### LARGE FILING SEPARATOR SHEET

CASE NUMBER 11-4161- WS-AIR

FILE DATE AUG 0 1 2011

SECTION  $2 \pi 2$ 

NUMBER OF PAGES 192

DESCRIPTION OF DOCUMENT

APPLICATION (CONT.)

P.U.C.O. No. 15

4<sup>th</sup> 5<sup>th</sup> Revised Sheet No. 1 Replaces 3<sup>rd</sup> 4<sup>th</sup> Revised Sheet No. 1

#### GENERAL WATER SERVICE

#### Available For

All general water service Customers EXCEPT FOR FRANKLIN COUNTY AND PORTAGE COUNTY DISTRICT CUSTOMERS.

#### Meter Rates

The following shall be the rates for consumption:

	100 Cubic Feet Per Month	Rate Per 100 Cubic Feet	1,000 Gallons Per Month	Rate Per 1,000 Gallons	
For the first	20	\$ <del>5.7412</del> \$7.2290	15	<del>\$7.6549</del> \$9.6644	(I)
For the next	1,980	\$ <del>3.9705</del> \$5.0837	1,485	<del>\$5.2940</del> \$6.7964	(I)
For all over	2,000	\$2.1115 \$3.0900	1,500	<del>\$2.8153</del> \$4.1310	(I)
	100 Cubic Feet Bi-Monthly	Rate Per 100 Cubic Feet	1,000 Gallons Bi-Monthly	Rate Per 1,000 Gallons	
For the first	40	<del>\$5.7412</del> \$7.2290	30	<del>\$7.6549</del> \$9.6644	(I)
For the next	3,960	<del>\$3.9705</del> \$5.0837	2,970	<del>\$5.2940</del> \$6.7964	(I)
For all over	4,000	<del>\$2.1115</del> \$3.0900	3,000	<del>\$2.8153</del> \$4.1310	(I)
Unmetered Rates			\$84.75	\$ \$104.75 BI-MONTHLY	(I)

The Company, at its discretion, may install meters for customers on the unmetered rates. Once meters are installed, the Customers will be charged the appropriate metered rates.

#### Service Charges

These metered general water service Customers shall pay a service charge monthly, or bi-monthly, at the option of the Company, based on the size of meter installed, according to the rates set forth below:

	Service Charge		
Size of Meter	Monthly	Bi-Monthly	
5/8**	<del>\$9.51</del> \$11.50	\$19.02 \$23.00	(I)
3/4"	<del>\$12:05</del> \$14.57	<del>\$24.10</del> \$29.14	(I)
1"	\$17.90 \$21.65	<del>\$35.80</del> \$43.30	(I)
1-1/2**	\$32.53 \$39.34	<del>\$65.06</del> \$78.68	(I)
2"	<del>\$50.09</del> \$60.57	\$100.18 \$121.14	(I)
3"	<del>\$91.04</del> \$110.09	<del>\$182.08</del> \$220.18	(I)
4"	<del>\$149.56</del> \$180.86	<del>\$299,12</del> \$361.72	(I)
6"	<del>\$295.84</del> \$357.75	<del>\$591.68</del> \$715.50	(I)
8"	<del>\$471.38</del> \$570.02	<del>\$942.76</del> \$1140.04	(I)

#### Surcharge

The metered general water service Customers served by the Marion District-Marion County and Morrow County shall pay a surcharge for water softening costs. This surcharge shall be at the rate set forth below:

Surcharge per 100 cubic feet	\$0.3415 \$0.4289	(1)
or per 1,000 gallons	<del>\$0.4553</del> \$0.5734	(I)

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Effective:

Case No. 40-980 WS ATA 11-4161-WS-AIR
ISSUED BY: DAVID K. LITTLE, PRESIDENT
Ohio American Water Company
365 East Center Street, Marion, Ohio 43302

OHIO AMERICAN WATER COMPANYP.U.C.O. No. 15

4<sup>th</sup>-5<sup>th</sup> Revised Sheet No. 1A Replaces 3<sup>rd</sup> 4<sup>th</sup> Revised Sheet No. 1A

#### GENERAL WATER SERVICE

System :	Imp	roveme	ent (	Charge
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All water service Customers EXCEPT FOR FRANKLIN COUNTY AND PORTAGE COUNTY DISTRICT CUSTOMERS will pay a System Infrastructure Improvement Charge surcharge of 3.000.00% (R) to be assessed upon the total charges for water service shown on each monthly or bi-monthly bill.

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Schedule E-2.1 Page 3 of 15

OHIO AMERICAN WATER COMPANY

P.U.C.O. No. 15

4th-5th Revised Sheet No. 2 Replaces 3td 4th Revised Sheet 2

# GENERAL WATER SERVICE RATES AND CHARGES FOR FRANKLIN COUNTY AND PORTAGE COUNTY DISTRICTS

1.	DOMESTIC SERVICE					
	Water Customer Charge	** ** ** **				
	For 5/8" meter	<del>\$9.51</del> \$11.50	per Month			(1)
	For ¾" meter	<del>\$12.05</del> \$14.57	per Month			(I)
	For I' meter	<del>\$17.90</del> \$21.65	per Month			(l)
	For 1½" meter	\$32.53 \$39.34	per Month			(I)
	For 2" meter	<del>\$50.09</del> \$60.57	per Month			(I)
	For 3" meter	<del>\$91.04</del> \$110.09	•			(I)
	For 4" meter	<del>\$149.56</del> \$180.86	•			
	For 6" meter	<del>\$295.84</del> \$357.75	per Month			(I)
	For 8" meter	\$4 <del>71.38</del> \$570.02	per Month			(I)
	Water Consumption Cha	ge - BasicWater Servic	e (applies to all customers	s):		(-)
	First 20 Ccf	\$ <del>5.74</del>	1 <del>2</del> \$7.2290 per Ccf* or pe	er 1.000 gallons <del>\$7.654</del> 9	€ \$9.6644	(1)
	Next 1,980 Ccf		I \$5.08378 per Cct* or p			(I)
	All over 2000 Ccf	<del>\$2.11</del>	15 \$3.0900 per Cef*	or per 1,000 gallo	ns <del>\$2.8153</del> \$4.1310	(I)
	Softening Surcharge (On	ly applies to the Lake D	arby and Worthington Hi	lls Service Areas)	\$0.5745 \$.80060per Ccf*	(I)
	Reverse Osmosis Surcha				\$1.4994\$1.4179 per Ccf*	(I)
2.	NON-DOMESTIC SER	VICE:				
	Water Customer Charge For 5/8" meter	<del>\$9.51-</del> \$11.50	per Month			(T)
	For 3/8" meter	\$9.51-\$11.50 \$12.05 \$14.57	•			(I)
		•	per Month			(I)
	For I" meter For 1½" meter		per Month per Month			(I)
	For 2" meter		•			(I)
		\$50.09 \$60.57	per Month			(I)
	For 3" meter	\$91.04 \$110.09	per Month			(I)
	For 4" meter	<del>- \$149.56</del> \$180.86	per Month			(I)
	For 6" meter	<del>\$295.84</del> \$357.75	per Month			
	For 8" meter	<del>\$471.38</del> \$570.02	per Month			(I) (I)
	Water Consumption Charg					_
	First 20 Ccf		12 \$7.2290 per Ccf*		ns <del>\$7.6549</del> \$9.6644	(I)
	Next 1,980 Ccf All over 2000 Ccf		H8 \$5.0837 per Ccf* H <del>5</del> \$3.0900 per Ccf*		ns <del>\$5,2157</del> \$6,7964	(I)
			•		ns <del>\$2.8153</del> \$4.1310	(I)
	Softening Surcharge (On Reverse Osmosis Surchar	-	arby and Worthington Hi		<del>5745</del> \$0.80060 per Ccf* <del>994</del> \$1.4179 per Ccf*	(I) (R)
					•	(IX)

Charges for water service will be comprised of the applicable Water Customer Charge plus the Water Consumption Charge calculated on the number of metered or estimated units at the appropriate rate block for non softened water (basic water service), plus any surcharges for softened water, reverse osmosis treated water or purchased water in Portage County.

*1 Ccf = 100 cubic feet
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4<sup>th</sup> Revised Sheet No. 3 Replaces 3<sup>rd</sup> Revised Sheet No. 3

# GENERAL SEWER SERVICE RATES AND CHARGES FOR FRANKLIN AND PORTAGE COUNTY DISTRICTS

DOMESTIC AND NON-DOMESTIC SERVICE			
Sewer Customer Charge - Applicable to Customers who only receive Sewer Service:			
For 5/8" meter	<del>\$9.51</del> \$11.50	per Month	(I)
For <sup>3</sup> / <sub>4</sub> " meter	<del>\$12.05</del> \$14.57	per Month	(I)
For 1" meter	<del>\$17.90</del> \$21.65	per Month	(I)
For 1/1/2" meter	<del>\$32.53</del> \$39.34	per Month	(I)
For 2" meter	<del>\$50.09</del> \$60.57	per Month	(I)
For 3" meter	<del>\$91.04</del> \$110.09	per Month	(1)
For 4" meter	<del>\$149.56</del> \$180.86	per Month	(1)
For 6" meter	<del>\$295.84</del> \$357.75	per Month	(I)
For 8" meter	<del>\$471.38</del> \$570.02	per Month	(I)
Sewer Consumption Charge:			
First 13.33 cubic feet	<del>\$8.8358</del> \$9.8610	per Ccf*	(I)
or per 1,000 gallons	<del>\$11.7811</del> \$13.1832		(I)
Next 586.67 cubic feet	<del>\$5.8920</del> \$7.1000	per Ccf *	(I)
or per 1,000 gallons	<del>\$7.8560</del> \$9.4920		(I)
Over 600 cubic feet	<del>\$2.3000</del> \$2.7720	per Ccf *	(I)
or per 1,000 gallons	<del>\$3.0667</del> \$3.7059		(I)
Domestic Customers without Ohio American Water Service	<del>\$52.5</del> 4 \$58.63	per Month	(I)

Charges for sewer service will be comprised of the applicable Sewer Customer Charge and the Sewer Consumption Charge calculated on the number of metered or estimated units at the appropriate rate block in accordance with the Summer/Winter Usage Formula.

\*1 Ccf = 100 cubic feet

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P.U.C.O. No. 15

3rd Revised Sheet No. 6 Replaces 2nd Revised Sheet No. 6

#### GENERAL WATER SERVICE LARGE QUANTITY USERS

#### Available For

All new and existing general water service customers (1) whose average consumption exceeds 1.200,000 cubic feet (9,000,000 gallons) per month, regardless of meter size, (2) are located adjacent to a water distribution main that is adequate and suitable for supplying the requested service, and (3) who agree to be bound by the terms of this tariff sheet for an initial period of twelve months.

#### **Special Terms and Conditions**

In order to qualify for the water rates provided on this sheet, the customer agrees:

- To establishment of an Annual Base Period water usage level for one-year pricing purposes that 1) is equal to the average of the customer's most recent two calendar years' total water purchases, or for new customers, from estimates agreed to by the customer and the company;
- To guarantee to purchase, or pay for, on a monthly basis and as a Minimum Monthly, an amount 2) of water equal to 6% per month of the Annual Base Period water usage level, as determined above;
- That the cost of Minimum Monthly purchases shall be determined as of the date service 3) commences under this tariff, and shall be priced at the current General Water Service volumetric rates for such purchase levels;
- That water purchases under this tariff shall be for an initial period of twelve months, but may be 4) continued under this tariff (with annual review and reestablishment, when appropriate, of the customer's Annual Base Period water usage level) unless terminated by either party after thirty days' advance written notice. Water purchases under this tariff may be adjusted for succeeding tariff pricing changes; however, all such tariff pricing changes will only be changed under direction of the Public Utilities Commission of Ohio;
- When a customer elects to avail itself of this tariff, such customer shall remain so classified for a 5) period of at least twelve months. Should such customer elect to leave this tariff, it shall not again be permitted to avail itself of this tariff until at least twelve months have elapsed but, during such period, such customer shall obtain service under the regular tariff for General Water Service; and
- That other general terms and conditions of water service in effect shall also be effective for service under this tariff sheet.

#### Water Rates

Monthly water purchases in excess of the Minimum Monthly purchase levels described in item (2) above, which do not exceed the monthly average usage of the Annual Base Period water usage level by more than two times, will be priced at a rate of \$1.90 \$2.30 per hundred cubic feet. The softening surcharge set forth in the General Water Service tariffs for customers in the Marion District-Marion County will be added to the rate per hundred cubic foot previously stated, for customers in that District.

(I)

Monthly water purchases, which exceed the monthly average usage of the Annual Base Period water usage, level, as described in item (1) above, by more than two times, will be paid for at the volumetric rates applicable for General Water Service.

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P.U.C.O. No. 15

4<sup>th</sup> Revised Sheet No. 7 Replaces 3<sup>rd</sup> Revised Sheet No. 7

#### PRIVATE FIRE SERVICE

The rates for private fire service are based upon the size of the service, and no additional charges will be made for fire hydrants, hose connections, sprinkler systems, or standpipes connected to and supplied by such private fire services.

Size of Service	Rate Per Month	Rate Per Annum	
2" Diameter & smaller	\$8.78 S10.14	<del>\$105.36</del> \$121.68	(I)
2-1/2" Diameter	<del>\$13.77</del> \$15.90	<del>\$165.2</del> 4 \$190.80	(I)
3" Diameter	<del>\$19.76</del> \$22.82	<del>\$237.12</del> \$273.84	(1)
4" Diameter	<del>\$35.10</del> \$40.54	<del>\$421.20</del> \$486.48	(1)
6" Diameter	<del>\$79.04</del> \$91.29	<del>\$948.48</del> \$1,095.48	(1)
8" Diameter	<del>\$140.56</del> \$162.35	<del>\$1,686.72</del> \$1,948.20	(I)
10" Diameter	<del>\$219.60</del> \$253.64	<del>\$2,635.20</del> \$3,043.68	(1)
12" Diameter	<del>\$316.21</del> \$365.22	<del>\$3,794.52</del> \$4,382.64	(I)

This Private Fire Service rate applies to all Ohio American Water Company Customers. At the inception of this revised tariff provision, current Private Fire Service customers in Franklin and Portage Counties will remain on the grandfathered sprinkler head rate of \$1.0700 \$1.24 per month if the service line rate would produce a higher rate to the customer than the sprinkler head rate. Customers will be entitled to receive the grandfathered rate only as long as the customer receives the same private fire service as received at the time the sprinkler head rate was grandfathered. Eligible customers in Franklin and Portage Counties will continue to pay the grandfathered rate of \$1.0700 \$1.24 per sprinkler head until the Commission sets a different rate or the rate is eliminated.

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P.U.C.O. No. 15 +st 2nd Revised Sheet No. 37
Cancels 1st Revised Original Sheet No. 37

#### SERVICES INSTALLED IN ADVANCE OF PAVING

If any governmental unit should require owners of vacant lots to install service pipes to the curb in advance of paving, and if such owners will pay the Company the cost of installing such service pipes, the company will install such pipes and will refund such cost, without interest thereon, when improvements are made that require the use of such pipes; provided, however, that in case title to the premises is later transferred through sale or otherwise, all or any part of the deposit not then refunded shall automatically become a credit to the account of the succeeding owner or owners, to be refunded in like manner.

#### 8. METERS

(A) Water will be sold by meter measurement only, except for flat service customers in the Mansfield District and except that Customers having special connections and receiving service under an "Application for Private Fire Protection Service" shall pay for such service in accordance with the applicable Schedule of Rates.

Ohio American shall read each customer's meter at least once each three-month period unless access to the meter is unobtainable. <u>If access is unobtainable on a quarterly basis</u>, Ohio American shall read each customer's meter at least once per year pursuant to Rule 4901:1-15-19(A).

<u>(T)</u>

- (B) All meters, except detector devices and/or fire service line meters, or except as otherwise elsewhere provided in these tariff provisions, shall be furnished, installed, maintained, tested, repaired, removed and replaced only by and at the expense of the Company and shall remain its property; but in case of damage to any such meter by reason of any act, neglect or omission on the part of the Customer (such as damages occasioned by fire, frost, hot water, accident or misuse) the customer shall pay to the Company the cost of its repair on presentation of bill therefore.
- (C) No meter may be used to service more than one premises. Meters will be furnished and placed by the Company. The Company shall make the initial determination of the size of the meter but will not install the meter until notice and an opportunity to object is given to the Customer. The meter size shall be mutually agreed upon at the time of application for water and/or sewer service.

Issued: March 7, 2007 Effective: March 7, 2007

Filed under authority in Case No. 06-43311-4161-WS-AIR

ISSUED BY: DAVID K. LITTLETERRY L. GLORIOD, PRESIDENT
Ohio American Water Company
365 East Center Street, Marion, Ohio 43302

#### 8. METERS (Cont.)

- (G) Separate premises shall be separately metered and billed. As a general rule, only one premises shall be supplied through one meter or meter setting. For good cause, the Company may permit more than one service line meter or meter setting.
- (H) The Company will, at its own cost and expense, make a test of the accuracy of registration of a meter upon request of a Customer, provided that such Customer does not make request for tests more frequently than once in three (3) years. In the event that a Customer should request a meter test more frequently than once in three (3) years, the Customer will be billed for such additional test or tests at the actual cost thereof to the Company; provided, however, that if the test shows the meter to be more than one and one-half per cent (1-1/2%) fast or slow, no charge shall be made to the Customer for such test or tests. A report giving the results of such tests will be made to the Customer, and a complete record of the same will be kept on file in the office of the Company for a period of not less than three (3) years.
  - 1. The Company shall test the meter within thirty (30) days following the Customer's request.
  - 2. The Customer has the right to be notified of the scheduled test date.
  - 3. The Customer or the Customer's representative may be present when the meter test is performed.
  - 4. The Company shall provide the Customer the on-site test results at the time of the test and any associated billing adjustments in writing.
- (1) Meter readings in units of hundred cubic feet are converted to units of thousand gallons for billing purposes if the existing schedule of charges is stated in gallon units. The factor used for making the conversion from hundred cubic feet to thousand gallons is based on the use of one cubic foot as being equivalent to seven and one half (7.4805) gallons.
- (J) The Company reserves the right to put seals on any meter, or on its couplings in and for any premises, and may discontinue service if such seals are found broken or removed in accordance with Section 13.
- (K) No Customer shall remove or cause or permit the removal of a meter by his agents once it has been placed, and any change in location of the meter desired by the Customer shall first be approved by the Company in writing, but shall be made by the Customer at his own cost and expense.

Issued: May 19, 2010

Effective: May 19, 2010

Filed under authority in
Case No. Case No. 69-39111-4161-WS-AIR
ISSUED BY: DAVID K. LITTLE, PRESIDENT
Ohio American Water Company
365 East Center Street, Marion, Ohio 43302

(T)

P.U.C.O. No. 15

1<sup>st</sup> Revised Sheet No. 42A Cancels Original Sheet No. 42A

#### CUSTOMERS' GUARANTEE DEPOSITS (Cont.) 11. (A) (Cont.) (T)Ohio American may use a credit check, pursuant to (B)(2) below, as the first criterion by (T)which an applicant may establish financial responsibility. If the results of the credit (T)check, at the time of the application do not establish financial responsibility for the (T) applicant or the applicant refuses to provide his/her social security number, Ohio (T) American will then advise the applicant of each of the remaining criteria available under (T) section (B) below to establish financial responsibility. (T)(B) Pursuant to Rule 4901:1-17-03(A) of the Ohio Administrative Code, a Customer's financial responsibility will be deemed established if the Customer meets one of the following criteria: (1)The Customer is the owner of the premises to be served or of other real estate within the territory served by Ohio American and has demonstrated financial **(T)** responsibility, under either of the following conditions: (T) With respect to that property, if the applicant owns only the premises to (T) be served. (T) With respect to any other real estate within the service territory served by (T) Ohio American, if the applicant owns multiple properties. (2) (T) The Customer demonstrates that he/she is a satisfactory credit risk by means that (T) may be quickly and inexpensively checked by the Company. In determining (T) whether the Customer is a financially responsible person. Ohio American may (T) request from the Customer's social security number in order to obtain credit (T)information and to establish identity. Ohio American may not refuse to provide (T) service if the Customer elects not to provide his/her social security number. If (T) the customer declines Ohio American's request for a social security number, (T)Ohio American shall inform the Customer of other options for establishing (T) creditworthiness, and shall consider information including, but not limited to, the **(T)** following: name of employer, place of employment, position held, length of (T) service, letters of reference, and names of credit cards possessed by the applicant. (3) The Customer demonstrates that he/she has had the same class and a similar type of utility service within a period of twenty-four consecutive months preceding (T) the date of application, unless utility company records indicate that the applicant's service was disconnected for nonpayment during the last twelve consecutive months of service, or the applicant had received two consecutive bills with past due balances during that twelve-month period and provided further that the financial responsibility of the Customer is not otherwise impaired. The Customer makes a cash deposit to secure payment of bills for Ohio (4)American's service as set forth in Section 11(A) above.

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Schedule E-2.1 Page 10 of 15

Filed under authority in Case No. Case No. 0611-4161433-WS-AIR

ISSUED BY: TERRY L. GLORIOD DAVID K. LITTLE, PRESIDENT Ohio American Water Company
365 East Center Street, Marion, Ohio 43302

P.U.C.O. No. 15

Original Sheet No. 42C

#### CUSTOMERS' GUARANTEE DEPOSITS (Cont.) When a guarantor's utility service is subject to disconnection or if the (T)(T)guarantor submits a written request to Ohio American for release of (T) financial responsibility of the Customer's account, Ohio American will: (T) (T) advise the Customer who provided the guarantor, within 10 (T) calendar days, that the guarantor's responsibility to the customer's (T) account will end by a specific date (30 days from the date of the notice to the guaranteed customer); and (T) ii. advise the Customer that, prior to the specific end date stated in the (T) (T)notice, he/she must reestablish credit through one of the alternative (T) means set forth in this paragraph (B), or be subject to disconnection in accordance with Chapter 4901:1-15, Administrative Code. (C6)The establishment of credit under this provision shall not relieve the applicant or customer from compliance with the regulations of Ohio American regarding advance payments and payment of bills by the due date, and shall not modify any regulations of the Company as to the discontinuance of service for nonpayment. Upon default by a customer who has furnished a guarantor as provided in paragraph (D) **(T)** (B)(5) of this provision. Ohio American may pursue collection actions against the (T) defaulting Customer and the guarantor in the appropriate court, or Ohio American may (T)transfer the defaulting Customer's bill to the guarantor's account. The defaulted amount (T) transferred to the guarantor's account shall not be greater than the amount billed to the (T) defaulting customer for sixty days of service or two monthly bills. After thirty days from (T) the transfer, Ohio American may make the guarantor subject to disconnection procedures, (T)if the amount transferred still remains unpaid. (T) (E) An applicant who owes an unpaid bill for previous residential service, whether the bill is (T) **(T)** owed as a result of service provided to that applicant or is owed under a guarantor **(T)** agreement, shall not have satisfactorily established or reestablished his/her financial (T)

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Filed under authority in Case No. 11-4161-WS-AIR

responsibility as long as the bill remains unpaid.

ISSUED BY: DAVID K. LITTLE, PRESIDENT Ohio American Water Company 365 East Center Street, Marion, Ohio 43302

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#### OHIO AMERICAN WATER COMPANY

P.U.C.O. No. 15 4<sup>st</sup>-2<sup>nd</sup> Revised Sheet No. 45 Cancels 1<sup>st</sup> Revised Original Sheet No. 45

#### 13. DISCONTINUANCE OF WATER AND/OR SEWER SERVICE (Cont'd)

- (C) The Company may disconnect service to a Customer after at least twenty-four (24) hours prior written notice, personally delivered to the customers premise or, if personal delivery cannot be accomplished, securely attached to the premises in a conspicuous manner, for any of the following reasons:
  - I. For the use of water and/or sewer for any purpose not stated in the Customer's application, or for the use of service upon any premises not stated in such application; or
  - II. To prevent waste or reasonably avoidable loss of water.
- (D) In all other instances the Company will not discontinue the service of any Customer, unless written notice of at least fifteen (15) days is given following twenty-two (22) days from the submission of any bill, mailed to such Customer at his address, or personally delivered to the customer's premise, advising the Customer of the reason for disconnection and recommending that the customer call the company regarding a deferred payment plan. If personal service cannot be accomplished at that time, then the notice shall be securely attached to the premises in a conspicuous manner. Subject to the foregoing provisions, service rendered under any application, contract, or agreement may be discontinued by the Company for any of the following reasons:
  - For non-payment of any tariffed charges when due or within any additional period for payment permitted by the Company or for not making a deposit as required;
  - II. For any violation of, or failure to comply with the provisions of the Company's tariff other than stated in Section 13 (B);
  - III. For misrepresentation in the application as to any material fact;
  - IV. For denial to the Company of reasonable access to the premises for the purpose of reading, inspection, replacement, or maintenance of the meter; or
  - V. For violation of federal, state, or local laws or ordinances where such violation affects the provision of utility service by the Company.

Issued: November 12, 2008 Effective: November 13, 2008

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P.U.C.O. No. 15 4<sup>st</sup>-2<sup>nd</sup> Revised Sheet No. 46 Cancels Original 1<sup>st</sup> Revised Sheet No. 46

13 E	DISCONTINUANCE	OF WATER	AND/OR SEWER	SERVICE (	(Cont.)
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(GF)	with two and c refer deen prov until been to a	these provisions, and water is being taken through a single service pipe to supply or more premises, the party making application shall be responsible for all water bills other proper charges. Any violation of the Company's tariff provisions with tence to either or any of the said premises or for the supply of water thereto, shall be need a violation as to all, and the Company may enforce compliance with these risions by shutting off the entire service; except that such action will not be taken the Customer who is not in the violation of the Company's tariff provisions, has a given written notice of at least fifteen (15) days and opportunity to attach his pipes separately controlled curb stop cock or meter setting to be provided by and at the carse of the Company.	<u>(T)</u>
( <u>H</u> G)	the (	continuing water and/or sewer service to a premises for any reason shall not prevent Company from pursuing any lawful remedy by action at law or otherwise for the action of moneys due from the Customer.	<u>(T)</u>
( <u>I</u> H)		uant to Rule 4901:1-15-27 Ohio Administrative Code, the disconnect notice will rly state all of the following:	<u>-(T)</u>
	(1)	The earliest date when disconnection could occur.	
	(2)	The reason(s) for disconnection.	
	(3)	The action the customer must take in order to avoid the disconnection.	
	(4)	The total amount required to be paid, which shall not be greater than the past due balance.	
	(5)	The address and local or toll-free telephone number of the office of the Company that the customer may contact in reference to his or her account.	
	(6)	The current address and local or toll-free telephone number of the public interest center of the commission and a statement that commission staff is available to render assistance with unresolved complaints, as well as the contact information for the Ohio Consumers' Counsel and a statement that it is available to render assistance with unresolved complaints of residential customers.	(T) (T) (T)
	(7)	A statement that failure to pay the amount required by the date specified on the notice may result in an additional charge for reconnection.	

Issued: March 7, 2007 Effective: March 7, 2007

be given to the consumer at least ten days before disconnection could occur. In a multiunit dwelling, written notice shall be placed in a conspicuous place.

If a landlord is responsible for payment of the bill, notice of disconnection of service shall

Filed under authority in Case No. 0611-4161433-WS-AIR

ISSUED BY: TERRY L. GLORIOD DAVID K. LITTLE, PRESIDENT

Ohio American Water Company 365 East Center Street, Marion, Ohio 43302 OHIO AMERICAN WATER COMPANY P.U.C.O. No. 15

1st Revised Sheet No. 46A Cancels Original Sheet No. 46A

( <u>K</u> J)	The Company shall provide disconnection of service notice to one additional consenting party, with the customer's written authorization, for those customers desiring such additional notification.	
( <u>L</u> K)	The Company will comply with the conditions set forth in this tariff, may disconnect service during its normal business hours as stated in its tariff; however, no disconnection for past due bills or for not making a deposit as required may be made after twelve thirty p.m. on the day preceding a day that all services necessary for reconnection are not regularly performed or available.	
( <u>M</u> £)	On the day of disconnection of service, the Company will provide the Customer with personal notice. If the Customer is not at home, the Company shall provide personal notice to an adult consumer. If neither the Customer nor an adult consumer is at home, the Company shall attach written notice to the premises in a conspicuous location prior to disconnecting service. Those Company employees or agents who disconnect service at the premises may or may not, at the discretion of the Company, be authorized to make extended payment arrangements. Company employees or agents who disconnect service shall be authorized to complete one of the following:normally perform the termination of service will be authorized to either:	
	(1) Accept payment in lieu of termination.	
	(2) Be able to dDispatch an employee to the premises to accept payment.	
	(3) Be otherwise able to mMake available to the customer a means to avoid disconnection.	
	(4)—Such employees at the premises may or may not be authorized to make extended payment arrangements at the discretion of the company.	
( <u>N</u> M)	Disconnection of service for nonpayment is prohibited if the disconnection of service would be especially dangerous to health as certified pursuant to the certification provisions contained in Chapter 4901:1-15-27(I) of the Ohio Administrative Code.	

Case No. 0611-4161433-WS-AIR

ISSUED BY: TERRY L. GLORIOD DAVID K. LITTLE, PRESIDENT

Ohio American Water Company 365 East Center Street, Marion, Ohio 43302

#### PUCO No. 15 ATTACHMENT 1

Page 3 of 4

Personal delivery of the notice to the customer's premise shall first be attempted and, only if personal service cannot be accomplished at that time, the notice shall be securely attached to the premises in a conspicuous manner.

We may disconnect your service upon 14 days written notice for any of the following reasons:

- 1. For non-payment of any tariffed charges when due or within any additional period for payment permitted by the Company, or for not making a deposit as required. Disconnection of service for non-payment may not occur prior to fourteen days after the due date:
- 2. For any violation of, or failure to comply with, the Company's tariff other than for those reasons where no notice is required;
- 3. For misrepresentation in the application as to any material fact;
- 4. For denial to the company of reasonable access to the premises for the purpose of reading, inspection, replacement, or maintenance of the meter; or
- 5. For violation of federal, state, or local laws or ordinances where such violation affects the provision of utility service.

Disconnection of service for nonpayment is prohibited if the disconnection of service would be especially dangerous to health. You must have a form, which can be obtained from the Company, signed by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified midwife, or local board of health physician stating that a special danger exists to the health of the customer or permanent resident of the household.

If service has been disconnected prior to receipt of the medical certification, service shall be restored upon receipt of the medical certification form.

The medical certification shall prohibit the disconnection for thirty (30) days. Certification may be renewed two additional times (thirty days each) by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified midwife, or local board of health physician. The total certification period is not to exceed ninety days in any 12 month period.

#### RECONNECTION OF SERVICE

The Company may require a customer to make a deposit or an additional deposit on an account, as set forth in Chapter 4901:1-17 of the Ohio Administrative Code, to reestablish creditworthiness. The customer may also reestablish creditworthiness by providing a guarantor, as set forth in Rule 4901:1-15-28 and Chapter 4901:1-17 of the Ohio Administrative Code. If service has been discontinued, there will be a service reconnection charge of \$61.00.

When water and/or sewer service to a premises has been terminated for any reason, other than for temporary vacancy, it will be renewed only upon the acceptance of a new application and after the conditions, circumstances or practices which caused the water and/or sewer service to be discontinued are corrected to the satisfaction of the Company, and upon payment, or provision for payment under a deferred payment plan agreement, of all charges due and payable by the Customer.

# OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-W5-AIR Narrative Rationale for Tariff Changes

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: \_X\_\_ Original \_\_\_ Updated \_\_\_ Revised
Work Paper Reference No(s): No Workpapers

Schedule E-3
Page 1 of 2
Witness Responsible: D.J. Petry

Rate	Туре	Explanation of Change	Rationale for Change	Date Reference
Metered Rates	General Water Service	Increased all metered rates based on the results of the cost of service study.	Used Cost of service study to design the metered rates. Metered rates were set to recover revenues using the cost of service study as a guide. Water A and C metered rates have been merged.	Schedule E.1A Page 10 of 31
Service Charges	General Water Service	Increased service charges to reflect the results of the cost of service study. Refer to Schedule E of Section E-3 2.	Calculated the variable and fixed compenents of the service charge utilizing the PUCO Staff methodology.	Schedule E-1A Page 10 of 31
Flat Rates	Residential Commercial	Based on the overall percent increase.	Historically flat rate customers have increased to the average residential bill.	Schedule E-1A Page 10 of 31
System Improvement Charge	General Water Service	Case 11-151-WW-5IC set the current rate at 3%. The rate will be reset to zero when this case is completed.	Rate will be reset to zero at conclusion of this case.	Schedule E-1A Page 11 of 31
Metered Rates	General Sewer Service	increased all metered rates based on the results of the cost of service study.	Used Cost of service study to design the metered rates. Metered rates were set to rocover sewer revenues based on the cost of service study as a guide.	Schedule E-1A Page 13 of 31
Service Charges	General Sewer Service	Service charges kept at zero for the wastewater customers	No change being proposed	Schedule E-1A Page 13 of 31

Section E Schedules Page 46 of 128

# OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Narrative Rationale for Tariff Changes

Darta: 4 Months Actual and 8 Months Estimated
Type of Filing: \_X\_ Original \_\_\_\_\_ Updated \_\_\_\_\_ Revised
Work Paper Reference No(s): No Workpapers

Schedule E-3
Page 2 of 2
Witness Respansible: D. J. Petry

General         Adjusted softening such aspect for Marion and Service         Using methodology from previous new cloud to sit case.           Service         Vocation of Miles (State Lake Date) and such aspect and such in county (Fabrer Ridge, Lake Date) and such aspect and such in county (Fabrer Ridge).         Mo change from last case.           Orivate five         Based on cost of service Study         Used Cost of service study to design the fire service Study.           Private five         Based on cost of service Study         Used Cost of service.           Guantity         No change from last case.         No change from last case.           Fees         No change from last case.         No change from last case.         No change from last case.           Riscellanceurs         No change from last case.         No change from last case.         No change from last case.           Riscelanceurs         No change from last case.         No change from last case.         No change from last case.           Fees         Fees         No change from last case.         No change from last case.         No change from last case.		Туре	Explanation of Change	Rationale for Change	Date Reference
Water         Franklin County Publice Ridge, Lake Distry and Cartering Sturchington will find intricts to reflect actual costs.         Contents         Franklin County Publice Ridge, Lake Distry and Cartering Sturchington will find intricts to reflect actual costs.         Monthspecified         Monthspecified           General Service Worthington will find intricts to reflect actual costs.         Eliminated in case 07.112.Wis AIR         No change from last case.         No change from last case.           Service Sudy         Amizollaneous No change from last case.           Fees         Fees         No change from last case.         No change from last case.         No change from last case.           Fees         Fees         No change from last case.         No change from last case.         No change from last case.	Softening	General	Adjusted softening surcharge for Marion and	Using methodology from previous rate cases,	Schedule E-1A
Service Worthington Hills districts to reflect actual casts. Service Worthington Hills districts to reflect actual casts. Proposed contents are surchased in case 07-3112-WS-AIR No change from last case.  Service Service Study  Device Service Study  Miscellancous No change from last case.	Surcharge	Water	Franklin County (Huber Ridge, Lake Darby and	detailed schedules were built to calculate the	Pages 10 and 12 of 31
General Eliminated in case 07 1112 Wos AIR No change from last case.  Water  Water  Service  Liarge No customers currently on this rate.  Allocellaneous No change from last case.  Miscellaneous No change from last case.  Fees		Service	Worthington Hills) districts to reflect actual costs.	proposed softening surcharges. See Worknamer E.A	
General Water  Water  Water  Water  Water  Water  Water  Water  Maker  M					
Water Service  Fivale fire Based on cost of service Study  Large No customers currently on this rate.  Change from last case.  Fees  Miscellaneous No change from last case.  Fees  Miscellaneous No change from last case.  Fees  Miscellaneous No change from last case.	Purchased	General	Eliminated in case 07-1112-WS-AIR	No change from last case.	Schedule E-1A
Private fire Based on cost of service Study  Large No customers currently on this rate.  Chantity User  Miscellancous No change from last case.  Fees  Miscellancous No change from last case.  Fees  Miscellancous No change from last case.  Miscellancous No change from last case.  Fees  Miscellancous No change from last case.  Miscellancous No change from last case.	Water	Water			Page 12 of 31
Private frie Based on cost of service Study Used Cost of service study to design the fire service Service.  Large Kno customers currently on this rate.  Miscellancous No change from last case.  Fees  Miscellancous No change from last case.  Miscellancous No change from last case.  Fees  Miscellancous No change from last case.  Fees  Miscellancous No change from last case.  Miscellancous No change from last case.  Fees  Miscellancous No change from last case.  Miscellancous No change from last case.  Miscellancous No change from last case.  Fees  Miscellancous No change from last case.  Fees  Fees  Miscellancous No change from last case.  No change from last case.	Surcharge	Service			
Private Fire Based on cost of service Study Used Cost of service study to design the fire service Service  Large No customers currently on this rate.  Quantity User  Quantity User  Miscellaneous No change from last case.  Fees  Miscellaneous No change from last case.					
Private Fire Based on cost of service Study Used Cost of service study to design the fire service Service  Large Na customers currently on this rate.  Quantity User  Miscellaneous No change from last case.  Fees  Miscellaneous No change from last case.  Miscellaneous No change from last case.  Fees					
Private fire Sarvice Study Used Cost of service Study rates to reflect cost of service study to design the fire service Service.  Large No customers currently on this rate.  Quantity User  Miscellaneous No change from last case.  Fees  Miscellaneous No change from last case.					
farge Na customers currently on this rate.  Quantity User:  Miscellancous No change from last case.  Fees  Miscellaneous No change from last case.	Private Fire	Private Fire	Based on cost of service Study	Used Cost of service study to design the fire service	Schedule E-1A
Guanity  Quanity  User  Miscellancous No change from last case.  Miscellaneous No change from last case.	Service	Service		rates to reflect cost of service.	Page 17 of 31
Clearing No change from last case.  Miscellancous No change from last case.  No change from last case.  No change from last case.  Fees  Miscellancous No change from last case.  No change from last case.	Rates				
Carge No customers currently on this rate.  Quantity User  Miscellancous No change from last case. Fees					
Carge No customers currently on this rate.  Quantity User  Miscellancous No change from last case.  Fees  Miscellaneous No change from last case.  Miscellaneous No change from last case.  Fees  Miscellaneous No change from last case.  No change from last case.  No change from last case.  Fees  Fees					
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Miscellaneous No change from last case.  Mo change from last case.  Mo change from last case.	Cost and	Quantity			Page 16 of 31
Miscellancous No change from last case.  Fees  Miscellancous No change from last case.  Miscellaneous No change from last case.  Fees  Miscellaneous No change from last case.  Fees	Monthly	User			
Miscellaneous No change from last case.  Fees  Miscellaneous No change from last case.  Fees  Miscellaneous No change from last case.  Fees	Minimum				
Miscellaneous No change from last case.  Fees  Miscellaneous No change from last case.  Miscellaneous No change from last case.  Miscellaneous No change from last case.  Mo change from last case.  No change from last case.  No change from last case.  No change from last case.  Fees  Fees  Miscellaneous No change from last case.  Fees  Fees  Miscellaneous No change from last case.  Fees					
Miscellaneous No change from last case.  Miscellaneous No change from last case.  Mo change from last case.  No change from last case.  Mo change from last case.  Mo change from last case.  Me change from last case.	econnection	Miscellancous		No change from Jast case.	Schedule E-1A
Miscellaneous No change from last case. Fees Miscellaneous No change from last case. Rees Miscellaneous No change from last case. Fees Fees Fees	Charges	Fees			Page 15 of 31
Miscellaneous No change from last case.  Fees  Miscellaneous No change from last case.					
Miscellaneous No change from last case.  Mo change from last case.  Mo change from last case.  Mo change from last case.	Activations	Miscellaneous	No change from last case.	No change from 13st case.	Schedule E-1A
Miscellaneous No change from last case. Fees Miscellaneous No change from last case. Mo change from last case.	Charges	Fees			Page 15 of 31
Miscellaneous No change from last case.  Fees  Miscellaneous No change from last case.  No change from last case.					
Fees Miscellaneous No change from last case. Fees	Returned	Miscellaneous		No change from last case.	Schedule E-1A
Miscellaneous No change from last case. Fees	theck Charge	Fees			Page 15 of 31
Miscelfaneous No change from last case.  Fees					
Fees	ate Payment	Miscellaneous		No change from fast case.	Schedule E-1A
	Charges	Fees			Page 15 of 31

Section E Schedules Page 47 of 128

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-W5-AIR Customer Charge/Minimum Bill Rationale - Summary

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: X Original Updated Revised
Work Paper Reference No(s): W/P E-3.1

Schedule E-3.1 Page 1 of 3 Witness Responsible: D. J. Petry

1.50   Service   Increased for coax study.   Increase study.   Increased for coax study.   Increase study.   Increased for coax study.   Increased for coax study.   Increased for coax study.   Increased for coax study.   Increase study.   Increased for coax study.   Increased for	- 1	Rate	Type	Explanation of Change	nge		Ra	Rationale for Change				Date Reference
Total   Average   Aver	40	11.50	Service Charge	Increased for cost:	study.		Ē	creased for Cost St	udy. See workpapers		N.E.	chedule E-1 age 1 of 5 and calculation
Miscellaneous 10,2140, 5 8,513, 7 229,350, 6 38,251 46,736, 7 4,7056, 7 564,880.2  Miscellaneous 10,246, 2 883, 9 15,538, 0 2,589, 7 3,443, 1 8,512, 3 102,441 1  1,694 s 141, 2 132, 0 22, 0 163, 3,443, 1 1,566, 2 18,794, 8 102,441 1  2,231, 9 186, 0 6,62, 112, 7 298, 7 2,179, 9 26,159, 2 2,179, 9 26,159, 9 2			Category		Total Monthly Meters	Average Monthly Meters	Total Bi-Monthly Meters	Average B-Monthly Meters	Total Number of Average Meters	Total Equivalent Meters	Total Annual Eguivalent	Percentage
Niscellaneous   10,246.2   1813.9   185.880   1,548.1   1,546.2   1,548.1   1,546.2   1,548.1   1,546.2   1,548.1   1,546.2   1,548.2		Resid	ential		102,140.5	8,511.7	229,350.6	38,225 1	46,736.7	47,056.7	564,680.2	79.33%
1,594   141   132   132   132   156   163.3   1,566   18,746   18,746   19,746   1		Сотл	nercial Plus !	Wiscellaneous	10,246.2	853.9	15,538.0	2,589.7	3,443.1	8,512.3	102,148 1	14.35%
Part		snpul	trial		1,694 5	141 2	132.0	22.0	163.3	1,566.2	18,794.8	2.64%
Colour   C		Public	: Authority		2,231.9	186.0	676.2	112.7	298.7	2,179.9	26,159.2	3.68%
Fig. 294,1   543.5   0.0   0.0   543.5   0.0		Const	umers/Aqua		0.0	00	0.0	0.0	0:0	0.0	0.0	%00.0
122,607.2   10,236.3   245,696.8   40,949.5   51,185.3   59,315.1   711,782.3   711,782.3   711,782.3   711,782.3   711,782.3   711,782.3   711,782.3   711,782.3   711,782.3   711,782.3   711,782.3   712,732.00		Privat	le Fire Service	đi.	6,294,1	543.5	0.0	0.0	543.5	0.0	0.0	0.00%
or Test Year Ended 12/31/11 (a) \$ 4,656,330 per Total Annual Equivalent 715,332.00 {  Tost Year Ended 12/31/11 (a) \$ 1,877,093 per Total Br-/Monthly Meters 370,521.00 \$ {  Ele Wonthly Meter \$ 1,877,093 per Total Br-/Monthly Meter \$ 370,521.00 \$ {  Charge (b) \$ 1,877,093 per Total Br-/Monthly Meter \$ 1,877,093 per Total Br-/M		Granc	d Totals:		122,607.2	10,236.3	245,696.8	40,949.5	51,185.3	59,315.1	711,782.3	100.00%
ses for Tast Year Ended 12/31/11 (a) \$ 1,877,093 per Total Bi-/Monthly Meters 370,521.00 \$ ge - 5/8" Monthly Meter \$1 \$ ervice Charge (b):				Revenues allocated	l to customer casts Variable Expense for Te	vst Year Ended 12/31			oer Total Annual Equiv	alent	715,332.00	\$6.5093
\$1 ge - 5/8" Monthly Meter  Prince Charge  d Service Charge (b)				(2)	Fixed Expenses for Test	: Year Ended 12/31/.			per Total Bi-/Monthly	Meters	370,521.00	\$5.0661
ervice Charge (b)				(3)	Service Charge - 5/8" N	lonthly Meter					H	\$11.5754
d Service Charge (b)				[4]	Calculated Service Char	a 25.					ll*	\$11.58
(a) Refer to cost of service study				(5)	Recommeded Service C	harge (b)					ı	\$11.50
				(a) Refer to cost of	sorvice study							

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-W5-AIR Customer Charge/Minimum Bill Rationale

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: X\_ Original Updated \_\_\_\_ Revised
Work Paper Reference No(s): W/P E-3.1

