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PUCO

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Eli

September 30, 2010

Renee Jenkins
Chief of Docketing
The Public Utilities Commission of Ohio
180 E. Broad Street, 11th Floor
Columbus, Ohio 43215

Re.

In The Matter of the Application of Aqua Ohio, Inc. for Authority to

Increase its Rates and Charges in the Lake Erie Division

Rate Case No. 09-1044-WW-AIR

Dear Ms. Jenkins:

In accordance with the Commission's Opinion and Order paragraph 7(a) issued September 1, 2010 in the above-referenced case, please find attached a written report regarding the underlying causes of water quality and service complaints that were included in the quarterly reports from April 2009 through the second quarter of 2010.

Do not hesitate to contact me with any questions or concerns.

Very truly yours,

Mark S. Yurich

cc: All Parties

4839-1243-0855, v. 1

G:\Water Quality and Pressure Inquiries Report.xts

Source: Quarterly Reports to PUCO Case No.: 09-1044-WW-AIR

2009 3RD QTR

2009 2ND QTR

DISCOLORATION

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PRESSURE

AQUA OHIO, INC.

LAKE ERIE DIVISION

WATER QUALITY AND PRESSURE INQUIRIES

9/29/2010 10:50

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1	62M2008	940281	BLACKBURN, MRKY K	ECES CALLEMOCOD DR	DR JACKTOR, OH 44060-2147	3 08V	Discolored Wister	of2-1-AFT 8-good - Water class
۲	923/2019	987408	2009 SET406 GARTLAND, THOMAS 5	SERS N ARDEN DR	SERS N ARDEN DR WENTOR, OH 44080-2175	JABO-S	Particles in Water	of2 1.0 / 1.4-good - no testadodor -water obser - letennal problem in drain
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EV page and support from show absolute delegation	MESS PLEASE CHECK PRESSURE	MENTOR, ON 44000-2333	NO COOMBUSTERNI PRE	SHEEDS FISHER, GURY M	600061408
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PRESSURE OK TODAY ME MAY MAVE BEEN WORKING ON THE MAN IN THE MIZEA TODAY	PRESS. CLIST REPORTED LITTLE TO NO PRESSURE PLS CHECK	MENTOR, DHI 44800-4522	SHOP TO MAKE SHOW ST	SHEW PRINCIPLE CHILADO	1014/2020
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checked chiedes, 12/1 & customy described bein only as physic or might:	ASIAS TUSTE	HENTOR, OH 44004-7160	STANSAGET HOLE	BESSON THE LITTLE STORES	(2020ML
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man 2 est rigit state, decorrectations from benetists, 02/10	ASIA TASTE MAD OCCUR	Mange OH 4049 2200	BONDS LINE STATE	l,	1202001411
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CORNE MODIFICATION OF STATE OF THE STATE OF	AST-S PRUSHUM AFTER CREWNERWAL	MENTOR, DA MOOR	BIAS MENBOWEROOK DR	SHARET MIKE BROWNE LEARNING	HMEZOCS
advertised of Michael 1,1 has 1,10 had beginning each to check trap contact to			SAZZ GRAKKE CIR	MAN BUS PERS	Bush
Phendund on Agricular, waster datas		MENTOR OH AMEDISTS	8439 BE 440 SHR3	967134 ZGELA, HAPSO	13236939
Planting calidocate, wasterchape - 45/1.1	LABOLS COST ING INCOMPATER PLS CHECK	83	SHIP CAPIDENSINE OR	SECUL CHANCEL MAKEL	12114000
CONTACTOR STATEMENT OF THE COMPANY OF THE CONTRACTOR STATEMENT STA	ABOS KENDAL MATER	ABRIGA OH ANNON!	PAGE TAPEX AVE	1	11/14/00
Flushout typhers, typics was ober, tell poor barger to call and read solves it necessary	BOS DISCOLUMINAMENT	MEKTOR OK HAMBACK	THE PERSONAL PROPERTY OF THE	SERGIS PADO FRANCISCE	1071-0000
No see insee - tok Chirtes 1.2 PML - called carboner and fall message to gal if happenery	ARCS WITHOUT	POLICE ON THEMSE SEE	QUIT JOHNNY CARSE REDGE, FO	STATE STREET SECURITY	MENZEN.
Notes with distribution found 1,2 cm front sector 1,40	AND B DUSTONER SAYS ON, HAS TOO MUCH CHLORING IN HER WATER		SOBSOBBINA (BES)	191725 GARIN, BETTY J	104000
والمراد	ET Type (historia od lazoni	CON STANK ZO	Address	Insuite Castoner Mone	Dade
				TH QUARTER 2009	ATH QUA
			8	JCO QUARTERLY REPORT: WATER	PUCO QU
				IO, IHC.	ADUA DRIO, INC.

