition to the activities listed in the letters filed on April 28, 2009 and May 6, 2009, Ohio American has undertaken the following activities:

November/ December 2009	Published and issued <i>Cold Weather Tips</i> brochure, which was sent to customers via bill insert
June/July 2009	Published <i>Be Water Wise</i> brochure which is being sent to customers via bill insert

Sincerely,

Sally W. Bloomfield

Enclosures

cc: Parties of Record

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 TM Date Processed 6/19/2009

# Cold Weather Tips



OHIO  
AMERICAN WATER

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**Frozen pipes can wreak havoc and require costly repairs and cleanup. To help protect your pipes in cold winter weather, keep these helpful tips in mind.**

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## Before cold weather sets in:

- Know what areas of your home, such as basements, crawl spaces, unheated rooms and outside walls, are most vulnerable to freezing.
- Eliminate sources of cold air near water lines by fixing windows, insulating walls, sealing cracks, closing off crawl spaces and eliminating drafts near doors.
- Make sure everyone in your household knows where your main water shut-off valve is. If a pipe freezes or bursts, shut the water off immediately.
- Protect your pipes and water meter. Wrap exposed pipes with insulation or an electrical pipe heater; newspaper or fabric may also work. If your meter is located in a pit outside, keep the pit lid closed tightly and let any snow that falls cover it. Snow acts as insulation, so don't disturb it.

## When temperatures fall below zero:

- Allow a small trickle of water to run overnight to keep pipes from freezing. The cost of the extra water is low compared to the cost to repair a broken pipe.
- Open cabinet doors to expose pipes to warmer room temperatures to help keep them from freezing.

## If your pipes freeze:

- Shut off the water immediately. Don't attempt to thaw frozen pipes unless the water is shut off. Freezing can often cause unseen cracks in pipes or joints that will leak when thawed.
- Apply heat to the frozen pipe by warming the air around it, or by applying heat directly to a pipe. You can use a hair dryer, space heater, or hot water. Be sure not to leave space heaters unattended, and avoid the use of kerosene heaters or open flames.
- Once the pipes have thawed, turn the water back on slowly and check for cracks and leaks.

**To learn more about how to protect your pipes in cold weather, visit [www.ohioamwater.com](http://www.ohioamwater.com), or call (800) 673-5999.**

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AMW701



OHIO  
AMERICAN WATER

In a world where everything we touch frequently changes, water is our constant. We've never stopped needing it to drink, to cook, to clean, to live. We'll always need it for sanitation, for fire protection, for watering our lawns and washing our cars.

It's easy to take water for granted. And because so many do, we don't.

We are scientists, environmentalists, innovators, and protectors. We are also residents and employees in the communities we serve. We understand how important, how precious, and how critical water is to daily life.

**WE CARE ABOUT WATER.  
IT'S WHAT WE DO.**

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## We Are Here to Help

If you have a question about your water bill and the amount of water used in your home, contact Ohio American Water at 1-800-673-5999. Visit [www.ohioamwater.com](http://www.ohioamwater.com) for more water saving tips and a printable version of our leak detection kit.

If the company is not able to satisfactorily resolve any issues, residential and business customers may call the Public Utilities Commission of Ohio (PUCO), at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or visit [www.puco.ohio.gov](http://www.puco.ohio.gov).