Schedule E-3.1 Page 2 of 3 Witness Responsible: D.J. Petry

	Motor	Total	Average Monthly	Total Ri-Monthly	Average	Total Number of	Equivalent Meter	Total Fourvalent	Percentage
Category	Size	Meters	Meters	Meters	Meters	Meters	Ratio	Meters	
Residential	5/8-inch	101,876.1	8,489.7	228,183,8	38,030.6	46,520.2	1.0	46,520,2	
	3/4-inch	156.4	13.0	354,3	59.1	72.1	1.5	108.1	
	1-inch	108 0	9.0	703.1	117.2	126.2	2.5	315.5	
	11/2-inch	0.0	0.0	0.99	11.0	11.0	5.0	55.0	
	2-inch	0.0	0.0	4 F 4	7.7	7.7	0.8	57.9	
	3-inch	0.0	0.0	0.0	0.0	0.0	15.0	0.0	
	4-inch	0.0	0.0	0.0	90	00	25.0	0:0	
	6-inch	0.0	0.0	00		00	0.07	00	
	Fotal	102,140.5	8,511.7	229,350,6	38,225.1	46,736.7		47,056.7	79.33%
Commercial	5/8-inch	3,236.4	269.7	12,127.5	2,021.3	2,291.0	1.0	2,291.0	
Plus	3/4-inch	151.2	12.6	218.8	36.5	49.1	Ð.	73.7	
Miscellaneous	1-inch	1,898.0	158,2	2,008.1	334.7	492.4	2.5	1,230.9	
	1.1/2-inch	1.183.2	98.6	468.0	78.0	176.6	5.0	883.0	
	2-inch	3,284 9	273.7	715.6	119.3	393.0	0.8	3.144.4	
	3-inch	315.5	26.3	0.0	0.0	26.4	15,0	395.9	
	4-inch	1170	<b>80</b>	0.0	0.0	9	25.0	243.6	
	6-inch	0 09	0.5	0.0	00	0.5	0.02	Z50.0	
	H <sub>0</sub> F	10 346 3	0630	0 000 01	7 500 7	1 644 0	1	0 5117	14 3E6/
		7.04-7.01	6.000	13,336.0	4,363.7	3,445.1	1	6,514.3	
industrial	5/8-inch	202	16.9	099	011	97.9	1.0	27 9	
20/2	31A inch	0.56				0.5			
in the second	1-inch	0.25	7 6	0.00	2. 0	7	. T	6.13	
S. Varbico	1 3 /2-in-ch	0.501	0.0	2.0	9 5	1.22	7 0	2 2	
	450. C	0 140	O. P.	a d	0,0	10.0	0.0	Cips S	
	2-1010	0.040	4.07	30.0	2.6	d o	0.0	903.6	
	n -	0.84	O. 1.	0.0	0.0	0.4	15.0	0.00	
	4-inch	180.6	15.1	00	0.0	15.1	25.D	376.3	
	6-inch	94.0	7.8	0.0	0.0	7.8	20.0	391.7	
	Total	1,694.5	141 2	132.0	22.0	163.3	ı	1,566.2	2.64%
Public	5/8-inch	383.7	32.0	228 5	38.1	70.1	1.0	70.1	
Authority	3/2-inch	0.56	7.8	12.0	2.0	8.6	1.5	14.6	
•	1-inch	237.3	8.61	121	202	40.0	5 (	1001	
	11/7-inch	136.0	113	7 20	7.6	0.01	C V	0.00	
		0 0 11		7	9 (	7.07	9 4	0 ·	
	7-INCh	911.0	6.47	269.0	44.8	120.8	8.0	965.9	
	3-inch	144.0	12.0	0.0	0.0	120	150	179.9	
	4-inch	291.6	24.3	0.0	0.0	24.3	25.0	607.5	
	6-inch	35.3	2.9	0.0	0.0	2.9	50.0	147.1	
							•		

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Customer Charge/Minimum Bill Rationale

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: \_\_X Original \_\_\_\_ Updated \_\_\_\_ Revised
Work Paper Reference No(s): W/P E-3.1

Schedule E-3.1 Page 3 of 3 Witness Responsible: D. J. Petry

OO         CLO         CLO         CLO         SOO           0.0         0.0         0.0         0.0         0.0           0.0         0.0         0.0         0.0         0.0           0.0         0.0         0.0         0.0         0.0           4.5.5         4.0         0.0         0.0         0.0         0.0           5.5.4         7.3.5         0.0         0.0         4.0         0.0         0.0           8.34.4         7.3.5         0.0         0.0         7.73.5         0.0 <th>Category</th> <th>Meter</th> <th>Total Monthly</th> <th>Average Monthly</th> <th>Total Bi-Monthly</th> <th>Average Bi-Monthly</th> <th>Total Number of</th> <th>Equivalent Meter</th> <th>Total Equivalent</th> <th>Percentage</th>	Category	Meter	Total Monthly	Average Monthly	Total Bi-Monthly	Average Bi-Monthly	Total Number of	Equivalent Meter	Total Equivalent	Percentage
Sent		Size	Meters	Meters	Meters	Meters	Meters	Ratio	Meters	
Total (in 00 00 00 00 00 00 00 00 00 00 00 00 00	Consumers/	- G	00	5	ć	00	0.0	C.	G G	
2-Hirth 4258 465 0.0 0.0 465 0.0 0.0 2455 0.0 0.0 2455 0.0 0.0 0.0 2455 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0	Aqua	Total	0.0	0.0	0.0	0.0	0.0		0.0	0.00%
2-linch 425,8 46.5 0.0 0.0 46.5 0.0 0.0 46.5 0.0 0.0 2.0 3.0 0.0 0.0 0.0 3.0 0.0 0.0 0.0 0.0 0										
2 1/2-irch 425.8 46.5 0.0 0.0 46.5 0.0 0.0 0.0 45.5 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0										
2-lieth 4258 465 0.0 0.0 465 0.0 0.0 0.0 455 0.0 0.0 0.0 0.0 4.65 0.0 0.0 0.0 0.0 4.65 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.										
2-inch     425.8     46.5     0.0     0.0     46.5     0.0     0.0       2 1/2-inch     48.0     4.0     0.0     0.0     40     0.0     0.0       3 inch     3.0     0.0     0.0     40     0.0     0.0     0.0       4-inch     8.44     73.5     0.0     0.0     0.0     0.0     0.0       6-inch     2.66.3     723.7     0.0     0.0     733.5     0.0     0.0       19-inch     2.87.6     134.0     0.0     0.0     1.53.7     0.0     0.0       10-inch     2.88.0     134.0     0.0     0.0     1.50.7     0.0     0.0       12-inch     1.28.0     10.7     0.0     0.0     0.0     0.0     0.0       12-inch     1.28.0     10.7     0.0     0.0     0.0     0.0     0.0       12-inch     1.22.07.2     10.236.3     245.696.8     40.949.5     51,485.3     59,315.1     1										
2 1/2 inch 42.56 46.5 0.0 0.0 46.5 0.0 0.0 46.5 0.0 0.0 46.5 0.0 0.0 46.5 0.0 0.0 46.5 0.0 0.0 46.5 0.0 0.0 46.5 0.0 0.0 46.5 0.0 0.0 46.5 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 46.5 0.0 0.0 0.0 0.0 46.5 0.0 0.0 0.0 0.0 46.5 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0			;	;		;	;		:	
2 1/2 from 36,0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0	Private	Z-Inch	425.8	46.5	0.0	0.0	46.5	0.0	0.0	
4-inch 834, 733, 0.00 0.0 735, 0.00 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0	rire	2 1/2-inch	0.56	6. L	0.0	0.0	0.4	0.0	0.0	
Finch 2,686.3 273.7 0.00 0.00 73.3.7 0.00 0.00 1.00 0.00 1.00 0.00 1.00 0.00	361 0106	3-mcm	0.00	2.0	0.0	9 6	o c	0.0	9 6	
Brinch 1,937-6 163.1 0.0 0.0 163.1 0.0 0.0 173.6 113.1 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0		4-mcn	**************************************	73.5	0.0	000	4. t.	oro	000	
19-inch 1,5576 1551 0.0 0.0 1551 0.0 0.0 1501 1551 0.0 0.0 0.0 1501 1551 0.0 0.0 0.0 0.0 1501 152 0.0 0.0 0.0 1501 152 0.0 0.0 0.0 152 0.0 0.0 0.0 0.0 152 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.		e-inch	2,636.3	7.577	0.0	≎n	7.577	0.0	0.0	
Total 128.0 19.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0		8-Inch	1,957.6	163.1	0.0	0.0	163.1	0.0	0.0	
Total 6,294.1 543.5 0.0 0.0 543.5 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0		10-inch	228.0	19.0	0:0	0.0	19.0	0.0	0.0	
122,607.2 10,236.3 245,696.8 40,949.5 51,185.3 59,315.1 M		12-inch	128.0	10.7	0.0	0.0	10.7	0.0	0.0	
122 607.2 10,236.3 245,696.8 40,949.5 51,185.3 59,315.1		Total	6,294 1	543.5	0.0	0.0	543.5	•	0.0	0.00%
122,607.2 10,236.3 245,696.8 40,949.5 51,185.3 59,315.1										
	Grand Total:		122,607.2	10,236.3	245,696.8	40,949.5	51,185.3			100.00%
								•		

# Ohio American Water Company Rate Case No. 11-4161-WS-AIR

# Standard Filing Information

**Rates and Tariffs** 

Section E-3.2 Cost of Service Study

Water and Wastewater Divisions



Harrisburg, Pennsylvania

Calgary, Alberta

Valley Forge, Pennsylvania

# Ohio American Water Company Rate Case No. 11-4161-WS-AIR

Standard Filing Information

**Rates and Tariffs** 

Section E-3.2 Cost of Service Study

Water Division

OHIO AMERICAN WATER COMPANY WATER OPERATIONS

COMPARISON OF COST OF SERVICE WITH REVENUES UNDER PRESENT AND PROPOSED RATES FOR THE TEST YEAR ENDING DECEMBER 31, 2011

	Cost of Service	rvice						Proposed Increase	crease
Customer	Amount		Revenues, Present Rates	sent Rates	Revenues, Proposed Rates	posed Rates			Percent
Classification	(Schedule B)	Percent	Amount	Percent	Amount	Percent	•	Amount	ncrease
	(2)	(3)	(4)	(2)	(9)	(2)		(8)	6)
Residential	\$ 27,339,771	65.5%	\$ 22,478,695	66.1%	\$ 27,571,108	65.9%	69	5,092,413	22.7%
Commercial	6,275,720	15.0%	5,528,804	16.3%	6,814,319	16.3%		1,285,515	23.3%
Industrial	1,976,138	4.7%	1,774,008	5.2%	2,239,807	5.4%		465,799	26.3%
Special Contracts - Industrial	1,058,713	2.5%	442,231	1.3%	442,231	1.1%		1	
Public Authority	2,568,616	6.1%	1,811,890	5.3%	2,348,832	5.6%		536,942	29.6%
Special Contracts - Sales for Resale	1,865,317	4.5%	1,356,682	4.0%	1,666,205	4.0%		309,523	22.8%
Private Fire Service	700,742	1.7%	626,742	1.8%	702,805	1.7%		76,063	12.1%
Total Sales	41,785,017	100.0%	34,019,051	100.0%	41,785,307	100.0%		7,766,256	22.8%
Other Revenues	863,670		863,670		863,670			,	0.0%
Total	\$ 42,648,687		\$ 34,882,721		\$ 42,648,977		υĐ	7,768,256	22.3%

OHIO AMERICAN WATER COMPANY WATER OPERATIONS OST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO CUSTOMER CLASSIF

					) ) ) )			i
Account Ref. (1) (2)	Service (3)	Residential (4)	Commercial (5)	Industrial (6)	Special Contracts industrial (7)	Authorities (8)	Special Contracts Resale (9)	Fire Protection (10)
OPERATION AND MAINTENANCE EXPENSES								
SOURCE OF SUPPLY EXPENSES		,				•	ر بي	
SS Operating Expense 2	7,839	4,236	1.277	488	381	612	940	- MO
ַבַ	4	0	0	0	0	0	o i	6
FUCHASSE WRIEF TOTAL SS EXPENSE - OPERATION	1,220,580	672,401	245,139	102,589	80,173	117,511	076	1,339
Purchased Power SS 2	960,485	512,515	154,446	59,070	46,103	74,053	113,721	576
Misc Exp Oper SS		0	0	o ·	0	0	0 1	0 (
Transport Maint SS 2 above 2 Maint Surver & End SS 1 above 2		00	00	φc	ac	0	00	o c
Struct & Improve Maint SS 2	7,926	4,229	1,275	184	GE C	611	938	w
Maim, Of Intakes - Mat'l		a	٥	0	٥	0	٥	0
Maint of Wells	5.551	2,962	863	¥,	266	87 °	759	m (
Supply Marts Mant SS 2		9 0	9 0	0	9 0	00	0	0 0
Misc Plant Maint SS - Math	157,782	84,192	25.371	9.704	7.574	12.165	18.681	95
Misc Plant Maint SS - Labor 2	ca.	<b>.</b>	7	-	0	<b>*</b> -		Q
TOTAL SS EXPENSE - MAINTENANCE	1,131.753	603,904	181,986	69,603	54,324	87,259	134,000	679
TOTAL SS EXPENSE	2,352,333	1,276,305	427,125	172,681	134,487	204,769	134,940	2,018
POWER AND PUMPING EXPENSES								
Oper Super and Eng - Labor 6		0	0	0	0	0	0	0
Fuel for Power Prod		D ·	9	Ð,	Ö	0	0	Ö
Labor & Exp Oper PWI Prod	131 666	0 45	a 6	0	0	0	0 90 0	0 5
Purch Control of Contr	468 647	771 675	90,018	18,831	15,144	19,191 27 044	24,020	92.6
Pumping Expense 6		0	0	0	0	0	O	0
Misc Pumping Exp - Oper 6	909	486	2	53	£	89	8	7
Rents Oper P 6	270 000	0	0		0	0	0	0
	(03, <b>C</b> 42)	30,00	120,724	46,363	30,548	5/L')6	95,400	5.U.
Maint super and Eng - Labor 6		0 (	0	0	a ·	0	0	0 1
Maint of Structures - Mail	200 62	2 200	0 0	9 (	0 6	0 00	0 10	9 5
aint	950,62	/96'51 0	O/R's	  0	100	0 0	ફ -	ò
		0	0	. 0	. 0	٥	0	0
Maint of Pumping Eq. Mat'l 6	11,876	6,885	2,041	747	<b>4</b>	961	703	8
Marel of Pumping Eq Labor	50,019	28,996	8,598	3,146	1,866	4,047	2,981	405
LOCAL POMPING BAPRINGES - MAIN ENANCE	886,48	49.268	14.609	5,346	3,170	6,876	5,031	200
TOTAL PUMPING EXPENSES	788,232	431,154	135,333	51,707	33,796	64,048	67,491	4,702

OHIO AMERICAN WATER COMPANY

Account	Factor Ref.	Cost of Service	Residential	Commercial	Industrial	Special Contracts Industrial	Public Authorilles	Special Confects Resale	Private Fire Protection
€	(2)	<u>(5)</u>	(4)	(5)	(g)	(2)	(8)	(6)	(10)
WATER TREATMENT									
Oper Super and Eng - Labor	2	58,158	31,033	9.352	3.577	2.792	4.484	6.886	38
Chemicals - WT	-	1.434.276	673,249	245.548	103.268	80,463	117.754	212,703	1291
Softening Chemicals									
Gen'i WT Labor	2	840,057	448,254	135,081	51,663	40,323	64,763	59,463	\$03
Softening Labor							•		
Gen') WT Exp	2	114,408	61,048	18,397	7,036	5,492	8,821	13,546	69
Heat - Oil/Gas WT Exp	-	58,762	27,583	10,060	4.231	3,297	4.824	8.714	53
Lab Supplies	~	104,252	55,629	16,764	6,411	5,004	8,038	12,343	£
Softaring Expenses								:	
Purchased Power WT	63	0	O	0	0	0	0	0	0
Waste Disposal Exp	-	181,854	85,362	31,133	13,093	10,202	14,930	26,969	ž
Amort Waste Disposal Exp	7		0	0	0	0	0	•	٥
M&SOperWT	23	55,857	29,805	8,982	3,435	2,681	4,307	6.613	ጸ
Trans Oper WT	2		0	0	0	•	9	6	0
Misc Oper WT	F-3	185	421	121	64	8	61	8	٥
WT Rents	12	1,930	1,030	310	119	88	149	229	-
Contract Services WT	£4		6	0	0	0	0	0	0
Contract Services Lab Testing	2		0	٥	0	0	0	0	0
TOTAL WI EXPENSE - OPERATION	NOIL	2,850,342	1,413,414	475,754	192,882	150,383	228,136	387,560	2,213
Maint Super & Eng - Labor	23	67,670	36,109	10.881	4,162	3.248	5.217	B 012	14
Maint of Structures - Math	C4	17,679	9,434	2,843	1087	849	1,363	2,093	÷
Maint of Structures - Labor	2	67,221	35,869	10,809	4.134	3,227	5,183	7.959	₽
Maint, Of Treat Eq Matil	~:	130,091	69,416	20,919	9,001	6.244	10,030	15,403	87
Maint Of Treat Eg. Labor	~	47,901	25,560	7,702	2.946	2,299	3,693	5.67	82
Maint of Softening Eq. Labor						;			
TOTAL WY EXPENSE - MAINTENANCE	NANCE	330,562	176,388	63,154	20.330	15,867	25.486	39,139	198
TOTAL WATER TREATMENT EXPENSE	XPENSE	3,180,904	1,589,802	528.908	213,212	166,250	253,622	426,698	2,411
TRANSMISSION AND DISTRIBUTION EXPENSES	TION EXPENSES								
Super & Eng Oper TD - Labor	=	101,983	79,444	12,034	1,978	275	2,937	112	5,201
Storage Facilty Exp - Math	N)		O	0	0	0	0	0	0
Slorage Facifty Exp - Labor	'n	17	5	٣	-		-	0	0
TD Lines Exp - Mad	7	12,436	7,914	2,286	772	17.1	1,045	0	243
TD Lines Exp - Labor	2	66,479	42,308	12,219	4,128	<b>75</b>	5,584	0	1,296
Misc Meter Expense	O)		0	٥	0	0		0	-
Afres Mater : abox									•

OHIO AMERICAN WATER COMPANY
SECOND FOR THE TWEIVE MANTHE ENDING RECENTED 34 AND A MANTHE TO DISTOMED CO.

Account	Factor Ref.	Cost of Service	Residential	Commercial	Industrial	Special Contracts Industrial	Public Authorities	Special Contracts Resate	Private Fire Protection
(1)	(2)	(3)	<del>(4)</del>	(5)	(5)	(2)	(8)	(6)	(10)
Customer install Exp	10		٥	٥	٥	0	٥	0	0
Meter Installation - Labor	2	410,377	329,328	39,191	3,775	205	6,279	203	31,394
Purchased Power T&D	-	5,834	4,545	689	113	16	168	9	298
Misc T&D Oper Labor	Ξ	291,380	226,985	<b>38</b> 383	5,653	787	8,392	321	14,860
Misc. T&D Exp	=	273,861	213,337	32,316	5,313	739	7.887	Ē	13,967
Rents Oper TD	=	858,56	73,113	11,075	1,821	253	2,703	501	4,787
TOTAL T& DEXPENSE OPERATION	HON	1,413,284	1,100,954	156,764	27,368	3,821	40,729	1,583	72,045
Super & Eng Maint TD - Labor	42	31,962	23,224	4,500	1,109	221	1,553	õ	1,346
Meint of Structures - Mat'l	7	928	384	7.4	91	4	92	0	22
Maint of Structures - Labor	12	13,049	9.482	1,837	453	8	634	4	549
Maint of Dist Ros - Mai'l	10		•	•	0	0	o	0	٥
Misc Maint of Mains - Mat's	7	91,095	57,973	16,743	5,657	1 294	7,652	0	1,776
Paving/Backfill T&D	7	136,517	86,880	25,092	8,478	1,939	11,467	0	2,662
Misc Maint of Mains - Labor	10	140,188	112,501	13,388	1,290	70	2,145	2	10,724
Fire Main Main! TD	80		0	0	Ó	O	0	0	Q
Fire Main Maint TD	80		0	٥	O	0	0	0	
Maint of Services - Mat'l	ō	25,366	20,356	2,422	233	5	388	5	1,940
Maint of Services - Labor	9	55,652	44,660	5,315	512	38	85 ₹35	82	4,257
Maint of Meters - Mail	æ	5,050	3,986	726	123	7.	184	71	0
Maint of Meters - Labor	6	318	251	46	αĵ	-	12	•••	0
Maint of Hydrants - Mat'l	œ	22,577	17,881	3,256	553	2	928	٥,	•
Maint of Hydrants - Labor	æ	30,637	24,265	4.418	750	in ;	1.123	٠;	
Maint Other T&D - Labor	1,2	104,750	76,118	14,750	3,635	723	5,091	F. 1	4,410
Maint Other TSD - Met'l	12	165.645	120,358	23,323	5,748	1.143	8,050	유·	6.974
Misc Maint T&D	12	17,155	12.465	2,415	595	118	834	w i	7
Amort Def Maint	12	869,996	646.672	125,312	30,883	6,141	43,254	792	37,469
	2 (		0	0 1	0	0 4	9.0	90	9 6
CONTROL SVC - CORET MAINT LAD	7.	1 730 407	0 257 455	0 000	0 00	000 ++	200 78	8	72 843
	BONIANO I NEW	D# 100	684,162,1	7.0.747	2000	86	260,10		2014
TOTAL T & D EXPENSE		3,143,781	2,358,409	410,381	87,432	15,759	124,822	2,079	144,899
CUSTOMER ACCOUNTS									
Supervision Labor	<del>6</del>	20,547	18,582	1,445	97	4	163	2	353
Meter Reading Exp	<del>7</del>		0	O	•	0	0	٥	a
Meter Reading Labor	7	239,560	197,469	31,742	4,264	48	5,989	9	0
Meter Reading Exp CA	<b>‡</b>	Q.	4	sep.	-	0	-	0	<b>-</b>
Customer Records Labor	•	245,899	521,309	17,213	.158	4	1,943	52	4,205
Cust Acct Supplies, Uniforms, Misc	•	67,682	60.914	4,738	318	4	835	7	1,157
Collection Agency Expense	13	113,459	102,113	7,942	533	23	989	=	1,940
Sank Service Charges	<del>.</del>	42.627	38,365	2,984	200	Φ.	8	4	82
Postage	T.	150,387	135,348	10,527	707	8	1.88	15	2.57

OHIO AMERICAN WATER COMPANY WATER OPERATIONS
WATER OPERATIONS
WATER TWELVE MONTHS ENDING DEFENDED 31 2014 ALL OCATED TO CLIST

Account	Factor	Cost of Service	Residential	Commercial	Industrial	Special Contracts Industrial	Public Authorities	Special Contracts Resals	Private Fire Protection
ε	(2)	(3)	<del>(</del> 3)	(5)	( <u>9</u>	(2)	(8)	(6)	(10)
Customer Accounting Labor	13	51,624	46,461	3,614	243	5	408	'n	883
Misc Expenses	E)	2,531	2,278	177	7	-	ឧ	Ö	₹
Wireless Service	5	26.284	23,656	1,840	124	ĸ	208	m	449
Misc Customer Service	<b>13</b>	626	636	65	4	0	*	0	16
TOTAL CUSTOMER ACCOUNTING EXPENSE	ING EXPENSE	1,701,555	1,523,546	131,717	9,952	386	15,986	194	19,894
ADMINISTRATIVE AND GENER	ENERAL EXPENSES								
	<b>1</b> 5	1,411,122	1,013,327	181.470	47.414	23.848	63,359	48.119	33,585
Pcare Undistributed	<del>5</del> 5	-	٥		0	0	a	0	0
Purchased Power AG	ស៊	35,338	26,094	4,673	1 221	614	1,632	1,239	865
Misc General Exp	\$	533,740	383,279	68,639	17,934	9,020	23,965	18,201	12,703
Other Supplies & Exp AG	15	21,233	15,247	2,731	713	359	963	724	505
Management Fees									
Customer Related	S	738,278	674,712	49,317	2,269	7.4	4,282	74	7,530
Employee Related	ā	151,299	105,425	20,198	5,477	3,026	7,247	6,355	3,571
Weter Quality Related	_	78,579	36,885	13,453	5.658	4,408	6,451	11,653	7
Other	£	2,619,272	1,680,899	336.838	88,008	44,266	117,605	89,317	62,339
Accounting Services	5	41,989	30,152	5,400	1,411	710	1,885	1,432	86
Legal Services	<b>15</b>	150,815	108,300	19,395	5,067	2,549	6,772	5,143	3,589
Other Services	<u>5</u>	120,424	108,382	8,430	566	75	951	12	2,059
Insurance Other	35	132,042	94,820	16,981	4,437	2,232	5,929	4,503	3,143
Ins Gen Liab Oper AG	ŝ.	203,767	146,325	26,204	6.847	444.5	9,149	6,943	4,850
ins Work Comp AG	92	104,327	72,695	13,928	3,777	2,087	4,997	4,382	2,462
Ins Other Oper AG	π <u>.</u>	(98,934)	(34.045)	(12,723)	(3.324)	(1,672)	(4,442)	(3,374)	(2,355)
Vehicle and Other insurance	ĸ :	17,980	12,911	2,312	200	ğ	807	613	428
Injunes & Damages	9		0	0	0	Б	0	0	0
Employee Pension & Benefils	16	2,269,447	1,581,350	302,971	82,154	45,389	108,706	95,317	53,559
Reg Commision Exp	æ	443,504	291,870	66,215	20.667	15,043	26,921	19,425	7,362
Rents AG	5	29,906	21,476	3,846	1,005	505	- 343	1,020	712
Advertising Exp	15	25.647	18,417	3,298	962	433	1,152	475	610
Misc General Expenses	\$	815,922	585,913	104,928	27,415	13,789	36,635	27.823	18,418
Research & Development	5	4,585	3,293	280	154	44	206	156	\$
TOTAL A & G OPERATIONS		9,851,281	7,140,728	1,239,093	320,353	166,529	426,506	339,957	218,115
General Plant Maint AG - Labor	51	556	471	\$	22	<del>=</del>	8	22	\$6
CENERAL PLANT MINITED 15 TOTAL A & G EXPENSE - MAINTENANCE	TENANCE	48.753	35,017	6,355	1 660	824 835	2,189	1,885	1,181
TOTAL A & G EXPENSE		9,900.700	7,176,216	1,245,448	322,014	167,364	428,725	341,642	219,292
						i			
Total Operation & Maintenance Expenses	e Expenses	21,067,504	14,355,432	2,878,913	856,998	517,932	1,091.972	973,043	393,215

OHIO AMERICAN WATER COMPANY WATER OPERATIONS

COST OF	SERVICE FOR T	COST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO CUSTOMER CLASSIFICATIONS	THS ENDING	NG DECEMBER 31,	2011 ALLOCA	TED TO CUSTON	AER CLASSIF	ICATIONS	
Account	Factor	Cost of Service	Residential	Commercial	industrial	Special Contracts Industrial	Public Authorities	Special Contracts Resale	Private Fire Protection
(1)	(2)	(3)	<del>(</del> 4)	(5)	<u>(g)</u>	(e)	(B)	(6)	(01)
DEPRECIATION EXPENSE									
Comprehensive Planning Study	15	102,648	73,712	13,201	3.448	1,735	4,509	3,500	2,443
Struct & Imp SS	61	36.779	19,625	5.914	2,252	1.765	2,836	4,355	77
Struct & Imp P	ųC	70,793	41,039	12,169	4,453	2,641	5,727	4,191	573
Struct & Imp WT	71	254,555	135,831	40,932	15,655	12.219	19,626	30,139	£
Struct & Imp TD	_	¢	9	¢	0	0	Φ	0	0
Struct & Imp Offices	55	93,481	67,129	12,022	3,141	1,580	4,197	3,188	2,225
Struct & Imp Store, Shop, Gar	<b>1</b> 5		0	0	0	0	0	0	0
Struct & Imp General Plant	15		a	0	0	Ö	0	0	۵
Collect & Impounding	-	₹0	C*	-	o	0	٥	-	0
Lake River & Other Intakes	rus.	95,084	50,737	15,290	5,848	4.564	7,331	11,258	S)
Infiltration Galleries & Tunnels	7	417	223	29	26	23	35	64	a
Wells & Springs	P)	43,622	23,277	7,014	2,683	2,094	3,363	5,165	58
Supply Mains	2	10,103	5,391	1,625	621	485	277	1,196	w
Power Generation Equip Other	up	92,823	53,809	15,956	5,839	3,462	7,509	5,495	752
Pump Equip Electric	ø	214,878	124,448	36,903	13,503	8,007	17,367	12,709	1,739
Pump Equip Diesel	UP.	1,952	1,132	336	123	æ	3 <u>5</u>	118	92
Hydraulic Pumping Equipment	45	304	176	25	6	<u>.</u>	52	<b>9</b> 2	7
Pump Equip Other	so	98	325	8	35	51	<del>2</del>	93	ı,
WT Equip Non-Media	2	329,930	176.051	53,053	20,291	15,837	25,438	39,064	138
WT Equip Filter Media	ĊV		Ö	0	0	•	0	0	o
Dist Reservoirs & Standpipe	ĸn	108,577	66,775	19,750	6,569	4,984	9,218	0	1,281
TD Mans	7	841,187	535,331	154,610	52,238	11,945	70,660	0	16,403
Services	9	448,534	358,344	42,644	4,108	223	6,832	223	36,38
Meters	ආ	236,154	186,396	33,935	5,782	638	8,520	808	0
Meter Installations	ලා	61,170	48,281	8,790	1,493	165	2,233	208	0
Meter Installation Other	50		Ď	0	O	0	0	0	0
Hydranis	mê:	70,515	55,848	10,168	1,726	188	2.585	O	٥
Other P/E Intangible	17		0	0	0	0	ø	0	0
Other P/E WT Res Hand Equip	2		0	0	0	O	Đ	0	0
Other P/E TD	٠.	43	27	ဆ	æ	-	4	0	
Other P/E CPS	<b>5</b>		0	٥	0	0	0	a	0
Limited term Utility Plant Leasehold	15	2,864	2,057	368	88	\$	129	85	8

OHIO AMERICAN WATER COMPANY WATER OPERATIONS COST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO CUSTOMER CLASSIFIGATIONS

Account	Factor Ref	Cost of Service	Residential	Commercial	industrial	Special Contracts Industrial	Public Authorities	Special Contracts Resale	s Privale Fire Protection
(1)	(5)	(3)	(4)		(9)	(7)	(8)	(6)	(10)
Office Furndure & Equip	<b>5</b>	8,343	5,991	1,073	280	141	375	284	199
Comp & Periph Equip	15	0	O		0	ø	0	0	0
Other Office Equipment	15	4,204	3,019	541	141	<u>r</u>	189	143	50
Trans Equip	15		0	6	0	a	0	٥	0
Stores Equipment	15	1,440	450,	185	48	75	59	6	ж.
Tools Shop Garage Equip	5	41,176	29,568	5,296	486,1	969	1,849	- C	986
Laboratory Equipment	N	15,172	9008	2,440	933	728	1,170	1,796	on ;
Power Operated Equipment	ž.	6,792	4,877	873	228	115	305	232	162
Сотт Equip Non-Telephone	Ť.	27,506	19,752	3,537	924	465	1,235	939	655
Misc Equipment	ħ	20,930	15,030	2.692	507	75	950	714	498
Amortization of Deferred Depreciation	15	5,607	4,026	721	188	8	252	191	133
Other Tangible Property	15	O	0	o	0	0	٥	0	D
AFUDC	15		o	0	٥	0	٥	0	٥
Control of the Contro		200 300 2	0167350	290 203	52F 734	75 303	205 704	127 560	000 69
		0,540.040	200.11.7	207,200	71.101	200.00	201000	200,131	25,500
Amortization of Requiatory Asset	19	27.618	18.176	4.123	1287	538	1.676	1,210	458
Amort-Lid Term Pit.	2	2864	1,528	461	176	137	221	339	2
Amortization of Intangibles	51	2.333	1,675	300	78	33	502	90	56
The state of the s									
	ç	100 10	***	•	4000		0		
Conty has Assessment red	<u>n</u> o	50E,10	40,74	8.243	C08'7	140,1	3,730	217,2	020'1
Denotify texts	2 4	1000	000,704,	100'03'8	200'DOC	100,1	40,00	46,000	SEC
Osher Toves & Josephon	ā	474 A03	340 680	26,254	90	F10 &	24 304	77, 44	197.11
Core layes of Cicenses	ŭ (	004,414	#00'0#C	91.008	34.0	210.0	105,17	771'01	167'11
Gross Receipts Lax	Đ	1,559,515	1,026,185	232,806	72,684	78,827	94,650	26,298	CS 9,027
Total Taxes, Other Then Income		8,061 991	5,158,007	1,281,317	412,285	200,607	543,762	336,659	119,355
Income Taxes	82	2,834,074	1,772,997	470,740	155,874	73,403	206,037	118,464	36,560
	ç	SEC SOF F	4690	,	C 940 11 10 10 10 10 10 10 10 10 10 10 10 10	20.0	677 664	200 000	06 5.65
Duary Income Available for Return	<u></u>	CCC, DU4.7	4 000,410	1,230,736	407,000	131,623	2,30,442	990'505	79C.CB
Total Cost of Service		42,648,687	28,068,589	6,358,311	1.988,820	1,060,024	2,587,916	1,866,941	708,087
Less; Other Water Revenues									
Late Payment Fee	t	\$ 411.134	370,023	28,779	1,932	82	3,248	4	060,5
NSF Fees	53	15.509	13,958	\$0°;	22	m	123	~	265
Activation Fee	ð	212,358	167,614	30,516	5,182	573	7,751	722	0
Usage Data Readings	<b>7</b>	B, 193	6,753	1,086	146	2	205	7	0
Reconnection Charges	on ·	208,315	164.423	29,935	5.083	295	7,603	708	0
Frozen Meters	ආ	5,165	4,077	742	126	*	183	<b>⇔</b>	
Temporary Service	÷		c	0	0	a	0	0	0
Other	<u>0</u>	2,996	1,972	447	140	75	182	131	S
Total Other Water Revenues		863,670	728,818	92,591	12,581	1,311	19,300	1,623	7,345
Total Cast of Service Related to									
Sales of Water		\$ 41785017	\$ 27,339,771	\$ 6.275.720	£ 1 678 138	4 1 058 713	€ 2 528 S18		4 700 740
		The state of the s			1,010,144	1,000,113	2,000,000	1000001	2007

#### FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS

#### FACTOR 1 and 1A. ALLOCATION OF COSTS WHICH VARY WITH THE AMOUNT OF WATER CONSUMED.

Factors are based on the pro-formal test year average daily consumption for each customer classification. Factor 1 includes Special Contracts - Resale, and Factor 1A excludes Special Contracts - Resale.

Customer Classification	Average Daily Consumption, CCF	Factor 1 Allocation Factor	Factor 1A Allocation Factor
(1)	(2)	(3)	(4)
Residential*	7,740.9	0.4694	0.5510
Commercial *	2,824.5	0.1712	0.2011
Industrial	1,188.2	0.0720	0.0846
Special Contracts - Industrial	925.0	0.0561	0.0658
Other Public Authority	1,354.8	0.0821	0.0964
Special Contracts - Resale	2,446.7	0.1483	0,0000
Private Fire Protection	15.0	0.0009	0.0011
Total	16,495.1	1.0000	1.0000

# FACTOR 2. ALLOCATION OF COSTS ASSOCIATED WITH FACILITIES SERVING BASE AND MAXIMUM DAY EXTRA CAPACITY FUNCTIONS.

Factors are based on the weighting of the factors for average daily consumption (Factor 1) and the factors derived from maximum day extra capacity demand for each customer classification, as follows:

		ge Daily Imption	Maxim Extra (		
Customer Classification	Allocation Factor 1	Weighted Factor	Allocation Factor	Weighted Factor	Allocation Factor
(1)	(2)	(3)=(2)x 0.7143	(4)	(5)=(4)x 0.2857	(6)=(3)+(5)
Residential	0.4694	0.3354	0.6935	0.1982	0.5336
Commercial	0.1712	0.1223	0.1349	0.0385	0.1608
Industrial	0.0720	0.0514	0.0355	0.0101	0.0615
Special Contracts - Industrial	0.0561	0.0401	0.0276	0.0079	0.0480
Other Public Authority	0.0821	0.0586	0.0647	0.0185	0.0771
Special Contracts - Resale	0 1483	0.1059	0.0438	0.0125	0.1184
Private Fire Protection	0.0009	0.0006			0.0006
Total	1.0000	0.7143	1 0000	0.2857	1.0000

The derivation of the maximum day extra capacity factors in column 4 and the basis for the column 3 and 5 weightings are presented on the following page.

<sup>\*</sup> Includes estimated usage for unmetered customers.

#### FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

FACTOR 2. ALLOCATION OF COSTS ASSOCIATED WITH FACILITIES SERVING BASE AND MAXIMUM DAY EXTRA CAPACITY FUNCTIONS, cont.

	Maximum Day Ex					
	Average Daily	Rate of Flow,				
Customer	Consumption,		CCF	Allocation		
Classification	CCF	Factor*	Per Day	Factor		
(1)	(2)	(3)	(4)=(2)×(3)	(5)		
Residential	7,740.9	1.5	11,611.3	0.6935		
Commercial	2,824.5	0.8	2,259.6	0.1349		
Industrial	1,188.2	0.5	594.1	0.0355		
Special Contracts - Industrial	925.0	0.5	462.5	0.0276		
Other Public Authority	1,354.8	0.8	1,083.8	0.0647		
Special Contracts - Sales for Resale	2,446.7	0.3	734.0	0.0438		
Total	16,480.1		16,745.3	1.0000		

The weighting of the factors is based on the maximum day ratio of 1.40, based on a review of maximum day ratios experienced during the period 2002 through 2010.

	Maximum Day	
	Ratio	Weight
Average Day Maximum Day	1.00	0.7143
Extra Capacity	0.40	0.2857
Total	1.40	1.0000

<sup>\*</sup> Ratio of maximum day to average day minus 1.0.

FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

FACTOR 3. ALLOCATION OF COSTS ASSOCIATED WITH FACILITIES SERVING BASE, MAXIMUM DAY EXTRA CAPACITY AND FIRE PROTECTION FUNCTIONS. Factors are based on the weighting of the average daily consumption, the maximum day extra capacity demand, and the fire protection demand for each customer classification.

	Average Daily	e Daily	Maxim	Maximum Day			
	Consumption	mption	Extra Capacity	apacity	Fire Protection	otection	
Customer	Allocation	hted	Allocation	hted	Allocation	Weighted	Allocation
Classification	Factor		Factor	Factor	Factor	Factor	Factor
(1)	(2)	(3)=(2) X	(4)	(5)=(4) X	(9)	(7)=(5) X	(8)=(3)+(5)+(7)
				_		0.0483	
Residential	0.5510	0.3747	0.7252	0,1971	0.6867	0.0333	0.6051
Commercial	0.2011	0.1367	0.1411	0.0384	0.1250	0.0060	0,1811
Industrial	0.0846	0,0575	0.0371	0.0101	0.0212	0.0010	0.0686
Special Contracts - Industrial	0.0658	0.0447	0.0289	0.0079	0.0023	0.0001	0.0527
Other Public Authority	0.0964	0.0655	0.0677	0.0184	0.0318	0.0015	0.0854
Private Fire Protection	0.0011	0.0007			0.1330	0.0064	0.0071
Total	1.0000	0.6798	1.0000	0.2719	1.0000	0.0483	1.0000

Schedule C

# OHIO AMERICAN WATER COMPANY WATER OPERATIONS

FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

FACTOR 3. ALLOCATION OF COSTS ASSOCIATED WITH FACILITIES SERVING BASE, MAXIMUM DAY EXTRA CAPACITY AND FIRE PROTECTION FUNCTIONS, cont.

The weighting of the factors is based on the potential demand of general and fire protection service. The bases for the potential demand of general service are the maximum day ratio of 1.40 and the average daily system sendout for 2010 of 16.896 MGD. The system demand for fire protection is 5000 Gallons per minute for 4 hours.

	Ratio	Rate of Flow, (GPD)	Weight
Average Day Maximum Day	1.00	16,896,413	0.6798
Extra Capacity	0.40	6,758,565	0.2719
Subtotal	1.40	23,654,978	0.9517
Fire Protection		1,200,000	0.0483
Total		24,854,978	1.0000

The public and private fire protection allocation factors in column 6 on the previous page are based on the relative potential demands (see Schedule D).

FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

FACTOR 4. ALLOCATION OF COSTS ASSOCIATED WITH FACILITIES SERVING BASE AND MAXIMUM HOUR EXTRA CAPACITY FUNCTIONS.

Factors are based on the weighting of the average daily consumption, the maximum day extra capacity demand, and the fire protection demand for each customer classification.

	5 L	)÷(8)		0.6477	0.1847	0.0597	0.0004	0.0836	0.0239	1.0000		
:	Allocation Factor	(9)=(4)+(6)+(8)		Ö	0	Ö	Ó	0	Ö			
ction	Weighted Factor	(8)=(7) X	0.1756	0.1205	0.0220	0.0037	0.0004	0.0056	0.0234	0.1756		
Fire Protection	Allocation Factor	ı		0.6867	0.1250	0.0212	0.0023	0.0318	0.1330	1.0000		
apacity	Weighted Factor	(6)=(5) X	0.4122	0.2840	0.0740	0.0187	0.0000	0.0355		0.4122		
Extra Capacity	Allocation Factor	(5)		0.6890	0.1796	0.0453	0.0000	0.0861		1.0000	SÇG	
nption	Weighted	(4)=(3) X	0.4122	0.2432	0.0887	0.0373	0.000	0.0425	0.0005	0.4122	d on the next pa	
Average Hourly Consumption	Allocation Factor	(3)		0.5899	0.2152	0.0905	0.0000	0.1032	0.0012	1.0000	are determine	
Average	COF	(2)		322.54	117.69	49,51	00'0	56.45	0.63	546.82	ictors in column 5	
	Classification	(1)		Residential	Commercial	Industrial	Special Contracts - Industrial	Other Public Authority	Private Fire Protection	Total	The maximum hour extra capacity factors in column 5 are determined on the next page.	

FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

FACTOR 4. ALLOCATION OF COSTS ASSOCIATED WITH FACILITIES SERVING BASE AND MAXIMUM HOUR EXTRA CAPACITY FUNCTIONS, cont.

The weighting of the factors is based on the potential demand of general and fire protection service. The bases for the potential demand of general service are the maximum hour ratio of 2.00 and the average daily system sendout for 2010 of 16.896 MGD. The system demand for fire protection is 5000 gallons per minute.

		Rate of Flow,	
	Ratio	(GPM)	Weight
Average Hour Maximum Hour	1.00	11,734	0.4122
Extra Capacity	1.00	11,734	0.4122
Subtotal	2.00	23,468	0.8244
Fire Protection		5,000	0.1756
Total		28,468	1.0000

The maximum hour extra capacity factors in column 5 of the previous page are determined as follows:

	Average Hourly	Maxin	num Hour Extra Cap	pacity
Customer Classification	Consumption CCF	Factor*	CCF Per Hour	Allocation Factor
(1)	(2)	(3)	(4)=(2)x(3)	(5)
Residential	322.54	3.5	1,128.89	0.6890
Commercial	117.69	2.5	294.23	0.1796
Industrial	49.51	1.5	74.27	0.0453
Special Contracts - Industrial	0.00	1.5	0.00	0.0000
Other Public Authority	56.45	2.5	141.13	0.0861
Total	546.19		1,638.52	1.0000

<sup>\*</sup> Ratio of Maximum Hour To Average Hour Minus 1.0.

The public and private fire protection allocation factors in column 7 on the previous page are based on the relative potential demands (see Schedule D).

FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

FACTOR 5. ALLOCATION OF COSTS ASSOCIATED WITH STORAGE FACILITIES.

Factors are based on the weighting of the average hourly consumption, the maximum hour extra capacity demand, and the fire protection demand for each customer classification.

Customer	Averag	Average Hourly Consumption Allocation Weig	mption Weighted	Maximu Extra C Allocation	Maximum Hour Extra Capacity ation Weighted	Fire Pr	Fire Protection	Allocation
	CCF	Factor	Factor	Factor	Factor	Factor	Factor	Factor
	(2)	(3)	(4)=(3) X 0.4575	(5)	(6)=(5) X 0.4576	(7)	(8)=(7) X 0.0849	(9)=(4)+(6)+(8)
	322.5	0.5511	0.2521	0.6655	0.3046	0.6867	0.0583	0.6150
	117.7	0.2011	0.0920	0.1734	0.0793	0.1250	0.0106	0.1819
	49.5	0.0846	0.0387	0.0438	0.0200	0.0212	0.0018	0.0605
Special Contracts - Industrial	38.5	0.0658	0.0301	0,0341	0.0156	0.0023	0.0002	0.0459
Other Public Authority	56.4	0.0964	0.0441	0.0832	0.0381	0.0318	0.0027	0.0849
Private Fire Protection	9.0	0.0010	0.0005			0,1330	0.0113	0.0118
	585.2	1,0000	0.4575	1,0000	0.4576	1.0000	0.0849	1,0000

The weighting of the factors is based on the ratio of the capacity required for a 4 hour demand of fire flow, as related to total storage capacity. The calculation is shown on the following page.

FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

### FACTOR 5 ALLOCATION OF COSTS ASSOCIATED WITH STORAGE FACILITIES, cont.

The weighting of the factors is based on the ratio of the capacity required for a 4 hour demand of fire flow, as related to total storage capacity.

Fire Protection Weight 5,000 GPM X 60 Min X 4 Hrs. = 0.0849

14,128,500 Gallons = 0.9151

The weighting of the average hourly consumption and maximum hour extra demand for general service is based on the maximum hour ratio, as follows:

	Maximum Hour Ratio	Percent	Weight
Average Hour	1.00	50,00	0.4575
Extra Capacity Maximum Hour	1.00	50.00	0.4576
Total	2.00	100.00	0.9151

	Average Hourly	Ma	ximum Hour Extra Capac	city
Customer	Consumption		CCF	Allocation
Classification	CCF	Factor*	Per Hour	Factor
(1)	(2)	(3)	$(4)=(2)\times(3)$	(5)
Residential	322.54	3.5	1,128.88	0.6655
Commercial	117.69	2.5	294.22	0.1734
Industrial	49.51	1 5	74.26	0 0438
Special Contracts - Industrial	38.54	1.5	57.81	0.0341
Other Public Authority	56.45	2.5	141 12	0 0832
Total	584.73		1,696.29	1 0000

<sup>\*</sup> Ratio of Maximum Hour To Average Hour Minus 1.0.