CUSTOMER PRIVAMS STICKING - REPAIRED PRIVAND PRESSURE IS FINE NOW	NO WATER PRESSURE	199 M. DOWN AVERUE	ELIZABETH NINCAU	986724 PRES	3/24/2010
INO ON HOME, LEFT HANGER REGNATIONES ARE CUSTOMER CALLED BACK IS SAID WATEN OK	CLOUDY WATER	6722 OLDE FIELD	WILLIAM APRIL	9589(B) LABC	3/22/2019
HYDFANT PS - 88 - LEFT DOOR HANGER WITH RESULTS	市場所の近に場合 連のと思うく	7113 BURGEDGE AVENUE V	SHARON G. SERGARI	STALES COME	ALCONO.
FOLMO DEBRIS IN METER, CLEARED, PRESSIFIE RETURNED	CLISTOMER REPORTED VERY LOW PRESSURE	4766 FARLEY DRIVE	LIEFT RATCLIFFE	258748 PKE8	3/15/2/10
DEBIOS BI KITCHEN FAUCET, CLEANED, PRESSURE FINE	VERY LOW PRESSURE	7167 BURNINGE AVENUE	SEPARATE M. LYCHS	POSTURE PROPERTY.	S. C. P. L. P.
PERFORMED PRESSURE TEST 60 PSI	LOW PRESSURE	SERT GROVEWOOD DRIVE	TERRY L JOHUN	SA: SOO PRES	
IND ONE HOME, LEFT HANGER TO CALL BACK IF NOT CLEARED UP	COOR	SET O LICENSEED	JULIE YAN OSTRAND	SK/SSELVEC	COLORORS
IND ONE HOME, LEFT HANGER TO CALL BACKE NOT CLEARED UP	CARRIE CALLED TO GET WATER TESTED	1300 MENTOR AVENUE	CHRS ELECTRIC	SEXPLINES	200
ING ONE HOME, LEFT HANGER TO CALL BACK & NOT CLEARED UP	CLOUDY WATER	7606 ALEGHBYY	STRAIN WATHING	GD/12/98	2710/2017
ICL2 1.43 TOTAL - FSR NFORWED CUSTONIER	CLOUDY WATER	7210 HARDN	ENCA SEDLER	GEN ZVER	0.02312
(CLOUDY WATER - WAS A LITTLE ARE IN LINE), CLEARED UP AFTER POLICING IN GLASS	CLOUDY WATER	SAME AND LEADING A 1472	ATAN COMPAN	TAKENO PESHADILARD	27,000,0
IND ONE HOME, LEFT HANGER TO CALL BACK IF NOT CLEARED UP	CLALITY COMPLAINT	7386 RACCOON HILL	WARRON YADRACH	CONTRACTOR STANDS	202870
IND DNE HOME, LEFT HANGER TO CALL BACK IF NOT CLEARED UP	LOW PRESSURE	4486 BRIGHTON ROAD	SANTERN MANUEL SE	939061 PPRES	U.S.
GOOD CL2, 1,4/1,5 - FLUSHED HYDRANT - ÖLISTDIAER SARSSED	TASTE AND ODGE	BSST STATION	JAM NEWECKAY	TOVER STATES	15.3628
NOT PRESSURE COMPLIANT, BUT HIGH CONSUMPTION - HOLENGS FOUND	HIGH CONSUMPTION	6011 CABOT COURT	WILLIAM J. SEROCCO	3314J[C2998]	171422013
CHARLE MATERIAL IN SPIGOT SCHEEK, CLEANS AND PRESSURE RESURNED	PRESSURE	5435 HEBILEY ROAD	GERANTO C' TOMO	1853 PAID	17.20
CHECK CL2 - 1.5 FREE AT INTCHEM TAP, 2.0 TOTAL, ADVISED CUSTOMER	CODOR	75 15 KING MEMORIAL	JEFFREY T. CHAMPA	HZZH LUST	0.00
Ayın Standardanı		Address		ON CE SERVI	Date Peerle
and state of the s			- + -	IST QUARTER 2010	181 00
			UCO QUARTERLY REPORT: WATER	UARTERLY	PUCOG
				COUA OHIO, INC.	ACOA C
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Jee Print Pressure	LOW PRESS	BEST TOHNING ME BIDGE NO	CARUSO, ANTHONY R	984196,PRES	0402/02/0
in Fire production organism — Budding Maintenance in content	LOW PRESSURE	AND THURSTANDE	FASSICH DIV OF AVERY	S-BH-DESUM	1
Not frome, dell'ranger to cell aggi reschedule il problem essiste	LOW PRESSURE	SOU VICER DA	SEARCH ENGINEER	Walled Press	7
SO PSI - Notana	LOW WATER PARSSINE	BEST BROOKS BLVD	STUART, COURS W	14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1
water was of all keder - Jumed on	STATED NO WATER PLEASE CHECK	BASS BARTLEY LN	MARTIN, CRAIG	STALINES	†=
62 PS) - No restrictions - good possesse	CHECK PRESSURE	BY SO WILDFLOWER WAY	DEROSE, JOHN J	808130 PRES	Т
