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PUCO

FILE

September 30, 2010

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

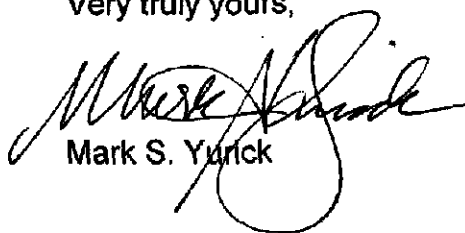
Re: In The Matter of the Application of Aqua Ohio, Inc. for Authority to
Increase its Rates and Charges in the Lake Erie Division
Rate Case No. 09-1044-WW-AIR

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. Yurick

cc: All Parties

4839-1243-0855, v. 1

9/29/2010 10:50

AQUA OHIO, INC.
LAKE ERIE DIVISION
WATER QUALITY AND PRESSURE INQUIRIES

	2009 2ND QTR	2009 3RD QTR	2009 4TH QTR	2010 1ST QTR	2010 2ND QTR
PRESSURE		9	13	7	9
TASTE		7	11	6	14
DISCOLORATION	3	1	6	3	6
	3	17	30	16	29

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

AQUA OHIO, INC.									
BUOCO QUARTERLY REPORT: WATER									
2ND QUARTER 2009									
Date	Project	Customer Name	Address	City, State, Zip	SR Type	Nature of Issue	Aqua Resolution		
6/10/2009	366408	ILLMAN, ANDREW A.	5805 NEWCASTLE	MENTOR, OH 44060-6447	LABD-S	Discolored Water	We had a construction project that caused for dirty water PSR - spoke to customer and finished the job.		
6/24/2009	367051	BLAKEMORE, JERRY K.	6555 GATEWOOD DR	MENTOR, OH 44060-3147	LABD-S	Discolored Water	We had a construction project that caused for dirty water PSR - spoke to customer and finished the job.		
6/29/2009	367406	SWARTLAND, THOMAS	5303 N ARDEN DR	MENTOR, OH 44060-3175	LABD-S	Discolored Water	We had a construction project that caused for dirty water PSR - spoke to customer and finished the job.		

AQUA OHIO, INC.
PUCO QUARTERLY REPORT: WATER
2ND QUARTER 2010

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