Schedule C

# OHIO AMERICAN WATER COMPANY WATER OPERATIONS

### FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

# FACTOR 6. ALLOCATION OF COSTS ASSOCIATED WITH POWER AND PUMPING FACILITIES.

Factors are based on the weighting of the maximum daily consumption, Factor 2, the maximum daily consumption with fire, Factor 3, and the maximum hour consumption, Factor 4, for each customer classification, as follows:

		um Daily umption		ım Daily ion w/ Fire		m Hourly Imption	
Customer Classification (1)	Allocation Factor 2 (2)	Weighted Factor (3)=(2)X 0.5000	Allocation Factor 3 (4)	Weighted Factor (5)=(4)X 0.2500	Allocation Factor 4 (6)	Weighted Factor (7)=(6)X 0.2500	Allocation Factor (8)=(3)+ (5)+(7)
Residential Commercial	0.5336 0.1608	0.2667 0.0804	0 6051 0.1811	0.1511 0.0453	0.6477 0.1847	0.1619 0.0462	0.5797 0.1719
Industrial Special Contracts - Industrial	0.0615 0.0480	0.0308 0.0240	0.0686 0.0527	0.0172 0.0132	0.0597 0.0004	0. <b>0149</b> 0.0001	0.0629 0.0373
Other Public Authority Special Contracts - Sales for Resale	0.0771 0.1184	0.0386 0.0592	0.0854 0.0000	0.0214 0.0000	0.0836	0.0209	0.0809 0.0592
Private Fire Protection  Total	1.0000	0.0003	1.0000	0.0018	1,0000	0.0060	1.0000

The weighting of the factors is based on the estimated percentage of pumps associated with maximum day facilities, maximum day and fire facilities, and maximum hour facilities, as follows:

	Weight
Associated with Maximum Day	0.5000
Associated with Maximum Day and Fire	0.2500
Associated with Maximum Hour	0.2500
Total	1.0000

### FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

### FACTOR 7, ALLOCATION OF COSTS ASSOCIATED WITH TRANSMISSION AND DISTRIBUTION MAINS.

Factors are based on the weighting of the maximum daily consumption with fire, Factor 3, and the maximum hour consumption, Factor 4, for each customer classification, as follows:

		um Daily tion w/ Fire		m Hourly Imption	
Customer Classification (1)	Allocation Factor 3 (2)	Weighted Factor (3)=(2)X 0.2638	Allocation Factor 4 (4)	Weighted Factor (5)=(4)X 0.7362	Allocation Factor (6)=(3)+(5)
Residential Commercial	0.6051 0.1811	0.1596 0.0478	0.6477 0.1847	0.4768 0.1360	0.6364 0.1838
Industrial Special Contracts - Industrial	0.0686 0.0527	0.0181 0.0139	0.0597 0.0004	0.0440 0.0003	0.0621 0.0142
Other Public Authority Private Fire Protection	0.0854	0.0225	0.0836	0.0615 0.0176	0.0840
Total	1.0000	0.2638	1.0000	0.7362	1.0000

The weighting of the factors is based on the total footage of mains, designated as either transmission mains or distribution mains, as follows:

	Total Footage of Mains	Weight
Transmission Mains	946,163	0.2638
Distribution Mains	2,639,878	0.7362
Total	3,586,041	1.0000

# FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

### FACTOR 8, ALLOCATION OF COSTS ASSOCIATED WITH FIRE HYDRANTS.

Factors are based on the relative capacity of meters by size and customer classification, as developed on the following page and summarized below, with the exception of Special Contracts - Resale.

Customer	5/8"	Allocation
Classification	Equivalents	Factor
(1)	(2)	(3)
Residential	47,054	0.7920
Commercial	8,567	0.1442
Industrial	1,454	0.0245
Special Contracts - Industrial	158	0.0027
Other Public Authority	2,178	0.0367
Total	59,411	1.0000

# FACTOR 9. ALLOCATION OF COSTS ASSOCIATED WITH METERS.

Factors are based on the relative capacity of meters by size and customer classification, as developed on the following page and summarized below.

Customer	5/8"	Allocation
Classification	Equivalents	Factor
(1)	(2)	(3)
Residential	47,054	0.7893
Commercial	8,567	0.1437
Industrial	1,454	0.0244
Special Contracts - Industrial	158	0.0027
Other Public Authority	2,178	0.0365
Special Contracts - Sales for Resale	200	0.0034
Private Fire	0	0.0000
Total	59,611	1.0000

OHIO AMERICAN WATER COMPANY WATER OPERATIONS

BASIS FOR ALLOCATING METER COSTS TO CUSTOMER CLASSIFICATIONS

		Resi	Residential	Comr	Commercial	Indu	Industriei	Special Contr	Special Contracts - Industrial		Other Public Authority	Special Contracts - Sales for Resalk	Sales for Resalt	Ĕ	Total
Maler	5/8,	Number of		Number of		Number of		Number of	İ	įz		Number of		Number of	
Size	Equivalent	Meters	Weighting	Meters	Weighting	Meters	Weighting	Meters	Weighting	Meters	Weighting	Moters	Weighting	Meters	Weighting
ε		Ĉ.	(4)=(2)X(3)	(g)	(6)=(2)X(5)	6	(8)=(2)X(7)	(8)	(10)=(2)X(9)	(11)	(12)#(2)X(11)	(13)	(14)=(2)X(13)	(15)	(16)
5/8	10	46,520	46,520	2.291	2,291	28	28		0	70	70	O	0	48,908	48,909
3.4	<u></u>	7.7	108	43	7.	-	54		0	2	15	D	0	132	199
_	2.5	126	315	493	1.233	22	30		٥	4	8	0	0	681	1,703
1-1/2	S.	=	\$2 \$2	171	888	10	25		Ö	5	*	0	0	217	1,085
63	80	٠	36	393	3.14	73	584	~	83	121	968	0	0	585	4,760
e.	15.0	0	0	82	390	4	90		o	12	180	٥	0	42	630
*	250	٥	•	10	520	5	375	2	9 <del>5</del>	24	009	O		Š	1,275
و	20 0	0	<b>•</b>	φ	300	æ	300	7	001	m	<del>2</del>	4	200	21	1.050
æ	0.08	0	0	0	0	0	0		0		0	0	0	Ü	٥
Total		46.736	47,054	3,445	8 567	159	1,454	S	158	298	2,178	4	200	50.648	59,611

# FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

### FACTOR 10. ALLOCATION OF COSTS ASSOCIATED WITH SERVICES.

Factors are based on the relative capacity of services by size and customer classification, as developed on the following page and summarized below.

Customer	3/4"	Allocation
Classification	Equivalents	Factor
(1)	(2)	(3)
Residential	46,902	0.8025
Commercial	5,581	0.0955
Industrial	536	0.0092
Special Contracts - Industrial	31	0.0005
Other Public Authority	894	0.0153
Special Contracts - Sales for Resale	32	0.0005
Private Fire Protection	4,472	0.0765
Total	58,448	1.0000

OHIO AMERICAN WATER COMPANY

BASIS FOR ALLOCATING SERVICE COSTS TO CUSTOMER CLASSIFICATIONS

Weighting (18) 1,362 253 58.448 1,7 Tolal Number of 51,173 Private Fire Protection

Number of

Services Weighting

(15) (18)=(2)X(15) Weighting (16)=(2)X(15) 1,744 33 525 Special Contracts - Sales for Resalt Weighting (14)\*(2)X(13) Number of Services (13) Weighting (12)=(2)X(11) Other Public Authority Special Contracts - Industrial Weighting (10)=(2)X(9) Services (9) Services (7) Number of 159 Weighting (6)=(2)X(5) 6 46.802 46,592 252 Residential 46,738 Services (3) 2.70 8 8 5 30 Total 800 10.70 13.38 18.00 1.1/2

FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

FACTOR 11. ALLOCATION OF TRANSMISSION AND DISTRIBUTION OPERATION SUPERVISION AND ENGINEERING AND MISCELLANEOUS EXPENSES.

Factors are based on transmission and distribution operation expenses other than those being allocated, as follows:

	Transmission & Distribution	
Customer	Operating	Allocation
Classification	Expenses	Factor
(1)	(2)	(3)
Residential	\$ 503,529	0.7790
Commercial	76,268	0.1180
Industrial	12,509	0.0194
Special Contracts - Industrial	1,751	0.0027
Other Public Authority	18,642	0.0288
Special Contracts - Sales for Resale	739	0.0011
Private Fire Protection	32,933	0.0510
Total	646,371	1.0000

FACTOR 12. ALLOCATION OF TRANSMISSION AND DISTRIBUTION MAINTENANCE SUPERVISION AND ENGINEERING, STRUCTURES AND IMPROVEMENTS, AND OTHER EXPENSES.

Factors are based on transmission and distribution maintenance expenses other than those being allocated, as follows:

	Transmission	
	& Distribution	
Customer	Maintenance	Allocation
Classification	Expenses	Factor
(1)	(2)	(3)
Residential	\$ 368,753	0.7266
Commercial	71,405	0.1408
Industrial	17,603	0.0347
Special Contracts - Industrial	3,499	0.0069
Other Public Authority	24,651	0.0486
Special Contracts - Sales for Resale	129	0.0003
Private Fire Protection	21,361	0.0421
Total	\$507,400	1.0000

FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

### FACTOR 13. ALLOCATION OF BILLING AND COLLECTING COSTS.

Factors are based on the total number of bills

Customer	Total	Allocation
Classification	Bills	Factor
(1)	(2)	(3)
Residential (includes unmetered customers)	331,491	0.9000
Commercial (included unmetered customers)	25,784	0.0700
Industrial	1,778	0.0047
Special Contracts Industrial	48	0.0002
Other Public Authority	2,908	0.0079
Special Contracts - Sales for Resale	48	0.0001
Private Fire Protection	6,294	0.0171
Total	368,352	1.0000

# FACTOR 14. ALLOCATION OF METER READING COSTS.

Factors are based on the annual man-days required to read meters.

Customer	Number of	Allocation
Classification	Annual Man-days	Factor
(1)	(2)	(3)
Residential	1,055.0	0.8243
Commercial	169.8	0.1325
Industrial	22.8	0.0178
Special Contracts - Industrial	0.3	0.0002
Other Public Authority	32.0	0.0250
Special Contracts - Resale	0.3	0.0002
Total	1,280	1.0000

FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

FACTOR 15. ALLOCATION OF ADMINISTRATIVE AND GENERAL EXPENSES AND CASH WORKING CAPITAL.

Factors are based on the allocation of all other operation and maintenance expenses excluding purchased water, power, chemicals and waste disposal.

	Operation &	
Customer	Maintenance	Allocation
Classification	Expenses	Factor
(1)	(2)	(3)
Residential	\$5,130,199	0.7181
Commercial	918,455	0.1286
Industrial	240,133	0.0336
Special Contracts - Industrial	120,895	0.0169
Other Public Authority	320,420	0.0449
Special Contracts - Sales for Resale	243,342	0.0341
Private Fire Protection	170,348	0.0238
Total	\$7,143,791	1.0000

FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

### FACTOR 16. ALLOCATION OF LABOR RELATED TAXES AND BENEFITS.

Factors are based on the allocation of direct labor expense.

Customer	Direct Labor	Allocation
Classification	Expense	Factor
(1)	(2)	(3)
Residential	\$3,481,053	0.6968
Commercial	667,178	0.1335
Industrial	180,879	0.0362
Special Contracts - Industrial	99,917	0.0200
Other Public Authority	239,402	0.0479
Special Contracts - Sales for Resale	209,602	0.0420
Private Fire Protection	118,117	0.0236
Total	\$4,996,147_	1.0000

# FACTOR 17. ALLOCATION OF ORGANIZATION, FRANCHISES AND CONSENTS, MISCELLANEOUS INTANGIBLE PLANT AND OTHER RATE BASE ELEMENTS.

Factors are based on the allocation of the original cost less depreciation other than those items being allocated, as follows:

	Original	
Customer	Cost Less	Allocation
Classification	Depreciation	Factor
(1)	(2)	(3)
Residential	\$55,395,567	0.6253
Commercial	14,729,730	0.1664
Industrial	4,874,674	0.0550
Special Contracts - Industrial	2,315,265	0.0261
Other Public Authority	6,452,735	0.0729
Special Contracts - Sales for Resale	3,666,309	0.0414
Private Fire Protection	1,140,920	0.0129
Total	\$88,575,199	1.0000

# FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

### FACTOR 18. ALLOCATION OF INCOME TAXES AND INCOME AVAILABLE FOR RETURN.

Factors are based on the allocation of the original cost measure of value rate base as shown on the following pages and summarized below.

	Original	
Customer	Cost Measure	Allocation
Classification	of Value	Factor
(1)	(2)	(3)
Residential	\$51,659,296	0.6256
Commercial	13,713,294	0.1661
Industrial	4,537,266	0.0550
Special Contracts - Industrial	2,142,036	0.0259
Other Public Authority	6,001,935	0.0727
Special Contracts - Sales for Resale	3,448,546	0.0418
Private Fire Protection	1,065,691	0.0129
Total	\$82,568,064	1.0000

# FACTOR 19. ALLOCATION OF REGULATORY COMMISSION EXPENSES, ASSESSMENTS AND OTHER WATER REVENUES.

The factors are based on the allocation of the total cost of service, excluding those items being allocated.

Customer	Total Cost	Allocation
Classification	of Service	Factor
(1)	(2)	(3)
Residential	\$26,709,793	0.6581
Commercial	6,060,047	0.1493
Industrial	1,892,603	0.0466
Special Contracts - Industrial	1,008,612	0.0249
Other Public Authority	2,462,587	0.0607
Special Contracts - Sales for Resale	1,776,506	0.0438
Private Fire Protection	673,813	0.0166
Total	\$40,583,961	1.0000

OHIO AMERICAN WATER COMPANY WATER OPERATIONS OST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALL OCATED TO CUSTOMER CLASSIFIC

Commercial   Com	Febre		COST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO COSTOMER CLASSIFICATIONS						1		
17   18   177   18   18	17   18   17   18   17   18   17   18   17   18   18	Account	Refor	Cost of Service	Residential	Commercial	Industrial	Special Contracts Industrial	Public Authorities	Special Contracts Resale	
17   11   12   177   12   177   12   177   12   177   12   177   12   177   12   177   12   177   17   1	17   11   12   127   264   5   60 (009   3   21   291   5   7 (137   5   3   20   20   20   20   20   20   20	£	(2)	(3)	(4)	(5)	(9)	(7)	(8)	(6)	(10)
1	1	RATE BASE	,			•	,	!			•
17   37, 514   20, 215   20, 20, 20   20, 20	1	Uganzauon Eroochupe		427.354	60.003 80.003	162,12 \$	7.037	0.000 0.000 0.000	925.9		1,651
Color   Colo	Signature   17   2356 61   1973 61	Miscellaneous		48 478	30,312	8,066	2,665	1 265	3.534	2 007	525
2         3366 12         19.386         19.384         9.05 5.208         17.213         27.648         42.840           2         36.67 20         30.44 5         30.44 5         32.14         1.95 6         55.93         10.05         10.05           1         40.04 1024         30.44 5         22.44 5         22.44 5         25.24 6         10.05         10.05         10.05           1         40.04 1024         30.44 6         20.44 6         20.44 6         20.44 6         10.05         10.0	2         336612         191336         5056         2006         17213         27649         42440           2         366672         191336         5057         3314         1966         2016         4086         10006           2         4777         46274         5057         3214         4086         6536         10006           15         40404         3077         4648         22443         4086         6536         10006           15         40404         3077         4648         22443         4086         6536         10006           16         40404         3077         4648         4056         10006         10006           16         40746         4077         4048         40507         4457         4069         40007           16         40746         4077         4074         4074         4074         40006         40007           16         40746         4077         4074         4074         40006         40006         40006         40006           17         40746         4074         4074         4074         40006         40006         40006         40006         40006         40006 <td>Comprehensive Planning Study</td> <td><b>~</b></td> <td>372,591</td> <td>232.981</td> <td>61,999</td> <td>20,493</td> <td>9.725</td> <td>27,162</td> <td>15,425</td> <td>4,806</td>	Comprehensive Planning Study	<b>~</b>	372,591	232.981	61,999	20,493	9.725	27,162	15,425	4,806
6         65 660         50 544         50 57         3 314         1965         4,005         3 314           7         7 1774         20 20 1         64 455         2,248         6,057         6,058         100 0           15         40 024         20 20 1         64 455         2,248         6,058         10,059         10,059         10,059           15         40 024         20 442         18,050         10,057         10,057         10,059         10	E	Land & Ld Rights SS	2	358,612	191,358	57,865	22,055	17,213	27,649	42,460	215
1	1	Land & Ld Rights P	ឆ	52,690	30 544	4,057	3,314	1.965	4.263	3,119	427
7   45,000   50,000	7	Land & Ld Rights WT	C+ 1	84,767	45.232	13,631	5,213	690'4	6,536	10,036	5.
1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,	1, 2, 3, 4, 4, 4, 5, 5, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4,	Land & Ld Rights TD	r- !	361,724	230,201	56,485	22,463	5,136	30,385	0 1	¥50'2
Color	Color	Land & Land Rights AG Sinve & Imp SS	ņ.	41,034	29,466	5,277	1,379	693	1,842	1,399	776
1, 2   1, 2, 1, 2, 1, 2, 2, 3, 4, 5, 2, 2, 3, 3, 5, 1, 2, 3, 3, 5, 1, 3, 3, 3, 3, 4, 1, 2, 4, 3, 4,	Care	South & Figure	4 66	074,608	524,104 638,805	50 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	50,461	402.14	220,01 270,01	764.01.	2 290
154   15   154   156   156   157   157   157   158	15	Struct & Imp WF	9 (4	5.748.954	3.067.642	924 432	353.551	276.950	443.244	680 676	3.449
1	1	Slruce & Imp TD	۲.	129.197	82,221	23,746	8.023	2000 to 1000 t	10.853	0	2.519
1	1	Struct & Imp Store Shop.Gar	č	3,119,306	2,239,974	401.143	104.809	52.716	140,057	106.368	74.239
1	1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,	Limited Term Utility Plant	ŧ.	144,426	103,713	18,573	4,653	2,441	6,485	4,925	3,437
1,000   1,00	125.502   128.802	Collect & Impounding	-	167	79	65	₽	¢Þ.	14	<b>52</b>	O
1,141,127   1,151,129   1,15	1, 14, 127   608,984   14, 104   1, 157   1, 128   1, 1564   1,	Lake, River & Other Intakes	2	1,288,025	687.290	207,114	79,214	61,825	105,98	152,502	773
2         3,141,227         66,864         3,473         67,847         67,847         183,103         17,214         67,847         183,103 </td <td>  Colorer   Colo</td> <td>Infitration Gallenes &amp; Tunnels</td> <td>21</td> <td>25,522</td> <td>13,619</td> <td>4. 2</td> <td>1,570</td> <td>1,225</td> <td>1,968</td> <td>3,022</td> <td><b>5</b>0</td>	Colorer   Colo	Infitration Gallenes & Tunnels	21	25,522	13,619	4. 2	1,570	1,225	1,968	3,022	<b>5</b> 0
OPTIME         2         2387,528         1988,1020         57,524         170,332         27,104         42,452         170,348           6         4,103,480         2,2884,43         877,280         32,1010         180,302         27,103         27,103         27,104         180,303         42,442         170,348         18,287         300,127         170,348         300,127         170,348         300,127         170,348         300,127         180,349         170,348         300,127         180,349         170,348         300,127         180,349         170,348         300,127         180,349         170,348         300,127         180,349         170,348         300,127         180,349         170,349         170,349         170,349         170,349         170,349         170,349         170,349         170,349         170,349         170,349         170,349         170,349         170,349         170,349         170,449	OPINE         2         2,837,825         1,634         2,817,826         1,732,0         227,722         1,742,1         227,722         1,742,1         1,721,0         1,72	Wells & Springs	<b>(1)</b>	1,141,227	608,959	183,509	70,185	54,779	87,989	135,121	695
6 6 6,103,400 2,900,400 877,201 107,300 107,30	Column   C	Supply Mains Power Generation Foun Other	N G	358,546	191,320	57,654 54,754	22,051	17,210	27,54	42,452	215
6         44.387         25,731         7,630         2,792         1,666         3,591         2,828           6         19,825         5,696         1,689         1,789         1,789         1,699         1,432         2,889         1,432 <td>6         44,387         25,731         7,690         2,792         1,666         3,591         2,522           6         44,387         25,731         7,690         2,792         1,666         3,591         2,523           6         44,387         15,696         3,596         1,689         1,588         1,586         1,586           7         41,71,487         2,586,462         3,596         1,687         706,203         1,143,477         1,741,981           7         3,1746,147         2,546,462         2,567,59         1,971         1,473         3,413,99         1,431,434         1,414,824         1,414</td> <td>Pump Equip Electric</td> <td>, eo</td> <td>6 103 490</td> <td>2 958 493</td> <td>877.290</td> <td>321.010</td> <td>190,362</td> <td>412.872</td> <td>170,048 400,197</td> <td>41.33B</td>	6         44,387         25,731         7,690         2,792         1,666         3,591         2,522           6         44,387         25,731         7,690         2,792         1,666         3,591         2,523           6         44,387         15,696         3,596         1,689         1,588         1,586         1,586           7         41,71,487         2,586,462         3,596         1,687         706,203         1,143,477         1,741,981           7         3,1746,147         2,546,462         2,567,59         1,971         1,473         3,413,99         1,431,434         1,414,824         1,414	Pump Equip Electric	, eo	6 103 490	2 958 493	877.290	321.010	190,362	412.872	170,048 400,197	41.33B
6   9 825   1,896   1,889   1,228   7,958   1,136	6   9 882   5 666   1689   1228   736   1580   1145   1156   11	Pump Equip Diesel	40	44,387	25,731	7,630	2,792	1,656	3,591	2.628	360
6         19224         11,318         3.356         1,228         728         1,158         1,148         1,148         1,148         2,285,785         2,285,785         1,148	6         11,318         3.36         1,228         772         1,560         1,146           9         4,171,487         2,565,665         2,385,735         191,471         1,540         1,141,981           10         2,863,588         2,286,305         2,22,375         191,471         2,344,587         0           10         2,863,588         2,286,305         2,263,565         1,471         2,846,676         0           9         4,174,824         3,274,1831         257,305         2,735         14,310         1,432           10         2,863,588         2,284,300         2,24,1831         2,205,400         35,465         4,3813         1,432           1         1,446,700         1,148,185         2,200,400         35,465         3,365         4,3813         1,432           1         1,446,700         1,148,185         2,200,400         35,465         3,3097         4,382           1         1,446,700         1,148,185         2,200,400         35,465         3,3097         4,382           1         1,446,700         1,148,185         2,200,400         35,465         3,3097         4,382           1         1,446,300         1,446,300         1,446,300	Pump Equip Hydraulic	9	9,825	5,696	1,689	618	366	795	582	8
2         41772,678         7,68,739         904,830         7,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,747,881         1,447,871         1,447,872         1,447,872         1,438,467         1,438,478         1,438,478         1,438,478         1,438,478         1,438,478         1,438,478         1,438,488	2         14,712,678         7,560,665         2,365,799         994,850         134,347         1,741,881         9,451,699         1,432         1,432         1,471,881         0         <	Pump Equip Other	sp ·	19,524	11,318	3,356	1,228	728	1,580	1,156	158
ppe         3         471,442         2         252,375         191,471         354,159         0           7         3,471,442         2         253,475         2525,375         1432         478,159         0           9         4,14,824         3,247,831         253,300         273,473         26,345         1432         43,819         1432           9         4,14,824         3,247,831         259,300         273,473         26,345         1432         43,819         1432           9         1,444,700         1,421,95         26,345         421,753         71,78         107,223         0           1         1,444,700         1,432         43,813         1,432         43,846         0           1         1,444,700         1,432         43,813         1,432         43,846         0         0           1         1,444,700         1,434         4,714         1,734         4,909         7,778         107,233         4,906           15         1,466,399         1,367         1,249         1,744         1,774         1,778         1,724         1,778         1,778         1,778         1,778         1,778         1,778         1,778         1,7	ppe         3         4171,422         2.555,425         7191,471         354,159         0           7         3,174,147         2.555,425         725,375         2.253,75         191,471         354,159         0           9         4,14,824         2.289,030         273,473         2.65,465         357,671         1,432         4,1432           9         1,446,700         1,146,195         209,646         35,309         4,1432         4,1432           7         1,146,700         1,146,195         20,040         1,146         4,1432         4,1432           1         1         1,146         4,14,146         4,14,146         4,14,146         4,14,146         4,14,146         4,14,146         4,14,146         4,14,146         4,14,146         4,14,146         4,14,146         4,14,146         4,14,146         4,14,146         4,144	WT Equip Non-Media	61 1	14,712,678	7.650,685	2,365,799	904 830	706,209	1,134,347	1,741,981	8,828
1	1	Ust Reservoirs & Standoipe	1 0	4,171,482	2,565,462	758.793	252,375	191,471	354,159	0	49,223
9 4,148,24 3,247,831 591,340 100,402 11,110 150,191 13,990 1444,224 3,247,831 591,340 100,402 11,110 150,191 13,990 1444,324 3,247,831 591,340 100,402 11,110 150,191 13,990 12,524,802 2,346,407 421,753 77,580 77,778 107,223 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9 4,114,824 3,247,831 591,340 100,402 11,410 150,191 13,990 1,444,702 1,444,195 209,040 35,495 11,110 150,191 13,990 1,444,772 1,145,195 209,040 35,495 11,173 107,223 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Services	~ <del>5</del>	33,745,147 7 063 500	3 200 030	5,202,342	4,093,636	29.145 CE 4	2,834,6/6	9 67	558,050
1,454,700	1,454,700	Meters	2 m	4 114 824	3 247 835	504.507	26,02	7.4.7	50,010	7,432	000.812
8 2.524.802 2.316.467 421.753 77.560 77.778 107.223 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	S	Meter Installations	) Ø	1.454.700	1.148.195	209 040	35.495	900 F	53 097	4.946	9 6
1	1	Hydrants	€	2,524,802	2,315,467	421,753	71,580	7,778	107,223	0	. 0
15   146,087   104,905   18,787   4,969   2,469   6,559   4,992   (446,399)   (320,589)   (57,440)   (14,999)   (7,544)   (20,043)   (15,222)	15   146,087   104,905   18,787   4,909   2,469   6,559   4,992   1,6522	Other P/E TD	7	(225)	<u>.</u>	. (41)	(41)	· 62	(19)	0	€
15	15   12,0043   (15,222)   (15,2	Office Furniure & Equip	5	146,087	104,905	18,787	4,909	2,469	6,559	4,982	3.477
1,000   1,00	1,000   1,00	Comp & Periph Equip	ē.	(446,399)	(320,559)	(57.407)	(14,999)	(7,544)	(20,043)	(15,222)	(10,624)
15   13,540   10,511   1,784   488   236   475	15   15   15   15   15   15   15   15	Chick Machines and Equipment	ŭ Ā	22,779	300.0F	2,928	765	385	1,023	777	25.
(p         15         809.664         580.989         104,046         27.185         13.673         36.327         27,583         19           1         156.344         184.482         25.482         9,738         7.601         12.208         187.48         18	(p         15         809.064         580.989         104,046         27,185         13,673         36,327         27,589         1           serving         15         158,344         184,422         25,462         9,784         7,781         12,208         18,748         15,789         1	Slores Equipment	<u> </u>	081,882	10.000	32,033	0,37	95.4 35.0	47,388	8,436	878'G
2 156,344 64,492 25,462 9,738 7,601 12,208 18,748 15,131 13,345 24,600 6,427 3,233 8,389 6,523 4 11,670 8 15,232 15,652 11,670 8 15,232 15,652 11,670 8 15,232 15,652 11,670 8 15,232 15,652 11,670 8 15,232 15,652 11,670 8 15,232 15,652 11,670 8 15,232 15,652 11,670 8 15,232 15,652 11,670 8 15,232 15,652 15,232	15   156,344   164,492   25,462   9,728   7,561   12,208   18,748   18,748   15,748   19,748   18,748   15,748   19,748   15,748   19,748   15,748   19,748   15,748   19,748   15,74	Tools, Shop, Garage Equip	ŭ	190 SQ8	580.983	104 046	27 185	13.673	36.327	77 589	10.04
hone 15 342.16 24,600 1,473 5,733 8,589 6,523 4,400 1,489 1,578 1,781 1,570 8 1,570 8 1,570 1,590 1,481 1,571 1,570 8 1,570 1,471 1,570 8 1,570 1,471 1,570 8 1,570 1,471 1,570 8 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,471 1,570 1,570 1,471 1,570 1,570 1,570 1,471 1,570 1,	15   342.78   24,600   6,427   3,233   8,589   6,523     15   342.78   24,574   4,000   11,670     15   278.76   2,001.77   35 848   9,488   4,171   12,516   9,506     17   (60.530)   (38.100)   (10,139)   (3,351)   (1,590)   (4,442)   (2,523)     18   125,64   125,64   125,64   12,546	Laboratory Equipment	~~	158.344	84,492	25,462	97.76	7.601	12.208	18.748	9
hone 15 342,218 245,745 44,000 11,498 5,783 15,365 11,670 8 12,815 15,305 11,670 8 12,815 15,305 11,670 8 12,815 11,670 8 11,670 11,470	125   342.16   246.745   44.009   11448   5,783   15,365   11,870   11,870   11,870   11,870   11,870   11,870   12,315   12,516   12,516   12,516   12,516   12,516   12,516   12,516   12,516   12,516   12,516   12,516   12,516   12,516   12,516   14,812   14,812   14,812   14,912   134   13,184	Power Operated Equipment	15	191,290	137,365	24,600	6,427	3,233	8,589	6,523	4,553
5   278,760   200,177   35,848   9,366   4,711   12,516   9,506   6     7   (60,850)   (38,100)   (10,139)   (3,351)   (1,590)   (4,442)   (2,523)     89,074,470   55,707,761   14,812,806   4,902,134   2,328,296   6,499,131   3,666,979   1,147     15   12,516   2,523   (4,442)   (2,523)   (4,442)   (2,523)     16,147   16,147   1,366,979   1,147     17   17   17   17   17   17     18   17   17   17   17     19   19   19   19   19   19     19   19	15 278,750 200,177 33,848 9,366 4,711 12,516 9,506 1,60,230 (160,39) (3,31) (15,50) (1,642) (2,523) (2,523) (1,60,39) (3,31) (1,612,806 4,902,134 2,328,296 6,489,131 3,686,979 (4,442) (1,612,806 4,902,134 2,328,296 6,489,131 3,686,979 (4,431 1,29,345 33,313 16,711 4,386 2,196 5,835 4,431	Comm Equip Non-Telephone	72	342,218	245,745	44,009	11,498	5,783	15,365	11,670	8,145
if (801850) (38,100) (10,139) (3,351) (1,590) (4,442) (2,523) (2,523) (4,442) (2,523) (4,442) (2,523) (4,442) (2,523) (4,442) (2,523) (4,442) (2,523) (4,442) (2,523) (4,442) (2,523) (4,442)	(1.590) (4.442) (2.523) (3.514) (1.590) (4.442) (2.523) (4.442	Misc Equipment	តំ រ	278,760	200.177	35.848	9.368	4,711	12,516	9,506	6,634
ice 89.074,470 55,707,761 14,812,808 4,902,134 2,328,296 6,499,131 3,686,979 (1) 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ide 89.074.470 \$5.707.761 14.812.808 4.902.134 2.328.296 6.499,131 3.636,979 3.636,979	Const. Language of opening	-	(60.930)	(38,100)	(10,139)	(3,351)	(1.590)	(4.442)	(2,523)	(786)
Isliments 17 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	o 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Utility Plant in Service		89.074,470	55,707,761	14,812,808	4,902,134	2,328,296	6 489,131	3.686,979	1,147,360
619 C 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Other Rate Base Items Add									
15 129 445 93.33 16.711 1.26# 1.00 U	15 129,345 93,313 (6,711 4,366 2,196 5,835 4,431	Other Utility Plant Adjustments	1.5		•	c	٥	•	•	•	•
	194'4 GGG 7 OBT'7 OBT'4	Defened Depreciation	12	129 945	93.313	45.715	7 78 6	2 26.0	D 26	9 ,	0 66

Fire Provate (10) 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
7 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
R CLASSIFICAT Public Spe Authorities (85,380) (85,380) (487,139) (487,139) \$ 6,001,335
2 TO CUSTOMEETS 2 100 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
APANY (011 ALLOCATEE (011 ALLOCATEE (46,590) (321,981) (684,991) (36,4999) \$\$ 4,537,289
AN WATER COM R OPERATIONS GECEMBER 31, 28 (1,40,078) (1,40,078) (3,43) (1,099,514) (1,099,514)
OHIO AMERICAR VATER IN VATER
E TVVELVE MONT Cost of Serves (770,082) (770,082) (770,082) (12,073) (12,073) (12,073) (12,073) (12,073) (12,073)
COST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO CUSTOMER CLASSIFICATIONS  WATER OPERATIONS  COST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO CUSTOMER CLASSIFICATIONS  Factor
के इंड के इन
COST  (1)  Deferred Debri Cash Working Capital Cash Working Capital Lash Take Pamiling Reserve Take Pamiling Reserve Take Pamiling Reserve Take Pamiling Reserve Take Capital Commence Covernoads and AF UDC Persons Total Cites Rate Base E

FACTORS FOR ALLOCATING COST OF SERVICE TO CUSTOMER CLASSIFICATIONS, cont.

FACTOR 20. ALLOCATION OF UNCOLLECTIBLE ACCOUNTS AND CUSTOMER RELATED MANAGEMENT FEE

Factors are based on the total number of customers.

Customer	Total	Allocation
Classification	Customers _	Factor
(1)	(2)	(3)
Residential	47,106	0.9139
Commercial	3, <del>446</del>	0.0668
Industrial	159	0.0031
Special Contracts - Industrial	5	0.0001
Other Public Authority	299	0.0058
Special Contracts - Sales for Resale	4	0.0001
Private Fire Protection	525	0.0102
Public Fire Protection	0	0.0000
Total	51,543	1.0000

# BASIS FOR ALLOCATING DEMAND RELATED COSTS OF FIRE SERVICE TO PRIVATE AND PUBLIC FIRE PROTECTION CUSTOMER CLASSIFICATIONS

Descrij	otion	Restrictive Diameters Squared	Quantity	Relative Demand*	Allocation Factor
(1)		(2)	(3)	(4)=(2)x(3)	(5)
PRIVATE FIRE PRO	<u>rection</u>				
Fire Lines					
2 -inch		4.00	39	156	
3 -inch		9.00	3	27	
4 -inch		16.00	70	1,120	
6 -inch		36.00	220	7,920	
8 -inch		64.00	163	10,432	
10 -inch		100.00	19	1,900	
12 -inch		144.00	11	1,584	
Private Hydrants		32.75	0	0	
Total Private Fire Prof	tection		525	23,139	0.1330
PUBLIC FIRE PROTE	ECTION				
6" Valve	Nozzle Sizes 2- 2-1/2" & 1 - 4.5"	32.75	4,607	150,879	
Total Public F	ire Protection		4,607	150,879	0.8670
Total Fire Protection			5,132	174,018	1.0000
REALLOCATE PUBLI	C FIRE			Factor 8,	Allocation
			Meter	Allocation	of Public Fire
			Equivalents	of Public Fire	Using Factor
	Residential		47,054	0.7920	0.6867
	Commercial		8,567	0.1442	0.125
	Industrial		1,454	0.0245	0.0212
	Special Contracts -	Industrial	158	0.0027	0.0023
	Other Public Author		2,178	0.0367	0.0318
			59,411	1.0000	0.8670

# OHIO AMERICAN WATER COMPANY

# Calculation of Customer Charge - Water Only Using PUCO Staff Methodology

# Account Description

# Variable Costs per Meter Size

	Plant Accounts		
345	Services	\$ ;	10,759,866
346	Meters		6,523,600
347	Meter installations		2,216,306
389	Land and land rights		41,034
390	Office Structures and Improvements		4,262,527
391	Office Furniture and Equipment		1,891,488
348	Hydrants	 	3,874,436
	Total Customer Plant	 ,	00 500 057
	Total Customer Flank	4	29,569,257
	Less Related Depreciation Reserve		
345	Services		7,930,456
346	Meters		2,408,776
347	Meter installations		761,607
	Land and land rights		0
390	Office Structures and Improvements		998,794
391	Office Furniture and Equipment		2,169,021
348	Hydrants	 	957,267
	Total Customer Depreciation Reserve	1	5,225,920
	Total "Customer Rate Base"	\$ 1	4,343,337
	Rate of Return		8.97%
(1)	Return on "Customer Rate Base"	\$	1,286,597
	Operation and Maintenance Expense Accounts:		
	Transmission & Distribution		
663	Meter Expense	\$	157,062
664	Meter Installation Expense		410,377
675	Service Maintenance		81,018
676	Meter & Meter Installation Expense		5,368
677	Hydrant Expense	 	53,214
(2)	Total Operation & Maintenance Expense Accounts	\$	707,039

# Schedule E

# OHIO AMERICAN WATER COMPANY

# Calculation of Customer Charge - Water Only Using PUCO Staff Methodology

	Account Description	
	Variable Taxes Per Meter Size Property Taxes Gross Receipts Taxes PUCO & OCC Taxes Federal Income Taxes	\$ 5,575,176 1,559,315 61,907 2,834,074
	Total Variable Taxes	\$ 10,030,472
	Multiplied by Customer Conversion Factor	
	"Customer Rate Base"/Total Rate Base = \$14,343,337 / \$82,568,064	17.37%
(3)	Total Customer Variable Taxes	\$ 1,742,293
	Depreciation Expense Accounts	
	Plant Accounts	
	Services	\$ 446,534
	Meters	236,154
347	Meter Installations A&G Land	61,170 0
	Office Structures and Improvements	93,481
	Office Furniture & Equipment	12,547
348	Hydrants	70,515
(4)	Total Customer Plant Depreciation Expense	\$ 920,401
	Summary of Variable Expenses Per Meter Size	
(1)	Return on "Customer Rate Base"	\$ 1,286,597
(2)	Total Operation & Maintenance Expense Accounts	707,039
(3)	Total Customer Variable Taxes	1,742,293
(4)	Total Customer Plant Depreciation Expense	 920,401
	Total Variable Expenses	\$ 4,656,330
	Total Equivalent Monthly Meters 59,611 X 12	715,332
(a)	Monthly Customer Variable Cost	\$ 6.5093

# Schedule E

# OHIO AMERICAN WATER COMPANY

# Calculation of Customer Charge - Water Only Using PUCO Staff Methodology

	Account Description	
Fixed	d Costs Per Meter Size	
901 902 903 905	Customer Charges	\$ 20,647 239,609 620,055 80,439 738,278 138,438
(5)	Total Customer Accounting Expenses	\$ 1,837,465
	Customer Payroll Related Costs Payroll Related Taxes	\$ 391,191
	Multiplied by Customer Conversion Factor	
	Customer Acct. Payroll/Total O&M Payroll = \$ 506,105 / \$ 4,996,147	10.13%
(6)	Total Customer Payroll Taxes	\$ 39,628
(5) (6)	Summary of Customer Fixed Expense Total Customer Accounting Expenses Total Customer Payroll Taxes	\$ 1,837,465 39,628
	Total Fixed Expense	\$ 1,877,093
	Divide by Total Annual Customer Bills	370,521
(b)	Monthly Customer Fixed Costs	\$ 5.0661
<b>Sum</b> (a) (b)	·	\$  6.5093 5.0661 11.5754
	Recommended Monthly Customer Charge	\$ 11.50

# Ohio American Water Company Rate Case No. 11-4161-WS-AIR

Standard Filing Information

Rates and Tariffs

Section E-3.2 Cost of Service Study

Wastewater Division

WASTEWATER OPERATIONS COMPARISON OF COST OF SERVICE WITH REVENUES UNDER PRESENT AND PROPOSED RATES FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 OHIO AMERICAN WATER COMPANY

	Cost of Service	ervice					Propose	Proposed Increase
Customer	Amount		Revenues, Pre	sent Rates	Revenues, Prop	osed Rates		Percent
Classification	(Schedule 2)	Percent	Amount Percent	Percent	Amount Percent	Percent	Amount	Increase
(1)	(2)	(3)	(4)	(5)	(9)	(2)	(8)	(6)
Residential	\$ 4,068,863	88.7%	\$ 3,640,252	89.2%	\$ 4,067,064	88.7%	\$ 426,812	11.7%
Commercial/Public	516,840	11.3%	439,251	10.8%	518,694	11.3%	79,443	18.1%
Total Sales	4,585,703	100.0%	4,079,502	100.0%	4,585,758	100.0%	506,256	12.4%
Other Revenues	27,284		27,284		27,284			%0.0
Total	\$ 4,612,987		\$ 4,106,786		\$ 4,613,042		\$ 506,256	12.3%

OHIO AMERICAN WATER COMPANY WASTEWATER OPERATIONS

ALLOCATION OF COST OF SERVICE BY FUNCTION TO CUSTOMER CLASSIFICATIONS

Total (8)	4,585,704		4,068,863	516,840	4,585,703
	€9			₩	
Customer Accounting (7)	\$ 251,932	m	0.9760 245,885	0.0240 \$ 6,046	251,931
Customer Facilities (6)	\$ 25,769	۵	0.9334 24,053	0.0666	25,769
Infiltration & Inflow (5)	\$ 1,216,382	ட	0.9135	0.0865 \$ 105,217	1,216,382
Max Hour (4)	\$ 304,294	O	0.8835 268,844	0.1165	304,294
Extra Capacity Max Day Max (3)	\$ 1,053,936	æ	0.8955 943,800	0.1045	1,053,936
Flow (2)	\$ 1,733,391	∢(	0.8510 \$ 1,475,116	0.1490 \$ 258,275	1,733,391
Description (1)	Total Cost of Service	Factor Reference	Residential Factor Cost of Service	Commercial/Public Factor Cost of Service	Total

### Schedule C

# OHIO AMERICAN WATER COMPANY WASTEWATER OPERATIONS FACTORS FOR ALLOCATING COSTS BY FUNCTION TO CUSTOMER CLASSIFICATIONS

# FACTOR A. ALLOCATION OF FLOW COSTS.

Factors are based on the pro forma test year average daily consumption for each customer classification.

	Average Daily Consumption,	Allocation
Classification	CCF	Factor
(1)	(2)	(3)
Residential	1,137	0.8510
Commercial/Public	199	0.1490
Total	1,336	1.0000

### FACTOR B. ALLOCATION OF MAXIMUM DAY EXTRA CAPACITY COSTS.

Factors are based on the maximum day extra capacity demand for each customer classification.

Customer Classification	Average Daily Consumption, CCF	Factor*	Rate of Flow, Thousand Gal. Per Day	Allocation Factor
(1)	(2)	(3)	$(4)=(2)\times(3)$	(5)
Residential	1,137	15	1,706	0.8955
Commercial/Public	199	1.0	199	0.1045
Total	1,336		1,905	1.0000

<sup>\*</sup> Ratio of Maximum Day To Average Day Minus 1.0.

# OHIO AMERICAN WATER COMPANY WASTEWATER OPERATIONS FACTORS FOR ALLOCATING COSTS BY FUNCTION TO CUSTOMER CLASSIFICATIONS

### FACTOR C. ALLOCATION OF MAXIMUM HOUR EXTRA CAPACITY COSTS.

Factors are based on the maximum hour extra capacity demand for each customer classification.

Customer Classification (1)	Average Hourly Consumption, CCF (2)	Factor*	Rate of Flow, Thousand Gal. Per Hour (4)=(2)x(3)	Allocation Factor (5)
Residential	47.4	2.0	94.8	0.8835
Commercial/Public	8.3	1.5	12.5	0.1165
Total	55.7		107.3	1.0000

<sup>\*</sup> Ratio of Maximum Hour To Average Hour Minus 1.0.

### FACTOR D. ALLOCATION OF COSTS ASSOCIATED WITH CUSTOMER FACILITIES.

Factors are based on the estimated relative cost of customer facilities, as follows:

Customer Classification	Service Equivalents	Alfocation Factor
(1)	(2)	(3)
Residential	6,386	0.9334
Commercial/Public	455	0.0666
Industrial		0.0000
Total	6,841	1 0000

### FACTOR E. ALLOCATION OF COSTS ASSOCIATED WITH BILLING AND COLLECTING.

Factors are based on the number of customers.

Customer Classification (1)	Number of Customers (2)	Allocation Factor (3)
Residential	6.386	0.9760
Commercial/Public	157	0 0240
Total	6,543	1.0000

Schedule C

# OHIO AMERICAN WATER COMPANY WASTEWATER OPERATIONS FACTORS FOR ALLOCATING COSTS BY FUNCTION TO CUSTOMER CLASSIFICATIONS FACTOR F. ALLOCATION OF COSTS ASSOCIATED WITH INFILTRATION AND INFLOW.

Factors are based on a 50/50 weighting of flow and number of customers.