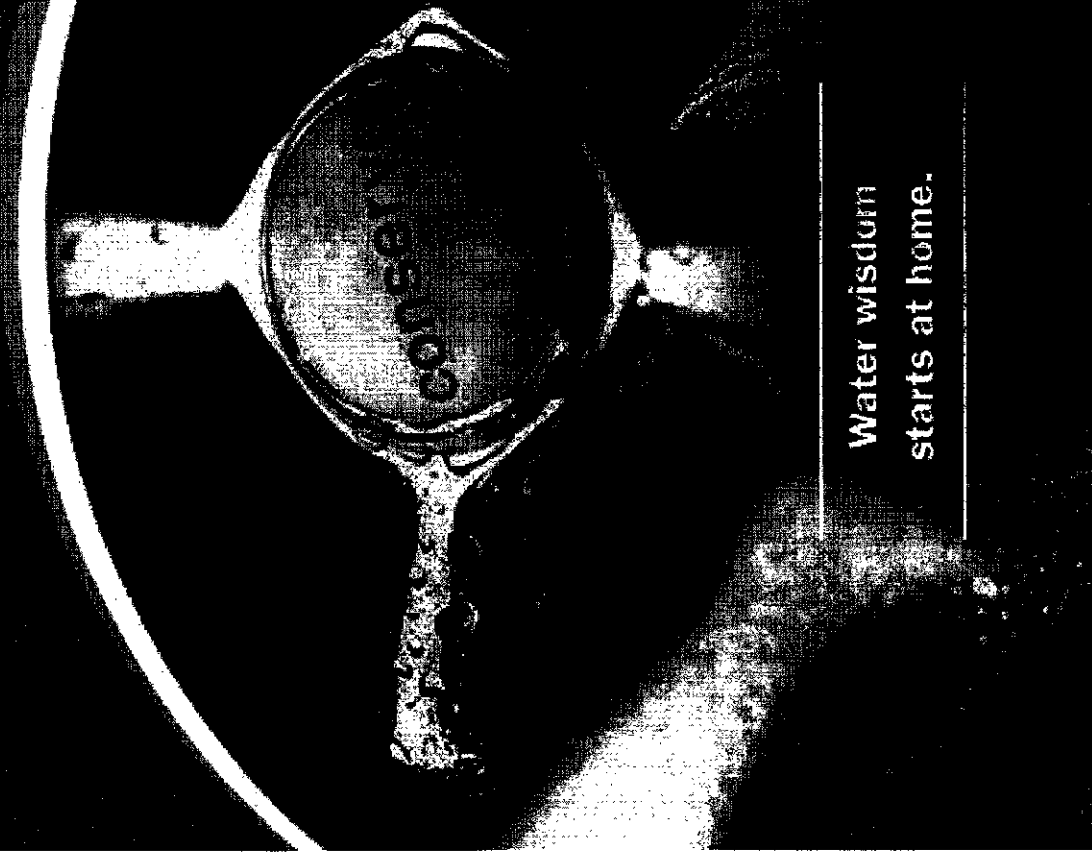
Residential customers may also contact the Ohio Consumers' Counsel (OCC) for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or visit [www.pkcoc.org](http://www.pkcoc.org).

  
**OHIO  
AMERICAN WATER**

[www.ohioamwater.com](http://www.ohioamwater.com)  
1-800-673-5999

# Be WATER WISE

  
**OHIO  
AMERICAN WATER**



Water wisdom  
starts at home.

# Be WATER WISE and help make a difference.

At Ohio American Water we are committed to using our most precious resource wisely. With some small changes, customers can be part of this commitment while managing their water bills. Wise water use ensures that our water needs will be met and also helps protect our water resources from the threat of pollution.

## Indoors

- Check for leaks. Dripping faucets can waste as much as 2,700 gallons of water per year. Leaky toilets can waste as much as 200 gallons each day.
- Check your toilets for leaks by placing a drop of food coloring into your toilet's tank. Don't flush. Check the toilet bowl in 15 minutes. If the color flows into your toilet bowl, there is probably a leak.
- Consider purchasing a low-volume toilet that uses less water than older models.
- Run dishwashers and clothes washers only when full. Use the load-size selector.
- Replace your showerhead with a water-efficient model.
- Turn the water off while brushing your teeth. Rinse with a glass of water.
- If you wash dishes by hand, turn the water off and on when rinsing rather than letting it run.
- Soak pans rather than scrubbing them while the water is running.
- Rinse your vegetables in a pan of cold water.

## Outdoors

- Avoid over-watering your lawn. One inch of water per week in the summer will keep most grasses healthy.
- Water lawns early in the morning or in the evening during the hotter summer months. Avoid watering on windy days.
- Choose plants that are drought tolerant, heat tolerant, and are tolerant of the minimum winter temperatures.
- Use a broom, and not a hose, to clean sidewalks and driveways.
- For plants that need more water, use a watering can or a hose on low pressure.
- Use lots of mulch around your shrubs and trees to retain moisture, reduce run-off, moderate soil temperatures and help with weed control.
- Avoid over-fertilizing! Get a soil kit to determine what nutrients your soil needs. If you apply fertilizer only in the spring and fall, your grass will be healthy, use less water and need mowing less frequently.
- If you have a swimming pool, get a cover. You'll cut the loss of water by evaporation by 90 percent.

### A Drippy Tap Is Worth Fixing

Every drip counts when it comes to using water wisely.

Figures from the U.S. Geological Survey show that:

a seemingly harmless running drip can waste

a lot of water:

One gallon 15,000 drips

One liter 4,000 drips

**To learn more about being WATER WISE  
and how you can make a difference,  
call 1-800-673-5999  
or visit [www.ohioamwater.com](http://www.ohioamwater.com).**