Model disposit, installed new mater	LOW PRESSURE	7508 LINDEN CIR	JERLA, DAVID W	941488 PRES	010
As at Lines from recent main repair. From invitated to clear	PRESSURE	7353 KENNEDY CT	DUATINOCH, PETERP	SHORES	35/090
(SS PS) at Curb - Customer and home - left hanger with reading	CONTINUES WOULD LIKE PRESSURE CHECKED	SECT THURD CHESTO OR	HESS, MANCY R	94997 PRES	ľ
la diath - Internal problem	DOCER	17082 BRANDYWINE DR	CARUSO, JAMES J	POT TO LABOR	0102/31/0
CL2 - 1.5 fee - 1.5 total internal issue at Drain???	ODCR	CLEAN MODERN NO.	RANDAZZO, ROBERT	19Y 291656	0172/89
C221.8 fase and 2.0 load - No unusval Laste	CUSTOMER HAD QUESTIONS AS TO CUALITY	d050 Thurstabird	Frank Koncilia	HBY CHOCK	5672010
CV2 1.0 on 460 - Sections borted and taken to the plant - Sumple was good	CUST FEELS WE SHOULD BE ABLE TO MAKE ADJ.	Of Landhwood	Kelly Maron	SSA1SB LABST	91000
Medialic laste relegated to debiting feuration. Meany problem - OC 1.3 From 1.5 Total at shift no table or odgr many	TASTE	2165 Merita	G & G International	B\$170 L43T	61020
CO2 1.2 free word 6.4 book, No adverse taste or cook. Customer Satisfied	0008	8173 Derimoor	Jane Wagner	B48085 LABT	100
the one home, House MT. Russed hydrant and hose oith, customer called and said water leafed better.	IASTE	19204 Hidden Valley	Hannen West	MANUAL ABI	ON STATE
Finalized - ok new	DISCOLORED WATER	7425 GOLDENROD DR	PLANISEK, RAYMOND	949375 LABO	0107827
FMST80 - OC HOW	CUSTOMER STATED THERE IS SAND IN WATER	1580 M JACKSON ST	CHARDON OIL COMPANY	953075 LABO	0102/01/0
Whater was case on arrival, further enymay, bride an out to call it necessary	DISCOLONED WATER	4781 FARLEY DR	WOLFORD, VIRGINIA A	957101 LABO	615/2010
Wester was ream when FSR vipliged propage Customer sadsfied	DISCOLUCIED WATER	SEC DOGWOOD LN	PALLANTE DA	384488 JABO	100.425
The presidence of cloudy weater which FSR was at property, no basis or order problem found	DISCOLORED WATER	7716 Sherron	Eric Lathif	943674 LPED	52672016
	DISCOLORED WATER	8919 Late Ovedock	Charlene Allison	85475 LAB	9485255
White Promote, bell that get to cook and resolventiate if problem exists	ODOR	0250 STARBURET DR	CASSION, PATRICK & KATHR	SHARKENEC	6740010
looked opponer and pave het hardhest of 7 gabits par gallon por steel	CAROL WOULD LIKE TO KNOW WIR HARDNESS	2318 Garden	Joseph Patische	983824 LABC	01020825
File Dept was flushing - customes named a least of humais - Surfied for \$60,00 ctals.	DISCOLORIED (WATER	4780 WILLOWSROOK OR	OESKA DOWN	939614 LABC	۳
Cool has gasted material discheing in line, Internal problem not from our system.	CUSTOMER HAS SEDIMENT IN WATER	5781 Shandle	Mary Dotts	940892 LABC	٩
Foury states customes was satisfied with easy its	DOOR	7421 Market	Alfred Rankin	988121 LABC	127/2010
Classiferior was sent the current CCR report	CUSTOMER WOULD LIKE INFO AS TO PH, HARDNESS ETC.	9005 Martingan	Chickopher Solicosky	25378 LASC	0102714
CL2 Michae Shir-1.7 Fee-1.5 Wat CK-	GET WATER SAMPLE	7401 Whoster	Michael Chairm	SECOND LABO	0102010
ACER RESOLUTION	Makes of teams	Address	Name	90 Type	-
				-	
				2ND QUARTER 2010	8
			PUCO QUARTERLY REPORT: WATER	JARTERLY (000