Customer	Average l	Daily Flow	Number of	Customers	Allocation
Classification	Factor A	Weight	Factor E	Weight	Factor
(1)	(2)	(3)=(2) x 0.50	(4)	(5)=(4) x 0.50	(6)=(3)+(5)
Residential	0.8510	0.4255	0.9760	0.4880	0.9135
Commercial/Public	0.1490	0.0745	0.0240	0.0120	0.0865
Total	1.0000	0.5000	1.0000	0 5000	1,0000

OHIO AMERICAN WATER COMPANY
WASTEWATER OPERATIONS
COST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO COST FUNCTIONS

Account (1) OPERATION AND MAINTENANCE EXPENSES	Factor Ref.	Cost of Service (3)	Flow (4)	Extra Capacity Max Day Max (5)	apacity Max Hour (6)	Infiltration & Inflow (7)	Customer Facilities (8)	Customer Accounting (9)
COLLECTION 500 Oper Super, And Enging -Labor 601 Labor & Exp Oper SS 601 Labor & Exp Oper SS	ოოი	384	154	0	2	77	0	0
	ກຕ	384	154	0	154	0	0 0	0
603 Purchased Power SS 603 Misc Exp Oper SS 601 Transcort Martt SS	<b></b> 00 €	62,842 24	43,989	00	0 00	18,853	90	00
- 20, 22	ေကကက	1,434	574 0	0000	574	287	\$ <b>3</b> 3 5	0000
	ാ നാ നാ ന ന		0000	,000	0000	,000	3000	00000
	) M M M	74,419	4,048 0 0 48,620	0000	4,048 0 0 0 4,631	2,024	00000	0000
TOTAL SS EXPENSE		74,803	48,774	0	4,785	21,245	0	0
	0 × 0 + 0 0 0 0	(1,999)	(1,400) (1,400) (0	0000000	0000000	0 0 0 0 0 0 0	0000000	0000000
TOTAL PUMPING EXPENSE - OPERATION		(1,999)	(1,400)	0	0	(600)	0	0

Schedule D

OHIO AMERICAN WATER COMPANY WASTEWATER OPERATIONS COST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO COST FUNCTIONS

Account (1)	Factor Ref.	Cost of Service (3)	Flow (4)	Extra C Max Day (5)	Extra Capacity Day Max Hour (6)	Infiltration & Inflow (7)	Customer Facilities (8)	Customer Accounting (9)
630 Maint super and Eng - Labor	2		c	0	0	0	٥	0
	8		0	0	Q	0	0	0
	7		0	0	0	0	0	0
	æ.		0	o	0	0	0	0
	7		0	<del>O</del>	0	0	0	O
633 Maint of Pumping Eq. Matt	2	740	259	259	٥	222	0	0
_			0	0	0	0	0	0
TOTAL PUMPING EXPENSES - MAINTENANCE	 	740	259	259	0	222	0	0
TOTAL PUMPING EXPENSES		(1,259)	(1.141)	259	0	(378)	0	0
SEWAGE TREATMENT								
640 Oper Super and Eng - Labor	2		0	0	0	0	0	O
641.1 Chemicals	-	27,022	18,916	0	0	8,107	0	0
	7	137,078	47,977	47,977	0	41,123	0	0
	7	30,107	10,537	10,537	0	9,032	0	0
		10,215	7,151	0	٥	3,065	0	0
	7	35,364	12,378	12,378	0	10,609	O	O
	7		0	0	0	0	o	0
	-	173,115	121,181	0	0	51,935	O	0
	-	238,589	166,998	0	0	71,571	0	0
	<b>,</b>		0	0	a	0	0	0
_	N	24,604	8,611	8,611	0	7,381	0	0
	7		0	0	0	0	0	0
	2		0	0	0	0	0	0
	<b>C</b> ‡		0	0	0	0	0	0
923 Contract Services	2		0	0	0	0	0	0
923 Contract Services Lab Testing	2		0	0	0	0	٥	0
TOTAL WT EXPENSE - OPERATION		676,074	393,748	79,504	0	202,822	0	0
	7	55.477	19,417	19,417	o	16,643	Φ	O
651 Maint of Structures - Math	۲۷	8,364	2,927	2,927	0	2,509	0	C
	2		0	0	0	0	0	0
	7	27,572	9,650	9,650	0	8,272	0	0
652 Maint. Of Treat Eq⊸Labor 853 4	7		0	O	0	0	٥	0
TOTAL WT EXPENSE - MAINTENANCE		91,413	31,995	31,995	0	27,424	0	0
TOTAL WT EXPENSE		767,487	425,743	111,498	0	230,246	0	0

OHIO AMERICAN WATER COMPANY
WASTEWATER OPERATIONS
COST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO COST FUNCTIONS

Account (1)	Ref.	Cost of Service (3)	Flow (4)	Extra Capacity Max Day Max (5)	Max Hour (6)	Infiltration & Inflow (7)	Customer Facilities (8)	Customer Accounting (9)
TRANSMISSION								
660 Super & Eng Oper TD - Labor	ю		Q	0	0	0	ø	9
661 Storage Facilty Exp - Mat'l	ෆ		0	0	0	0	0	0
	ന		0	0	0	0	0	0
662 TD Lines Exp - Mat1	ო		0	٥	0	٥	0	0
662 TD Lines Exp - Labor	ო		0	0	0	0	0	٥
663 Misc Meter Expense	က		O	0	0	0	0	0
663 Misc Meter Labor	m		0	O	0	0	0	0
	ო		0	0	٥	0	0	0
	က		0	o	0	0	0	0
	<del>-</del>		0	0	0	0	0	0
	m	6,083	2,433	0	2,433	1,217	0	0
	m	7,299	2,920	0	2,920	1,460	0	0
666 Rents Oper TD	က		0	0	0	0	0	0
TOTAL T & D EXPENSE OPERATION		13,382	5,353	O	5,353	2,676	0	0
670 Super & Eng Maint TD - Labor	Ø		0	0	0	0	0	0
	က	872	349	0	88	174	0	0
	က		0	0	0	0	Ö	0
	m		0	0	0	0	Đ	0
	ო	6,668	2,667	0	2,667	1,334	0	0
673 Paving/Backfill T&D	က	(23,098)	(9,239)	0	(9,239)	(4,620)	D	0
673 Misc Maint of Mains - Labor	ന	4 259	1,704	0	1,704	852	0	0
	ო		0	0	0	٥	0	0
	ო		0	0	Đ	0	0	0
	က	43	1,	٥	17	đ	0	0
675 Maint of Services - Labor	ო		0	٥	٥	0	0	0
	ო		0	٥	0	0	0	0
	m		0	0	0	0	0	0
	m		0	0	0	0	0	O
677 Maint of Hydrants - Labor	m		0	0	Ö	0	0	0
678 Maint Other T&D - Labor	က	23,292	9,317	0	9,317	4,658	0	0
678 Maint Other T&D - Mat'l	ന	2,960	1,184	0	1,184	592	o	0
678 Misc Maint T&D	ო		0	0	0	0	0	0
678 Amort Def Maint Tank Painting	က	99,271	39,708	0	39,708	19,854	0	0
662 Transport Main( T&D	د,			0	٥	0	0	0
	က		0	0	0	0	0	Ō
TOTAL T & D EXPENSE - MAINTENANCE		114,266	45,706	0	45,706	22,853	0	0
TOTAL T& DEXPENSE		127.648	51,059	c	51.059	25 530	c	c
			2221.2	,	333	2000	>	>

# Schedule D

OHIO AMERICAN WATER COMPANY
WASTEWATER OPERATIONS
COST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO COST FUNCTIONS

0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Account (1)	Factor Ref.	Cost of Service (3)	Flow (4)	Extra Capacity Max Day Max (5)	spacity Max Hour (6)	Infiltration & Inflow (7)	Customer Facilities (8)	Customer Accounting (9)
5 5.166 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	MER ACCOUNTS								
5 5,166 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	sion Labor	Ŋ		0	O	0	0	0	0
5 5.166 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	eading Exp	гO		0	0	0	0	0	0
5 5.166 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	eading Labor	гO		0	٥	0	0	0	0
5         5,166         0 <td>eading Exp CA</td> <td>ı,</td> <td></td> <td>Q</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td>	eading Exp CA	ı,		Q	0	0	0	0	0
5         5,166         0 <td>er Records Labor</td> <td>3</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td>	er Records Labor	3	0	0	0	0	0	0	0
5         8,680         0 <td>ct Supplies, Uniforms, Misc</td> <td>တ</td> <td>5,166</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>5,166</td>	ct Supplies, Uniforms, Misc	တ	5,166	0	0	0	0	0	5,166
5         1,229         0 <td>on Agency Expense</td> <td>ź,</td> <td>8,680</td> <td>,a</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>8,680</td>	on Agency Expense	ź,	8,680	,a	0	0	0	0	8,680
5         11,505         0 <td>evice Charges</td> <td>S.</td> <td>1,229</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1,229</td>	evice Charges	S.	1,229	0	0	0	0	0	1,229
5         54.781         0 <td></td> <td>5</td> <td>11,505</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>11,505</td>		5	11,505	0	0	0	0	0	11,505
5         911         0	uble Accts	5	54,781	0	0	0	0	O	54,781
5         71         0	er Accounting Labor	co	911	0	0	0	O	0	911
5         309         0	penses	2	7	0	0	C	0	0	7
5         309         0	ine in the second secon	2		0	0	0	0	0	•
5         309         0         0         0           5         309         0         0         0         0           6         104.137         32,230         21,494         10,737         23,785           6         35,236         10,906         7,273         3,633         8,048           7         0         0         0         0         0           7         0         0         0         1,803           6         3,212         994         663         331         734           6         3,212         994         663         331         7,34           6         11,551         3,575         2,384         1,191         2,638           6         11,551         3,575         2,384         1,191         2,638           6         6,839         2,117         1,412         705         1,562           6         31,196         9,655         6,439         3,216         7,125           6         31,106         9,655         6,439         3,216         7,125           6         31,106         9,655         6,439         3,216         7,414	stomer Service	Ŋ		· a	0	0	0	0	٥
5         309         0         0         0         0           82,651         0         0         0         0         0         0           6         104.137         32,230         21,494         10,737         23,785         0           6         36,236         10,906         7,273         3,633         8,048         0         0           7         0	ment & Contract Svc Cust Accting	10		· =	· c	c	c		0
6     104.137     32,230     21,494     10,737     23,785       6     36,236     10,906     7,273     3,633     8,048       5     56,480     0     0     0     0       7     0     0     0     0     0       7     0     0     0     0     0       7     0     0     0     0     0       6     213,886     66 198     44,146     22,052     48,852       6     3,212     994     663     331     734       6     3,212     994     663     331     7,34       6     3,212     9,855     2,384     1,191     2,638       6     3,413     3,575     2,384     1,191     2,638       6     31,196     9,655     6,439     3,216     7,155       6     31,196     9,655     6,439     3,216     7,125       6     31,196     9,655     6,439     3,216     7,125       6     31,106     9,655     6,439     3,216     7,653     27,940       7     104,841     35,803     28,129     7,653     27,940       6     40,665     12,566     1,193     9,	Equip Cust Accting	ικο	309		0	0	0	0	308
6 104.137 32,230 21,494 10,737 23,785 6 6 35,236 10,906 7,273 3,633 8,048 5 7,273 3,633 8,048 5 7,273 3,633 8,048 5 7,273 3,633 8,048 5 7,273 3,633 8,048 5 7,273 3,633 8,048 5 7,273 3,633 8,048 5 7,273 3,633 8,048 5 7,273 3,633 3,633 3,633 3,633 3,633 3,64 3,633 3,64 3,633 3,64 3,633 3,64 3,63 3,64 3,63 3,64 3,63 3,64 3,64	CUSTOMER ACCOUNTING EXPENSE		82,651	0	0	0	0	0	82,651
ted 5 5.236 10,494 10,737 23.785   6 104,137 32,230 21,494 10,737 23.785   6 35,236 10,906 7,273 3,633 8,048   1 6 21,886 66,198 44,146 22,052 48,852   1 5 5 66,198 44,146 22,052 48,852   1 5 6 3,212 994 663 331 734   1 5 6 3,1136 2,147 1,412 705 1,562   1 6 31,196 9,655 6,439 3,216 7,125   1 7 10,102 3,126 2,065 1,041 2,307   1 8 8 8 8 1,136 2,065 1,041 2,307   1 8 8 8 1,136 2,065 1,041 2,307   1 9 6 40,665 12,886 8,393 4,193 9,288   1 9 6 40,665 12,886 8,393 4,193 9,288   1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	STRATIVE AND GENERAL EXPENSES								
Fed 55,480 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	s AG	9	104.137	32,230	21.494	10.737	23.785	0	15.891
ted         55,236         10,906         7,273         3,633         6,048           ted         56,480         0         0         0         0         0           telated         7         0         0         0         0         0         0           telated         7         6011         4,208         0         0         0         0         0           telated         7         6011         4,208         0 </td <td>Judisfributed</td> <td>ģ</td> <td>, ,</td> <td></td> <td>0</td> <td>5</td> <td>0</td> <td>0</td> <td>0</td>	Judisfributed	ģ	, ,		0	5	0	0	0
ted 5 56.480 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	eneral Exp	9	35,236	10,906	7,273	3,633	8,048	0	5,377
ed         5         56,480         0 </td <td>ment Fees</td> <td></td> <td></td> <td></td> <td></td> <td>-</td> <td></td> <td></td> <td></td>	ment Fees					-			
7 6,011 4,208 0 0 0 1,803 6 213,896 66,198 44,146 22,052 48,662 6 3,212 994 663 331 734 6 11,551 3,575 2,384 1,191 2,638 0 0 0 0 0 6 31,196 9,655 6,439 3,216 7,125 6 10,102 3,126 2,085 1,041 2,307 7 104,841 35,803 28,129 7,653 27,940 6 40,665 12,566 8,393 4,193 9,288	tomer Related	ďς	55,480	ø	0	ø	0	O	55,480
1     6,011     4,208     0     0     1,803       6     21,886     66,198     44,146     22,052     48,852       6     1,551     3,575     2,384     1,191     2,638       6     6,839     2,177     1,412     705     1,562       6     31,196     9,655     6,439     3,216     7,125       6     31,196     9,655     6,439     3,216     7,125       7     10,102     3,126     2,085     1,041     2,307       7     10,4841     35,803     28,129     7,653     27,940       6     40,665     12,566     8,393     4,193     9,288       6     40,665     12,566     8,393     4,193     9,288	bloyee Related	<b>~</b>	0	0	0	0	0	0	0
6         213,886         66,198         44,146         22,052         48,652           5         3,212         994         663         331         734           6         11,651         3,575         2,384         1,91         2,638           6         6,839         2,117         1,412         705         1,562           6         31,196         9,655         6,439         3,216         7,125           6         3,1196         9,655         6,439         3,216         7,125           6         10,102         3,126         2,085         1,041         2,307           6         2,277         689         460         230         609           7         104,841         35,803         28,129         7,653         27,940           6         40,665         12,586         8,393         4,193         9,288           6         4,665         1,752         24,193         9,288	er Quality Related	<b>,</b>	6,011	4,208	0	0	1,803	0	0
6 3,212 994 663 331 734  11,551 3,575 2,384 1,191 2,638  6 6,839 2,117 1,412 705 1,562  6 31,196 9,655 6,439 3,216 7,125  6 10,102 3,126 2,085 1,041 2,307  7 104,841 35,803 28,129 7,653 27,940  6 40,665 12,866 8,393 4,193 9,288	Ŀ	9	213,886	66,198	44,146	22,052	48,852	0	32,639
6 11,551 3,575 2,384 1,191 2,638 6 6,839 2,117 1,412 705 1,562 0 0 0 0 0 6 31,196 9,655 6,439 3,216 7,125 5 10,102 3,126 2,085 1,041 2,307 6 2,227 689 460 230 509 7 104,841 35,803 28,129 7,653 27,940 6 40,665 12,566 8,393 4,193 9,288 6 40,665 12,566 8,393 4,193 9,288	ling Services	φ	3,212	994	663	331	<b>35</b>	0	06*
6 6.839 2,117 1,412 705 1,562 6 31,196 9,655 6,439 3,216 7,125 6 31,61 978 653 326 7,125 6 10,102 3,126 2,085 1,041 2,307 7 0 0 0 0 7 104,841 35,803 28,129 7,653 27,940 6 40,665 12,566 8,393 4,193 9,288	ervices	Q	11,551	3,575	2.384	1,191	2,638	0	1,763
6 31,196 9,655 6,439 3,216 7,125 6,439 1,216 7,125 6,439 1,216 7,125 6,439 1,216 7,125 6,439 1,041 2,307 6,99 460 230 6,99 7 7 104,841 35,803 28,129 7,653 27,940 6 40,665 12,566 8,393 4,193 9,288 6,755 6,7 5,5 5,7 5,7	ervices	9	6,839	2,117	1,412	705	1,562	0	440,
6 31.196 9,655 6,439 3,216 7,125 5 3.161 978 653 326 722 7 10,102 3,126 2,085 1,041 2,307 7 0 0 0 0 0 7 104,841 35,803 28,129 7,653 27,940 6 40,665 12,586 8,393 4,193 9,288 6 175 64 25 64	/ Insurance	9		0	0	0	0	٥	0
6 3.161 978 653 326 722 6 10,102 3,126 2,085 1,041 2,307 6 2,227 689 460 230 509 7 1 04,841 35,803 28,129 7,653 27,940 6 40,665 12,586 8,393 4,193 9,288 6 1,752 643 653 27,940	Liab Oper AG	9	31,196	9,655	6,439	3.216	7,125	0	4,761
6 10,102 3,126 2,085 1,041 2,307 689 460 230 509 7 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	k Comp AG	မ	3,161	978	653	326	722	0	482
6 2.227 689 460 230 509 7 0 0 0 0 7 104.841 35,803 28,129 7,653 27,940 6 40,665 12,566 8,363 4,193 9,288 6 1752 6,3 26	ar Oper AG	9	10,102	3,126	2.085	1.041	2,307	0	1,541
7 104,841 35,803 28,129 7,653 27,940 6 40,665 12,566 8,393 4,193 9,288 6 1752 6.7 6.7 6.7 6.7 6.7 6.7 6.7 6.7 6.7 6.7	and Other Insurance	φ	2,227	689	460	230	909	0	340
7 104,841 35,803 28,129 7,653 27,940 6 6 40,665 12,586 8,393 4,193 9,288 6 6 7,653 27,940 6 1752 5.7 5.7	& Damages	7		0	0	-	G	0	0
6 40,565 12,586 8,393 4,193 9,288 6 1752 543 363 100 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ee Pension & Benefits	۲-	104,841	35,803	28.129	7.653	27.940	. 0	5.315
6 1752 EAG 263 404	mmision Exp	9	40,665	12,586	8,393	4,193	9,288	0	6.206
A 1750 EAS 100	Q	Q			C		2	• =	2
	Il Advertising Exp	· 40	1 752	242	362	2 6	o Q	<b>,</b> c	72%

# Schedule D

OHIO AMERICAN WATER COMPANY WASTEWATER OPERATIONS COST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO COST FUNCTIONS

Account	Factor Ref.	Cost of Service	Flow	Extra Capacity Max Day Max	ipacity Max Hour	Infiltration & Inflow	Customer Facilities	Customer Accounting
E	0	(3)	(4)	(5)	(9)	(2)	(8)	(6)
930 Misc General Expenses	ွဲဖ			0	Ö	9		0
9302 Trans Oper AG	ဖ	18,462	5.714	3,810	1,903	4,217	0	2.817
9303 Research & Development	9	351	109	72	36	8	0	54
TOTAL A & G OPERATIONS		650,110	189,431	127,774	57,428	140,010	0	135,467
932 General Plant Maint AG - I abor	Œ	4	œ	ঝ	r	4	c	67
2 General Plant Maint AG	s cc	3.622	121	748	37.3	R27	· ~	553
TOTAL A SIGNATURE MAINTENANCE	>	3.641	127	752	375	62.8		558
			(7:)	75.		100		
TOTAL A & G EXPENSE		653,752	190,558	128,526	57,803	140,842	٥	136,023
Total Dungstolan & Maintenant Consult		000 NO.	30	0000	F 70 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	307 141	(	e re
Total Operation & manual residence Cypelises		1,100,002	\$00°*	240,603	15/013	CO+, 71#		*10,012
DEPRECIATION EXPENSE								
351 Structures and improvements	۲3	3,829	1,340	1,340	0	1,149	0	0
352 Collection Sewers	m	132,048	52,819	0	52,819	26,410	O	Q
352.1 Collection Sewers-Force	m	1,055	422	0	422	211	0	0
353 Services to Customers	*	3,903	0	0	0	0	3,903	0
354 Flow Measuring Devices	က	814	326	0	326	163	0	0
356 Other Collection Plant Facilities	٣	200	280	Φ	280	140	0	0
361 Structures and improvements	~	26,209	9,173	9,173	O	7,863	0	0
363 Electric Pumping Equipment	<b>~</b> :	28,100	9,835	9,835	0	8,430	Ö	0
355 Other Pumping Equipment	CI A	7,523	2,633	2,633	o ·	2,257	φ.	<u>م</u>
3/1 Undergres and improvements	N C	5,855	2,053	2,053	0 0	1,760	0 (	0 (
373 Plant Sawers	<b>u</b> c	17 343	39,732 6,073	38,15K	<b>¬</b> C	200,00 200,00	9 0	> <
390 Structures and improvements	10	5 65	35	35.	0	0. 0.	• <b>-</b>	•
391,1 Office Furniture	9	28,138	8.709	5,808	2.901	6,427	. 0	4.294
391 2 Office Furniture and Equipment	භ	780	241	161	8	178	0	13
391 3 Office Machines and Equipment	ω	0	0	0	0	O	0	0
392 Transportation equipment	တ	0	0	¢	0	0	0	0
393 Stores equipment	2	0	0	0	0	a	0	0
394 Tools, shop, and garage equipment	80	20	15	10	ហ	11	0	60
395 Laboratory equipment	9	6,071	1,879	1,253	626	1,387	0	926
396 Power operated equipment	တ	544	163	112	<b>8</b> 8	124	a	83
397 Communication equipment	9	235	73	49	55	54	0	36
398 Miscellaneous equipment	မ	1,044	323	215	108	238	0	159
AFUDC	φ	٥	0	0	0	0	0	0
Total Departiation Expense		10000	200	000		***		•
organismonarian police		248,365	196,150	138,502	57.647	147,538	3,903	5,625

OHIO AMERICAN WATER COMPANY
WASTEWATER OPERATIONS
COST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO COST FUNCTIONS

	Factor	Cost of		Extra C	Extra Capacity	Infiltration &	Customer	Customer
Account	Ref	Service	Flow	Max Day	Max Hour	inflow	Facilities	Accounting
(1)	(2)	(3)	(4)	(5)	(9)	6	(8)	(6)
Taxes Other Than income								
685100 Utility Reg Assessment Fee	o	6,929	2,619	1,592	460	1,838	39	380
685200 Property Taxes	90	915,276	321,079	269,732	51,347	256,918	8,970	7,231
685320 Payroll Taxes	7	26,151	8,931	7,016	1,909	6,969	0	1,326
685430 Other Taxes & Licenses	œ	36,816	12,915	10,850	2,065	10,334	361	291
685440 Gross Receipts Tax	o.	192,627	72,813	44,266	12,790	51,104	1,079	10,575
Total Taxes, Other Than Income		1,177,799	418,357	333,456	68,572	327,164	10,448	19,803
4091 Income Taxes	10	305,257	107,084	89,959	17,125	85,686	2,992	2,412
Utility income Available for Return	10	875,486	307,120	258,006	49,115	245,749	8,580	6,916
Total Cost of Service		4,612,988	1,743,704	1,060,206	306,106	1,223,620	25,922	253,430
Less; Other Water Revenues	G,	(27,284)	(10,313)	(6,270)	(1,812)	(7,238)	(153)	(1,498)
Total Cost of Service Related to Sales of Wastewater Services		4,585,704	1,733,391	1,053,936	304,294	1,216,382	25,769	251,932

OHIO AMERICAN WATER WASTEWATER OPERATIONS

WASTEWATER CHEMATIONS
FACTORS FOR ALLOCATING COST OF SERVICE TO COST FUNCTIONS

Reference	ŭ	Extra C	Extra Capacity May Hour	Infiltration &	Customer	Customer	į
		200	ADD LINE	1	Common	â li	BTO .
Factor 1 - Flow and I&I	0.7000			0.3000			1.0000
Factor 2 - Flow, 481 and Max Day	0.3500	0.3500		0.3000			1.0000
Factor 3 - Flow, 18,1 and Max Hour	0.4000		0.4000	0.2000			1.0000
Factor 4 - Customer Facilities					1.0000		1.0000
Factor 5 - Customer Accounting						1.0000	1.0000
Factor 6 - O&M Exp less Power and Chemicals							
Cost	167,601	111,757	55,844	123,714	0	82,651	541,566
Factor	0.3095	0.2064	0.1031	0.2284	0.0000	0.1526	1.0000
Factor 7 - Labor Expense							
Labor Expense							
Cost	113,084	88,892	24,192	88,282	0	16,805	331,255
Factor	0.3415	0.2683	0.0730	0.2665	0.000	0.0507	1.0000
Factor 8 - Plant in Service							
Cost	3,688,970	3,099,437	589,533	2,951,391	103,228	83,188	10,515,746
Factor	0.3508	0.2947	0.0561	0.2807	0.0098	0.0079	1.0000
Factor 9 - Total Cost of Service							
Cost	1,668,272	1,014,348	292,855	1,170,678	24,805	242,474	4,413,432
Factor	0.3780	0.2298	0.0664	0.2653	0.0056	0.0549	1,0000
Factor 10 - Rate Base							
Cost	3,423,906	2,876,762	547,144	2,739,295	95,823	77,219	9,760,149
Factor	0 3508	0.2947	0.0561	0.2807	0.0098	0.0079	1.0000

OHIO AMERICAN WATER COMPANY WASTEWATER OPERATIONS COST OF SERVICE FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2011 ALLOCATED TO COST FUNCTIONS

(2) (3)	Flow (4)	Max Day (5)	Max Hour (6)	Inflow (7)	Facilities (8)	Accounting (9)
	È	Ē	ì	ì.	ũ	į.
4,543	1,594	1,339	255	1,275	<b>4</b>	98
2,190	768	645	123	615	27	44
6,576	2,307	1,938	369	1,846	20	52
131,734	46,107	46,107	0	39,520	0	0
1,275,171	510,068	0	510,068	255,034	0	0
41,375	16,550	0	16,550	8,275	0	0
103,228		0	0	o	103,228	0
16,777	6,711	0	6,711	3,355	0	0
14,430	5,051	5,051	0	4,329	0	0
791,366	276,978	276,978	0	237,410	0	٥
339,598	118,859	118,859	0	101,879	0	0
27,093	9,483	9,483	0	8,128	0	0
(275)	(96)	( <u>8</u>	0	(83)	0	0
144,465	50.563	50,563	0	43,339	0	0
267,105	93,487	93,487	0	80,131	0	0
5,839,381	2,043,783	2,043,783	0	1,751,814	0	0
368,862	129,102	129,102	0	110,658	0	0
985	305	203	102	225	0	150
525,054	183,769	183,769	0	157,516	0	0
30,091	9,313	6,211	3,102	6,873	O	4,592
(14,293)	(4.424)	(2,950)	(1,474)	(3,265)	0	(2,181)
(426)	(132)	(88)	<u>\$</u>	(45)	0	(65)
192,751	27,778	18,525	9,253	20,499	Ф	13,696
85,247	29,837	29,837	0	25,574	0	0
466	144	86	48	106	0	7
18,192	5,630	3,755	1,876	4,155	0	2,776
420,371	130,105	86,765	43,340	96,013	0	64,149
10,529,054	3,693,638	3,103,359	590,280	2,955,127	103,358	83,293
(13,877)	(4,868)	(4,090)	(877)	(3,895)	(136)	(110)
0	0	0	0	0	0	0
(755,028)	(264,864)	(222,507)	(42,357)	(211,936)	(7,399)	(5,965)
(768.905)	(269,732)	(226,596)	(43,136)	(215,832)	(7,535)	(6,074)
9,760,149	3,423,906	2,876,762	547,144	2,739,295	95,823	77,219
	- w	4,543 4,543 2,190 6,576 131,734 1,275,171 14,430 133,228 16,777 14,430 27,093 1777 14,430 285,105 287,105 287,105 287,105 38,89,381 20,091 14,293 (426) 89,751 10,529,054 10,529,054 3,40,371 10,529,054 3,40,371 10,529,054 3,40,371 10,529,054 3,40,371 3,40,371 10,529,054 3,40,371 3,4	4,543 1,594 2,190 768 6,576 2,307 13,774 610,068 41,375 16,550 103,228 6,711 14,405 27,093 18,859 1 14,465 50,563 227,093 24,83 (27,93 27,093 24,83 (27,93 27,093 24,83 (26,973 255,054 183,769 144,465 5,839,381 2,043,783 2,003 30,091 3,483 (42,9) (42,9) (42,9) (42,9) (42,9) (42,9) (43,9) (	4,543 1,594 1,339 6,45 6,9 6,9 6,9 6,9 6,9 6,9 6,9 6,9 6,9 6,9	4.543 1.594 1.339 255 2.190 768 645 1.23 2.190 768 645 1.23 2.190 768 645 1.23 1.374 45.107 1.938 369 1.375,774 45.107 46.107 1.375,774 510,068 0 16,550 1.375,77 6,711 0 0 6,711 14,437 5,051 5,051 5,051 0 1,72 2.57,05 9,483 0,63 0 0 1.27,093 9,483 0 0 1,72 2.67,105 9,3487 0 0 2.67,105 9,3487 0 0 2.67,105 9,3487 0 0 2.67,105 9,3487 0 0 2.67,105 9,3487 0 0 2.67,105 9,3487 0 0 2.67,105 9,3487 0 0 2.67,105 9,3487 0 0 2.67,105 9,3487 0 0 2.67,105 9,3487 0 0 2.67,105 9,3487 0 0 2.67,105 9,3487 0 0 2.67,105 9,3487 0 0 2.68,105 1,375 1,474 9 2.68,105 1,474 9 2.776 1,360 1,474 9 2.777	(4)         (5)         (9)         (1)         (4)         (7)         (9)         (1)         (2)

DHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-W5-AIR Test Year Revenues at Proposed vs. Current Rates - Water A

ype d /ork P	Work Paper Reference No(s): W/P C-3.3	Dasinau ———									Witness Responsible: D. J. Petry	ible: D. J. Petry
Line No.	Rate Class/ Code Description	Customer Meter Billings	Proposed Sales CCF	Current Sales CCF	Percent of Revenue to Total	Proposed Revenue	Percent of Revenue to Grand Total	Percent of Revenue to Total	Current Revenue	Percent of Revenue to Grand Total	Dollar Increase	Percent Increase
1 2	(A) Residential	229,362.6	2,193,205	2,193,205	\$ %65.19	\$ 21,647,822	60 40%	61.74% \$	17,694,258	60.29%	53,953,564	22.34%
E 4 1	(B) Commercial	22,765.4	937,728	937,728	17.45%	6,134,823	17 12%	17.36%	4,976,457	16.96%	1,158,366	23.28%
n 40 h 6	(C) Industrial (E) Special Contracts - Industrial	1,778 S 48.0	433,702	433,702	6 37%	2,239,722 442,231	6 25%	6,19% 1,54%	1,774,008 442,231	6.04%	465,714 0	26.25%
∞ on :	(D) Other Public Authority	2,884.0	483,884	483,884	6.59%	2,316,411	6.45%	6,24%	1,788,035	6:09%	528,376	29.55%
នដ:	(E) Special Contracts - Resale	,	893,055	893,055	4.74%	1,666,205	4.65%	4.73%	1,356,682	4.62%	309,523	22.81%
7 E :	(F) Private Fire	6,294.2			2.00%	702,805	1.96%	2.19%	626,742	2.14%	75,063	12.14%
21.	(G) Miscellaneous Metered Sales				0.00%	, 1	0.00%	%00 0		0.00%	0	%00.0
16 17 18	Total	263,133	5,279,199	5,279,199	100 00% \$	35,150,019	98.07%	\$ %66.66	28,658,413	97.65%	\$ 6,491,606	22.65%
<u> </u>					,			`				,000
3 =	Late Payment Fee Not Feed				,	339,038	0.95% %0.00	,,	435,036	0.04%		%0000 0000
77	Activation Fee	8.092.0			\$ 23.10	186,925		\$ 23.10	186,925	0.64%	0	0.00%
23	Usage Data Readings					1,251			7,261	0.02%		0.00%
74	Reconnection Charges	2,308 0			\$ 6100	140,788	0.39%	\$ 61.00	140,788	0.48%	•	0.00%
25	Frozen Meters					5,051	0.01%		5,051	0.02%	٠	0.00%
26	Temporary Service					•	9000		•	0.00%	•	%00.0
73	Other				la,	\$ 690,353	1.92%	Į.	. 690,353	2.36%	(0)	0.00%
29					H			IJ				
31 5	Pro Forma Total Operating Revenues per Schedule E-4				*/#	\$ 35,840,372	%66'66	<b>~</b> ∥	5 29,348,766	100.01%	\$ 6,491,606	22.12%
3 55	Pro Forma Total Operating Revenues											
34	per Schedule C-1				<b>~</b> ¶	36,083,690		``I	\$ 29,348,766			
e w	Difference				v	(363 318)		v	·			
37	סמו בן בנורט.				게			11				
38												
39												
40												

Section E Schedules Page 100 of 128

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4151-WS-AIR Test Year Revenues at Proposed vs. Current Bates - Water A

		Customer	Proposed	Current			Percent of			Percent of		
Line Rate No. Code	Class/ Description	Meter	Sales	Sales	Proposed Rates	Proposed Revenue	Revenue to Total	Current Rates	Current	Revenue to Total	Dollar	Percent Increase
1 (A) Residential	l											
2 Service Charges:												
3 Monthly:	S/8 inch	12.0				\$ 138	\$ %00.0		\$ 114	0.00% \$	24	21.05%
4	3/4 inch	•			14.57	1	90000	12.05	•	%00.0	•	0.00%
ı,	1 inch				21.65	•	9,000%	17.90	•	%00:0	,	0.00%
9	1-1/2 inch				39.34	•	0.00%	32 53	•	0.00%	•	0.00%
7	2 inch	•			60.57		0.00%	50.09	•	0.00%		0.00%
00												
6												
10												
12 Bi-Manthly:	5/8 inch	228,183.8			23.00	5,248,227	24.24%	19.02	4,340,055	24.53%	908,172	20.93%
13	3/4 inch	3543			29.14	10,324	0.05%	24.10	8,539	0.05%	1,785	20.90%
14	1 inch	703 1			43.30	30,442	0 14%	35.80	25,169	0.14%	5,273	20.95%
15	1-1/2 mch	0.99			78.68	5,193	0.02%	90:59	4,294	0.02%	668	20.94%
16	2 inch	43.4			121.14	5,264	0.02%	100.18	4,353	0.02%	911	20.93%
17												
18	Flat Rate	2,217.0			104.75	232,231	1.07%	1	٠	0.00%	232,231	0.00%
20 Consumption Charges:	Thorages:											
21 Monthly:	1st 20 rcf		-	П	7.2290	7	0.00%	5 7412	9	0.00%	4	16.67%
22	Next 1,980 ccf			•	5.0837	•	0.00%	3.9705	,	0.00%	•	20.00%
23	A'l over 2,000 ccf			•	3.0900	•	%0D C	2.1115	•	0.00%		0.00%
24												
5 Bi-Monthly	1st 40 ccf		2,145,446	2,145,446	7 2290	15,509,432	71 64%	5.7412	12,317,437	69.61%	3,191,995	25 91%
26	Next 3,960 ccf		54,323	54,323	5 0837	276,160	1 28%	3.9705	215,688	1.22%	60,472	28 04%
7	All over 4,000 ccf		0	0	3.0900		0 00%	2.1115	•	0 00%	٠	0.00%
78												
30 Softening Surcharge; (1)	harge; (1)											
1	Marion ccf		910,635	910,635	0 4289	390,571	1.80%	0 3415	310,982	1.76%	79,589	25.59%
32												
33 infrostructure	infrastructure (SIC) Surcharae				0.0000%	•	0.00%	3.0000%	515,367	2.91%	(515,367)	-100.00%
35 Reconciling Items:			:									
36	FAL's and Credits		(5,555)	(6,565)		(60,167)	-0.28%		(47,746)	-0.27%	(12,421)	26.01%
_												

39 40 (1) Softening usage not included in usage totals

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Test Year Revenues at Proposed vs. Current Hates - Water A

Schedulc E-4.1 Wtr A Page 2 of 6 Witness Responsible: D. J. Petry

Data: 4 Months Actual and 8 Months Estimated
Type of Films: \_X\_\_Original
Work Paper Reference No(s): W/P E-4.1

			Custamer	Proposed	Current						rercent or		
Line No. Co	Rate C	Class/ Description	Meter	Sales	Sales	Proposed Rates	Prapased	Revenue to Total	Current Rates	Current	Revenue to Total	Dollar Increase	Percent Increase
1	mmercial												
. K	Service Charges:												
Σ	Monthly: 5	5/8 inch	1,346.0		S	11.50 \$	15,479	0.25% \$	9.51 &	12,800	0.26% \$	2,679	20.93%
	m	3/4 inch	115.2			14.57	1,679	0.03%	12.05	1,388	0.03%	291	20.97%
_	•	1 inch	5,477.3			21.65	31,992	0.52%	17.90	26,451	0.53%	5,541	20.95%
9	***	1-1/2 inch	883.2			39.34	34,745	0.57%	32.53	28,730	0.58%	6,015	20.94%
	***	2 inch	3,032.9			60.57	183,703	2.99%	50 03	151,918	3.05%	31,785	20.92%
∞	**1	3 inch	231.5			110.09	25,486	0.42%	91.04	21,076	0.42%	4,410	20.92%
თ	7	4 inch	81.0			180 86	14,650	0.24%	149.56	12,114	0.24%	2,536	20.93%
9 ;	4	6 inch	60.0			357.75	21,465	0.35%	295.84	17,750	0.36%	3,715	20.93%
± 12	Bi-Monthly, 6	5/8 inch	12,127.5			23.00	278.931	4.55%	19.02	230,664	4.64%	48,267	20.93%
		3/4 inch	218.8			29.14	6,377	0.10%	24.10	5,274	0 11%	1,103	20.91%
14	. =1	1 inch	2,008.1			43.30	86,949	1,42%	35.80	71,888	1.44%	15,061	20.95%
15	-	1-1/2 inch	468.0			78.68	35,826	%09.0	90.59	30,451	0.61%	6,375	20.94%
16	F	2 inch	715 6			121.14	86,682	1.41%	100.18	71,684	1 44%	14,998	20.92%
17	M	3 mch	•			220.18	•	0.00%	182.08	1	0.00%	•	%00.0
18	vs.	4 inch				361.72	•	%000	299.12		%00:0	•	0.00%
19	_	Flat Rate	3.0			104.75	314	0.01%	591.68	1,775	0.04%	(1,461)	-82.31%
20													
	tion Charc	(es:											
	Monthly: 1	1st 20 ccf		75,156	75,156	7.2290	543,300	8.86%	5 7412	431,484	8.67%	111,816	25.91%
23	_	Next 1,980 ccf		483,339	483,339	5 0837	2,457,153	40.05%	3.9705	1,919,097	38.56%	538,056	28.04%
24	•	All over 2,000 ccf		86,747	86,747	3.0900	268,049	4.37%	2.1115	183,167	3.68%	84,882	46.34%
	Bi-Monthly:	2st 40 ccf		180,501	180,501	7.2290	1,304,838	21.27%	5.7412	1,036,290	20.85%	268,548	25.91%
	_	Next 3,960 ccf		113,455	113,455	5.0837	576,770	9.40%	3,9705	450,472	9.05%	126,298	28.04%
82	•	Alt over 4,000 ccf		,		3.0900		%UU 0	2.1115		%000	,	0.00%
	Softening Surchorge, (1)	<u>17</u>											
31	_	Marion ccf		397,029	397,029	0.4289	170,286	2 78%	0 3415	135,585	2.72%	34,701	25 59%
										!	:		
	Infrastructure (SIC) Surcharge	<u>Sprcharge</u>				0.0000%	1	0.00%	3.0000%	144,945	2.91%	(144,945)	-100.00%
# # 6													
		FAL's and Credits		(1,469)	(1,469)		(10.851)	-0.18%		(8.546)	-0.17%	(2,305)	26.97%
37				ì					:				
	Total Commercial		22,765	937,728	937,728	~	6,134,823	100.01%	\ \ \ \	4,976,457	\$ %56.66	1,158,366	23.28%

Section E Schedules Page 102 of 128

Test Year Revenues at Proposed vs. Current Rates - Water A OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-W5-AIR

Schedule E-4.1 Witr A Page 3 of 6 Witness Responsible: D. J. Petry

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: X\_Original Updated \_\_\_\_\_ Revised
Work Paper Reference Nols!: W/P E-4.1

Percent Increase 20.88% 20.69% 20.95% 20.95% 20.92% 20.92% 20.92% 20.92% 20.96% 0.00% 20.95% 21.03% 20.93% 0.00% 25 91% 28.04% 46 34% 28.04% 25.93% 25.59% 30 04% 26 25% -100.00% Dollar Increase (51,670) 25,672 323,368 117,679 403 30 765 736 8,604 914 914 4,332 19,684 263 225 82 629 4,421 3,219 706 465,714 Percent of Revenue to Total 0.21% 0.20% 2.32% 0.25% 1.52% 1.17% 5.58% 65.01% 14.31% 0.07% 0.00% 0.06% 0.02% 0.17% 0.00% 0.96% 0.65% 0.00% 4 34% 2.91% 0.13% 100.00% Current 2,350 1,930 145 3,652 3,513 41,124 4,370 27,011 99,068 1,153,362 253,937 17,058 11,480 506'94 51,670 1,074 390 3,005 1,774,008 1,255 Current Rates 9.51 12.05 17.90 32.53 50.09 91.04 149.56 19.02 24.10 35.80 65.06 100.18 5 7412 3.9705 2.1115 0.3415 3.0000% 5.7412 3.9705 2.1115 Percent of Revenue to Total 0.20% 0.19% 2.22% 0.24% 1.46% 1.12% 5.57% 65.93% 16.59% 0.00% 0.00% 0.02% 0.16% 0.00% 0.96% 0.66% 0.00% 4.31% 2000 0 14% 100 01% Proposed Revenue 4,417 4,249 49,728 5,284 32,663 25,037 124,740 1,476,730 1,518 1,299 472 3,634 371,616 21,479 14,699 96,593 3,056 2,739,722 11.50 14.57 21.65 39.34 60.57 110.09 1180.86 23.00 29.14 43.30 78.68 121.14 220.18 5.0837 7.2290 0 4289 3.0900 9500000 0 3.0900 433,702 225,210 (163)17,256 290,483 120,264 2,971 Current Sales CCF 17,256 290,483 120,264 225,210 (163)2,971 2,891 Proposed Sales CCF Customer Meter Billings 202.9 12 0 204 0 108 0 821.0 48.0 70.0 66.0 30.0 6.0 30.0 All over 2,000 ccf All over 4,000 ccf Next 1,980 ccf Next 3,960 ccf 1 inch 1-1/2 inch 1-1/2 inch 2 inch 1st 20 ccf Marion cc\* 1st 40 ccf Infrastructure (SIC) Surcharge 3/4 inch 5/8 inch 5/8 inch 3/4 inch 6 Inch 2 nch 3 inch I inch 4 inch 3 inch Softening Surcharge: (1) Consumption Charges: (C) Industrial Service Charges: Revonciling Items: Fotal Industrial Bi-Monthly: Bi-Monthly: Manthly: Monthly Rate Code Š. 

(1) Softening usage not included in usage totals

OHLO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Test Yaar Revenues at Proposed vs. Current Rates - Water A

			1	1			, , , , , , ,			in the same		
Line Rate No. Code	Class/ Description	Customer Meter Billings	Proposed Sales CCF	Lurrent Sales CCF	Proposed Rates	Proposed Revenue	Percent of Revenue to Totat	Current Rates	Current	Revenue to Total	Dollar	Percent Increase
	lic Authority											
Service Charges:												;
Monthly:	5/8 inch	383.7		w	11.50 \$	4,413	0 19% \$	9.51 \$	3,649	0.20% \$	764	20.94%
	3/4 mch	81.0			14.57	1,180	%50:0	12.05	926	0.05%	204	20.90%
	1 inch	237.3			21.65	5,137	0.22%	17,90	4,247	0.24%	068	20.96%
9	1-1/2 inch	136.0			39.34	5,351	0.23%	32,53	4,424	0.25%	627	20.95%
	2 inch	911.0			60.57	55,179	2.38%	50.09	45,632	2.55%	9,547	20.92%
∞0	3 inch	144 0			110,09	15,853	0.68%	91,04	13,110	0.73%	2,743	20.92%
6	4 inch	279.6			180.86	50,562	2.18%	149.56	41,812	2.34%	8,750	20.93%
10	6 inch	35.3			357.75	12,636	0.55%	295.84	10,449	0.58%	2,187	20.93%
11												,
12 Bi-Monthly:	5/8 inch	228.5		vì	23 00 \$	5,256	0.23% \$	19.02 \$	4,347	0.24% \$	506	20.91%
13	3/4 inch	12.0			29.14	350	0.03%	24.10	289	0.02%	19	21,11%
14	) inch	121.1			43.30	5,242	0.23%	35.80	4,334	0.24%	908	20.95%
15	1-1/2 inch	45.6			78.68	3,585	0.15%	90'59	2,964	0.17%	621	20 95%
16	2 inch	269.0			121.14	32,587	141%	100.18	26,948	1.51%	5,639	20.93%
17												
18 Consumption Charges:	Charaes:											
19 Monthly:	1st 20 ccf		22,197	22,197 \$	7.2290 \$	160,465	6 93% \$	5.7412 \$	127,440	7 13% \$	33,025	25.91%
20	Next 1,980 ccf		150,198	150,198	5.0837	763,563	32.96%	3.9705	596,361	33.35%	167,202	28.04%
	All over 2,000 rcf		291,935	291,935	3.0900	902,078	38.94%	2.1115	616,420	34.47%	285,658	46.34%
22												
Bi-Monthly:	1st 40 ccf		12,354	12,354 \$	7.2290 \$	89,307	3.86% \$	5.7412 \$	70,927	3.97% \$	18,380	25.91%
24	Next 3,960 ccf		7,250	7,250	5.0837	36,858	1.59%	3 9705	28,787	1.61%	8,071	28 04%
	All over 4,000 ccf		•		3.0900	•	0.00%	2.1115	,	0.00%	1	0000
76												
27 Softening Surcharge: (1)	charge: (1)											
28	Marion cc <sup>4</sup>		390.031	390,031 \$	0.4289 \$	167,284	7.22% \$	0.3415 \$	133,196	7 45% \$	34,088	25.59%
29												
30 Infrastructure	Infrastructure (SIC) Surcharge				0.0000% \$		0.00%	3.0000% \$	52,079	2.91% \$	(52,079)	-100.00%
33 Barrentine Bears												
	FAL's and Credits		(20)	(20)	√n	(475)	-0.02%		(356)	-0.02% \$	(119)	33.43%
	:	0.000	*00,00	100	,		700 001		1 700 000	\$ 7900.00	226 326	30 55%
35 lotal Other Public Authority		784	200									

<sup>(1)</sup> Softening usage not included in usage totals. 36 37 38 39

Section E Schedules Page 104 of 128

DHID AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Test Year Revenues at Proposed vs. Current Rates - Water A

Schedule E-4.1 Wtr A Page 5 of 6

Witness Responsible: D. J. Petry

Data: 4 Months Actual and 8 Months Estimated

Type of Filing: "X\_Original \_\_\_\_\_ Updated \_\_\_\_\_ Revsed

Work Paper Reference No(s): W/P E-4.1

Percent Increase 0.00% 0.00% 0.00% 0.00% 0.00% Dollar Increase 309,523 75.42% \$ 9.71% \$ Percent of Revenue to Total 100.001% 14.88% 2,607 16,592 34,233 214,185 267,617 10,129 158,516 2,419 Current 3,550 1,317,167 174,514 1,356,682 1.9718 \$ 3.0000% \$ 8799.0 0,9978 295.84 \$ Current Rates 1.3982 2.0506 2.0274 1.0678 1.0678 vs Revenue ta Total 12.69% 8.28% Percent of 10,129 158,516 2,419 Proposed 3,550 2,607 16,592 34,233 267,617 \$ 2,108,436 1,666,205 1,666,205 174.614 2.4943 \$ s 'n Proposed Rates 295.84 1.3982 2.0506 2.0274 82660 1.0678 0.9978 1.0678 668,005 \$ 7,244 77,303 1,193 2,612 16,629 32,060 200,584 251,885 893,055 893,055 Current Sales CCF 7,244 77,303 1,193 2,612 16,629 32,060 200,584 251,885 893,055 668,005 ,230,680 85,740 893,055 Praposed Sales CCF Customer Meter 12.0 24.0 36.0 12.0 All over 123,333 33 ccf Next 1,445 ccf Next 17,000 ccf All over 32,000 Consumption Charges:
Monthly: 1st 2,533 33 ccf
Newt 20,800 ccf Next 100,000 crf Sales for Resale Consumption Charges: Monthly: 13,555 ccf Class/ Description Industrial Infrastructure (SICI Surcharge Industrial Industrial M Gals 2 inch 6 inch 6 inch 2 inch Consumers' Ohio Water 5 Consumption Charges: (E) Special Contracts <u>Service Charges:</u> Monthly: Service Charges: Service Charges: US Yachiyo Whirlpool Monthly. Monthly: Monthly: Credits Line Rate No. Code Poet 

1,798,913

100.00%

Total Special Contracts

Section E Schedules Page 105 of 128

OHIO AMERICAN WATER COMPANY Rate Gase No. 11-4161-WS-AIR Test Year Revenues at Proposed vs. Current Rates - Water A

Schedule E-4.1 Wtr A Page 6 of 6 Witness Responsible: D. J. Petry

Data: 4 Months Acrual and 8 Months Estimated
Type of Filmg: "X" Original "\_\_\_ Updated \_\_\_\_ Revised
Work Paper Reference No(s): W/P E-4.1

No.         Class / Gode         Mater         Sales         Sales           No.         Code         Description         Billings         CCF         CCF           1         Clock diameter Remailer         48.0         5         5           2         2.1/2 inch diameter         36.0         6	Proposed  Rates  10.14 \$ 10.14 \$ 15.90 22.83 40.54 40.53 22.83.64 365.25 0.0000% \$ \$ 11.50 \$ 14.57 21.65 39.34 190.69 180.69	Proposed Revenue 4,318 763 33,826 240,672 337,814 57,800 26,760	10,61% \$ 0.01% \$ 0.01% \$ 0.01% \$ 0.01% \$ 0.00%	Rates  8.78 \$ 13.77 19.76 13.77 19.76 35.10 79.04 140.56 219.60 219.60 219.60 219.60 219.60 219.60 32.23 50.09 91.09	Accepted Revenue Revenue 3,738 661 711 29,287 208,377 275,138 50,069 40,485 18,255 626,742,	Acevenue to Total 10.00% \$ 0.50% \$ 0.11% 4.67% 33.25% 43.90% 7.99% 6.46% \$ 2.91% \$ 0.00% \$ 0.00% \$	Dollar Increase 579 102 111 4,539 32,295 42,656 7,761	Percent Increase 15.49% 15.43% 15.61%
		4,318 763 832 832 33,826 240,672 337,814 57,830 26,780	· 杂类的现在分词的 电电影电影系统		3,739 661 711 29,287 208,377 278,138 50,669 40,485 18,255	* * * * * * * * * * * * * * * * * * *	579 102 111 4,539 32,295 42,656 7,761	15.49% 15.43% 15.61%
2 unch diameter & smaller 425.8 2 u.12 inch diameter 48.0 3 unch diameter 36.0 4 unch diameter 36.0 4 unch diameter 35.0 6 unch diameter 15.87.5 10 unch diameter 15.87.5 10 unch diameter 15.80 11 inch diameter 12.80 12.0 12.0 unch diameter 12.80 13.0 unch diameter 12.80  Monthly: \$\frac{5}{4}\text{ unch } \frac{5}{4}\text{ unch } \frac{5}{4}\te		4,318 763 822 822 33,826 240,672 317,814 57,830 26,760			3,739 661 711 29,287 208,377 275,138 50,069 40,485 18,255 626,742		579 102 111 4,539 32,295 42,656 7,761	15.49% 15.43% 15.61%
2-1/2 inch diameter 36.0 3 inch diameter 36.0 4 inch diameter 83.6.0 4 inch diameter 83.6.0 5 inch diameter 2.688.3 5 inch diameter 2.88.0 7 in an		763 822 823 826 240,672 317,814 57,830 26,760 702,805			661 29,287 208,377 275,138 50,069 40,485 18,255 626,742		102 111 4,539 32,295 42,656 7,761	15.43% 15.61% 15.50%
3 sinch diameter 84.4 4 inch diameter 834.4 6 inch diameter 2.688.3 8 wich diameter 2.688.3 8 wich diameter 1.997.6 10 inch diameter 1.28.0 11 inch diameter 1.28.0 12 inch diameter 1.28.0 12 inch diameter 1.28.0 13 inch 1.10 i		812 33,826 240,672 317,814 57,830 26,760			711 29,287 208,377 275,158 50,069 40,485 18,235 626,742		111 4,539 32,295 42,656 7,761	15.61%
4 inch diameter 834,4 6 inch diameter 2,638,3 8 who diameter 1,957,5 10 inch diameter 128,0 12 inch diameter 128,0 11 inch diameter 128,0  Total Private Fire 6,194,2  (G) Miss Matered Sales 5,8 inch 1,1 inch 1,1 inch 2,1 inch 2,1 inch 3,1 inch 1,1 inch 3,1 inch 4,1 inch 6,1 inch 6,1 inch 6,1 inch 7,1 is 20 cef 6,1 inch 7,1 is 20 cef 7,1 inch 8,1 inch 8,1 inch 1,1 inch 8,1 inch 1,2 inch 1,1 inch 1,2 inch 1,2 inch 1,3 inch 1		240,672 317,814 57,830 26,760 702,805			29,287 208,377 275,158 50,069 40,485 626,742		4,539 32,295 42,656 7,761	15 50%
6 inch diameter 2,538.3  8 wich diameter 1,937.6  10 inch diameter 1,28.0  12 inch diameter 128.0  Total Private file 6,1294.2  (G) Miss Misered Sales 5,8 inch 1,12,10 inch 1,12,10 inch 2,10 inch 3 inch 4 inch 6 inch 6 inch 6 inch 7,12 Oct 7,13 O		240,672 317,814 57,830 26,760 702,805			208.377 275,138 50,069 40,485 18,255 626,742		32,295 42,656 7,761	1
8 inch diameter 1,957.6  10 inch diameter 228.0  12 inch 128.0  Infrastructure (SiG) Surcharge 6,294.2  Tatal Private Fire 6,294.2  (G) Musc Matered Sales 5/8 inch 1 inch 1 inch 1 inch 2 inch 2 inch 2 inch 2 inch 3 inch 4 inch 6 inch 6 inch 6 inch 6 inch 6 inch 7 inch 7 is 1st 20 ccf 7 inch 8 inch 1 inch 6 inch 6 inch 7 inch 6 inch 6 inch 7 inch 7 inch 7 inch 6 inch 7 inch 6 inch 7 inch 7 inch 7 inch 6 inch 7 in		317,814 57,830 26,780 702,805			275,158 50,069 40,485 18,255 626,742		42,656 7,761	15.50%
128.C 10 unch diameter 128.C 11 inch diameter 128.C  Total Private file (SLE) Supported  Server Charges: 5/8 inch		57,830 - 26,760 - 702,805			50,069 40,485 18,255 626,742		7,761	15.50%
128.0		09,207			40,485 18,255 626,742			15.50%
Total Private File 6,294.2.  Total Private File 6,294.2.  (G) Musc Materied Sales  Service Chorges: 5/8 inch 3/4 inch 1 inch 1-1/2 inch 2 inch 3/4 inch 4 inch 6 inch 4 inch 6 inch 7 inch 1 inch 7 inch 8 inch 7 inch 7 inch 8 inch 7 inch 8 inch 9 in		702,805			18,255 626,742		6,275	15 50%
Total Private Fire   6,194.2     (g) Musc Motered Sales   5/8 inch   3/4 inch   1 inch   1.42 inch   2 inch   3 inch   4 inch   6 inch   6 inch   6 inch   6 inch   6 inch   8 inch   6 inch   6 inch   7 inch   6 inch   7 inch   7 inch   6 inch	) )	702,805		•	626,742		(18,255)	-100 00%
(G) Mac Matered Sales  Serve Charges:  Monthly:  Syl nich  1-12 inch  2 inch  4 inch  6 inch  Monthly:  1st 40 ccf  All over 2,000 ccf  All over 4,000 ccf  Mainn cf		* * * * * * * * * * * * * * * * * * *	\$ %00.0 \$00.0 \$00.0 \$00.0 \$00.0			\$ %00.0	76,063	12.14%
			\$ 3000 0 000% 0 000% 0 000% 0 000%			\$ %00.0		
Service Charges:   Sf8 inch			0.00% 0.00% 0.00% 0.00% 0.00%		• • •	\$ %00.0		
Monthly: 5/8 inch 3/4 inch 1 inch 1 inch 1 inch 1 inch 2 inch 2 inch 2 inch 2 inch 4 inch 6 inch 6 inch 6 inch 7 is 120 ccf Nonthly: 1st 20 ccf All over 2,000 ccf All over 4,000 ccf All over 4,000 ccf All over 4,000 ccf All inch All inch 2			0.00% 0.00% 0.00% 0.00% 0.00%			0.00%		
3/4 inch 1 inch 1 - 1/2 inch 2 inch 2 inch 3 inch 4 inch 6 inch 6 inch 6 inch 1 - 1 - 2 0 0 c f  Next 1,980 c f All over 4,000 c f  Maiton	14.57 21.65 39.34 80.57 110.09	* * * * 1 1	0.00% 0.00% 0.00%	12.05 17.90 32.53 50.09 91.04				0.00%
1 inch   1 inch   2 inch   2 inch   3 inch   3 inch   4 inch   5 inch   5 inch   5 inch   5 inch   6 inch   6 inch   6 inch   7	21.65 39.34 60.57 110.09	* * 1 1 1	%0000 %0000 %0000	17.90 32.53 50.09 91.04		0.00%		0.00%
1-1/2 inch 2 inch 3 inch 4 inch 6 inch Consumption Charges Morthly: 1st 20 crf Next 1,983 ccf All over 2,030 ccf All over 4,000 ccf Maiton ccf Maiton ccf Maiton ccf All over 4,000 ccf Maiton ccf	3934 60.57 110 09 180 86	* 1 1 1	0 00% 0 00% 0 00%	32.53 50.09 91.04		%00 0		0.00%
2 inch 3 inch 4 inch 6 inch Consumption Charges: Monthly: 1st 20 ccf Next 1,380 ccf All over 2,000 ccf All over 4,000 ccf Main over 4,000 ccf Main over 4,000 ccf Main over 6.000 ccf	60.57 110 09 180 86	1 1 1	0.00% 0.00%	50.09 91.04		0.00%		0.00%
3 inch 4 inch 6 inch 6 inch Consumption Charges: Monthly: 1st 20 ccf Next 1,980 ccf 8i-Monthly: 1st 40 ccf All over 2,000 ccf All over 4,000 ccf Mainnes	110 09	1 1	%0000	91.04		0.00%		200.0
4 inch 6 inch Consumption Charges: Monthly: 1st 20 ccf Next 1,980 ccf Bi-Monthly: 1st 40 ccf Next 3,990 ccf All over 4,000 ccf Main over 4,000 ccf	180.85	ı	2000			0.00%		9000
6 inch <u>Consumption Chargess</u> Monthly: 1st 20 crf  Mover 1,980 crf  All over 2,000 ccf  All over 4,000 ccf  All over 4,000 ccf  Marion ccf			%00.n	149.56	á	0.00%	٠	0.00%
Consumption Charges.  Monthly: 1st 20 crf  Next 1,983 ccf  All over 2,000 ccf  All over 4,000 ccf  Saftening Surstlanger []  Marion ccf	357.75	1	%00:0	295.84	•	0.00%	•	0.00%
Consumption Charges:  Monthly: 1st Ocf  All over 2,000 cdf  Bi-Monthly: 1st 40 cdf  All over 4,000 cdf  Softening Sursharger [1]  Marian cdf								
Monthly: 1st 20 ccf Next 1,980 ccf All over 2,000 ccf Bi-Monthly: 1st 40 ccf Next 3,960 ccf All over 4,000 ccf Marian ccf								
Next 1,980 ccf	7.2290 \$		\$ %00.0	5.7412 \$		0.00% \$		0.00%
All over 2,000 ccf  Bh-Monthly: 1st 40 ccf  Next 3,960 ccf  All over 4,000 ccf  Softening Survivare (1)  Marien ccf	5.0837		%D0 0	3.9705		0.00%		9500:0
Bi-Monthly: 1st 40 ccf Next 3-960 ccf All over 4,000 ccf Softening Sursharger [1] Marien ccf	3 0900		0 00%	2.1115	,	%00 0	,	9000
Bi-Monthly: 1st 40 ccf  Next 3,960 ccf  All over 4,000 ccf  Softening Stretherae (1)  Marien ccf								
Next 3,960 ccf	7 2290 \$		0.00% \$	5.7412 \$		0.00% \$	,	000%
All over 4,000 ccf <u>Softening Surpharae [1]</u> Marien ccf	5.0837		0.00%	3.9705		0.00%		0.00%
<u>Softening Suryharge [1]</u> Marion cef	3.0900		0.00%	2.1115		0.00%	,	0.00%
<u>Saftening Sursharger (1)</u> Manton cef								
Marien ccf								
,	0.4289 \$		%00.0	\$0 3415 \$	,	0 00% \$		0.00%
35								
36 Infrastructure (SIC) Surcharge	\$ %0000 0		0.00%	3.0000% \$	1	\$ %00.0	•	800.0
37								
Reconciling Items.								
39 FAL's and Credits -	s		%00:0	<b>√</b> 5.		0.00% \$		0.00%
				ļ				
4] Total Miscellaneous Metered	~  		0.00%	w		0.00% \$	·	0.00%

Section E Schedules Page 106 of 128

OHIO AMERICAN WATER COMPANY Rate Case No. 11.4161-WS-AIR Test Year Revenues at Proposed vs. Current Rates - Water C

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: X\_Original \_\_\_\_\_ Updated \_\_\_\_\_ Revised
Work Paper Reference No(s); W/P C-3.3

Schedule E-4 Wtr C Page 1 of 1 Witness Responsible: D. J. Petry

		1 0 0		10/15		7	Percent of	Percent of	1	Percent of	relloc	Perrent
	Code Description	Billings	CCF	CCF	Total	Revenue	Grand Total	Total	Revenue	Grand Total	Increase	Increase
			200	75.000		100	2000				000000	20,000
	(A) Residențial	102,128 5	b09, 124	#75,20d	\$ %/7 58	5,923,269	87.00%	×3.25%	₹,484,43 1,484,434	80,40%		709.C7
	(B) Commercial	3,018.7	93,081	180'E6	10 24%	679,303	%86.6	10.30%	552,347	9.98%	126,956	22.98%
	(C) Industrial				0.00%		0.00%	0.00%		0.00%	,	0.00%
	(D) Other Public Authority	24.0	٠	10,602	0.49%	32,374	0.48%	0 44%	23,855	0 43%	8,519	35.71%
	(E) Special Contracts				0.00%		0.00%	0.00%		2,00%	ŀ	0.00%
	(F) Private Fire				0.00%	,	%00 0	0.00%	•	400.0	1	%00:0
	(G) Miscellaneous Metered Sales				%00 O		0.00%	2000%		0000		0.00%
15	Legal.	105 171 2	707.406	713.008	\$ %00.001	6.634.946	46%	> %66.66	5.360.638	96.87%	\$ 1,274,308	23.77%
188	1											
ر 22	Late Payment Fee				w	72,098	1.06%	<b>v</b> s	72,098	1,30%	•	0.00%
	NSF Fees					4,217	0.06%		4,217	0,08%	•	0.00%
	Activation Fee	1,101 0			\$ 23.10	25,433		\$ 23.10	25,433	0,46%	O)	0.00%
	Usage Data Readings					932	0.01%		932	0,02%	•	0.00%
34 8	Reconnection Charges	0.401,1			\$ 6100	67,527		\$ 61.00	67,527	1.22%	•	0.D0%
	Frazen Meters					114	0.00%		114	0.00%	•	0.00%
	Temporary Service					,	0.00%		•	%00′0		0.00%
	Other				J	2,996	0.04%	j	2,996	- 1		%00:0
80					**	173,317	2.53%	10	713,317	3,13%	(0)	\$ 173,317
53												
	Pro Forma Total Operating Revenues											
32 р	per Schedule E-4				~∥	6,808,263	%66.66	<b>∽</b> ∥	5,533,956	100 00% \$	\$ 1,274,308	23.03%
m :												
	Pro Forma Total Operating Revenues				•							
	per Schedule C-1				s	6,564,997		ν¶	\$ 5,533,956			
۳ ۾ ۾	Difference				√n	243.266		•	,			
					1			ʻli				
1 5												

Section E Schedules Page 107 of 128

OHID AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Test Year Revenues at Proposed vs. Current Rates - Water C

Schedule E-4.1 Wtr C Page 1 of 3 Witness Responsible: D. J. Petry

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: \_X\_\_ Original \_\_\_\_ Updated \_\_\_\_ Revised
Work Paper Reference No(s): W/P E-4.1

Work Paper Reference Na(s): W/P E-4.1

			Customer	Proposed	Current			Percent of			Percent of		
Line	Line Rate	Class/	Meter	Sales	Sales	Proposed	Proposed	Revenue to	Current	Current	Revenue to	Dollar	Percent
No.	Code	Description	Billings	CCF	CCF	Rates	Revenue	Total	Rates	Revenue	Tata!	Increase	Increase
-	(A) Residential												
2	Service Charges:	ř.il											
m	Monthly:	5/8 inch	101,864.1		w	11 50 \$	1,171,437	19 78% \$	9.51 \$	968,728	20.25% \$	202,709	20.93%
4		3/4 inch	156.4			14.57	2,279	0.04%	12.05	1,885	0,04%	394	20,90%
5		1 inch	108.0			21.65	2,338	0.04%	17.90	1,933	0.04%	405	20.95%
9		1-1/2 inch				39 34		0.00%	32.53		%00:0	,	%00'0
7		2 inch				60.57		0.00%	50.09		%00 0		9,000
<b>D</b> 0		3 inch				110.09	,	0.00%	91.04		%00.0		%00.0
6		4 inch				180.86		0.00%	149.56	,	0.00%		%00.0
ដ													
11													
12													
13	Consumption Charges:	Charges.											
14		Present	Praposed										
15	Monthly:	1st 13 33 ccf	1st 20 ccf	594,457	\$ 920'509	7.2290 \$	4,373,731	73 84% \$	5.7412 \$	3,473,574	72.60% \$	900,157	25.91%
16		Next 586 67 ccf	Next 1,980 ccf	14,868	4,299	5.0837 \$	21,854	0.37%	3.9118	16,816	0.35%	5,038	29.96%
17		All over 600 ccf	All over 2,000 ccf	•	,	\$ 0060'E		0.00%	2.1115		0.00%		0.00%
90													
13													
20	Purchase Wate	Purchase Water Surcharge - Usage CCF	J.C.	•	\$	•	•	0.00% \$	\$		\$ %00.0	•	0.00%
21													
22	Huber Ridge (A	Huber Ridge (Reverse Osomosis)		145,006	145,006 \$	1.4179 \$	205,605	3.47% \$	1.4994 \$	217,423	4.54% \$	(11,818)	
23													
24	Lake Darby & 1	Lake Darby & Worthington - Softening	Дı	192,205	192,205 \$	0.8006 \$	153,879	2.60% \$	0.5745 \$	110,422	2.31% \$	43,457	
25												•	9,00.0
97	Reconciling Items.	ims.											
27		FAL's and Credits		(890)	(880)	4.74	(7,854)	-0.13%	w	(6,344)	-0.13% \$	(1,510)	23.80%
59													
31	Total Residential	tial	102,128.5	609,324	609,324	∞	5,923,269	100.01%	ļν	4,784,437	100.00% \$	1,138,832	23.80%
32													

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Tost Year Revenues at Proposed vs. Current Rates - Water C

Schedule E-4.1 Wtr C Page 2 of 3 Witness Responsible: D. J. Petry

			Customer	Proposed	Current			Percent of			Percent of		
Cine N	Rate	Class/ Description	Meter	Sales	Sales	Proposed	Proposed	Revenue to	Current	Current	Revenue to	Dollar	Percent
-	(B) Commercial	iowell reco					30113						
7	Service Charges:												
ĸ	Monthly:	5/8 Inch	1,890.4		**	11.50 \$	21,740	3.20% \$	951 \$	17,978	3.25% \$	3,762	20.93%
4		3/4 inch	36.0			14.57	525	0.08%	12.05	434	0.08%	91	20.97%
Ŋ		1 inch	420.3			21 65	9,100	1.34%	17.90	7,523	1.36%	1,577	20.96%
9		1-1/2 inch	300 0			39,34	11,802	1.74%	32.53	6,759	1.77%	2,043	20.93%
7		2 inch	252.0			60.57	15,264	2.25%	50.09	12,623	2.29%	2,641	20 92%
DO		ťη	840			110.09	9,248	1.36%	91.04	7,647	1.38%	1,601	20.94%
6		-4-	360			180.86	6,511	0.96%	149.56	5,384	0.97%	1,127	20.93%
9 # :													
27													
5 4	Consumption Charges.	orges. Present	Proposed										
: 12	Monthly:	1st 13.33 cof	1st 20 ccf	27.459	26.331 \$	7,2290 \$	190.349	28.02% \$	5.7412 \$	151.173	27.37% S	39,176	25.91%
16		Next 586 67 ccf	Next 1,980 ccf	65,622			339,339	49.96%		261,113	47.27%	78,226	29.96%
Ü		All over 600 ccf	All over 2,000 ccf			3.0900	ı	0.00%	2.1115	ŀ	%00.0	•	0.00%
18													
57													
20	Purchase Water	Purchase Water Surcharge - Usinge CCF	50		Si -	\$		\$ %00.0	·γ.	•	0.00% \$		0.00%
77													
22	Huber Ridge (Reverse Osamosis)	verse Osomosis)		52,123	52,123 \$	1.4179 \$	73,905	10.88% \$	1,4994 \$	78,153	14.15% \$	[4,248]	-5.44%
24	Lake Darby & W.	Lake Darby & Worthington - Softening	бı	8,838	8,838 \$	0.8006 \$	7,076	1.04% \$	0.5745 \$	5,078	0.92% \$	1,998	39.35%
3 %	Daropedina Items	٠											#.nn.%
3 12	The Control of the Co	FAU's and Credits		(773)	(773)	401	(5.556)	-0.82%	ų,	(4.518)	-0.82% \$	(1.038)	22.97%
188						•			•		<b>,</b>		
3 %	Total Commercial	le	3,018.7	180'86	93,081	v)	679,303	100 01%	\s-\	552,347	\$ %66.66	126,956	22.98%
31			1								i		
3 6													
34													
35													
36													
3/													
8 8													
. 04													

Section E Schedules Page 109 of 128

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-W5-AIR Test Year Revenues at Proposed vs. Current Rates - Water C

		Customer	Proposed	Current			Percent of			Percent of		
Line Rate No. Cade	Class/ Description	Meter Billings	Sales CCF	Sales	Proposed Rates	Praposed	Revenue to Total	Current	Current	Revenue to Total	Dollar Increase	Percent Increase
1	ver Public Au											
2 Service	Service Charges.											
3 Monthly.	ηλ. 5/8 inch	•		Ş	11.50 \$		\$ %00.0	9.51 \$	•	\$ %00'0	,	9600.0
4	3/4 inch	12 0			14.57	175	0.54%	12.05	145	0.61%	30	20 69%
Ŋ	1 mch	•			21 65		0.00%	17.90		9,000	,	0.00%
9	1-1/2 inch	•			39.34	,	0.00%	32.53		%00.0		0.00%
7	2 inch				60.57	1	0.00%	50.09		0.00%		0.00%
•	3,5	•			110.09		%000	91.04		0.00%		0.00%
6	4"	12.0			180.86	2,170	6.70%	149.56	1,795	7.52%	375	20.89%
10												
11												
12												
13 <u>Consu</u>	Consumption Charges:											
14	Present	Proposed										
15 Monthly:	ily: 1st 20 ccf	1st 20 ccf		247 \$	\$ 0677 /	1,783	5.51% \$	5.7412 \$	1,416	5.94% \$	367	25.92%
16	Next 1,980 of	Next 1,980 ccf		4,223	5.0837 \$	21,470	65.32%	3.9118	16,520	69.25%	4,950	29.96%
ĆĮ.	All over 2,000 ccf	All over 2,000 ccf. All over 2,000 ccf.		6,132	3.0900 \$	18,947	58.53%	2.1115	12,947	54.27%	6,000	46.34%
18												
20 Purcho	Purchase Woter Surcharge - Usage CCF	SOF	•	<b>*</b>	· ·	1	0.00% \$	s,	r	0.00% \$		0.00%
	Constitution (Constitution Constitution)			•			2000	1 4004		2 2000 0		NOC C
	mage (neverse Osomosis)		•		T.41/3	,					,	9000
	Cake Dachy & Worthwaton - Softenina	DI.		•	0.8006		> %000	0.5745 \$	٠	\$ %000		2000%
		ŗ		•	}							0.00%
	Reconciling (tems;											
27	FAL's and Credits		(942)	(345)	\$	(12,171)	-37.59%	**	(8,968)	-37,60% \$	(3,203)	35.71%
28												
29	3				ļ.			},				
	Tatal Other Public Authority	0.82		70,602	^	32,374	100 OT	٨	55855	c 266.66	8,519	35.7.2%
32												
	Private Fire Protection											
34												
	Sprinkler Heads			S	1 2400 \$		\$ %0000	1.0700 \$	•	\$ %00°U		9500.0
36												
37					1							
	Total Private Fire				s∦	,	0.00%	<b>₼</b>		0.00% \$		0.00%

OHIO AMERICAN WAYER COMPANY Rate Case Mo. 11-4151-WS-AIR Test Year Revenues at Proposed vs. Current Rates - Wastewater

Data Type Work	Data: 4 Months Actual and 8 Months Type of Filing: X_ Original Work Paper Reference No(s): W/P E-4.1	Date: 4 Months Actual and 8 Months Estimated Type of Filing: _X_ Original Updated	ed Revised									Schedule E-4 WW Page 1 of 1 Witness Responsible: D. J. Petry	Schedule E-4 WW Page 1 of 1 posible: D. J. Petry
Line No.	ie Rate o.	Class/ Description	Customer Meter Billings	Proposed Sales CCF	Current Sales CCF	Percent of Revenue to Total	Proposed Revenue	Percent of Revenue to Grand Total	Percent of Revenue to Total	Current	Percent of Revenue to Grand Total	Dollar	Percent
1 2	(A) Residential		,	414,891	414,891	\$ %69'88	4,067,064	88.16%	89.23% \$		88.64% \$	426,812	11.72%
w 41 n	(B) Commercial		,	72,508	72,508	11.31%	518,694	11.24%	10.77%	439,251	10.70%	79,443	18.09%
, 0 ,	(C) Industrial					0.00%		%000	0.00%		0.00%	,	0.00%
- oo en	(D) Other Public Authority	Authority				%00 o		0.00%	0.00%		%00:0	,	0.00%
9 3	) (E) Special Contracts	acts				%00 0		0.00%	90.00%		0.00%	٠	0.00%
1 21 21	(F) Private Sire					%00 O		0.00%	0.00%		0.00%	٠	0,00%
4 1	(G) Miscellaneous Metered Sales	s Metered Sales				%00 O		0.00%	0.00%		0.00%		0.00%
16	_	Total		487,399	487,399	100 00% \$	4,585,758	99.40%	100 00%	4,079,502	99.34% \$	506 256	12.41%
118													
5													
50		4J				*	27,284	0.59%	v	27,284	0.66% \$		0.00%
21	NSF Fees						•	%00:0				•	0.00%
7 2		Ings						%00.0		•	%00.0	1	0.00%
24		arges						%00.0 %00.0			%0000 0000		%00.0
25								0.00%		٠	%00.0	•	800.0
97		al.					r	%00 0		,	0.00%		0.00%
77	Other					Ī		0.00%	ļ		0 00%		0.00%
23 62						v	27,284	0 59%	s	27,284	0.66% \$		0.00%
30													
31		Pro Forma Total Operating Revenues											
2 E	per Schedule E-4					ν	4,613,042	%66-66	<b>∽</b> ∥	4,106,786	100.00% \$	506,256	12.33%
34													
33		Pro Forma Total Operating Revenues											
% % %	per Schedule C-1					<b>∽</b> ∥	4,512,991		₩	4,106,786			
m m	Orfference.					v	5		·				
33						, <b> </b>	1,		n				
40													

Section E Schedules Page 111 of 128

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Test Year Revenues at Proposed vs. Current Rates - Wastewater

Page 1 of 2 Witness Responsible: D. J. Petry

Schedule E-4.1 WW

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: X\_Original \_\_\_\_ Updated \_\_\_\_ Revised
Work Paper Reference No(s): W/P E-4.5

			Customer	Proposed	Current			Percent of			Percent of		
rio Lio	Rate	Class/	Meter	Sales	Sales	Proposed	Proposed	Revenue to	Current	Current	Revenue to	Dollar	Percent
Š		Description	Billings	Ę,	ζĘ	Rates	Revenue	Total	Rates	Revenue	Total	Increase	Increase
-	(A) Residential												
7	Sarvice Charges												
E	Monthly:	5/8 inch			w	\$	,	\$ %00'0	ss.		0.00% \$		D.00%
4		3/4 inch	,			,		0.00%	,		0.00%		%00'0
2		1 inch				•		9600'0			%000		0.00%
ı,		1-1/2 inch						0.00%			0.00%	,	%00:0
7		2 inch				,		0.00%			0.00%		0.00%
<b>∞</b>		m,	4			ij		0.00%	•	•	0.00%		0.00%
ø.		4				1	,	0.00%			0.00%		0.00%
10													
11													
12													
д													
14	Consymption Charges:	ärges.											
12	Monthly:	1st 13.33 ccf		407,342	407,342 \$	\$ 0198.6	4,016,800	98.76% \$	8 8358 \$	3,599,193	\$ %286	417,607	11.60%
16		Next 586.67 ccf		8,491	8,491	7.1000	60,284	1.48%	5.8920	50,027	1.37%	10,257	20.50%
17		All over 600 ccf		1		2.7720		90000	2.3000		0.00%		0.00%
18													
13													
20													
21													
22													
23													
24													
25													
56	Reconciling Items:	ij											
23		FAL's and Credits		[942]	(942)	€/A	(10,020)	-0.25%	vs	(8,968)	-0.25% \$	(1,052)	11.73%
87													
53													
30	Total Residential	<u> </u>		414,891	414,891	w	4,067,064	88.88%	s	3,640,252	\$ %66.66	426,812	11.72%
31		!											

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Test Year Revenues at Proposed vs. Current Rates - Wastewater

Schedule E-4.1 WW Page 2 of 2 Witness Responsible: D.J. Petry

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: X\_Original \_\_\_\_ Updated \_\_\_\_ Revised
Work Paper Reference No(s): W/P E-4.1

Zine Zio	Rate	Class/ Description	Custamer Meter Billings	Proposed Sales CCF	Current Sales CCF	Proposed Rates	Proposed Revenue	Percent of Revenue to Total	Current	Current	Percent of Revenue to Total	Dallar Increase	Percent Increase
-	(B) Commercial												
2	Service Charges												
m	Monthly:	5/8 inch	•				,	0.00% \$	,		0.00%	•	0.00%
**		3/4 inch	•			•	•	0.00%	,	•	0.00%	•	0.00%
Ŋ		1 inch						0.00%	,	,	0.00%	•	0.00%
Φ		1-1/2 inch					•	9000		•	0.00%		0.00%
7		2 inch	٠				٠	%00.0		٠	0.00%	•	0.00%
02		.m	•			1		0.00%			0.00%	•	%00:0
o		.,4				1	٠	%00°0		•	%000	•	
10													
Ħ													
12													
7													
14	Consumption Charges:	orges.											
15	Monthly:	1st 13.33 ccf		13,653	13,653		\$ 134,631	25.96% \$	8.8358 \$	120,634	27.46% \$	13,997	11.60%
16		Next 586.67 ccf		51,886	51,886	7,1000	368,392	71.02%	5.8920	305,714	809.69	62,678	20.50%
17		All over 600 ccf		7,743	7,743	2.7720	21,463	4 14%	2.3000	17,808	4.05%	3'922	20.52%
18													
13													
2													
21													
22													
E :													
4 X													
2, 2	Secondina trans.	į											
27		FAL's and Credits		(273)	(773)		15.797	-112%		14 905	-1 12%	(887)	38080
22										fecas.			
52													
30	Total Commercial	· "		72,508	72,508	1~,	518,694	100.00%	إإرما	439,251	\$ %66 66	79,443	18.09%
31													

## OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Detail Other Service Rates (telephone utilities only)

Data:
Type of Filing: \_X\_ Original \_\_\_ Updated \_\_\_ Revised
Work Paper Reference No(s): W/P E-4.3

Schedule E-4.2 Page 1 of 1 Witness Responsible: D. J. Petry

No.

Applies to telephane utilities only

#### OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Actual Test Year Revenue at Actual Rates

Data:

Type of Filing: \_X\_ Original \_\_\_\_ Updated \_\_\_\_ Revised
Work Paper Reference No(s): W/P E-4.3

Schedule E-4.3
Page 1 of 1
Witness Responsible: D. J. Petry

		Schedule/	Customer	Acutal Sales	Test Year	Average	% of Revenue	
	Rate Code	Description	Bills	CCF/Gal	Revenue	Rate	To Total	
No.	ব্	8	ú	ē	Œ	(F=E+D)	[9]	

To be completed within 3 months after end of test year

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Typical Monthly Bill Comparison - Water A

Data: 4 Months Actual and 8 Months Estimated Type of Filing: X\_ Original Updated \_\_\_\_\_ Revised Work Paper Reference No(s): No Work papers

Schedule E-5 Wtr A Page 1 of 5 Witness Responsible: D. J. Petry

Manual Parameter Carrent Month All Laborating Committees   1378   1312   1312   1313	Monthly   14	Percent Change	Rate Block Limits	Current rate P per ccf	Proposed rate per ccf	Dollar Change	Percent Change
1,2,2,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,	Monthly	fin Districts	Marion	County within Mario	n District (including	softening surchargi	<u> </u>
11   200 ct   250 ct   200 c	21 - 2,000 ccf   3 9705   5,0837   11132     over 2,000 ccf   2 1115   3,0900   0,9785     Iteval of Usage					0.0874	25.59%
1   11   11   11   11   11   11   11	Sic Surcharge   3.0%   0.0%						
Executivity   Current   Processive   Dollar   Figure 519 Water   Current   Processive   Dollar   Figure 519 Water   Current   Processive   Dollar   Processive   Dollar   Processive   Current   Processive   Dollar   Dollar   Processive   Current   Processive   Dollar   Processive   Current   Processive   Dollar   Processive   Current   Processive   Dollar   Processive   Dollar   Dollar   Dollar   Processive   Current   Processive   Dollar   Processive   Dollar   Processive   Dollar	Current   Proposed   Dollar						
Manufaction   Lange   Current   Proposed   Carrent   Proposed   Carrent   Proposed   Carrent   Proposed   Carrent   Proposed   Carrent   Proposed   Carrent   Carren	Level of Usage						
Macripty 281   New Cutter   Percent   Percen	Current	Bill Data - Single 5/8" Meter					
Manifold Bill   Monthly Bill   Change   Advisor Country, Martine, Martine Martine Martine District (Including soften or 2 170	Monthly Bill   Monthly Bill   Change	Perce	Level of Usage	Current	Proposed	Dollar	Percent
1   15   11   15   11   15   11   15   11   15   11   15   15	1   2   11.50   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.150   5   1.70   1.20   5   1.20   1.20   1.20   1.20   1.20   1.20   1.20   1.20   1.20   1.20   1		ccf	Monthly Bill	Monthly Bill	Change	Change
0         0         8         1150         1740%         1740%         1740%         1740%         1740%         1740%         1740%         1740%         1750	0 5 980 \$ 11.50 \$ 1.70  1 15.71 18.73 3.02  2 21.62 25.96 4.34  4 33.45 40.42 697  5 33.36 47.85 82.8  6 45.28 47.85 9 697  7 51.19 62.10 10.31  8 57.10 69.33 12.23  9 63.02 76.56 13.54  10 68.93 83.79 14.85  20 250.75 308.59 28.02  20 250.75 308.59 28.02  20 45.23 56.08 28.02  20 45.24 10.71.15 206.95  50 2.091.08 2.596.26 50.58  Mansfield District - Flat Rate (unmetered) (monthly)  8 41.38 5 52.38 5 10.02	fin Districts	Marion	County within Marid	n District (including	soften ng surcharg	(a)
1         15.71         18.73         3.02         19.28%         16.66         19.16         3.10         3.10         3.28         3.10         3.28         3.10         3.10         3.28	1 15 71 18 73 3.02 2 11.62 25.96 4.34 3 27.54 33.19 565 4 33.45 40.02 697 5 39.36 47.55 8.28 6 40.28 54.75 9.60 7 51.19 62.10 10.91 8 57.10 69.33 12.23 10.68.93 83.79 14.86 20 128.06 156.08 28.02 20 250.75 308.59 57.84 200 864.59 1.07.115 206.95 200 2.091.08 2.596.26 505.18 1.000 4.135.89 5.138.11 1,002.23	t	\$ 0	\$ 086	11.50 \$	1.70	17.40%
2         2132         55.56         434         2005%         49         49         49         49         49         49         49         49         49         49         49         49         49         49         49         49         49         49         49         58         49         58         49         58         49         58         49         58         49         58         49         58         49         58         49         58         49         58         49         58	2 27.54 33.19 5 565 4 33.45 40.42 697 5 39.36 47.65 8.28 6 45.28 54.87 9.60 7 51.19 62.30 10.91 8 57.10 69.33 112.23 9 63.02 76.66 13.54 10 68.33 83.79 14.86 20 128.06 156.08 78.02 50 25.075 308.59 57.84 1000 864.19 1.071.15 206.95 500 2.091.08 1.075.4 1.000 4,135.89 5,138.11 1,002.23		1	16.06	19.16	3.10	19.29%
3         27.34         33.19         5 65         10.52%         3 477         5 88           4         314         40.42         697         20.83%         9 728         5.81         7.28           5         33.56         47.65         12.04%         5         41.12         49.79         5.78           6         45.28         54.67         12.06%         6         47.35         57.41         49.79         5.00           7         51.19         62.10         12.10%         6         47.35         57.41         49.79         8.00           8         57.10         69.33         12.26%         7.10%         7.26         11.44         11.45         11.44	3 27.54 33.19 5.65 4 33.45 40.2 6.97 5 33.36 47.55 82.8 6 45.28 54.87 54.00 7 51.19 62.10 10.91 8 57.10 69.33 12.23 10.00 68.33 83.99 14.86 20 128.06 156.08 28.04 20 45.23 56.78 107.54 200 88.41 10.71 5.206.95 200 2.091.08 2.596.26 50.518 1.000 4,135.89 5,138.11 1,002.23		2	22.33	26.82	4.49	20.11%
4         3345         642         5033%         4         3466         4713         728           6         45.28         45.6         828         21.04%         6         41.12         979         867           7         45.26         45.28         54.87         5048         51.24         73         57.45         70         867           8         45.23         12.23         21.23%         7         53.65         57.45         867         11.45           10         66.32         13.24         12.23         21.42%         66.18         80.47         11.45         11.45         11.45         11.45         11.45         11.45         11.45         11.45         11.25 <th< td=""><td>4 33.45 40.02 6.97 5 39.36 47.65 81.28 6 45.28 54.87 9.60 7 51.19 62.10 10.01 8 57.10 69.33 12.23 10 68.93 83.79 12.23 20 128.06 156.08 78.02 20 250.75 308.59 57.64 100 455.23 852.78 107.54 200 864.19 1,071.15 206.95 500 2,091.08 2,596.26 805.18 1,000 4,135.89 5,138.11 1,002.23  Mansfreid District - Flat Raie (timmstered) (monthly) 7 5 42.38 5 52.38 5 10.00</td><td></td><td>en</td><td>28.59</td><td>34,47</td><td>5.88</td><td>20.58%</td></th<>	4 33.45 40.02 6.97 5 39.36 47.65 81.28 6 45.28 54.87 9.60 7 51.19 62.10 10.01 8 57.10 69.33 12.23 10 68.93 83.79 12.23 20 128.06 156.08 78.02 20 250.75 308.59 57.64 100 455.23 852.78 107.54 200 864.19 1,071.15 206.95 500 2,091.08 2,596.26 805.18 1,000 4,135.89 5,138.11 1,002.23  Mansfreid District - Flat Raie (timmstered) (monthly) 7 5 42.38 5 52.38 5 10.00		en	28.59	34,47	5.88	20.58%
5         39.36         47.55         8.28         21.04%         9         8 67           6         41.32         47.87         9.60         21.20%         6         47.39         57.45         10.06           7         51.12         62.10         10.91         21.20%         6         47.39         57.45         10.06           8         57.10         69.33         12.23         21.22%         72.76         12.45           10         68.93         83.79         14.86         12.43         86.08         12.44           10         68.93         83.79         14.86         21.66%         88.08         15.44           20         118.06         156.08         23.04         12.44         12.44           20         12.87         10.07         12.88         23.07         12.44           20         12.87         10.07         12.23         23.07         12.44           20         250.73         12.23         23.05%         23.05         22.28           20         250.73         23.05%         23.05%         22.38         22.38           20         2.56.26         50.00         24.45%         10.00	5 38.36 47.65 8.28 6 45.28 45.28 5 487 9.60 145.28 5.10 69.33 12.2		4	34.86	42.13	7 28	20.87%
6         45.28         54.87         9.60         120%         6         47.38         57.45         10.06           7         51.19         62.10         10.91         21.22%         6         7         53.65         65.11         11.45           8         57.10         69.33         12.32         21.42%         8         59.92         72.76         12.65           10         63.02         76.56         13.54         21.42%         9         66.18         80.42         12.44           10         138.02         13.64         21.42%         9         66.18         80.42         14.24         15.68         15.69         15.63 <td>6 45.28 54.87 9.60 7 51.19 62.10 10.91 8 57.10 69.33 12.23 9 63.02 76.56 13.54 10 68.93 83.79 14.85 20 128.06 155.08 28.02 50 455.23 56.28 107.54 200 864.19 1,071.15 206.95 500 2,091.08 2,596.26 505.18 1,000 4,135.89 5,138.11 1,002.23  Mansfield District - Flat Rate (unmetered) (monthly) 5 42.38 5 10.00</td> <td></td> <td>S</td> <td>41.12</td> <td>49.79</td> <td>8 67</td> <td>21.08%</td>	6 45.28 54.87 9.60 7 51.19 62.10 10.91 8 57.10 69.33 12.23 9 63.02 76.56 13.54 10 68.93 83.79 14.85 20 128.06 155.08 28.02 50 455.23 56.28 107.54 200 864.19 1,071.15 206.95 500 2,091.08 2,596.26 505.18 1,000 4,135.89 5,138.11 1,002.23  Mansfield District - Flat Rate (unmetered) (monthly) 5 42.38 5 10.00		S	41.12	49.79	8 67	21.08%
7         51.19         6.2 to         10.01         21.32%         6.1 to         11.45         65.11         11.45           8         50.2 to         65.2 to         12.3 to         11.24%         8         65.11         12.85         12.85           10         65.2 to         76.5 to         13.4 to         21.49%         9         66.18         88.04         12.85           10         65.2 to         76.5 to         21.49%         20         66.18         88.04         12.85         12.85           20         128.6 to         12.6 to         21.05%         20         26.13         16.6 to         23.5 to         16.6 to         23.5 to </td <td>7 51.19 62 10 10.91 8 57.10 69.33 12.23 9 68.93 76.56 13.54 10 68.93 83.79 14.86 20 128.06 156.08 28.02 50 250.75 308.59 57.84 100 455.23 562.78 107.54 200 864.19 1,071.15 206.95 500 2.091.08 2.596.26 505.18 1.000 4,135.89 5,138.11 1,002.23  Mansfield District: Flat Rate (unmetered) (monthly) 5 42.38 5 52.38 5 10.00</td> <td></td> <td>9</td> <td>47,39</td> <td>57.45</td> <td>10.06</td> <td>21.23%</td>	7 51.19 62 10 10.91 8 57.10 69.33 12.23 9 68.93 76.56 13.54 10 68.93 83.79 14.86 20 128.06 156.08 28.02 50 250.75 308.59 57.84 100 455.23 562.78 107.54 200 864.19 1,071.15 206.95 500 2.091.08 2.596.26 505.18 1.000 4,135.89 5,138.11 1,002.23  Mansfield District: Flat Rate (unmetered) (monthly) 5 42.38 5 52.38 5 10.00		9	47,39	57.45	10.06	21.23%
8         57.10         69.33         12.23         12.4%         8         59.92         72.76         12.85           9         6.83         83.72         13.54         21.48%         9         66.18         80.02         14.24           10         6.83         83.79         14.86         21.56%         10         72.45         86.03         15.63           20         128.06         156.08         28.02         21.88%         20         135.10         164.66         23.56           50         250.75         38.59         27.84         23.00%         20         23.44         33.04         61.70           100         844.19         1,071.15         20.63         24.16%         50         27.834         11.26.93         22.238           50         2,091.08         2,596.26         50.518         24.16%         50         24.66%         22.38         22.38         22.38           1,000         4,135.89         5,138.11         1,002.23         24.28%         1,000         4,487.63         5,567.01         4,079.38           1         5         42.38         5         10.00         23.60%         2,487.6         2,567.01         4,079.38	8 57.10 69.33 12.23 9 63.02 76.56 13.54 10 68.93 83.79 14.86 20 128.06 156.08 28.02 50 250.75 308.59 57.84 100 455.23 562.78 107.54 200 2.091.08 2.96.56 506.95 500 2.091.08 2.96.56 505.18 1.000 4,135.89 5,138.11 1,002.23		7	53.65	65.11	11.45	21.35%
9   63 02   76 56   13.54   21.49%   9   66 18   80.42   14.24     10   64 93   83.79   14.85   21.56%   156.80   157.45   88.02   14.55     12   12   65.03   14.85   12.56%   10.03   14.85   10.04   10.04     12   12   12   12   12   12   12	9 63 02 76 56 1354 10 68.33 83.79 14.86 20 128.06 156.08 28.02 50 250.75 308.59 57.84 200 455.23 562.78 107.54 200 2.091.08 2.596.26 505.18 1.000 4,135.89 5,138.11 1,002.23  Mansfield District - Flat Rate (timmetered) (monthly)  \$\$ 42.38 \$ 52.38 \$ 10.00\$		80	59.95	72.76	12.85	21.44%
10 18.69 88.08 13.64 13.65 13.	10 68.93 83.79 14.86 20 128.06 156.08 28.02 20 250.75 308.59 57.84 200 864.19 1,071.15 206.95 500 2,091.08 2,596.26 505.18 1,000 4,135.89 5,138.11 1,002.23  Mansfield District - Flat Rate (commetered) (monthly)  \$\$ 42.38 \$ 52.38 \$ 10.00\$		65	66 18	80.42	14.24	21.52%
20         128.06         136.06         136.06         136.06         29.56           50         128.06         136.07         138.30         164.66         29.56           50         250.25         57.84         23.07%         20         260.34         60.70         170           100         4.136.89         1.071.15         206.55         23.52%         20.00         34.34         1.056.93         222.38           500         2.091.08         2.596.26         505.18         24.16%         500         2,366.95         1.056.93         222.38           Marsfield District. Flat Rate (unmetered) (monthly)         4,487.63         5,567.01         1,079.38           A 42.38         10 00         23.60%         23.60%         4,487.63         5,567.01         1,079.38	20 128.06 156.08 28.02 50 250.75 308.59 57.84 200 864.19 1,071.15 206.95 500 2,091.08 2,596.26 505.18 1,000 4,135.89 5,138.11 1,002.23  Mansfield District - Flat Rate (unmetered) (monthly)  \$\$ 42.38 \$ 52.38 \$ 10.00\$		10	72,45	88.08	15.63	2158%
50         250.75         308.59         57.84         23.034         61.70           100         455.23         552.78         107.54         23.62%         107.54         23.62%         115.26           200         865.78         1,071.15         206.35         23.95%         200         934.54         505.73         115.26           500         2,091.08         2,596.26         505.18         24.16%         500         2,766.35         2,307.71         543.76           1,000         4,135.89         5,138.11         1,002.23         24.23%         1,000         4,487.63         5,567.01         1,079.38           Mansfield District: Flat Rate (immetered) (monthly)           5         42.38         5         52.38         5         10.00         23.60%         23.60%         4,487.63         5,567.01         1,079.38	50 250.75 308.59 57.84 100 455.23 562.78 107.54 200 864.19 1,071.15 206.95 200 2,091.08 2,596.26 505.18 1,000 4,135.89 5,138.11 1,002.23  Manefield District: Flat Rate (unmetered) (monthly)  \$\$ 42.38 \$ 52.38 \$ 10.00\$		02	135.10	164.66	29,56	21.88%
100         455.23         56.78         107.34         23.62%         105.67         115.26           200         864.19         1,071.15         206.55         23.95%         200         934.54         1,156.93         222.38           500         2,091.08         2,596.26         5,051.8         24.16%         500         2,266.95         2,280.71         543.75           1,000         4,135.89         5,138.11         1,002.23         24.23%         1,000         4,487.63         5,567.01         1,079.38           Mansfield District: Flat Raire (numetered) (monthly)         5         42.38         5         10.00         23.60%         23.60%         1,009.38	100 455.23 562.78 107.54 200 88.419 1.071.15 206.95 200 2.091.08 2.596.26 505.18 1.000 4.135.89 5.138.11 1,002.23  Mansfield District - Flat Rate (unmetered) (monthly)  \$\$5 42.38 \$ 52.38 \$ 10.00\$		50	268.34	330.04	61.70	22.99%
200     864 19     1,07115     206.95     23.95%     20     934,54     1,156.93     222.38       500     2,091.0A     4,135.89     5,05.18     24.16%     500     2,166.95     2,280.71     543.76       Manefield District. Flat Rate (immelered) (monthly)       \$ 42.38     \$ 10.00     23.60%	200 864 19 1,071.15 206.55 500 2,031.0A 2,596.26 \$05.18 1,000 4,135.89 \$,138.11 1,002.23  Mancfield District - Flat Rate (immetered) (monthly)  \$\$ 42.38 \$ \$52.38 \$ 10.00\$		100	490.41	605.67	115.26	23.50%
500     2,596.26     505.18     24.16%     500     2,566.55     2,810,71     543.76       1,000     4,135.89     5,138.11     1,002.23     24.23%     1,000     4,487.63     5,567.01     1,079.38       Mansfeld District - Flat Rate (unmetered) (monthly)             \$     42.38     \$     52.38     \$     10.00     23.60%	500 2,091.08 2,596.26 505.18 1,000 4,135.89 5,138.11 1,002.23  Mansfield District - Flat Raie (immetered) (monthly)  \$ 42.38 \$ 52.38 \$ 10.00		200	934.54	1,156.93	222.38	23.80%
1,000 4,135.89 5,138.11 1,002,23 24,23% 1,000 4,487.63 5,567.01 1,079.38  Mansfield District - Flat Rate (unmetered) (monthly)  \$\$ 41.38 \$ 52.38 \$ 10.00 23.60%\$	1,000 4,135.89 5,138.11 1,002.23  Mansfield District - Flat Rate (unmetered) (monthly)  \$ 42.38 \$ 52.38 \$ 10.00		200	2,266,95	2,810.71	543 76	73.99%
Mansfield District: Flat Rate (unmetered) (monthly)  \$ 42.38 \$ 52.38 \$ 10.00	Mansfield District. Flar Rate (simmetered) (monthly) \$ 42.38 \$ 52.38 \$ 10.00	24.23%	1,000	4,487.63	5,567.01	1,079.38	24.05%
Manafield District. Flat Bare (inmediered) (monthly) \$ 42.38 \$ 52.38 \$ 10.00	Mancfield District. Flat Bare (inmetered) (monthly) \$ 42.38 \$ 52.38 \$ 10.00						
\$ 42.38 \$ 52.38 \$ 10.00	\$ 42.38 \$ 52.38 \$ 10.00						

OHID AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Typical Monthly Bill Comparison - Water A

Schedule E-5 Wtr A Page 2 of 5 Witness Responsible: D.J. Petry

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: \_X\_\_ Original \_\_\_ Updated \_\_\_\_ Revised
Work Paper Reference Nols); No Workpapers

No. Limits	Current rate per ccf	Proposed rate per ccf	Dollar Change	Percent Change	Rate Block Limits	Current rate per ccf	Proposed rate per cof	Dollar Change	Percent
Ashtabula, Lake W	Ashtabula, Lake White Lawrence County, Marion		Mansfield (metered) and Tiffin Districts			County within Mar	Manon County within Marion District (including softening surcharge)	oftening surcharge)	
Monthly									
1st 20 ccf		\$ 7.2290 \$	1.4878	25 91%	All usage ccf \$	0.3415 \$	0,4289 \$	0.0874	25 59%
21 - 2,000 ccf	3.9705	5.0837	1.1132	28 04%					
over 2,000 ccf	2.1115	3 0900	0.9785	46.34%					
SIC Surcharge	3.0%	%0 o							
				Bill Data - Single 1" Meter					Ì
Level of Usage	Current	Proposed	Dollar	Percent	Level of Usage	Current	Proposed	Dollar	Percent
ככל	Monthly Bill	Monthly Bill	Change	Change	cct	Menthly Bill	Monthly Bill	Change	Change
Ashtabula, Lake W	Ashtabula, Lake White, Lawrence County, Marion,	Marion, Mansfield (met	. Mansfield (metered) and Tiffin Districts	ricts	Marion	County within Mar	Marien County within Marien District (including softening surcharge)	oftening surcharge)	
0	\$ 18 44	\$ 21.65 \$	3.21	17.43%	\$ 0	18.44 \$	21.65 \$	3.21	17.43%
10	\$ 77.57	93.94	16.37	2110%	\$ 01	81,09	98.23	17.14	21.14%
20	\$ 136.71	166.23	29.52	21 60%	\$ 07	143,74	174.81	31.07	21.61%
50	\$ 259 39	318.74	59.35	22.88%	\$ 05	276.98	340.19	63.20	22.82%
001	40	572.93	109.05	23.51%	100 \$	499.05	615.82	116 77	23.40%
200	Ş	2,606 41	506.69	24.13%	\$ 005	2,275.59	2,820.86	545.27	23.96%
000,1	\$ 4,144.53	5,148.26	1,003.73	24.22%	1,000 \$	4,496.27	5,577.16	1,080.89	24.04%
1,100	v	5,656 63	1,103.14	24,23%		4,940.41	6,128.42	1,188.01	24.05%
1,200	Ś	6,165.00	1,202.55	24 23%	1,200 \$	5,384,55	5,679 68	1,295.14	24.05%
1,400	45	7,181.75	1,401 37	24.24%	1,400 \$	6,272.82	7,782 21	1,509.39	24.06%
1,500	'n	7,690.12	1,500 78	24.25%	1,500 \$	6,716.95	8,333.47	1,616.51	24.07%
1,600	·	8,198.49	1,600.19	24 25%	1,600 \$		8,884.73	1,723.64	24.07%
1,700	\$ 7,007.26	8,706.86	1,699.60	24 25%	1,700 \$	7,605.23	9,435.99	1,830.76	24.07%
1,800	\$ 7,416.22	9,215.23	1,799.01	24.25%	1,800 \$		9,987.25	1,937.89	24.08%
1,900	\$ 7,825 18	9,723 60	1,898,42	24.26%			10,538.51	2,045.01	24.08%
2,000	\$ 8,234,14	10,231.97	1,997.83	24.26%	2,000 \$	8,937.63	11,089.77	2,152.14	24.08%
2,500		11,776 97	2,455.40	26.34%	2,500 \$	10,200.93	12,849.22	2,648.29	25.96%

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Typical Bill Comparison - Water A

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: X Original Work Paper Reference No(s): No Workpapers

Schedule E-5 Wir A
Page 3 of 5
Witness Responsible. D. J. Petry

Authority   Auth	•		per ccf	per ccf	Change	Percent Change	Rate Block Limits	Current rate per ccf	Proposed rate per ccf	Dollar Change	Change
Heather   S   STAIR   S   ST	·	Ashtabula, Lake M	White,Lawrence Coun	ty, Marion, Mansfield t	(metered) and Tiffin f	Districts	Marie	on County within M	arion District (includin	g softening surcharg	(9)
1,1,2,0,0,ct   5   5,7,1,2   5   7,1,2,0   5   7,1,2,0   5   7,1,2,0   5   7,1,2,0   5   7,1,2,0   5   7,1,2,0   5   7,1,2,0   5   7,1,2,0   5   7,1,2,0   5   7,1,2,0   5   7,1,2,0   5   7,1,2,0   5   7,1,2,0   7   7,1,2,2	<del></del> -	Aonthly					1		-		
Control   Cont		st 20 ccf		\$ 7 2290		25 91%	All usage ccf		\$ 0.4289		25.59
		1 - 2,000 ccf	3 9705		1 1132	28.04%					
Columnic   Current   Columnic   Current   Cu		ver 2,000 ccf	2.1115		0.9785	46.34%					
Lince of Country   Count	Ш	IC Surcharge	308								
Lived Of Usage   Current   Processed   Dollar   Petro-1	L					Bill Data - Single	2" Meter				
cef         Monthly Bill         Change         Change         Cycle         Monthly Bill         Change         Change           6 5 152 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	_	Level of Usage	Curren		Dollar	Percent		Current		pollar	Perce
Ashibbita, Jake Writing Lawrence Cauntry, Marino, Marinde (Treguered) and Taffin Duriths         Notified Country writing Marine Cauntry, Marino, Marinde (Treguered) and Taffin Duriths         Validation (Application) Annual Cauntry, Marino, Marinde (Treguered) and Taffin Duriths         Notified Country, Writing Marine Duriths         Notified Country, Writing Marine Duriths         R. 1519         A 88		ccf	Monthly B.	Σ	Change	Change	cct	Monthly Bill	Ş	Change	Chang
0         5159         5627         8 88         1740W         0         51159         607         8 88           10         1003         10386         2213         1939W         10         11424         17315         2290           20         10586         2651         1228W         20.70         221         17590         2237         35.29           20         10586         2611         1228W         20.00         10.00         22221         6847         122.28           100         49703         61182         11482         23.20         20.00         10.20         23.21         6847         122.28           100         43703         61182         14482         23.00         10.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         53.00         11.00         33.00         11.00	n et	Ashtabuta, Lake M	Vhite, Lawrence Coun	ty, Marion, Mansfield	(metered) and Tiffin L	Districts	Mari	ion County within M	larion District (includin	g softening surchari	Q.
10         111.73         13.26         72.13         11999%         111.74         177.15         22.00           20         159.86         265.12         10.78%         20         116.40         137.15         32.83           50         292.55         357.66         65.11         27.28%         50         32.01         379.11         68.97           500         2.31.88         3.364.33         2.31.68         2.34.68         50.00         2.32.87         2.83.97         3.12.28           500         4.31.88         2.364.31         2.44.68         500         2.32.87         2.86.32         3.56.88         3.51.28           2,000         4.34.78         2.44.88         2.44.88         2.44.88         3.56.88         3.11.38.68 <td>l </td> <td></td> <td>0 \$ 51.59</td> <td>\$ 60.57</td> <td>\$ 8.98</td> <td>ı</td> <td>0</td> <td>\$ 51.59</td> <td>\$ 6057 \$</td> <td>8.98</td> <td></td>	l 		0 \$ 51.59	\$ 60.57	\$ 8.98	ı	0	\$ 51.59	\$ 6057 \$	8.98	
20         139 86         705 15         53.29         2077%         50         137.31         36.81           100         497 03         61.85         13.14         22.26%         63.1         12.26%         50         13.044         379.11         6897           100         497 03         61.83         11.48 2         24.03%         20.00         532.21         654.41         12.253           100         437 03         61.83         11.48 2         24.03%         20.00         532.21         654.74         12.259           1000         4.77 68         5.167.83         1.405.89         24.48         20.00         659.79         51.128         1.055.90           2,000         4.77 68         1.57 89         2.005         24.48         2.000         6.57 20.4         5.157.80         1.056.75         2.155.90           2,000         4.47 16.8         2.005         2.000         4.72 40.7         5.14 46.7         2.11.78         5.14 46.7         2.11.28         5.14 46.7         2.11.28         5.14 46.7         2.11.28         5.14 46.7         2.11.28         5.14 46.7         2.11.28         5.14 46.7         2.11.28         5.14 46.7         3.11.28         3.14 46.7         3.11.28		11			22.13	%66'6I	10	114.24	137.15	22.90	20:05
50         292,55         357,66         65.11         27.26%         56.11         27.26%         68.77         48.77         10.04         49.70         11.32.86         5.13.18		12			35.29	20.77%	20	176.90		36.83	20.82
100         4713         1482         2310%         100         532.1         564.74         125.3           100         4713         2.663.3         51.465         240.8%         500         530.93         51.63         51.63           1,000         4,177.68         5,187.18         1,000         4,177.68         5,187.18         1,000         4,278.43         5,66.08         1,006.65           2,000         4,177.68         2,477.18         1,000         4,278.43         5,66.09         1,006.65         2,275.90         1,136.65         2,275.90         1,006.65         2,275.90         1,136.65         3,275.90         1,136.65         3,275.90         1,136.65         3,275.90         1,136.65         3,275.90         1,136.65         3,275.90         1,136.65         3,275.90         1,136.65         3,275.90         1,136.65         3,275.90         1,136.65         3,275.90         1,136.65         3,275.90         1,136.65         3,275.90         1,136.65         3,146.53         3,275.90         1,136.65         3,275.90         1,136.65         3,146.75         3,146.75         3,146.75         3,146.75         3,146.75         3,146.75         3,146.75         3,146.75         3,146.75         3,146.75         3,146.75         3,146.75 <td>_</td> <td>5</td> <td></td> <td></td> <td>65.11</td> <td>22 26%</td> <td>50</td> <td>310.14</td> <td>379.11</td> <td>68.97</td> <td>22.24</td>	_	5			65.11	22 26%	50	310.14	379.11	68.97	22.24
500         2,365,33         5,167,33         2,463,34         5,167,33         2,167,33         5,167,33         2,167,33         5,167,33         1,12,88         5,167,36         1,050,00         2,362,78         5,167,30         1,086,56         5,167,30         1,086,56         5,167,30         1,172,86         5,167,30         1,172,86         5,167,30         1,172,86         5,167,30         1,172,86         5,167,30         1,172,86         3,167,30         1,172,86         3,157,30         3,157,30         3,157,30         3,157,30         3,157,30         3,157,30         3,157,30         3,157,30         3,157,30         3,157,30         3,157,30         3,157,30         3,157,30         3,117,30         3,157,30         3,117,30         3,117,30         3,127,30         3,117,30         3		100			114.82	23.10%	100	532.21		122.53	23 02
1,000         4,177.68         5,187.18         1,009-50         24,45%         1,000         4,572.43         5,566.68         1,086.65           2,000         10,477.68         2,187.8         2,424%         1,000         8,970.79         1,117.85         2,157.90         1,057.89         2,157.90         1,057.89         2,157.90         2,157.14		300			512.45	24.03%	800	2,308.75		551.03	23.87
2,000         0,475         0,178,69         2,137,90         2,137,10         2		1,000			1,009.50	24 16%	1,000	4,529,43	5,516.08	1,086.65	23.99
3,000         10,42,14         13,50,89         2,518.75         27,95%         3,000         11,497.38         14,677.59         3,100,21           6,000         14,90.68         22,650.89         5,664.11         33,28%         5,000         15,550.56         21,683.39         5,1134.83           6,000         15,90.66         22,650.89         5,664.11         33,37%         6,000         15,073.4         28,202.29         5,1134.83           8,000         21,411.22         25,70.89         6,579.37         33,37%         7,000         21,632.4         28,202.29         5,1134.83           9,000         21,411.23         38,700.89         3,400.89         3,400.89         3,400.89         3,400.89         3,400.89         3,111.76           11,000         25,666.06         34,900.89         36,70%         36,70%         34,136.69         46,317.69         11,081.09           12,000         30,015.75         41,170.89         11,155.14         37,16%         37,16%         34,136.69         46,317.69         12,081.00	_	3,00			2,003.59	24 24%	2,000	8,970.79	11,128,69	2,157.90	24.05
5,000         14,718 B.         17,540.89         4,740 G.         21,138         5,000         16,550,56         21,655.39         5,134 B3           6,000         16,966.68         27,530.89         5,564.21         33.38%         6,000         16,550,56         21,655.39         5,134 B3           7,000         15,41.52         25,730.89         5,579.37         3,37%         7,000         21,633.74         28,733 19         7,119.45           9,000         21,316.37         28,810.89         7,494.52         35,106.8         8,000         24,130.33         32,242.99         8,111.76           10,000         21,516.37         28,610.89         7,494.52         35,106.8         8,000         24,130.33         32,242.99         8,111.76           11,000         27,840.30         36,000.83         36,78%         10,000         29,133.51         30,779.89         10,096.38           12,000         30,015.75         41,170.89         11,155.14         37,16%         37,16%         46,317.69         46,317.69         12,001		3,000,E			2,918 75	27.95%	3,000	11,497 38		3,150.21	27.40
6,000         16,966 68         27,650 89         5,644,21         33.338s         6,000         19,977.15         25,724.29         6,127.14           7,000         19,146,37         28,270.89         6,574,37         34,378         7,000         24,136.33         37,219         7,119,45           8,000         13,16.77         28,210.89         7,444,52         35,16%         8,000         24,136.33         37,24.09         8,113.76           9,000         23,491.27         31,500.89         8,409.68         35,80%         9,000         26,55.62         35,76.99         9,104.07           10,000         25,666.06         34,900.89         9,324.83         36,78%         10,000         26,55.82         35,78.99         10,096.53           12,000         30,015.75         41,170.89         11,155.14         37,16%         12,000         34,236.69         46,317.69         12,001.00		5,00%			4,749.06	32.11%	2,000	16,550.56		5,134.83	31.03
7,000         19,44.1.2         25,720.89         6,578.37         34,37%         7,000         21,632.74         28,733.9         7,119.45           8,000         23,431.37         28,610.89         7,445.2         35,117.6         8,000         24,430.33         32,420.99         8,111.76           9,000         23,431.37         31,200.89         3,426.83         35,88%         9,000         26,656.3         31,740.99         9,10,096.35           10,000         25,666.06         34,990.89         9,324.83         36,78%         10,000         29,183.51         31,709.9         10,096.35           11,000         27,840.90         38,000.89         36,78%         10,000         29,183.51         31,708.9         11,088.69           12,000         30,015.75         41,170.89         11,155.14         37.16%         37,18%         12,000         34,236.69         46,317.69         12,081.00		900'9			5,664.21	33,38%	000'9	19,077.15	25,204.29	6,127.14	32.12
8,000 21,316.37 28,810.89 7,444.52 35,1664 8,000 24,130.33 32,242.09 8,111.76 9,000 25,449.12 31,900.89 9,324.83 36,334 10,000 29,183.51 39,778.59 10,000 12,000 25,666.06 34,286.06 34,386.09 36,789 11,000 29,183.51 39,778.99 11,000 31,710.10 42,798.79 11,000 31,710.10 42,798.79 11,000 34,236.69 46,317.69 12,001.00		7,000,7			6,579.37	34.37%	000'1	21,603.74	28,723 19	7,119.45	32.95
9,000 23,491.21 31,500.89 8,409.68 35,80% 9,000 26,556.92 35,766.99 9,104.07 10,000 25,666.06 34,909.89 9,324,83 36,33% 10,000 29,183,31 30,279.89 10,006.38 11,000 27,840,90 18,000.89 10,249,99 16,79% 11,000 34,730.10 42,798.79 11,088.69 12,000 30,015.75 41,170.89 11,155.14 37,16% 12,000 34,236.69 46,317.69 12,081.00		8,000			7,494.52	35.16%	8,000	24,130.33	32,242.09	8,111.75	33.62
10,000 25,666.06 34,990.89 9,324.83 36,33% 10,000 29,183.51 39,279.89 10,096,38 11,000 27,844.90 34,096.39 10,249.99 36,78% 11,008 31,710.10 42,798.79 11,088.69 12,000 30,015.75 41,170.89 11,155.14 37,16% 12,000 34,236.69 46,317.69 12,081.00		3,000		31,900 89	8,409.68	35.80%	900'6	26,656.92	35,760.99	9,104.07	34.15
11,000 27,840,90 38,090.798,79 11,088.69 12,000 34,236.69 46,317.69 12,081.00		10,000			9,324.83	36.33%	10,000	29,183.51	39,279.89	10,096.38	34 60
12,000 30,015.75 41,170.89 11,155.14 37,16% 12,000 34,236,69 46,317.69 12,001.00		100,11			10,239.99	36.78%	and,ii	31,710.10	42,798.79	11,088.69	34.97
		12,000	_	41,170.89	11,155.14	37.16%	12,000	34,236.69	46,317.69	12,081.00	35.29
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OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Typical Bill Comparison - Water A

Oata: 4 Months Actual and 8 Months Estimated
Type of Filing: X\_ Original \_\_\_\_\_ Updated \_\_\_\_\_\_ Revised
Work Paper Reference NoIs): No Workpapers

Schedule E-5 Wtr A Page 4 of 5 Witness Responsible: D. J. Petry

Part	Ene	Rate Block	Current rate	Proposed rate	Dollar	Percent	Rate Black	Current rate	Proposed rate	Dollar	Percent
Marchelle   2   1978   2   1979	ğ,	Limits	per cct	per ccf	Change	Change	Limits	per cct	ber cct	Change	Change
14   15   15   15   15   15   15   15	- r	Ashtabiila Take Whit	A Lawrence County N	dacion. Mansfield (The	report and Tiffo Dis	tricts	Marion	County within Mari	on District (including	softening surcharge)	
1417.1000ct   2 9 7412 6 1 4479	ı m			,						) )	
10   10   10   10   10   10   10   10	_		5 7412	7.2290	1.4878	25.91%		0.3415		0.0874	25.59%
Current   District	ın	21 - 2,000 ccf	3.9705	5.0837	1.1132	28 04%					
Current   Proposed   Current	10	over 2,000 ccf	2.1115	3.0900	0.9785	46.34%					
Carrier   Processed   Country   Processed		SIC Surcharge	3.0%	0.0%							
Cutton   Parcial of Daular   Parcial of Daul						Bill Data - Single &	3. Beter				
cpf         Monthly Bill         Octable Bill         Change         Change <t< td=""><td>. –</td><td>Level of Usape</td><td>Current</td><td>Proposed</td><td>Dollar</td><td>Perrent</td><td><math>\mid</math></td><td>Current</td><td>Proposed</td><td>Dollar</td><td>Percent</td></t<>	. –	Level of Usape	Current	Proposed	Dollar	Perrent	$\mid$	Current	Proposed	Dollar	Percent
APARABLIA, LASA WIRTON, LANDING COMINTY, MATION, MATION, MATION, MATION, DUMINTS         APARABLIA, LASA WIRTON, LANDING COMINTY, MATION, MATI	~	ccf	Monthly Bill	Monthly Bill	Сћапве	Change	cct	Monthly Bill	Monthly Bill	Change	Change
0         114155         180 86         26.21         17.41%         0         15.00 5         15.00 5         180 86         76.11           10         213.12         23.21         13.13         13.13         13.14	w 4	Ashtahilla Lako Who	A Jawrence County N	darion Mansfield (me	respect and Tiffin Das	tricts	uoile W	County within Mari	on District (including	softening surcharge)	
10         273 18         28 25 4         53 15         18 75         10 75 3         274 4         60 4           20         273 2         325 4         53 15         19 518         20 25         20 2		0	\$ 154.05 \$	180.86 \$	26.81		\$ 0	154.05 \$	180.86 \$	26.81	17.41%
20         7372         3354         3317         19518         3402         5467         5477         3402         5467	. va		213.18		39.97	18.75%	10	216.70	257 44	40.74	18 80%
50         345 00         47.55         86.20         50.00         47.55         86.00         86.00           50         2,235.33         2,765.62         530.23         2,213.8         100         63.46         775.63         1443.7           500         2,235.33         2,765.62         530.23         2,775.63         2,711.00         4,581.88         5,756.77         1,044.3           1,000         4,286.14         5,307.31         2,400.88         2,400.88         2,400.88         1,044.3         2,756.77         1,044.3           2,000         4,286.14         5,307.31         2,400.88         2,400.88         2,400.88         1,044.3         2,756.77         1,044.3           2,000         14,884.25         15,661.18         2,766.87         2,400.88         1,104.43	_	20	272 32	325,44	53.12	19 51%	20	279.35	334.02	54.67	19.57%
100         6346         775.13         10.0         6446         775.03         140.17           500         2,215.23         2,705.4         13.05         2,72.28         10.00         4,431.8         5,909.07         568.8           1,000         4,286.14         5,507.6         1,027.33         2,400.8         1,000         4,431.88         5,746.2         1,004.8         2,507.2         1,104.8         1,114.8         1,114.2         1,114.8         1,104.8         1,104.8         1,104.8         1,114.8         1,104.8         1,104.8         1,104.8         1,104.8         1,114.8         1,114.8         1,104.8         1,104.8         1,104.8         1,104.8         1,104.8         1,104.8 <td>D°</td> <td>0.5</td> <td>395 00</td> <td>4/7.95</td> <td>82.95</td> <td>21.00%</td> <td>20</td> <td>412.59</td> <td>499.40</td> <td>86.80</td> <td>21.04%</td>	D°	0.5	395 00	4/7.95	82.95	21.00%	20	412.59	499.40	86.80	21.04%
500         2.755.8.1         5.755.8.2         5.307.7         5.68.8.7         5.68.8.7         5.68.8.7         5.68.8.7         5.68.8.7         5.68.8.7         5.68.8.7         5.68.8.7         5.68.8.7         5.68.8.7         5.68.8.7         5.68.8.7         5.68.8.7         1.104.49         9.57.3.4         1.104.49         9.57.3.4         1.104.49 <th< td=""><td>т.</td><td>100</td><td>599 48</td><td>732.14</td><td>132.65</td><td>22.13%</td><td>100</td><td>634.66</td><td>775.03</td><td>140.37</td><td>22.12%</td></th<>	т.	100	599 48	732.14	132.65	22.13%	100	634.66	775.03	140.37	22.12%
1000         4,586 14         5,504 71         1,027 33         2,004         1,104 43         1,	_	200	2,235.33	2,765.62	530.29	23.72%	200	2,411.20	2,980.07	568.87	23.59%
2,000         8,380 75         10,341.8         2,415.8         2,000         6,432.1         1,134.848         2,135.74         1,134.848         2,135.74         1,134.848         2,135.74         1,134.848         2,135.74         1,134.848         2,135.74         1,134.848         2,135.74         1,134.848         2,135.74         1,134.848         2,135.74         1,134.848         2,135.74         1,134.848         2,135.74         1,134.848         2,135.77         1,134.848         1,135.77         1,134.848         1,135.77         1,134.848         1,135.77         1,134.848         1,134.848         1,134.77         1,134.848         1,134.77         1,134.848         1,134.77         1,134.848         1,	_	1,000	4,280 14	5,307,47	1,027.33	24.00%	1,000	4,531.88	5,736.37	1,104.49	23.85%
5,000         19,6418         4,766.89         3,200%         5,500         16,6310         2,185.67         5,12,67         5,12,67         5,12,67         5,12,67         5,12,67         5,12,67         5,12,67         5,12,67         5,12,67         5,12,67         5,12,67         5,12,67         10,114.22 <td>~</td> <td>2,000</td> <td>8,369.75</td> <td>10,391.18</td> <td>2,021 43</td> <td>24.15%</td> <td>2,000</td> <td>9,073.24</td> <td>11,248.98</td> <td>2,175.74</td> <td>23.93%</td>	~	2,000	8,369.75	10,391.18	2,021 43	24.15%	2,000	9,073.24	11,248.98	2,175.74	23.93%
10,000 25,785.5 \$3,1118 \$9,32.6 \$3.66% \$10,000 \$20,285.66 \$94,0018 \$10,142.2 \$10,000 \$25,785.5 \$10,000 \$25,785.5 \$10,000 \$25,785.5 \$10,000 \$25,885.5 \$10,000		5,000	14,894.29	19,661.18	4,766 89	32.00%	5,000	16,653.01	21,805.68	5,152.67	30.94%
15,000 47,518, 13,918,44 77,948,5 15,000 47,518,1 56,594,68 15,075,77 20,000 47,518,5 6 6,000 47,518,5 6 6,000 47,518,5 6 18,494,2 13,918,4 10,000 47,518,5 6 18,494,2 13,918,4 10,000 47,518,5 6 18,4918,7 10,000 47,518,5 6 18,4918,7 10,000 47,518,5 10,000 47,518,5 10,000 47,518,5 10,000 47,518,5 10,000 47,518,5 10,000 47,518,5 10,000 47,58 10	_	10,000	25,768.51	35,111.18	9,342.67	36.26%	10,000	29,285,96	39,400.18	10,114.22	34.54%
20,000         47,518.96         66,0118         18,494.22         38.97%         70,000         54,531.86         74,583.18         70,533.32           15,000         58,931.18         31,069.99         39.54         30,000         54,531.86         34,988.87         34,900         32,988.87         36,000         54,531.87         32,988.87         36,000         32,988.87         36,000         32,988.87         36,000         30,000         36,781.8         36,988.52         36,000         36,781.8         36,883.52         36,000         36,383.66         36,883.52         36,000         36,000         36,383.66         36,883.52         36,000         36,000         36,383.66         36,883.52         36,000         36,000         36,383.66         36,883.52         36,000         36,000         36,383.66         36,883.52         36,000         36,000         36,383.66         36,000 <td< td=""><td>_</td><td>15,000</td><td>36,642.74</td><td>50,561.18</td><td>13,918.44</td><td>37.98%</td><td>15,000</td><td>41,918.91</td><td>56,994.68</td><td>15,075 77</td><td>35.96%</td></td<>	_	15,000	36,642.74	50,561.18	13,918.44	37.98%	15,000	41,918.91	56,994.68	15,075 77	35.96%
25,000     58,991.9     81,661.8     73,669.9     39.51%     25,000     67,188.81     92,183.68     24,988.87       30,000     69,255.4     96,911.18     27,645.77     39.91%     39.91%     39.000     10,781.8     29,560.42       40,000     91,013.8     112,762.31     113,711.8     45,948.87     40,73%     40,000     105,083.66     144,971.8     49,806.62       60,000     134,510.76     189,511.18     55,100.42     40,96%     60,000     135,613.46     215,345.18     59,729.72	_	20,000	47,516.96	66,011.18	18,494.22	38.92%	20,000	54,551.86	74,589 18	20,037.32	36.73%
30,000 69,265 41 96,911.18 27,645 77 39 91% 36,000 79,817 76 109,778.18 25,960.42 40,000 91,013 86 12,041.18 36,797 32 40,43% 40,000 105,083 66 144,967.18 39,883.52 50,000 112,762 31 128,712.18 45,948 87 40,75% 50,000 130,349.56 130,156.18 49,806,62 60,000 134,510,76 189,611.18 55,100.42 40 96% 60,000 135,615.46 215,345.18 59,723,72	_	25,000	58,391.19	81,461 18	23,069.99	39 51%	25,000	67,184.81	92,183.68	24,998.87	37.21%
40,000 91,013 66 112,911.18 36,797 32 40,43% 40,000 105,083 66 144,967.18 39,883.52 50,000 112,762 31 136,711.18 45,948 87 40,75% 50,000 130,346,56 130,156.18 49,806.62 60,000 134,510.76 138,711.18 55,100.42 40.96% 60,000 135,615.46 215,345.18 59,729,72		30,000	69,265 41	96,911.18	27,645 77	39 91%	30,000	79,817.76	109,778.18	29,960.42	37,54%
50,000 112,762 31 158,711.18 45,948 87 40,75% 50,000 130,349.56 130,156.18 49,806 62 60,000 134,510.76 139,511.18 85,100.42 40.96% 60,000 135,613.46 215,345.18 59,729,72 60,000 135,613.49 50,729,72 60,000 125,613.49 50,729,72 60,000 125,613.49 50,729,72 60,000 125,613.49 50,729,72 60,000 125,613.49 50,729,72 60,000 125,613.49 50,729,72 60,000 125,613.49 50,0	_	40,000	91,013 86	127,811.18	36,797 32	40.43%	40,000	105,083 66	144,967.18	39,883.52	37.95%
60,000 134,S10./5 189,611.18 55,100.42 40.96% 60,000 155,615.46 215,345.18 59,729.72	_	000'05	112,762 31	158,711.18	45,948 87	40.75%	20,000	130,349.56	130,156.18	49,806.62	38.21%
		60,000	134,510.75	189,611.18	55,100.42	40 96%	000'09	155,615.46	215,345.18	59,729.72	38 38%
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OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Typical Bill Comparison - Water A

Schedule E-5 Wtr A Page 5 of 5 Witness Responsible: D. J. Petry

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: X\_ Original \_\_\_\_ Updated \_\_\_\_ Revised
Work Paper Reference No(s): No Work papers

1, see Wheel Lawrence Country, Marchine), Lawrence Country, Watchine, Marchine), Lawrence Country, Watchine, Marchine), Lawrence Country, Watchine, Marchine), Lawrence, Country, Watchine, Marchine), Lawrence, Country, Watchine, Marchine), Lawrence, Country, Watchine, Marchine), Lawrence, Country, Marchine, Lawrence, Country, Marchi	Zine No.	Rate Block Limits	Current rate per cof	Proposed rate	Dollar Change	Percent Change	Rate Block Limits	Current rate per cri	Proposed rate per cof	Dollar Change	Percent Change
14   200   2   2   2   2   2   2   2   2	I	Ashtahula Take White	awrence County.	Madion Mansfield Ime	rered) and Tiffin Dis		2	County within Man	oon District (including	oftening surcharge	
11, 2000 of   1,		1									ļ
11.000 cd   23705   23824   Current   23.05   Current   Prepared   Current   Prepared   Current   Prepared   Current   Current   Prepared   Current   Current   Current   Current   Prepared   Current   Cur				7.2290	1.4878	25.91%			0 4289	0.0874	25.59%
Secretary   Secr		21 - 2,000 ccf	3,9705	5.0837	1.1132	28.04%					
Company   Company   Proposed   Company   Proposed   Company   Proposed   Company   Proposed   Company		over 2,000 ccf	2,1115	3 0900	0.9785	46.34%					
Control   Cont		SIC Surcharge	3.0%	%00							
Compact   Procession   Proces						Bill Data - Single	Neter				
cf         Monthly Bill         Colange         Change         Change         Colange         Change         Cha		Level of Usago	Current	Proposed	Dollar	Percent		Current	Proposed	Dollar	Percent
Abbitation, Lake White: Lawrence County, Marringled Imperency in and Tiffin Districts         Districts         Abbitation Lawrence County, which Marring in and Tiffin Districts         Abbitation District in County, which Marring Districts         Abbitation District in County, which Marring District in County, which M		cet	Monthly Bill	Monthly Bill	Change	Change	ice	Monthly Bill	Monthly Bill	Change	Change
0         390472         5 30775         3407         4 30775         3500         17,40%         0         5 30472         5 300         15 30775         5 300           10         40458         50458         50458         13198         10         50777         40433         66.86           20         42158         50458         75 31         15 00         1300         50.23         50.23         13100           100         750 12         50481         165487         165487         15520         1500         66.86         56.86           100         750 12         50401         165487         165487         11300         70.72         11300         11300           100         4,24031         5,484.36         1,073 87         2,4354         1,073 87         1,073 87         1,130 71         1,130 71           1000         4,24031         1,584.07         2,445.13         1,074 87         2,000         1,584.08         1,130 71         1,130 71         1,130 71           1000         4,575.12         4,575.12         4,756.12         3,145.68         3,145.68         3,145.68         3,145.68         3,145.68         3,145.68         3,145.68         3,145.68         3,145.68		Ashtabula Take White.	awrence County.	Marion. Mansfield (me	tered) and Tiffin Div	tricts	noneM	County within Mar	ion District (including	softening surcharge	
10         364.85         564.94         1819%         66.96         66.96           20         421.36         562.31         1817%         1876         66.96         56.02         510.31         96.98           50         546.67         654.84         169.75         20.74         20.07         50.02         50.02         11.30.89         11.30.89         11.30.89         11.30.89         11.30.89         11.30.89         11.30.89         11.30.89         11.30.89         11.30.89         11.30.89         11.30.89         11.30.89         11.30.89         11.30.71         11.30.89         11.30.71         11.30.89         11.30.71         11.30.89         11.30.71         11		0 \$	304.72 \$	357.75 \$	53 03	1	\$ 0	304.72	357.75 \$	53.03	17.40%
20         442.86         56.23         79.35         18.76%         50.0         430.00         510.01         90.89           100         750.15         56.40         10.01         76.11         20.01%         50         55.40         113.03         113.03           100         750.15         590.33         158.87         21.18%         72.18%         50.00         150.00         76.21         156.90         113.03         115.03         115.03         115.03         113.03         115.03         113.03         115.03		01	363.85	430.04	66.19	18.19%	10	367.37	434,33	96'99	18.23%
50         545 67         65484         109 17         20018         50         563.26         13103           100         7501         990         1384         109 17         21188         109 17         2000         13,643         519 2         166.39           500         2,3450         2,445.51         5,484.51         5,484.51         5,484.51         5,484.51         5,484.81         3,556.60         2,546.87         3,556.60         2,546.87         3,556.60         2,546.87         3,556.60         2,546.87         3,556.60         2,546.87         3,556.60         2,546.87         3,556.60         2,546.87         3,556.60         2,546.87         3,556.87         3		50	422.98	502.33	79 35	18.76%	20	430.62	510.91	80.89	18.81%
100         756.13         569.03         116.8         7.11.8         100         756.33         165.59           500         2,246.00         2,446.01         5,461.30         1,461.30         2,541.30         1,150.71         3,556.96         559.09           1,000         4,246.01         5,484.36         1,073.56         1,277.86         1,200.0         4,785.55         5,513.56         1,130.71           2,000         4,546.61         1,546.76         1,247.81         3,148.82         2,000         9,138.13         1,130.71         2,000.56         1,130.71           5,000         1,5,044.66         1,546.70         1,344.66         3,548.07         1,340.84         3,615.86         1,130.71         1,140.44         1,130.71         1,140.44         1,130.71         1,140.44         1,130.71         1,140.44         1,130.71         1,140.44         1,130.71         1,140.44 <td></td> <td>90</td> <td>545 67</td> <td>654.84</td> <td>109 17</td> <td>20.01%</td> <td>20</td> <td>563.26</td> <td>676.29</td> <td>113.03</td> <td>20.07%</td>		90	545 67	654.84	109 17	20.01%	20	563.26	676.29	113.03	20.07%
2,386,00         2,644,31         1,054,54         23.33,84         500         2,561,87         3,16,69         595,09           4,400,81         5,483,65         1,033,36         1,033,36         1,033,36         1,130,71         3,500         2,612,55         5,913,26         1,130,71         3,71 <td></td> <td>100</td> <td>750 15</td> <td>£0.606</td> <td>158 87</td> <td>21.18%</td> <td>100</td> <td>785.33</td> <td>951.92</td> <td>166.59</td> <td>21.21%</td>		100	750 15	£0.606	158 87	21.18%	100	785.33	951.92	166.59	21.21%
4,30.41         1,055.60         2,372.84         1,130.71         1,30.72         1,30.72         1,30.72         1,30.72		200	2,386.00	2,942.51	556.51	23.32%	200	2,561.87	3,156.96	595.09	23.23%
8,520,42         10,568 07         2,047.65         24,03%         2,047.65         2,047.65         2,047.65         2,047.65         2,047.65         2,047.65         2,047.65         2,047.65         2,047.65         2,047.65         2,048.65         2,188.35         2,188.35         2,188.35         2,188.35         2,188.35         2,188.35         2,188.35         2,188.35         2,188.35         2,188.35         3,188.35         3,188.35         3,188.35         3,188.35         3,188.35         3,140.46		1,000	4,430.81	5,484.36	1,053 56	23.78%	1,000	4,782.55	5,913.26	1,130 71	23.64%
15,044.56         19,836 07         4,793.11         31.86%         5,000         16,803.68         21,982.77         5,178.89           25,951.8         35,286 07         33,646.6         33,90%         36,436.63         34,766.77         10,104.44           36,738.0         13,644.66         37,90%         50,000         47,06.53         74,766.07         10,104.94           47,667.53         6,188.07         18,520.44         38,85%         20,000         47,06.23         74,766.07         20,035.63           88,416.6         81,588.07         27,671.99         39,45%         39,600         47,02.33         74,766.07         20,035.63           91,166.5         31,298.07         40,200         47,02.33         14,766.07         20,035.64           91,166.5         31,298.07         40,200         10,5,234.33         14,140.07         39,09.74           134,661.43         189,788.07         55,126.64         40,900         10,5,234.33         146,330.07         515,522.07         59,755.94		2,000	8,520.42	10,568 07	2,047.65	24.03%	2,000	9,223.91	11,425.87	2,201.96	23.87%
25,919.18         35,288.07         9,368.89         36,15%         10,400         29,436.63         39,577.07         10,140.44           35,794.1         50,738.07         11,344.66         37,90%         37,90%         15,000         24,025.58         57,171.57         15,101.99           47,667.5         6,738.07         18,520.44         38,68%         20,000         47,025.33         74,766.73         27,056.01         27,056.01         27,056.02         27,025.09         27,025.09         27,025.09         29,066.04         38,08%         20,000         47,056.21         29,066.04         29,066.04         38,08%         29,000         79,968.07         29,966.04         39,08%         40,000         105,234.33         145,144.07         39,09%,74         130,000         130,500.23         145,144.07         39,09%,74         130,500.23         145,035.07         49,832.84         40,90%,74 <td< td=""><td></td><td>2,000</td><td>15,044.96</td><td>19,838 07</td><td>4,793.11</td><td>31.86%</td><td>000′5</td><td>16,803.58</td><td>21,982 57</td><td>5,178.89</td><td>30.82%</td></td<>		2,000	15,044.96	19,838 07	4,793.11	31.86%	000′5	16,803.58	21,982 57	5,178.89	30.82%
36,793 41         50,738 07         13,904 66         37,90%         42,069.58         57,171 57         15,101.99           47,667.53         66,188 07         18,520.44         38 88%         20,000         54,705.33         74,766.07         20,063.54           59,418.66         18,520.44         38 88%         20,000         54,705.33         74,766.07         20,063.54           59,418.66         27,088.07         27,660.71         39,45%         39,500.7         40,366.64         39,366.64           91,164.53         112,912.86         158,588.07         40,396         40,72%         50,000         130,500.23         160,333.07         49,832.84           134,661.43         189,788.07         55,126.64         40,94%         60,000         155,766.13         215,522.07         59,735.94		10,000	25,919.18	35,288.07	9,368.89	36.15%	10,000	29,436 63	39,577.07	10,140.44	34.45%
47,667.53         66,188.07         18,520.44         38.85%         20,000         54,702.53         74,766.07         20,635.44           58,41.66         81,538.07         23,066.21         39.45%         15,000         67,335.48         92,360.57         25,025.09           69,41.65         81,538.07         27,671.99         39.45%         30,000         67,335.48         10,995.50         27,505.09           91,46.53         127,988.07         35,975.09         40,72%         40,39%         40,000         105,234.33         145,144.07         39,909.74           112,912.98         139,788.07         35,126.64         40,94%         60,000         158,766.13         215,522.07         59,755.94		15,000	36,793 41	50,738.07	13,944.66	37.90%	15,000	42,069.58	57,171,57	15,101.99	35 90%
5B,54186         81,638 07         23,096.21         39 45%         25,000         67,335 48         92,360.57         25,025.09           63,416 08         97,088.07         27,671 99         39 86%         30,000         79,968 43         105,955.07         29,86.64           91,164 53         127,988.07         36,823 54         40,399         40,72%         50,000         105,234.33         145,144.07         39,909.74           112,912.98         139,788.07         55,126.64         40,94%         60,000         155,766.13         215,522.07         59,755.94		20,030	47,667.53	65,188.07	18,520.44	38.85%	20,000	54,702.53	74,766.07	20,063.54	36.68%
69,416 08 97,088.07 27,671 99 39.86 % 30,000 79.968 43 109,555.07 29,986 64 91,64 63 127,988.07 36,813 54 40.39 % 40,000 105,234.33 145,144 07 39,909.74 112,912.98 158,288.07 45,975.09 40.72 % 50,000 130,500.23 150,333 07 49,832.84 134,661.43 139,788.07 55,126.64 40.94 % 60,000 159,766.13 215,522.07 59,755.94		25.000	58,541.86	81,638.07	23,096.21	39 45%	25,000	67,335 48	92,360.57	25,025.09	37.16%
91,164 53 127,988 07 36,823 54 40,39% 40,000 105,234.33 145,144.07 39,909.74 112,912.88 1.58,888.07 45,975.09 40.72% 50,000 130,500.23 150,333.07 49,832.84 134,661.43 139,788.07 55,126.64 40.94% 60,000 159,766.13 215,522.07 59,755.94		30,000	69,416 08	97,088.07	27,67199	39.86%	30,000	79,968 43	109,955.07	29,986.64	37.50%
112,912,98 158,888 07 45,975.09 40 72% 50,000 130,500.23 180,333 07 49,832.84 134,661.43 189,788.07 55,126.64 40,94% 60,000 155,766,13 215,522.07 59,755.94		40,000	91,164 53	127,988.07	36,823 54	40.39%	40,000	105,234.33	145,144.07	39,909.74	37.92%
134,661.43 189,788.07 55,126.64 40,94% 60,000 155,766.13 215,522.07 59,755.94		20,000	112,912.98	158,888.07	45,975.09	40 72%	20,000	130,500.23	180,333.07	49,832.84	38.19%
		000'09	134,661.43	189,788.07	55,126.64	40.94%	000'09	155,766.13	215,522.07	59,755.94	38.36%

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Typical Bill Comparison - Water C

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: —X — Original — Updated \_\_\_\_\_ Revised
Work Paper Reference No(s): No Workpapers

Schedule E-5 Wtr C Page 1 of 6 Witness Responsible: D. J. Petry

Manual   M	Provided   Provided Point Section   Provided   Provid	Limits	per ccf	percef	Change	Change	umits	perccf	per ccf	Change	Change
Purchased Water 5 schange Pertage District  11 20	Manage of A   1115   25   25   25   25   25   25		Franklı	n County District					Portage District		
Triangle	State   Stat	Мопт									
17.200   39118   5.6837   1173   29.968   1174   1175	1,12,200   1,111   1,200   1,117   1,119   1,199   1			0865 5		25,916	Purchased Water 5	urcharge - Portage Die			0.00%
One F 2009         21115         3 5990         0 9785         46.36%           Abrige Like Roufile Cumbrilly District         4 63.6%         1 44%         4.44%         1 5.44%           Abrige Like Darky and Worthington Hills In Francis Cumbrilly Bills of Cumbri	core 2,000         21115         3,000         0.9785         46,35%           chinge: Lise Carrier Li	ö		5.0837		29.96%	100				
Surchage - Huber Rodge in Franklin County District           Abage - Large San Days         Surchage - Huber Rodge in Franklin County District           Bill Data - Single San Days         Bill Data - Single San Days           Bill Data - Single San Days         Current         Propased           Current         Propased         Current Propased	State   Current   Proposition   Proposition   Current   Proposition   Curren		2.1115	3.0900	0.9785	45.34%					
Particle Date   Monthly Bill   Particle Date   Monthly Bill   Particle Date   Monthly Bill   M	Activity of the control policy of the contro	desired of the second of									
1,0   1,0	1,000   1,00	neverse positivity suit tradge	14994 S 14994			-5 44%					
1   1   1   1   1   1   1   1   1   1	Company   Comp	Softening Surcharge - Lake D	Jarby and Worthingto.	n Hills in Frankfin Coun	ty District						
Figure   F	Currect   Proposed   Doular   Proposed   Dou	2	\$ 0.5745	\$ 0.8006 \$	0.2261	39.36%					
Courrent         Foundative Bill         Faith         Designed         Current         Proposed         Current         Proposed           0 5         9.51 \$ 11.50         1.99         20.33%         0 5         9.51 \$ 11.50         1.00	Current   Proposed   Dollor   Proposed   Dollor   Proposed   Dollor   Dol	SIC Surcharge	%0 0								
Current         Proposed         Current         Proposed         Current         Proposed         Current         Proposed           0 S         5 - 51.5 (S)         115.0 (S)         2.2 60.9 (S)         2.2 60.9 (S)         1.5 60.9 (S)	Currently Bill Proposed         Couling         Fercent According to Current Proposed         Dollar Proposed         Change Current Page C					Bill Data - Single 5/8	3" Meter				
Moonthiy Bill   Moonthiy Bill   Change   Chang	franklin Countly Bill         Change	Level of Usage	Current	Proposed	Dollar	Percent	-	Current	Proposed	Dollar	Percen
Franklin County (no surcharges)         Franklin County (no surcharges)         Poptage District           5         9.51         1150         5         9.51         5         1150         5         1150         1150         5         1150         1150         5         1150         1150         5         1150         5         1150         1150         5         1150         5         1150	5         9.51 \$         1150 \$         1.99         20.033%         0         5         9.51 \$         1.150 \$         1.99           18 25         18 73         3.48         22.030%         0         5         9.51 \$         11.50 \$         1.99           20 39         18 73         3.48         22.00%         2         20.99         1.50 \$         1.497           20 39         18 73         3.48         2.445%         2.445%         2         4         9.7         1.59         <	ccf	Monthly Bill	Monthly Bill	Change	Change	cci	Monthly Bill	Monthly Bill	Change	Change
5         9.51         5         1150         5         9.51         1150         5         9.51         1150	5         95.1 \$         11.0 \$         9.951 \$         11.0 \$         199         20.93%         0         9.51 \$         11.15 \$         11.0 \$         1.99         20.93%         0         9.51 \$         11.0 \$         1.99         2.99         1.99 <td></td> <td>Franklin Co</td> <td>unty (no surcharges)</td> <td></td> <td></td> <td></td> <td></td> <td>Portage District</td> <td></td> <td></td>		Franklin Co	unty (no surcharges)					Portage District		
15 25     18 73     3.48     22.80%     1 15.25       20 90     25 96     4.97     23.65%     2 20.09       26 73     3.19     6.45     24.14%     2 20.09       32.47     40.42     2.44%     4 32.47       38.22     47.65     9.43     24.67%     6 43.96       43.96     5.487     10.32     2.484%     6 43.96       49.70     62.10     12.40     24.84%     6 43.96       49.70     6.21     12.40     24.84%     6 43.96       49.70     6.21     12.40     24.84%     6 43.96       60 2     83.73     13.89     25.10%     9 61.18       60 3     13.89     15.80     25.13%     9 61.18       60 3     17.5     25.21%     20     20       124 33     17.5     25.23%     20     20       124 33     1.75     25.23%     20     20       124 33     1.07.11     24.26%     20     20       2.002 00     2.596.26     294.26     29.68%     50     20.02.00       2.002 00     2.596.26     294.26     57.42%     1.000     3,283.87     5.1	15 25         18 73         34.8         22.86%         1         15.25         18 73         34.8           26 39         2.5 66         4.37         2.5 66%         3         26.73         3.5 66         4.97           26.73         3.5 6         4.37         2.5 66%         9.4         7.5 67         3.5 16         4.9           32.47         40.42         7.94         2.4 45%         6.4         6.4         7.4         4.9           38.22         47.65         9.4         2.4 45%         6.4         9.4         7.94         7.94           38.22         47.65         1.2 40         2.4 45%         6.4         9.2         4.0         7.94         7.94           49.70         6.1         1.2 40         2.4 45%         6.5         1.2 40         9.4         1.2 40         9.4         1.2 40         9.4         1.2 40         9.4         1.2 40         9.4         1.2 40         1.2 40         9.4         1.2 40         1.2 40         9.4         1.2 40         1.2 40         9.4         1.2 40         9.4         1.2 40         9.4         1.2 40         9.4         1.2 40         9.4         9.4         9.4         9.4         9.4 <t< td=""><td>0</td><td>\$</td><td>\$ 1150 \$</td><td></td><td>20.93%</td><td>0</td><td>\$ 9.51</td><td>11.50</td><td>1.99</td><td>20.93%</td></t<>	0	\$	\$ 1150 \$		20.93%	0	\$ 9.51	11.50	1.99	20.93%
20 99         25 96         497         23.65%         20.99           26 73         33.19         6.45         24.14%         3         26.73           38.27         40.42         7.94         24.45%         6         3         26.73           38.27         47.65         9.43         24.67%         6         43.07         7         43.67           49.70         62.10         12.40         24.96%         6         43.96         6         43.96         43.96         6         43.96         43.96         6         43.96         43.96         6         43.96         43.96         6         43.96         43.96         6         43.96         6         43.96         6         43.96         6         43.96         6         43.96         6         43.96         6         43.96         6         43.96         6         43.96         6         43.96         6         6         43.96         6         6         66.92         66.92         66.92         66.92         7         44.36         7         66.92         7         66.92         7         66.93         7         66.93         7         72.63         7         72.63         7 <td>20 99         25 96         497         23.65%         9 20 99         55 96         497           26 73         33 19         6.45         24.14%         3         26.73         33 19         6.45           32 47         40 42         7.94         24.45%         4         32.77         33 19         6.45           32 47         40 42         7.94         24.45%         4         32.47         40 42         7.94           43.36         62 10         11.20         24.86%         6         43.96         54.87         10.92           49.70         62.10         11.89         25.06%         7         43.96         54.87         10.92           55.44         69.33         13.89         25.06%         8         5         43.87         10.92           61.18         76.56         13.38         25.14%         9         61.18         76.56         15.38           114.3         16.69         27.58%         20         14.33         13.60         15.89           124.3         15.50         25.52%         20         12.60         30.85         66.90         12.50           120.2         25.2         25.2         25.2<td></td><td>15 25</td><td>18 73</td><td>3.48</td><td>22.80%</td><td>H</td><td>15.25</td><td>18.73</td><td>3.48</td><td>22 80%</td></td>	20 99         25 96         497         23.65%         9 20 99         55 96         497           26 73         33 19         6.45         24.14%         3         26.73         33 19         6.45           32 47         40 42         7.94         24.45%         4         32.77         33 19         6.45           32 47         40 42         7.94         24.45%         4         32.47         40 42         7.94           43.36         62 10         11.20         24.86%         6         43.96         54.87         10.92           49.70         62.10         11.89         25.06%         7         43.96         54.87         10.92           55.44         69.33         13.89         25.06%         8         5         43.87         10.92           61.18         76.56         13.38         25.14%         9         61.18         76.56         15.38           114.3         16.69         27.58%         20         14.33         13.60         15.89           124.3         15.50         25.52%         20         12.60         30.85         66.90         12.50           120.2         25.2         25.2         25.2 <td></td> <td>15 25</td> <td>18 73</td> <td>3.48</td> <td>22.80%</td> <td>H</td> <td>15.25</td> <td>18.73</td> <td>3.48</td> <td>22 80%</td>		15 25	18 73	3.48	22.80%	H	15.25	18.73	3.48	22 80%
26.73     33.19     6.45     24,14%     3     26.73       32.47     40.42     7.94     24,45%     6     4     32.47       38.22     40.45     9.43     24,67%     6     43.96       43.06     54.87     10.92     24.84%     6     43.96       49.70     62.10     12.40     24.96%     7     49.70       55.44     69.33     13.89     25.06%     8     55.44       61.8     76.56     15.38     25.06%     8     55.44       62.2     15.38     25.14%     9     61.18       66.92     15.8     25.14%     9     61.18       66.92     15.8     25.24%     10.0     241.69       7     49.70     25.34%     10.0     66.92       81.75     25.53%     20     21.63     3       82.84     1,071.15     24.69     29.29%     50     20.02.00     23.02.00       82.84     1,071.15     24.69     29.29%     50     2,032.00     2,032.00       82.84     1,071.15     24.24     57.42%     10.00     3,263.87     5,138.11	26.73         33.19         6.45         24.14%         3         26.73         33.19         6.45           32.47         40.42         7.34         24.45%         6         4         32.47         40.42         7.94           38.47         40.42         24.45%         6         43.96         5.47         40.42         7.94           43.96         54.87         10.32         24.80%         6         43.96         54.87         10.02           49.70         62.10         12.40         24.80%         6         43.96         54.87         10.02           49.70         65.10         12.40         6         43.96         54.87         10.02           69.2         83.79         15.89         25.10%         9         61.18         12.40           66.92         83.79         15.80         10.02         10.03         13.89         15.89           143.3         15.60         15.38         25.21%         9         61.14         15.80         16.87           143.3         15.60         10.02         15.21%         10.02         12.43         15.80         16.80           143.2         55.2.8         10.02         10.0	2	20 59	25 96	4.97	23.65%	N	20.99	25.96	4.97	23 65%
32.47         40.42         7.34         24.45%         4         32.47           38.22         47.65         9.43         24.67%         5         38.22           43.96         54.87         10.32         24.67%         5         43.96           49.70         62.10         12.40         24.96%         7         49.70           55.44         69.33         13.89         25.06%         8         55.44           61.18         76.56         15.38         25.06%         8         55.44           61.8         75.6         15.38         25.06%         8         55.44           61.8         75.6         15.38         25.21%         9         61.18           66.92         16.87         25.21%         9         61.18         3           241.69         308.59         66.90         27.68%         50         241.69         3           437.28         56.78         1.55.00         29.29%         200         828.46         1,0           2002.00         2.506.26         594.26         29.29%         500         2,002.00         2,002.00           3.763.87         5,18.11         1,874.24         57.42%         <	32.47         40.42         7.94         24.45%         6         32.47         40.42         7.94           43.82         47.65         9.43         24.67%         6         43.96         5.43         7         7         7         67.65         9.43         7         9.43         7         9.43         7         9.43         12.40         9.43         12.40         12.40         12.40         12.40         12.40         12.40         65.10         12.40	3	3 26.73	33.19	6.45	24.14%	m	26.73	33 19	6.45	24.14%
38.22     47.65     9.43     24.67%     5     38.22       43.96     54.87     10.32     24.84%     6     43.96       43.96     54.87     10.32     24.84%     6     43.96       49.70     62.10     12.40     24.84%     7     43.96       55.44     69.33     13.89     25.06%     8     55.44       61.8     76.56     15.38     25.13%     9     61.18       66.92     83.79     16.87     25.21%     9     61.18       124.33     15.68     25.21%     9     61.18       437.28     56.27     125.53%     50     241.69     3       437.28     56.27     125.50     28.70%     100     437.28     5       2.002.00     2.596.26     594.26     29.29%     500     2,002.00     2,594.6       2.002.00     2.596.26     59.42%     57.42%     1,000     3,263.87     5,11	38.22         47.65         94.3         24.5%         5         38.22         47.65         94.3           49.76         63.16         12.40         24.6%         5         43.96         54.87         10.92           49.70         62.10         12.40         24.40%         7         49.70         62.10         12.40           55.44         69.33         13.89         25.06%         8         55.4         69.33         13.89           61.8         76.56         15.38         25.1%         9         61.18         76.56         15.38           164.2         33.75         168.7         25.21%         9         61.18         76.56         15.38           241.69         308.59         66.90         27.58%         50         241.69         308.59         66.90           437.28         562.78         125.50         28.70%         20.0         828.46         1,071.15         242.69           2,506.20         554.26         29.22%         50         24.05         1,071.15         242.69           2,506.20         5,138.11         1,874.24         5,138.11         1,874.24         5,138.11         1,874.24	4		40.42	7.94	24.45%	4		40.42	7.94	24.45%
43.96         54.87         10.92         24.84%         6         43.96           43.70         62.10         12.40         24.90%         7         43.96           55.44         63.13         12.40         24.90%         7         43.70           55.44         63.33         13.89         25.06%         8         55.44           61.18         76.56         15.38         25.13%         9         61.18         66.92           124.33         156.08         13.75         25.23%         10         66.92         241.69         9         61.18         66.92         241.69         9         61.18         66.92         241.69         8         40.71.69         8         40.71.69         8         40.71.69         8         40.71.69         8         40.72.89         8         828.46         1.00         40.72.89         8         200         20.02.00         2,59.20.80         200         2,002.00         2,59.20.80         8         200         2,002.00         2,59.20.80         5,118.11         1,874.24         57.42%         5,118.11         1,874.24         57.42%         5,118.11         1,000         3,263.87         5,11	43.96         54.87         10.92         24.84%         6         43.96         54.87         10.92           49.70         62.10         12.40         24.96%         7         49.70         62.10         12.40           55.44         69.33         13.89         25.06%         8         7         49.70         62.10         12.40           69.2         15.38         25.06%         8         7         49.70         62.10         12.40           66.92         15.38         25.14%         9         61.18         76.56         15.38           66.92         83.79         16.87         25.23%         10         66.92         83.79         16.87           124.33         156.08         31.75         25.53%         20         241.69         308.59         66.90           41.69         308.59         66.90         27.56%         27.80         125.50         241.69         308.59         66.90           200         2.566.26         294.26         29.22%         20         241.69         308.59         66.90           2.002.00         2.596.26         294.26         27.2%         1,071.15         2,296.26         594.26	S		47.65	9.43	24.67%	м		47 65	9.43	24 67%
49,70         62,10         12,40         24,96%         7         49,70           5,544         69,33         13,89         25,06%         8         55,44           61 18         76,56         15,88         25,14%         9         61 18           66 92         83,79         16,87         25,21%         10         66,92           124 53         15,608         31,75         25,53%         20         124,33         1           241 69         308,59         66 90         27,68%         50         241,69         3           437 28         56,20         24,69         29,29%         200         8,28,46         1,0           2,002 00         2,596,26         59,426         29,68%         500         2,002,00         2,5           3,263.87         5,138.11         1,874.24         57,42%         1,000         3,283.87         5,1	49,70         62,10         12,40         24,90%         7         49,70         62,10         12,40           55,44         69,33         13,89         25,06%         8         55,44         69,33         13,89           61,8         66,92         83,79         16,87         25,21%         9         61,18         76,56         15,89           66,92         83,79         16,87         25,23%         20         124,33         156,08         31,75           124,33         156,08         31,75         25,53%         20         124,33         156,08         31,75           241,69         308,59         66,90         27,68%         50         241,69         308,29         66,90           437,28         1,071,15         242,69         22,28         50         241,69         308,29         66,90           2,002,00         2,596,26         594,26         20,68%         500         2,002,00         2,596,26         594,26           3,263,87         5,138,11         1,874,24         5,138,11         1,874,24         5,138,11         1,874,24	9		54.87	10.92	24.84%	۵		54.87	10.92	24 84%
55.44     69.33     13.89     25.06%     8     55.44       61.18     76.56     15.38     25.14%     9     61.18       66.27     83.79     16.87     25.12%     9     61.18       124.33     156.08     31.75     25.53%     20     124.33     1       241.69     308.59     66.90     27.68%     50     241.69     3       437.28     155.00     27.68%     100     437.28     5       2.002.00     2.596.26     594.26     29.68%     500     2,002.00     2,002.00       3,263.87     5,138.11     1,874.44     57.42%     1,000     3,263.87     5,1	55.44         69.33         13.89         25.06%         8         55.44         69.33         13.89           61.18         76.56         15.38         23.14%         9         61.18         76.56         15.38           66.92         18.7         25.21%         10         66.92         83.79         16.87           124.33         156.08         31.75         25.53%         20         124.33         156.08         31.75           241.69         308.59         66.90         27.68%         50         241.69         308.59         66.90           437.28         562.78         125.50         241.69         308.59         66.90         308.59         66.90           437.28         562.78         125.50         242.69         242.69         242.69         242.69           2002.00         2.596.26         594.26         1,071.15         242.69         594.26           3,263.87         5,138.11         1,874.24         57.42%         1,000         3,263.87         5,138.11         1,874.24	r	49.70	62.10	12.40	24.96%	7		62 10	12.40	24.96%
6118         76,56         15,38         25,14%         9         6118           66 92         83.79         16.87         25,21%         10         66,92         10         66,92         10         66,92         10         66,92         10         66,92         10         66,92         10         66,92         10         66,92         10         66,92         10         66,92         10         66,92         10         10,03         10         66,92         10         10,03         10         10         10,03         10         10         10         10         437,28         5         10         241,69         10         20 <td>61 18         76.56         15.38         25 14%         9         61 18         76.56         15.38           66 92         83.79         16.87         25.21%         10         66.92         83.79         16.87           124 33         15.60         31.75         25.53%         20         24.69         37.5         16.87           241 69         308.59         66.90         27.68%         50         24.69         308.59         66.90           437 28         56.78         125.50         28.70%         100         437.28         56.78         125.50           2002 00         2.596.26         594.26         29.29%         50         20.02.00         2.596.26         594.26           3,263.87         5,138.11         1,874.24         57.42%         1,000         3,263.87         5,138.11         1,874.24</td> <td><b>30</b></td> <td></td> <td>69.33</td> <td>13.89</td> <td>25.06%</td> <td>DG</td> <td></td> <td>69 33</td> <td>13.89</td> <td>25.06%</td>	61 18         76.56         15.38         25 14%         9         61 18         76.56         15.38           66 92         83.79         16.87         25.21%         10         66.92         83.79         16.87           124 33         15.60         31.75         25.53%         20         24.69         37.5         16.87           241 69         308.59         66.90         27.68%         50         24.69         308.59         66.90           437 28         56.78         125.50         28.70%         100         437.28         56.78         125.50           2002 00         2.596.26         594.26         29.29%         50         20.02.00         2.596.26         594.26           3,263.87         5,138.11         1,874.24         57.42%         1,000         3,263.87         5,138.11         1,874.24	<b>30</b>		69.33	13.89	25.06%	DG		69 33	13.89	25.06%
66 92     83.79     16.87     25.23%     10     66.92       124 33     125.608     13.75     25.53%     20     124.33       241 69     308.59     66 90     27.68%     50     241.69       43 7 28     56.78     135.50     28.70%     100     437.28       828.46     1,071.15     242.69     29.29%     200     828.46     1.       2,002.00     2,596.26     594.26     29.68%     500     2,002.00     2,002.00       3,263.87     5,138.11     1,874.24     57.42%     1,000     3,283.87     5,283.87	66 92     83.79     16.87     25.3%     10.87     16.87       124 33     156.08     31.75     31.75     31.75       24 69     25.53%     20     124.33     156.08     31.75       24 69     26 69     27 68%     50     124.33     156.08     31.75       43 72     56.28     15 50     22 70%     100     437.28     562.78     125.50       828.46     1,071.15     24 269     29.29%     500     2,002.00     2,596.26     594.26       2,002.00     2,596.26     5,138.11     1,874.24     1,074.24     5,138.11     1,874.24	gn gn		76.56	15.38	25 14%	6		76.56	15.38	25.14%
124 33     156.08     31.75     25.53%     20     124.33       241 69     3.08 59     27.68%     50     241.69       437 28     56.278     125.50     28.70%     100     437.28       828.46     1,071.15     242.69     29.29%     500     8.002.00     2,0002.00       3,263.87     5,138.11     1,874.24     57.42%     1,000     3,263.87     5,563.87	124 33     156.08     31.75     25.58%     20     124.33     156.08     31.75       241 69     3.08.59     66.90     27.68%     50     241.69     308.59     66.90       437 28     3.08.59     125.50     28.70%     107.13     242.69     125.50       828.46     1,071.15     242.69     29.68%     500     2,002.00     2,596.26     594.26       2,002.00     2,596.26     54.26     1,071.44     57.42%     1,000     3,263.87     5,138.11     1,874.24	10		83.79	16.87	25.21%	10		83 79	16.87	25.21%
24169     308.59     66 90     27.88%     50     24169       437.28     56.78     115.50     28.70%     100     437.28       828.45     1,071.15     242.69     29.29%     500     828.46     1       2,002.00     2,596.26     554.26     29.66%     500     2,002.00     2,303.87     5,138.11       1,000     3,263.87     5,138.11     1,874.24     57.42%     1,000     3,263.87     5,5	24169     308.59     66.90       437.28     56.78     308.59     66.90       437.28     562.78     125.50       20.02     28.70     125.50     125.50       20.02     20.02     20.02     20.02     20.02       3,263.87     5,138.11     1,874.24     57.42     5,138.11     1,874.24	50		156.08	31.75	25.53%	20		156.08	31.75	25.53%
437.28     562.78     125.50     28.70%     100     437.28       82.846     1,071.15     242.69     29.39%     200     82.846     1       2.002     0     2,596.26     594.26     29.68%     500     2,002.00     2       3,263.87     5,138.11     1,874.24     57.42%     1,000     3,263.87     5	437 28     562.78     125.50       828.46     1,071.15     242.69     29.29%     20     8.28.46     1,071.15     242.69       2,002 00     2,596.26     594.26     29.426     594.26     594.26       3,263.87     5,138.11     1,874.24     5,138.11     1,874.24	90		308.59	99	27 68%	20		308.59	06'99	27.68%
828.45 1,071.15 242.69 29.29% 200 828.46 2.002.00 2,596.26 594.36 29.68% 500 2,002.00 3,263.87 5,138.11 1,874.24 57.42% 1,000 3,263.87	82845 1,071.15 242.69 29.29% 200 828.46 1,071.15 242.69 2.002.00 2,596.26 594.26 2.002.00 2,596.26 594.26 3,263.87 5,138.11 1,874.24 57.42% 1,000 3,263.87 5,138.11 1,874.24	100		562.78	125.50	28 70%	100		562.78	125.50	28.70%
2,002 00 2,596.26 594.26 29.68% 500 2,002.00 3,563.87 5,138.11 1,874.24 57.42% 1,000 3,583.87	2,002.00 2,596.26 594.26 594.26 5.00 2,002.00 2,596.26 594.26 3,263.87 5,138.11 1,874.24 57.42% 1,000 3,263.87 5,138.11 1,874.24	200		1,071.15	242.69	29.29%	200		1,071.15	242.69	29.29%
3,263.87 5,138.11 1,874.24 57.42% 1,000 3,263.87	3,263.87 5,138.11 1,874.24 57.42% 1,000 3,263.87 5,138.11 1,874.24	2005		2,596.26	594.26	29.68%	200	2,002.00	2,596.26	594 26	29.68%
		000'1		5,138.11	1,874 24	57 42%	1,000	3,263.87	5,138.11	1,874.24	57.42%

CHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Typical Bill Comparison - Water C

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: \_X\_ Original \_\_\_\_ Updated \_\_\_\_\_ Revised
Work Paper Reference No(5): No Workpapers

Schedule E-5 Wtr C Page 2 of 6 Witness Responsible: D. J. Petry

1   1   1   1   1   1   1   1   1   1	7 2290 \$ 5.0837 3.0900 0.001ty District 1.4179 \$ Propassed Mounthy Bill	1.4878 1.1719 0.9785 (0.0815)	25.91% 29.96% 0.4634		Franklin County - Lake Darby & Worthing Hills Softening Surcharge			
,	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	1.4878 1.1719 0.9785 (0.0815)	25.91% 29.96% 0.4634	Frankli			frening Surchause	
<del></del> ,	√a   Iπ ±	1.4878 1.1719 0.9785 (0.0815)	25.91% 29.96% 0.4634					
<u> </u>		1.4878 1.1719 0.9785 (0.0815)	25.91% 29.96% 0.4634	Softening Surcharge - Lake Darby and Worthington Hills in Franklin County District	ake Darby and Wort	hington Hills in Franki	n County District	
<u> </u>		1 1719 0 9785 0 9785 (0.0815)	29.96% 0.4634	All usage ccf \$	0.5745 \$	\$ 9008.0	0.2261	39.36%
<del></del> ,		0 9785 (0.0815)	0.4634					
<del></del>	.a     _ =	(0.0815)						
<u> </u>		(0.0815)						
SIC Surcharge Level of Usage cef	9.0% Proposed Manthly Bill	Dollar	-5,44%					
Level of Usage	Proposed Monthly Bill	Dollar						
Level of Usage	Proposed Monthly Bill	Dollar	Bill Data - Single 5/8" Meter					
	Monthly Bill		Percent	Level of Usage	Current	Proposed	Dollar	Percent
		Change	Change	ccf	Monthly Bill	Monthly Bill	Change	Change
0 \$ 9.51 1 16.75 2 23.99 3 31.23 4 38.47 5 45.71 5 5.705 7 60.19 8 67.48	- Reverse Osmosis Surcharge	ırcharge		Frenklin	County - Lake Darby	Frankin County - Lake Darby & Worthington Hills - Softening Surcharge	Softening Surcharge	
	11.50 \$	1.99	20.93%	\$ 0	9.51 \$	11.50 \$	1.99	20.93%
on w d ru ru ru co o	20 15	3.40	20.28%	н	15.83	19 53	3.70	23.40%
w 4 N V V V 0 0	28.79	4.80	20.02%	7	22,14	27.56	5.42	24 47%
4 N V L W Q	37.44	6.21	19.88%	æ	28.46	35.59	7 13	25.06%
เท เก № Ծ	46.09	7.62	19.79%	4	34 77	43 62	8.85	25.44%
w г ∞ д	54.73	9.02	19.74%	ы	41 09	51.65	10.56	25.70%
r- ∞ σ	63.38	10.43	19.69%	S	47.40	59.68	12.27	35.89%
oo o	72.03	11 83	19 66%	7	53.72	67.71	13.99	26.04%
or or	80 68	13,24	19.63%	60	60 04	75.74	15.70	26.15%
,	89 32	14.63	19.61%	6.	66 35	83.77	17.42	26.25%
10 8192	97.97	16.05	19 60%	10	72.67	91.80	19.13	26.32%
32 20 154.32	184.44	30.12	19.52%	07	135 82	172.09	36.27	26.70%
50 316.66	379.49	62.83	19.84%	50	270.41	348.62	78.21	28.92%
100 587 22	704.57	117.35	19.98%	100	494.73	642.84	148.11	29.94%
35 200 1,128.34	1,354,73	226.39	20.06%	200	943.36	1,231.27	287.91	30.52%
200	3,305 21	553.51	20.12%	200	2,289.25	2,996 56	707.31	30.90%
37 1.000 4,763.27	6,556.01	1,792.74	37.64%	1,000	3,838.37	5,938.71	2,100 34	54.72%

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-W5-AIR Typical Bill Comparison - Water C

Schedule E-5 Wtr C

Page 3 of 6 Witness Responsible: D. J. Petry

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: X Original \_\_\_\_\_ Updated \_\_\_\_ Revised
Work Paper Reference Nolsj: No Workpapers

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Foreign of Transie County District   Francisco County District   Francisco County Co	Mor Current 0 • 13.33; 13.34 • 600;					Cliange	Limits				
Purchased Water Surchange - Fortage District   S   S   S   S   S   S   S   S   S	Mon Current 0 13.33; 13.34 - 600;		Franklin C	County District				٥	ortage District		
All target of   5   12   13   14   14   14   14   14   14   14	Current 0 - 13.33; 13.34 - 600;	athly ccf									
1913   25 44%   25 14%   25	13.34 - 600;			•			Purchased Water Surch	iarge - Portage Disti			200
17.5   2.4 9/45    2.5   1.5	13.34 600;			0677.7	2.4878	%15.57		•	•		0.00%
23 3.6%   2.5 44%   2.5		21 - 2,000	3.9118	/F80's	1.1/19	%95.67					
Bill Data - Single 1" Meter   Current   Proposed   Dollar	over 600;	over 2,000	2.1115	3.0900	0.9785	0.4634					
State   Stat											
Bill Data - Single 1" Meter   Current   Proposed   Dollar	Reverse Osm	iosis Surcharge - Hube	er Ridge in Frankli.	in County District							
Bill Data - Single 1" Meter   Current   Proposed   Dollar		v.	1.4994 \$	\$ 1.4179 \$	(0.0815)	.5 44%					
Current   Proposed   Dollar   Percent   Dollar	Softening Sur	rcharge - take Darby i	and Worthington	Hills in Franklin County	District						
Dougle   Current   Proposed   Dollar   Purcent   Purcent   Purcent   Dollar   Purcent   Purcent   Dollar   Purcent   Purcent   Dollar   Purcent   Purcent   Dollar	vs	0.5745 \$		0.2261	39.36%						
Current Numbrible Ball         Proposed Proposed Property         Dailor Percent         Proposed Property         Current Proposed Property         Current Proposed Property         Current Proposed Property         Double Property         Charge District (Inclinate Proposed More Transport Property Pro	SIC Surcharge	a	%0.0	%0.0							
Current Propised         Dollar Dollar         Percent Current         Propised Dollar         Dollar Dollar         Dollar Dollar         Dollar Dollar         Dollar Dollar         Dollar Dollar         Dollar Dollar Dollar         Dollar Dollar Dollar         Dollar Dollar Dollar         Dollar Dollar Dollar Dollar Dollar         Dollar Dollar Dollar Dollar Dollar         Dollar						Bill Data - Single 1'	"Meter				
Friandlin Country Bill   Montrhy Bill   Montrhy Bill   Montrhy Bill   Change   Friandlin Country Fri	Level	of Usage	Current	Proposed	Dollar	Percent	ŀ	Current	Proposed	Dollar	Percent
Franklin Country (no surchivege)         3.73         20.95%         0         5         17.90 \$         21.65 \$         3.75           75.31         9.34         18.63         24.73%         0         5         17.90 \$         11.65 \$         3.75           75.31         9.34         18.63         24.73%         0         10         75.31         9.34         18.63           75.31         18.63         24.73%         20.95%         20.00         13.27         166.33         33.51           250         318.74         68.66         27.24%         50         20.00         127.20         127.26           445 67         572.93         127.26         28.55%         50         20.00         318.74         68.66           2,010 39         5.606.33         2.77.26         2.906.39         100         44.567         57.23         127.26           3,772 6         5.966.33         2.00.39         7.906.34         1.700         3.483.41         5.66.63         1.77.26           3,483 41         5.566.33         2.173 22         2.00.39         1.400         4.456.7         5.52.33         1.700         3.483.41         5.566.83         1.712.6           4,116.86		cet	Manthly Bill	Monthly Bill	Change	Change	ccf	Monthly Bill	Monthly Bill	Change	Change
5         1790         5         2165         3.75           75.31         93.94         168.3         24.73%         10         75.31         93.94         1863           15.31         93.94         168.3         24.73%         10         75.31         93.94         1863           13.72         16.23         33.51         22.24%         20         13.27         16.23         33.51           250.08         318.74         66.86         27.24%         20         250.08         318.74         68.66           20.03         2.60.64         5.96.22         29.65%         50         20.08         318.74         68.66           3.772 26         5.40.85         1770         20.03         2.00.64         35.72.86         1.75.60         2.01.25         2.03.96         1.75.60           3.772 26         5.40.85         1.70         3.483.41         5.56.63         2.173.22         2.470.44         4.70.44         4.70.44         4.70.44         4.70.44         4.70.44         4.70.44         4.70.44         4.70.44         4.70.44         4.70.44         4.70.44         4.70.44         4.75.01         7.60.12         3.73.25         4.70.44         4.75.01         7.60.12			Franklin Cour	of constructions			ă	octave District findl	udna Purchased Wate	er Surcharge)	
75.34         93.94         18 63         24.73%         10         75.31         93.94         18 63           132.72         166.23         33.51         25.24%         20         250.08         318.74         68.66           445 67         572.93         177 68         25.04%         50         250.08         318.74         68.66           445 67         572.93         177 68         26.66.41         596.02         29.658         100         445.67         572.93         127.26           2,010 39         2,606.41         596.02         29.658         100         2,010.39         2,606.41         596.02           3,272 26         5,148.26         1,876.00         57.33%         1,000         3,272.26         5,148.26         1,476.01           3,445.56         6,155.00         2,470.44         66.87%         1,000         3,272.26         5,148.26         1,470.44           4,116.86         7,181.75         3,064.89         74.45%         1,400         4,116.86         7,181.75         3,064.89           4,750.31         8,706.86         3,956.55         83.276         6,155.00         2,131.75         3,064.89           4,750.31         8,706.86         3,956.55		1	17 90 \$	2165 5	3.75	20.95%	ľ	17.90 \$	21.65 \$	3.75	20.959
132.72         166.33         33.51         25.4%         20         132.72         166.23         33.51           250.08         318.74         68.66         27.46%         25.00         312.72         127.26         33.51           450.08         318.74         68.66         27.46%         20         250.08         318.74         68.66           2,010.39         2.606.41         596.02         22.65%         200.0         2,006.41         596.02           3,772.26         5,148.26         1,876.00         57.33%         1,000         3,272.26         5,148.26         1,876.00           3,433.41         5,566.63         2,770.44         68.37%         1,200         3,483.41         5,666.33         2,172.25           3,636.56         2,770.44         68.37%         1,200         3,722.26         5,148.26         1,876.00           4,438.61         3,560.12         3,562.13         7,458         1,400         4,116.86         7,181.75         3,664.89           4,539.13         8,058.85         3,566.83         3,202.10         1,500         4,753.11         8,765.90         3,468.41         3,666.83         3,466.89           4,539.14         8,188.49         3,566.83 <td< td=""><td></td><td></td><td></td><td></td><td>18 63</td><td>24.73%</td><td></td><td>75.31</td><td></td><td>18.63</td><td>24.73%</td></td<>					18 63	24.73%		75.31		18.63	24.73%
250 08         318.74         66 66         27 46%         50         250.08         318.74         68 66           445 67         572.33         177 26         28.55%         100         445 67         572.33         127.26           2,010 39         5.86.43         18.60         5.36.64         5.60.41         5.60.41         5.60.64         5.96.02           3,272 26         5,48.26         1.80.60         57.34%         1.00         3,272.6         5,48.26         1.37.60           3,434 1         5,556.63         2,173 22         6.239%         1.100         3,272.6         5,40.64         1.80.60         2,470.44         1.30         1.100         3,483.41         5,556.63         2,173.22         4,40.42         1.30         1,400         3,483.41         5,566.83         2,173.22         4,40.44         1,130         4,40.44         1,130         4,40.44         1,130         4,40.44         1,130         4,40.44         1,130         4,40.44         1,130         4,40.44         1,130         4,40.44         1,40.44         1,40.44         1,40.44         1,40.44         1,40.44         1,40.44         1,40.44         1,40.44         1,40.44         1,40.44         1,40.44         1,40.44         1,40.44		22	132.72	166 23	33 51	25.24%	20	132.72	166.23	33.51	25.24%
445 67         572.93         127.26           444 67         572.93         127.26         572.93         127.26           2,001 39         2,606.41         596.62         2,965.87         500         2,006.41         596.02           3,272 26         5,148.26         1,218.26         2,133.8         1,000         3,272.26         5,188.26         1,376.00           3,694.56         6,155.00         2,704.4         66.87%         1,100         3,583.6         6,155.00         2,470.44           4,336.01         7,690.12         3,664.89         1,200         4,380.10         7,600.12         3,664.89         1,130         3,694.56         6,155.00         2,470.44           4,533.01         7,690.12         3,659.33         80.67%         1,600         4,380.10         7,690.12         3,659.33           4,533.01         8,706.86         3,556.55         83.29%         1,700         4,753.11         8,706.89         3,659.43           5,333.76         9,152.33         4,253.77         4,539.16         8,756.39         8,756.46         9,733.60         4,750.31         8,706.86         3,656.35           5,333.76         9,733.60         4,588.21         9,003.8         8,798.8         1,000 <td></td> <td>20</td> <td>250 08</td> <td>318.74</td> <td>68.66</td> <td>27 46%</td> <td>50</td> <td>250.08</td> <td>318.74</td> <td>68.66</td> <td>27.46%</td>		20	250 08	318.74	68.66	27 46%	50	250.08	318.74	68.66	27.46%
2,010.39         2,606.41         596.02         2,955.8         500         2,010.39         2,606.41         596.02           3,772.66         5,148.26         1,876.00         5,718.26         5,148.26         1,876.00           3,673.72         5,546.63         2,173.2         6,378.8         1,000         3,272.26         5,148.26         1,876.00           3,694.56         6,155.00         2,470.44         66.87%         1,200         3,684.56         6,165.00         2,470.44           4,116.86         7,181.75         3,064.89         74.45%         1,400         4,116.86         7,181.75         3,064.89           4,336.01         7,690.12         3,382.11         77.88%         1,400         4,116.86         7,181.75         3,064.89           4,533.16         8,198.40         3,659.33         1,500         4,750.31         8,766.89         3,565.33           4,538.16         9,172.36         9,732.60         4,750.31         8,706.49         3,565.33           5,172.61         9,723.60         4,539.16         8,198.40         5,733.60         4,550.35           5,483.76         10,201         5,333.76         4,588.21         1,776.97         5,337.46           5,483.71		100	445 67	572.93	127 26	28.55%	100	445.67	572.93	127.26	28.55%
3,272,26         5,148,26         1,876,00         3,272,25         5,148,26         1,876,00           3,483,41         5,556,63         2,173,22         6,339%         1,100         3,483,41         5,556,63         2,173,22           3,634,66         2,470,44         66,87%         1,100         3,594,56         6,165,03         2,173,22           4,116,86         7,181,75         3,064,39         74,45%         1,400         4,116,86         7,181,75         3,064,89           4,328,01         7,690,12         3,352,11         77,68%         1,400         4,116,86         7,181,75         3,064,89           4,338,16         8,198,49         3,555,33         80,22%         1,500         4,328,01         7,690,12         3,365,13           4,533,16         8,198,49         3,555,33         80,22%         1,700         4,530,31         8,198,49         3,559,33           4,534,16         9,753,50         4,553,77         87,98%         1,700         4,561,46         9,723,50         4,550,39           5,172,61         9,723,60         4,550,39         87,98%         2,000         5,172,61         9,723,60         4,560,39           5,483,76         1,176,97         5,337,46         82,89%		200	2,010 39	2,606.41	596.02	29.65%	200	2,010.39	2,606.41	596.02	29.65%
3,483,41         5,556.63         2,173.22         2,173.22           3,684,56         6,185,00         2,470.44         66.87%         1,200         3,684,56         6,155.00         2,470.44           4,116.86         6,185,00         2,470.44         6,65.00         2,470.44         3,664.89         7,48.75         3,604.89         7,43.84         3,604.89         7,40.45%         1,200         4,116.86         7,18.75         3,604.89         3,604.89         3,602.11         3,602.11         3,602.11         7,600         4,116.86         7,18.75         3,602.12         3,602.11         3,602.12         3,602.13         3,602.13         3,602.11         3,602.33         3,602.11         3,602.33 <th< td=""><td></td><td>1,000</td><td>3,272,26</td><td>5,148.26</td><td>1,876.00</td><td>57.33%</td><td>1,000</td><td>3,272.26</td><td>5,148.26</td><td>1,876.00</td><td>57.339</td></th<>		1,000	3,272,26	5,148.26	1,876.00	57.33%	1,000	3,272.26	5,148.26	1,876.00	57.339
3,694.56         6,165.00         2,470.44         66.87%         1,200         3,694.56         6,165.00         2,470.44           4,116.86         7,181.75         3,064.89         74.45%         1,400         4,116.86         7,181.75         3,064.89           4,339.16         8,198.49         3,569.31         80.62%         1,500         4,328.01         7,837.11         3,659.33           4,530.16         8,198.49         3,569.33         80.62%         1,700         4,750.31         8,706.86         3,956.55           4,50.14         9,215.23         4,559.37         88.74%         1,800         4,560.31         8,706.86         3,956.55           5,172.61         9,723.60         4,550.31         8,706.86         3,956.55         3,956.55           5,172.61         9,723.60         4,550.31         8,706.86         3,956.55         3,956.55           5,172.61         9,723.60         4,550.31         8,706.86         3,956.55         3,956.55           5,383.76         10,231.97         4,848.21         9,005%         2,300         5,337.46           6,439.51         11,776.97         5,337.46         5,337.46         5,337.46		1,100	3,483 41	5,556.63	2,173 22	62.39%	1,100	3,483.41	5,656.63	2,173.22	62.39
4,116.86         7,181.75         3,064.89         74,45%         1,400         4,116.86         7,181.75         3,064.89           4,328.01         7,690.12         3,322.11         77,68%         1,500         4,328.01         7,690.12         3,362.11           4,533.16         8,198.49         3,565.35         82,29%         1,700         4,750.31         8,766.86         3,556.55           4,504.14         9,215.23         4,253.77         85.74%         1,800         4,961.46         9,215.23         4,253.77           5,172.61         9,723.60         4,550.99         87.98%         1,900         5,175.61         9,723.60         4,550.99           5,383.76         10,231.97         4,848.21         90.05%         2,000         5,383.76         10,231.97         4,848.21           6,439.51         11,776.97         5,337.46         5,337.46         5,337.46         5,337.46		1,200	3,694.56	6,155.00	2,470 44	66.87%	1,200	3,694.56	6,165.00	2,470.44	66.879
4,328 01     7,590.12     3,362.11     7,68%     1,500     4,328.01     7,690.12     3,362.11       4,539.16     8,198.49     3,559.33     80.02%     1,500     4,539.16     8,198.49     3,659.33       4,551.31     8,798.49     3,659.33     1,700     4,750.31     8,798.49     3,659.33       4,551.32     4,253.77     85.74%     1,700     4,750.31     8,798.53     4,253.77       5,172.61     9,723.60     4,550.99     87.98%     1,900     5,172.61     9,723.60     4,550.99       5,883.76     10,231.97     4,848.21     9,005%     2,000     5,337.46     8,337.46       6,439.51     11,776.97     5,337.46     5,337.46		1,400	4,116.86	7,181.75	3,064.89	74.45%	1,400	4,116.86	7,181.75	3,064.89	74.459
4,539.16     8,198.49     3,659.33     80.62%     1,600     4,539.16     8,198.49     3,659.33       4,750.31     8,706.86     3,596.55     82.79%     1,700     4,750.31     8,706.86     3,596.55       4,961.46     9,215.23     4,253.77     85.74%     1,800     4,961.46     9,215.23     4,253.77       5,175.61     9,215.23     4,550.99     87.98%     1,900     5,175.61     9,725.60     4,550.99       5,883.76     10,231.97     4,548.21     9,005%     2,500     5,387.76     1,776.97     5,337.46       6,439.51     11,776.97     5,337.46     82.89%     2,500     6,439.51     11,776.97     5,337.46		1,500	4,328.01	7,690.12	3,362.11	77.68%	1,500	4,328.01	7,690.12	3,362.11	77.685
4,750.31     8,706.86     3,956.55       4,56.146     9,215.23     4,233.77     85.74%     1,800     4,961.46     9,215.23     4,233.77       5,172.61     9,723.60     4,250.99     87.98%     1,900     5,172.61     9,723.60     4,550.99       5,383.76     10,231.97     4,848.21     90.05%     2,000     5,387.76     10,231.97     4,848.21       6,439.51     11,776.97     5,337.46     82.89%     2,500     6,439.51     11,776.97     5,337.46		1,600	4,539.16	8,198.49	3,659.33	80.62%	1,600	4,539.16	8,198.49	3,659.33	80.629
4,961,46     9,215.23     4,253.77       8,172,61     9,723.60     4,550.99       8,182,61     9,723.60     4,550.99       5,182,61     9,723.60     4,550.99       5,383.76     10,231.97     4,848.21       6,439.51     11,776.97     5,337.46       5,337.46     82.89%     5,337.46		1,700	4,750.31	8,706.86	3,956.55	83.25%	1,700	4,750.31	8,706.86	3,956.55	83.299
5,172.61 9,723.60 4,550.99 87.98% 1,900 5,172.61 9,723.60 4,550.99 5,883.76 10,231.97 4,848.21 9,0.05% 2,000 5,383.76 10,231.97 4,848.21 6,439.51 11,776.97 5,337.46 5,337.46		1,800	4,951.46	9,215 23	4,253.77	85.74%	1,800	4,961.46	9,215,23	4,253.77	85.749
5,383.76 10,231.97 4,848.21 90.05% 2,000 5,383.76 10,231.97 4,848.21 6,439.51 11,776.97 5,337.46 82.89% 2,5500 6,439.51 11,776.97 5,337.46		1,900	5,172.61	9,723.60	4,550.99	87.98%	1,900	5,172.61	9,723.60	4,550.99	87.98
6,439.51 11,776.97 5,337,46 82.89%, 2,5n0 6,439.51 11,776.97 5,337,46		2,000	5,383.76	10,231 97	4,848.21	90.05%	2,000	5,383.76	10,231.97	4,848.21	90.05
		2,500	6,439.51	11,776 97	5,337.46	82 89%	2,500	6,439 51	11,776.97	5,337,46	82.89

OHICI AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Typical Bill Comparison - Water C

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: \_X\_\_ Original \_\_\_\_ Updated \_\_\_\_\_ Revised
Work Paper Reference Mo(s): No Workpapers

Schedule E-5 Wtr C Page 4 of 6 Witness Responsible: D. J. Petry

Line		Rate Block	Curre	Current rate Pr	Proposed rate	Dollar	Percent	Rate Block	Current rate	Current rate Proposed rate	Dollar	Percent	#
No.	17	Limits	ė	per ccf	per ccf	Change	Change	Limits	per ccf	per ccf	Change	Change	au
п													
73				Franklin Cot	Franklin County District			74	Franklin County - Lake Darby & Worthing Hills Softening Surcharge	Darby & Worthing	Hills Softening Su	rcharge	
m	Man	Monthly ccf											
4	Current	Proposed						Softening Surcharg	Softening Surcharge - Lake Darby and Worthington Hills in Franklin County District	Worthington Hills in	Franklin County	District	
w	0 - 13.33;	ast 20	s	5 7412 \$	7.2290 \$	1.4878	25,91%	All usage ccf	All usage ccf \$ 0.5745 \$ 0.8005 \$	\$ 0.800	\$ \$ 0.2261		39.36%
و	13.34 - 600; 21 - 2,000	21 - 2,000		3 9118	5.0837	1.1719	29.96%						
7	over 600, over 2,000	over 2,000		2.1115	3.0900	0.9785	0 4634						
00													
თ	Reverse Osmi	Reverse Osmosis Surcharge - Huber Ridge in Franklin County District	Huber Rio	ige in Franklin C	County District								
10			va	\$ 1.4994 \$	1.4179 \$	(0.0815)	-5.44%						
11													
15													
13													
14	14 SIC Surcharge	FI.		20.0%	%00								
4													

4		읾					Softening Surcharge - Lake Darby and Worthington Hills in Franklin County District	ake Darby and Worth	ington Hills in Franklı	n County District	
w	0 · 13.33;		\$ 5.7412 \$	7.2290 \$	1.4878	25,91%	Alf usage ccf \$	0.5745 \$	0.8005 \$	0.2261	39.36%
ی	13.34 - 600;	21 - 2,000	3 9118	5.0837	1.1719	29.96%					
7	over 600,	over 2,000	2.1115	3.0900	0.9785	0.4634					
90											
თ	Reverse Osmo	sis Surcharge - H	Reverse Osmosis Surcharge - Huber Ridge in Franklin County District	County District							
10			\$ 1.4994 \$	1.4179 \$	(0.0815)	-5.44%					
Ξ											
12											
£ 1	1000		0	č							
12	SIC Surcharge		%.O.:a	%0.0 0							
16						Bill Data - Single 1" Meter					
17	evel o	evel of Usage	Current	Proposed	Dollar	Percent	Level of Usage	Current	Proposed	Dollar	Percent
18	٥	ccl	Monthly Bill	Monthly Bill	Change	Change	ccf	Monthly Bill	Monthly Bill	Change	Change
67											
07		Frank	in County - Huber Rid	Franklin County - Huber Ridge - Reverse Osmosis Surcharge	urcharge		Franklin G	Franklin County - Lake Darby & Worthington Hills - Softening Surcharge	Worthington Hills .	softening Surcharge	İ
23		0	\$ 06.71 \$	21.65 \$	3.75	20.95%	\$ 0	17.90 \$	21.65 \$	3.75	20.95%
77		10	90 31	108.12	17 81	19.73%	10	81.06	56 101	20.89	25.77%
23		20	162.71	194.59	31.88	19.59%	20	144.21	182.24	38.03	26.37%
24		20	325.05	389.64	64 59	19.87%	20	278.80	358.77	79.97	28,68%
52		100	19:565	714.72	119.11	20 00%	100	503.12	652.99	149.87	29.79%
56		200	2,760 09	3,315.36	555.27	20 12%	200	2,297.64	3,006.71	709.07	30.86%
77		1,000	4,77166	6,555.16	1,794.50	37.61%	1,000	3,846.76	5,948.86	2,102.10	54.65%
87		1,100	5,132 75	7,216 32	2,083,57	40.59%	1,100	4,115.36	6,537.29	2,421.93	58.85%
53		1,200	5,493 84	7,866 48	2,372.64	43.19%	1,200	4,383.96	7,125.72	2,741.76	62.54%
30		1,400	6,216 02	9,166.81	2,950.79	47 47%	1,400	4,921.16	8,302,59	3,381.43	68.71%
31		1,500	6,577.11	9,816.97	3,239.86	49.26%	1,500	5,189.76	8,891.02	3,701.26	71.32%
32		1,600	6,938 20	10,467 13	3,528.93	50.86%	1,600	5,458.36	9,479.45	4,021.09	73.67%
æ		1,700	7,299 29	11,117.29	3,818.00	52.31%	1,700	5,726.96	10,067 88	4,340.92	75 80%
7		1,800	7,660.38	11,767 45	4,107 07	53.61%	1,800	5,995 56	10,656.31	4,660.75	77.74%
3		1,900	8,021.47	12,417.61	4,396.14	54.80%	1,900	6,264.16	11,244.74	4,980.58	79.51%
36		2,000	8,382.56	13.067.77	4,685 21	55.89%	2,000	6,532.76	11,833 17	5,300.41	81.14%
37		2,500	10,188.01	15,321.72	5,133 71	\$0.39%	2,500	7,875.76	13,778.47	5,902.71	74.95%
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OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Typical Bill Comparison - Water C

Schedule E-5 Wtr C Page 5 of 6 Witness Responsible: D. J. Petry

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: \_X\_\_ Original \_\_\_\_ Updated \_\_\_\_\_ Revised
Work Paper Reference No(s): No Workpapers

No.

0.00% Percent Change Dollar Change v Portage District Proposed rate per ccf Purchased Water Surcharge - Portage District All usage ccf \$ Current rate per ccf Rate Block Limits 25.91% 29.96% 0.4634 5 44% 39.36% Percent Change (0.0815) 1.4878 1.1719 0.9785 0.2261 Dollar Change \$ 1.4994 \$ 1.4179 \$ (0.0)
Softening Surcharge - Lake Darby and Worthington Hills in Franklin County District
\$ 0.8906 \$ 0.2 7.2290 \$ 5.0837 5.0900 Reverse Osmosis Surcharge Huber Ridge in Franklin County District 0.0% Proposed rate Franklin County District percet 5 7412 \$ 3.9118 2.1115 0.0% Current rate w 21 - 2,000 over 2,000 Proposed 1st 20 Rate Block Limits Monthly ccf Current 0 - 13.33, 13.34 - 600; over 600, SIC Surcharge

Process Cymonic Servicings   Machini Contry Detrice   2,4456   1,477   1,4246   1,427   1,427   1,427   1,427   1,427   1,427   1,427   1,427   1,447   1,447   1,427   1,447   1,42	,	20012 - (000 LC)-1			,	W 77					
1,499.4   2, 14.77   2, 446,   1,446,   1,446,			2.1115	3.0900	0.9785	0 4634					
Secrete Gimens Succinaries   substitute   Secure   Secu	00										
Startwise   Star	6	Reverse Osmosis Surcharge Hubi	er Ridge in Franklın	County District							
St. Curcharge   14 to Date   15 to Carrell	10	<b>S</b>	1.4994 \$		(0.0815)	5 44%					
Standard   Standard		Softening Surcharge - Lake Darby .	and Worthington Hi	ilis in Franklin County	District						
Contract   Proposed   Dollar   Process   Current   Proposed   Dollar   Process   Current   Proposed   Dollar   Process   Current   Process   Current   Process   Dollar   Current   Process   Current   Process   Current   Process   Dollar   Current   Current   Process   Current   Process   Dollar   Current   Current   Current   Process   Current   Curren		\$	0.5745 \$	\$ 9008 0	0.2261	39.36%					
Lower of Usage	27,	SIC Surcharge	0.0%	0.0%							
Current   Proposed   Current   Proposed   Current   Proposed   Current   Proposed   Current   Proposed   Current	<b></b>					Bill Data - Single 2"	Meter				
of         Monthly Bill         Change         Change         Change         Cod         Monthly Bill         Monthly Bill         Change           1         5         500 5         60.57         1.04-48         70.25%         10.48         70.09         5         70.09         5         70.09         5         70.09         5         70.09         5         70.09         10.00         132.86         75.39         28.27         10.48         70.09         10.00         10.75         10.48         70.09         10.04         10.04         10.04         10.48         70.09         10.04 </td <td>7</td> <td>Level of Usage</td> <td>Current</td> <td>Proposed</td> <td>Dollar</td> <td>Percent</td> <td></td> <td>Current</td> <td>Proposed</td> <td>Dollar</td> <td>Percent</td>	7	Level of Usage	Current	Proposed	Dollar	Percent		Current	Proposed	Dollar	Percent
0         5         50.09         5         60.57         5         10.48         20.92%         0         5         50.09         5         60.57         5         10.48         75.36         15.36         10.48 </td <td>138</td> <td>cct</td> <td>Monthly Bill</td> <td>Monthly Bill</td> <td>Change</td> <td>Change</td> <td>ccl</td> <td>Monthly Bill</td> <td>Monthly Bill</td> <td>Change</td> <td>Change</td>	138	cct	Monthly Bill	Monthly Bill	Change	Change	ccl	Monthly Bill	Monthly Bill	Change	Change
0         5         50.09         6.65.7         5         10.48         10.40         10.48         10.48         10.48         10.48         10.48         10.48         10.48         10.48         10.48         10.48         10.48         10.48         10.48         10.48         40.53         40.53         10.48         20.53	61 02		Franklin Count	v (no surcharges)			ă	ortage District (Inclu	Joing Purchased Wat	sr Surcharge)	
10         107 50         132.86         25.35         40.24         25.35         75.36         75.36         105.51         312.86         25.35         75.36         75.36         75.36         75.36         75.36         75.36         75.36         75.36         75.36         75.36         75.36         75.36         75.37 <t< td=""><td>17.</td><td></td><td>\$ 60.05</td><td>60.57 \$</td><td>10.48</td><td>20 92%</td><td>٠,</td><td>5 60.03</td><td>\$ 75.09</td><td>10 48</td><td>20.92%</td></t<>	17.		\$ 60.05	60.57 \$	10.48	20 92%	٠,	5 60.03	\$ 75.09	10 48	20.92%
20         154 91         20515         40,24         24 40%         50         154 91         20515         40,24         24 40%         50         154 91         20515         40,24         20515         40,24         20515         40,24         20515         153 91         40,24         20518         153 91         40,24         20518         153 91         40,24         20518         153 91         40,24         20518         153 91         40,24         20518         153 91         40,24         20518         153 91         40,24         20518         153 91         40,24         20518         153 91 <t< td=""><td></td><td>10</td><td>107 50</td><td>132.86</td><td>25.36</td><td>23.59%</td><td>10</td><td>107 50</td><td>132.86</td><td>25 36</td><td>23.59%</td></t<>		10	107 50	132.86	25.36	23.59%	10	107 50	132.86	25 36	23.59%
50         282 27         35 76         75 39           100         47786         515 8         56 13 8         26 13 8         133 99           500         2,042 8         2,645 33         602,75         29 40%         500         2,042 8         2,645 33         602,75           500         2,042 8         2,645 33         602,75         29 40%         500         2,042 88         2,643 33         602,75           1,000         3,304 6         5,887 3         6,000         1,000         3,304 45         5,187 18         1,882 73         6,027 3           2,000         1,1750 45         19,40,89         4,884 34         7,204 4         6,30%         1,000         7,527 45         1,336 95         5,833 40           2,000         1,1750 45         19,40,89         6,30%         6,00         11,750 45         1,954 38         7,790 44           2,000         1,1750 45         2,837 08         8,786 40         6,30%         5,00         11,750 45         1,750 48         1,750 48         1,750 48         1,750 48         1,750 48         1,750 48         1,750 48         1,750 48         1,750 48         1,750 48         1,750 48         1,750 48         1,750 48         1,750 48         1,750 48	m	20	16491	205.15	40.24	24.40%	20	164.91	205 15	40.24	24 40%
100         477 86         61185         133.99         28.04%         100         477 66         61185         133.99           500         2,042.58         2,645.38         6.02.75         2,921.8         500         2,042.58         2,645.33         602.75           1,000         3,140.48         5,187.18         1,822.73         55.98%         1,000         3,444.45         5,187.18         1,822.73           2,000         5,415.95         10,708.89         4,854.94         89.64%         2,000         5,415.95         10,270.89         4,854.94           5,000         11,750.45         13,504.89         5,834.44         6,30%         5,000         11,504.89         1,858.34           5,000         11,750.45         13,504.89         8,768.94         6,32%         6,000         11,504.89         1,759.44           6,000         11,750.45         10,000         13,613.95         12,620.98         17,704.44         10,000         13,613.93         13,500.89         11,704.44           10,000         21,307.95         34,99         12,622.94         5,94%         10,000         22,609.89         11,704.44         12,000         22,609.89         11,704.44         12,000         22,609.89         11,704.44 <td></td> <td>05</td> <td>282 27</td> <td>357.66</td> <td>75.39</td> <td>26.71%</td> <td>05</td> <td>282.27</td> <td>357 66</td> <td>75.39</td> <td>26.71%</td>		05	282 27	357.66	75.39	26.71%	05	282.27	357 66	75.39	26.71%
500         2,645.33         602.75         2,545.46         5,647.36         2,645.33         6,027.5         2,645.34         6,027.5         2,645.34         6,027.5         2,645.34         6,027.5         2,645.34         6,027.5         2,645.34         6,027.5         2,645.34         6,027.5         2,187.18         1,882.73         1,882.73         2,000         3,304.45         5,187.18         1,882.73         1,782.74 <td>10</td> <td>100</td> <td>477.86</td> <td>611.85</td> <td>133.99</td> <td>28.04%</td> <td>100</td> <td>477 86</td> <td>611.85</td> <td>133.99</td> <td>28.04%</td>	10	100	477.86	611.85	133.99	28.04%	100	477 86	611.85	133.99	28.04%
1,000         3,304.45         5,187.18         1,882.73         5,69%         1,000         3,304.45         5,187.18         1,827.73           2,000         7,245.59         10,708.99         4,854.94         77,000         7,574.5         13,502.89         4,854.94           3,000         7,247.59         1,350.89         8,768.94         65.30%         5,000         11,750.45         19,50.89         8,788.94           6,000         11,750.45         13,40.88         7,790.44         65.30%         6,000         11,750.45         19,50.89         8,788.94           7,000         11,793.44         5,260.89         8,768.94         65.20%         6,000         13,61.95         25,750.89         8,788.94           8,000         12,61.45         3,474.44         57.25%         5,340.89         10,754.44         10,704.44         10,000         20,196.45         31,900.89         11,704.44         10,000         20,196.45         31,900.89         11,704.44         10,000         20,196.45         38,008.89         11,704.44         10,000         20,196.45         38,008.89         11,704.44         11,000         22,307.95         34,990.89         11,601.44         11,601.44         12,419.45         38,008.89         11,601.44         12,5		200	2,042.58	2,645.33	602.75	29.51%	500	2,042.58	2,645.33	602.75	29 51%
2,000         5,415.95         10,770.89         4,844.94         89 64%         5,000         5,415.95         10,270.89         4,849.4           3,000         17,524.5         13,5028         5,833.44         77.50%         6,000         11,750.45         19,503.89         7,833.44           5,000         11,750.45         19,403.89         5,833.44         63.26%         6,000         11,750.45         19,403.89         7,790.44           6,000         13,815.95         27,724.4         61.02%         7,000         13,861.95         21,720.89         9,747.44           7,000         18,614.45         28,810.89         10,725.94         59.33%         8.000         13,861.95         23,720.89         9,747.44           8,000         18,614.45         28,810.89         10,725.94         59.33%         8.000         13,644.95         31,704.44           11,000         24,419.45         38,630.89         13,651.44         55.83%         10,000         20,136.45         38,080.89         13,651.44           11,000         26,530.55         41,170.89         14,639.94         55.18%         11,000         26,530.95         41,170.89         14,639.94		1,000	3,304.45	5,187.18	1,882 73	56.98%	1,000	3,304.45	5,187 18	1,882.73	56.98%
3,000         7,527.45         13,50.89         5,833.44         77.50%         5,833.44         5,933.44         5,933.44         5,933.44         5,933.44         5,933.45         5,933.45         5,933.45         5,933.44         5,933.44         5,933.44         5,933.44         5,933.44         5,933.45         5,933.45         5,933.45         5,933.44         5,933.44         5,933.45         5,933.44         1,704.44         5,933.44         1,704.44         5,933.44         1,704.44         5,933.44         1,704.44         5,933.44         1,704.44         5,933.44         1,704.44         5,933.44         1,704.44         5,933.44         1,704.44         5,933.44         1,704.44         1,704.44         5,933.44         1,704.44         1,704.44         1,704.44	m	2,000	5,415.95	10,770 89	4,854.94	89 64%	2,000	5,415 95	10,270.89	4,854.94	89.64%
5,000         11,750.45         19,540.89         7,790.44         66.30%         5,000         11,750.45         19,540.89         7,790.44           6,000         13,861.95         22,630.89         8,768.94         63.28%         6,000         13,861.35         22,630.89         8,768.84           7,000         13,973.45         28,720.89         9,747.44         57.33%         8,000         15,973.45         25,720.89         9,747.44           8,000         20,196.45         31,900.89         11,704.44         57.95%         9,000         20,196.45         31,900.89         11,704.44           10,000         22,307.95         34,990.89         12,682.94         55.98%         10,000         22,307.95         34,990.89         13,661.44           11,000         24,419.45         38,080.89         13,661.44         55.98%         10,000         26,530.95         41,770.89         14,639.94	_	3,000	7,527 45	13,360.89	5,833 44	77.50%	3,000	7,527.45	13,360 89	5,833.44	77.50%
6,000         13,861.95         27,630.89         8,768.94         63.26%         63.26%         65.800         13,861.95         21,630.89         8,768.94         65.800         13,861.95         21,530.89         8,768.94         8,700         15,973.45         25,720.89         9,747.44         9,747.44         610.2%         7,000         15,093.45         25,720.89         9,747.44         1,768.94         11,769.94         1,769.94         1,768.94         1,768.94         1,768.94         1,4639.94         1,4639.94         1,4639.94         1,4639.94         1,470.89         1,4639.94         1,470.89         1,470.89         1,4639.94         1,470.89         <	_	2,000	11,750 45	19,540.89	7,790.44	66.30%	5,000	11,750.45	19,540,89	7,790.44	66.30%
7,000         15,973.45         25,720.89         9,747.44         61.02%         7,000         15,973.45         25,720.89         9,747.44           8,000         18,084.95         28,810.89         10,725.94         59.31%         8,000         18,084.35         38,810.89         10,725.94           9,000         2,019.64         31,900.89         11,704.44         57.95%         9,000         20,196.45         31,900.89         11,704.44           10,000         22,307.95         38,080.89         13,61.44         55.94%         10,000         22,407.95         38,080.89         13,61.44           12,000         26,530.95         41,170.89         14,639.94         55.18%         12,000         26,530.95         41,170.89         14,639.34	_	6,000	13,861 95	22,630.89	8,768.94	63 26%	6,000	13,861.95	22,630.89	8,768 94	63.26%
8,000         18,084 95         28,510.89         10,725.94         59.31%         8,000         12,084 95         28,810.89         10,725.94           9,000         20,136.45         31,900.89         11,704.44         57.595%         9,000         20,136.45         31,900.89         11,704.44           10,000         22,307.95         34,990.89         12,682.94         55.85%         10,000         22,307.95         34,990.89         13,661.44           11,000         24,419.45         38,080.89         13,661.44         55.94%         11,000         24,419.45         38,080.89         13,661.44           12,000         26,530.95         41,170.89         14,639.94         55.18%         12,000         26,530.95         41,170.89         14,639.34	~1	7,000	15,973.45	25,720.89	9,747.44	61 02%	7,000	15,973.45	25,720.89	9,747.44	61.02%
9,000 20,196.45 31,900.89 11,704.44 57.45% 9,000 20,196.45 31,900.89 11,704.44 11,704.44 56.85% 10,000 22,307.95 34,990.89 12,682.94 11,000 24,419.45 38,080.89 13,662.94 11,000 24,419.45 38,080.89 13,662.94 12,000 26,530.95 41,170.89 14,639.94 55.18% 12,000 26,530.95 41,170.89 14,639.94	m	8,000	18,084 95	28,810.89	10,725.94	59.31%	8,000	18,084.95	28,810.89	10,725.94	59.31%
10,000 22,307.95 34,990.89 12,682.84 56.85% 10,000 22,307.95 34,990.89 12,682.94 11,000 24,419.45 38,080.89 13,661.44 12,000 26,530.95 41,170.89 14,639.94 55.18% 12,000 26,530.95 41,170.89 14,639.94	5†	000'6	20,196 45	31,900.89	11,704.44	57.95%	000'6	20,196.45	31,900 89	11,704.44	57.95%
11,000 24,419.45 38,080.89 13,661.44 55,99% 11,000 24,419.45 38,080.89 13,661.44 12,000 26,530.95 41,170.89 14,639.94 55,18% 12,000 26,530.95 41,170.89 14,639.94	ın	10,000	22,307.95	34,990 89	12,682.94	56.85%	000'01	22,307 95	34,990.89	12,682.94	56.85%
12,000 26,530.95 41,170.89 14,639.94 55.18% 12,000 26,530.95 41,170.89 14,639.94	w	11,000	24,419.45	38,080.89	13,661.44	55.94%	11,000	24,419 45	38,080,89	13,661.44	55 94%
	_	12,000	26,530.95	41,170.89	14,639.94	55,18%	12,000	26,530.95	41,170.89	14,639.94	55 18%
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OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Typical Bill Comparison - Water C

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: \_\_X\_\_ Original \_\_\_\_ Updated \_\_\_\_ Revised
Work Paper Reference Nol(s): No Workpapers

Schedule E-5 Wtr C Page 6 of 6 Witness Responsible: D. J. Petry

1   1   1   1   1   1   1   1   1   1	Softening Sur				Change	Change	Limits	per ccf	per ccf	Change	Change
\$ 1.4878 25.31% Seffening Surtharge - Lake Darby and Worthington Hills in Franklin Country District 1.1719 2.39.96% O.4634  \$ 10.0815] -5.447%	\$ 1,4878 25,31% Alfurage cof 11719 29,96% O 9785 0,4634 Alfurage cof 0 9785 0,4634 Alfurage cof 0 9785 0,4634 Alfurage cof 0 9785 0,4634 Alfurage cof 0 9785 0,4634 Alfurage cof 0 9785 0,4634 Alfurage cof 0 9785 0,4634 Alfurage cof 0 9785 0,4634 Alfurage cof 0 9785 0,4634 Alfurage cof 0 9785 0,4634 Alfurage cof 0 9785 0,10,48		Franklin Cou	onty District			Frankli	n County - Lake Dar	by & Worthing Hills S	oftening Surcharge	
11719   23.994   Allurage crif \$ 0.5745 \$ 0.8006 \$ 0.2261     11719   23.994   Allurage crif \$ 0.5745 \$ 0.8006 \$ 0.2261     11719   23.994   Allurage crif \$ 0.5745 \$ 0.8006 \$ 0.2261     11719   23.994   Allurage crif \$ 0.5745 \$ 0.8006 \$ 0.2261     11719   23.994   Allurage crif \$ 0.5745 \$ 0.8006 \$ 0.2261     11719   23.994   Allurage crif \$ 0.5746 \$ 0.8006 \$ 0.2261     11719   Dullur   Percent   Change	\$ 1,4878 25,91% All uarge cof 11719 29,96% O 9785 0,4634 All uarge cof 0 9785 0,4634 All uarge cof 0 9785 0,4634 All uarge cof 0 9785 0,4634 All uarge cof 0 9785 0,4634 All uarge cof 0 9785 0,4634 All uarge cof 0 9785 0,4634 All uarge cof 0 9785 0,4634 All uarge cof 0 9785 0,4634 All uarge cof 0 9785 All uarge cof 0 9785 All uarge cof 0 9785 All uarge cof 0 9785 All uarge cof 0 9785 All uarge cof 0 9785 All uarge cof 0 9785 All uarge cof 0 9785 All uarge cof 0 97034 All uarge cof					<u> </u>					
11719   23.968   1.048   1.048   1.048   1.0084   1.048   1.0084   1.048   1.048   1.0684   1.0694	11719   29.96%				1.4878	25.91%	Softening Surcharge - L All usage of	ake Darby and Wor	thington Hills in Frank 0.8006 S	din County District 0.2261	36 36%
5   10 0815    -5.4476	\$ (0.0815) -5.44%    Dollar   Percent				11719	29,96%				!	
Dollar   D	\$ (0.0815) -5.44%    Dollar   Percent   Change	00	2.1115	3 0900	0 9785	0.4634					
\$ [0.0815] \$-5.44%   Percent   Perce	\$ (0.0815) -5.44%    Dollar   Percent										
5         1.4994 \$         1.4179 \$         (0.0815)         -5.44%           0.0%         0.0%         0.0%         0.0%         Elimbata Single Wheter         Correct         Current         Froncesco         Current         Froncesco         Double           4 country Bill         Account Country Lidge Recycle Current Surfringe         Change         Current         Current         Froncesco         Double           5 colors         Gold St. 20         1.00 colors         Current         Froncesco         Double           5 colors         Gold St. 20         1.00 colors         0         5.00 colors         1.00 colors           1.22 colors         Gold St. 20         1.00 colors         0         5.00 colors         1.00 colors           1.22 colors         Gold St. 20         1.12 colors         1.00 colors         2.00 colors         1.00 colors         2.00 colors         1.00 colors         2.00 colors         1.00 colors         2.00 colors         2.00 colors         1.00 colors         2.00 colors	Current   Proposed   Dollar   Percent   Buil Data - Single 2" Mater	narge - Huber Ric	ige in Franklin C	ounty District							
Current         Proposed         Dollar         Earl Data Single 2* Mater         Current         Proposed         Dollar           6         Monthly Bill         Change         Change <td>Current Proposed boller Percent Change Chang</td> <td>w</td> <td></td> <td></td> <td>(0.0815)</td> <td>-5.44%</td> <td></td> <td></td> <td></td> <td></td> <td></td>	Current Proposed boller Percent Change Chang	w			(0.0815)	-5.44%					
Current   Proposed   Dollar   Percent   Proposed   Dollar	Current Proposed bollar Percent Ference Change 122 50.09 \$ 60.57 \$ 10.48 20.52% 122.50 147.04 24.8.56 71.32 20.04% 125.84 20.04% 124.90% 125.84 20.04% 125.85 25.88.34 20.05% 125.85% 125.		0.0%	960:0							
Monthly Bill   Mont	Current         Proposed         Dollar         Percent         Level of Uss           s         50.09 \$         60.57 \$         10.48         20.92%         20.92%           \$         50.09 \$         60.57 \$         10.48         20.92%         20.04%           \$         50.09 \$         60.57 \$         10.48         20.92%         20.04%           \$         122 \$0         147.04         24.54         20.04%         20.04%           \$         23.35.1         33.61         19.81%         20.04%         20.04%           \$         27.34         42.56         71.32         19.96%         20.04%         20.13%           \$         60.50         75.34         125.54         20.04%         20.13%         20.04%         20.13%           \$         27.92.28         3.354.28         56.00         20.13%         46.48%         20         20.13%           \$         4.803.85         6.605.08         1.801.23         35.56%         20.13%         25.58%         20           \$         4.803.85         6.605.08         1.801.23         36.43%         25.58%         20.44.46%         25.58%         20.44.46%         25.58%         25.58%         25.46.46%					Bill Data - Single 2	Mater				
Monthly Bill         Monthly Bill         Change         Change         Cept         Monthly Bill         Monthly Bill         Change           5         50.09 \$         60.57 \$         10.48         20.92%         0 \$         50.09 \$         60.57 \$         10.48           5         50.09 \$         60.57 \$         10.48         20.02%         0 \$         50.09 \$         60.57 \$         10.48           112.50         1.70 d         4.88.56         71.32         10.96%         20.09 \$         60.57 \$         10.48         77.62           195.00         233.51         3.85.51         60.57 \$         10.48         20.09 \$         60.57 \$         10.48           87.74         1.25 de         20.04%         10.00         1.56.0         22.16         4.75           87.72         1.25 de         20.04%         20.04         10.00         1.56.0         22.16         4.75           87.72         2.33.54         1.56 de         20.04         20.04         20.04         20.09         3.00         3.00         3.00         3.00         3.00         3.00         3.00         3.00         3.00         3.00         3.00         3.00         3.00         3.00         3.00	Franklin Country Bill         Change         Change         Change           0 \$ 50.09 \$ 60.57 \$ 10.48         20.92%         20.92%           10 \$ 50.09 \$ 60.57 \$ 10.48         20.92%         20.92%           20 \$ 50.09 \$ 60.57 \$ 10.48         20.92%         20.92%           20 \$ 194.90         233.51         38.61         19.81%           50 \$ 357.24         428.56         77.32         19.96%           100 \$ 627.80         233.54         38.61         19.81%           100 \$ 627.80         233.428         55.00         20.13%           100 \$ 627.80         1,501.23         37.56%         20.13%           2,000 \$ 6.79         4,681.94         55.76%         20.13%           2,000 \$ 8.44.75         13.106.69         4,681.94         55.76%           3,000 \$ 112,025.65         17,614.59         5,588.94         46.48%           5,000 \$ 22,858.35         31,138.29         38.25%         56.00           5,000 \$ 22,858.35         31,138.29         38.25%         56.00           5,000 \$ 24,461.99         10,970.94         32.56%         9           5,000 \$ 24,461.95         10,970.94         31.26%         9           5,000 \$ 27,30.38         1,867.94         31.26%		Current	Proposed	Dollar	Percent		Current	Proposed	Dollar	Percent
Franchior County - Huber Riege - Revorses Osmoork surchanges         Franchior County - Lake Darky & Worthington Hills - Sothering Surchanges           \$ 50.00 \$         60.57 \$         10.48         20.00 \$         50.00 \$         60.57 \$         10.48           122 50         12.70 d         24.54         20.004%         0         50.00 \$         60.057 \$         10.48           122 50         12.70 d         24.54         20.004%         20         11.68         10.68         10.68           122 50         12.52 d         13.56 d         17.53 d         20.04%         20         10.68<	Solution County - Huber Ridge - Reverse Damosis Surcharge   50.09 \$ 60.57 \$ 10.48   20.92%     122 50.09 \$ 60.57 \$ 10.48   20.92%     122 50	Σ	onthly Bill	Monthly Bill	Change	Change	cct	Monthly Bill	Monthly Bill	Change	Change
\$         \$	\$ 50.09 \$ 60.57 \$ 10.48	Franklin Count	ty - Huber Ridge	- Reverse Osmosis	Surcharge		Presklip	County - Lake Darby	. & Worthington Hills	Softening Surcharge	
112 50         147.04         24.54         20.04%         10         113.25         140.87         27.62           313 40         23.51         38.61         19.64%         50         10.64         221.16         44.76           572 40         23.52         71.36         20.04%         50         310.99         397.69         667.0           627 80         75.2 6         12.84         20.04%         20.04         100         55.31         601.91         156.00           2.72.28         33.42.8         55.20         20.13%         500         23.98         30.45.63         715.80           4.03.28         6.605 08         1.801.23         37.50%         100         5.39.83         30.45.63         2.010.83           4.03.26         17.614.29         5.589.44         46.04%         5.00         4.62.95         5.397.14         15.60           19.27.45         5.660.39         37.50.89         4.62.39         15.70.69         5.511.74           19.27.45         5.660.39         37.30.89         37.30.89         13.30.48         10.15.54           20.00.01         4.46.61.9         10.07.34         34.67.8         5.00         4.46.22         37.32.69         13.53.44 <td>122 50         147 04         24 54         20 04%         10         113 25         140 87           194 90         233 51         38 61         10 81%         20         106         115 16         22116           357 26         753 64         113 2         19 86         50         3109         397 69         397 69           67 80         753 64         115 34         20 04%         50         100         555 31         69191         73           2.792.28         3,354 28         562 00         20 13%         500         2,329 83         3,045 63         2,045 63         3,045 63         3,045 63         2,045 63         3</td> <td>\$ 0</td> <td>\$ 60.05</td> <td>60.57 \$</td> <td>10.48</td> <td>20.92%</td> <td>\$ 0</td> <td>\$ 60.05</td> <td>60.57 \$</td> <td>10.48</td> <td></td>	122 50         147 04         24 54         20 04%         10         113 25         140 87           194 90         233 51         38 61         10 81%         20         106         115 16         22116           357 26         753 64         113 2         19 86         50         3109         397 69         397 69           67 80         753 64         115 34         20 04%         50         100         555 31         69191         73           2.792.28         3,354 28         562 00         20 13%         500         2,329 83         3,045 63         2,045 63         3,045 63         3,045 63         2,045 63         3	\$ 0	\$ 60.05	60.57 \$	10.48	20.92%	\$ 0	\$ 60.05	60.57 \$	10.48	
194.90         233.51         38.61         19.81%         20         176.40         221.15         44.76           53.74         4.255         77.32         19.96%         20         10.0         530.99         337.69         36.70           6.278.4         4.255         12.34         20.04%         100         535.31         601.91         156.60           2.782.8         3.354.8         552.00         20.13%         50.0         1.000         3.378.93         3.045.63         715.60           4.802.85         6.605.08         1.801.13         37.50%         5.000         1.000         3.378.93         3.045.63         715.60           12.024.75         13.106.99         5.801.44         5.000         1.000         3.278.93         5.307.14           12.024.75         2.630.39         7.382.94         36.72%         5.000         1.7308.95         1.772.69         5.307.14           12.288.83         3.118.29         3.675.94         3.675.94         3.672.89         1.772.69         5.307.14           2.288.83         3.118.29         3.675.94         3.405.94         3.405.94         10.175.64         11.330.14           2.660.12         2.118.20         3.118.20         3	194,90         233,51         38 61         1,98,%         20         176,40         22116           357,24         4,88,56         7,132         19,96%         50         310,99         397,69         310,99         397,69           6,78         7,52,80         20,04%         100         55,31         691,91         1           2,792,28         3,34,28         56,00         20,13%         50         2,329,83         30,45,63         2,191,91           4,803,85         6,607,08         1,801,23         37,50%         500         2,329,83         30,45,63         5,378,93         5,387,79         2,11           1,002,565         1,1,61,29         5,288,43         37,50,89         5,000         1,462,29         5,350,78         5,34           1,1,2,2,565         1,2,61,49         36,22%         38,49%         5,000         1,7,308,95         1,7,51,62         6,53           1,2,2,58,33         31,138,29         3,278,94         36,22%         5,500         1,7,308,95         11,32,00         3,544,49         10,1           2,2,58,33         31,63,49         31,63,49         31,63,49         31,63,49         31,326,49         31,326,49         31,326,49         31,326,49         31,326,49	10	122 50		24.54	20.04%			140.87	27 62	24.39%
357.24         428.56         71.32         19.96%         56         310.99         397.69         86.70           27.70         755.64         125.84         20.04%         100         555.31         691.91         156.60           2.792.28         3,354.28         50.013%         20.13%         50         2,328.83         3,046.63         158.60           4,803.85         6,605.08         1,801.23         3.750%         1,000         3,378.95         5,588.78         2,108.83           8,414.75         13,106.69         4,691.94         55.78%         46.48%         2,000         9,250.95         1,187.09         5,307.14           12,025.65         17,614.59         5,588.94         46.48%         5,000         1,462.95         1,187.09         5,307.14           12,025.65         31,138.29         35.48.9         5,500         9,250.95         15,764.99         10,125.44           12,026.15         31,138.29         35.48.9         5,000         17,308.95         13,500.49         13,500.49           26,469.25         35.646.19         9,169.44         36.458.9         38,250.44         10,125.44         10,125.44           30,980.15         44,661.99         11,267.34         31,269.9 <td>357.24         428.56         71.32         19.96%         56         310.99         397.69           657.60         152.84         20.04%         100         555.31         691.91           2.796.22         3.354.28         56.00         20.13%         500         2,329.83         3.046.63           4.803.85         6.605.80         1,801.34         37.50%         1000         3,384.85         5.987.78         2           8,414.75         13.106.99         4,691.34         55.76%         1000         9,280.95         15,762.69         6,588.78           1,025.65         1,614.59         5,588.94         46.48%         3,000         6,584.95         11,872.99         8           1,227.45         5,660.99         7,782.94         36.22%         5,000         14,622.95         25,438.99         8           1,247.45         3,1,133.29         3,249.84         34.67%         5,000         17,308.95         17,444.9         10           2,2858.35         3,1,132.09         3,1,459.4         31.255.8         34.245.8         36.000         35,243.89         8           3,080.15         4,661.99         10,073.34         31.255.8         31.256.9         13.266.9         36.000         &lt;</td> <td>20</td> <td>194.90</td> <td>233.51</td> <td>38.61</td> <td>19.81%</td> <td>20</td> <td>176.40</td> <td>221 16</td> <td>44.76</td> <td>25.37%</td>	357.24         428.56         71.32         19.96%         56         310.99         397.69           657.60         152.84         20.04%         100         555.31         691.91           2.796.22         3.354.28         56.00         20.13%         500         2,329.83         3.046.63           4.803.85         6.605.80         1,801.34         37.50%         1000         3,384.85         5.987.78         2           8,414.75         13.106.99         4,691.34         55.76%         1000         9,280.95         15,762.69         6,588.78           1,025.65         1,614.59         5,588.94         46.48%         3,000         6,584.95         11,872.99         8           1,227.45         5,660.99         7,782.94         36.22%         5,000         14,622.95         25,438.99         8           1,247.45         3,1,133.29         3,249.84         34.67%         5,000         17,308.95         17,444.9         10           2,2858.35         3,1,132.09         3,1,459.4         31.255.8         34.245.8         36.000         35,243.89         8           3,080.15         4,661.99         10,073.34         31.255.8         31.256.9         13.266.9         36.000         <	20	194.90	233.51	38.61	19.81%	20	176.40	221 16	44.76	25.37%
627 80         753 54         125.84         20 04%         150         555.31         691.91         156.60           2.792.22         3,354.28         562 00         20.13%         500         2,328.83         3.045.63         715.80           4,802.22         4,691.34         37.50%         10.00         5,582.95         5,307.14         2.1088.3           8,414.75         13,106.69         4,691.34         55.76%         2.000         6,584.95         1,187.09         5,307.14           12,025.65         17,614.59         5,588.94         46.48%         2.000         9,260.95         15,762.69         6,511.74           12,025.65         17,614.59         5,588.94         46.48%         5,000         14,622.95         15,762.69         6,511.74           12,025.65         17,614.59         36.27%         6,000         17,308.95         15,743.89         8,910.94           12,026.35         35,646.12         36.778.94         36.27%         6,000         17,308.95         13,544.99         13,501.44           13,691.05         44,661.99         10,073.94         32.56%         10,073.94         31,26%         13,544.95         35,126.95         13,593.44           40,128.05         11,614.59	627 80         753 64         125.84         20 04%         100         555.31         691.91           2.932.28         3,354.28         56.00         20.13%         20.00         2,329.83         3,045.63         2,345.63         2,345.63         2,345.63         2,345.63         2,345.63         2,345.63         2,345.63         2,345.63         2,345.63         2,345.63         2,345.63         2,345.63         2,345.63         3,447.70         2,346.43         1,614.29         2,588.34         4,644.62         4,644.84         4,648.84         2,000         6,540.95         1,187.70         5,576.69         6,500         14,622.95         2,543.89         8,600         2,520.35         15,762.99         1	S	357.24	428.56	71.32	19.96%	20	310.99	397.69	86.70	27.88%
2.792.28         3,354.28         562 00         20.13%         500         2,329.83         3,045.63         715.80           4,803.85         6,605 08         1,801.23         3,50%         1,000         3,878.35         5,108.83         7108.83           8,414.75         1,10.66         4,691.94         55.76%         2,000         6,530.35         15,76.89         5,307.14           12,02.65         1,51.66         4,691.94         46.88%         3,000         9,250.95         15,76.89         6,511.74           19,247.45         26,630.39         7,382.94         38.26%         5,000         14,622.95         23,43.89         8,900.94           22,858.35         31,138.29         8,279.94         36.22%         5,000         17,308.95         77,344.99         10,125.54           22,858.35         35,666.19         9,16.94         34.67%         5,000         17,308.95         37,344.89         10,125.54           30,080.15         40,158.99         31,256         31,256         35,215.69         11,230.14           31,691.05         49,168.99         31,268.9         31,268.9         32,106.99         32,106.99         32,106.99           37,301.56         49,168.99         11,867.94         31,26	2.792.28         3,354.28         562.00         2.013%         500         2,329.83         3,045.63           4,803.85         6,665.08         1,611.23         37.50%         1,000         3,878.95         5,987.78         2,000           8,417.5         13,106.99         4,691.24         55.76%         2,000         6,564.95         15,762.99         5           12,025.65         1,614.29         5,588.94         46,48%         5,000         14,622.95         15,762.99         5           19,247,45         26,630.39         7,382.94         38.36%         5,000         14,622.95         23,543.89         8           22,583.3         31,138.29         8,279.94         36.27%         5,000         17,308.95         27,444.9         10           26,440.25         31,148.29         8,279.94         36.27%         5,000         17,308.95         31,355.09         13,355.09         13,355.09         13,355.09         13,355.09         13,355.09         13,355.09         13,355.09         13,355.09         13,355.09         13,355.09         14,996.89         14,996.89         14,996.89         14,996.89         14,996.89         14,996.89         14,996.89         11,000         33,424.95         50,778.09         11,000 <td< td=""><td>100</td><td>627.80</td><td>753 64</td><td>125.84</td><td>20 04%</td><td>160</td><td>535.31</td><td>691.91</td><td>156.60</td><td>29.25%</td></td<>	100	627.80	753 64	125.84	20 04%	160	535.31	691.91	156.60	29.25%
4,803.85         6,605.08         1,801.23         37.50%         1,000         3,878.95         5,987.78         2,108.83           12,02.65         13,106.69         4,691.94         55.76%         0         6,543.55         11,872.09         5,307.14           12,02.65         2,688.94         46,48%         3,000         14,622.95         15,762.99         6,511.74           19,27.45         2,666.39         7,382.94         36,27%         36,27%         0         14,622.95         15,762.99         6,511.74           22,858.35         31,138.29         8,279.94         36,27%         36,000         17,308.95         27,434.49         10,125.54           26,469.25         35,661.99         9,176.94         34,67%         8,000         27,680.95         35,235.44           30,080.15         40,146.94         10,073.94         31,82%         9,000         25,669.95         31,236.99         13,390.14           37,010 %         49,169.89         11,867.94         31,26%         5,000         25,669.95         35,106.29         13,390.14           40,912 %         53,677.79         12,764.94         31,26%         50,778.09         17,353.14           44,523.75         58,185.69         13,610.99 <t< td=""><td>4.803.85         6,605.08         1,801.23         3,750%         1,000         3,878.95         5,987.78           8.444.75         13,106.69         4,691.34         55.76%         1,000         6,544.95         15,762.69           12,025.65         17,614.29         5,588.94         4,684.96         30.00         9,520.95         15,762.69           19,247.45         26,633.39         7,382.94         38.68%         5,000         14,522.95         23,543.89           21,2658.35         31,138.29         8,279.94         36.22%         5,000         17,308.95         27,434.49           22,646.35         31,158.29         33,49%         6,000         17,308.95         27,434.49           31,561.05         44,661.99         10,073.94         32.45%         9,000         25,669.95         35,115.69           37,301.95         40,165.89         11,867.94         31.22%         9,000         25,669.95         39,106.29           37,301.85         53,677.79         12,764.94         31.20%         10,000         26,669.95         33,424.95           44,523.75         58,185.69         13,661.94         30,68%         10,000         31,424.95         50,778.09</td><td>200</td><td>2,792,28</td><td>3,354.28</td><td>562 00</td><td>20.13%</td><td>200</td><td>2,329.83</td><td>3,045.63</td><td>715.80</td><td>30,72%</td></t<>	4.803.85         6,605.08         1,801.23         3,750%         1,000         3,878.95         5,987.78           8.444.75         13,106.69         4,691.34         55.76%         1,000         6,544.95         15,762.69           12,025.65         17,614.29         5,588.94         4,684.96         30.00         9,520.95         15,762.69           19,247.45         26,633.39         7,382.94         38.68%         5,000         14,522.95         23,543.89           21,2658.35         31,138.29         8,279.94         36.22%         5,000         17,308.95         27,434.49           22,646.35         31,158.29         33,49%         6,000         17,308.95         27,434.49           31,561.05         44,661.99         10,073.94         32.45%         9,000         25,669.95         35,115.69           37,301.95         40,165.89         11,867.94         31.22%         9,000         25,669.95         39,106.29           37,301.85         53,677.79         12,764.94         31.20%         10,000         26,669.95         33,424.95           44,523.75         58,185.69         13,661.94         30,68%         10,000         31,424.95         50,778.09	200	2,792,28	3,354.28	562 00	20.13%	200	2,329.83	3,045.63	715.80	30,72%
8,414.75         13,106.69         4,691.94         58.76%         2,000         6,564.95         11,872.09         5,307.14           12,025.65         17,645.9         5,588.94         46,88%         3,000         9,250.95         15,762.89         6,511.74           19,203.65         17,644.9         3,588.94         46,88%         5,000         14,622.95         23,543.89         6,511.74           22,583.35         31,138.29         3,279.94         36,27%         36,27%         10,125.54         10,125.54           26,469.25         35,661.9         9,176.94         34,67%         6,000         11,306.95         31,335.09         11,330.14           30,080.15         40,154.09         10,070.94         32,56%         5,000         22,689.95         35,126.9         13,393.14           37,301.85         53,677.79         11,270.94         31,00%         12,000         22,66.95         35,424.95         17,383.14           44,523.75         58,185.69         13,661.94         30,68%         11,000         33,424.95         50,778.09         17,383.14	8,414,75         13,106.59         4,691.94         55.76%         2,000         6,564.35         11,872.09           12,025,65         17,644.59         5,588.94         46,48%         5,000         14,622.95         15,782.69           19,203,65         26,630.39         7,382.94         38.36%         5,000         14,522.95         23,543.89           22,588.35         31,138.29         3,773.94         36,27%         7,000         14,523.95         7,434.49           26,499.25         35,666.19         9,176.39         34,45%         7,000         14,529.95         35,213.69           30,080.15         40,154.09         10,073.94         32,56%         5,000         22,669.95         35,1216.99           31,301.05         44,661.99         10,970.94         32,56%         9,000         22,669.95         35,1216.99           37,301.95         58,165.69         11,000         30,738.95         46,887.49         46,887.49           40,912.85         58,185.69         13,661.94         30,68%         12,000         33,424.95         50,778.09	1,000	4,803.85	6,605 08	1,801.23	37.50%	1,000	3,878.95	5,987.78	2,108.83	54,37%
12.025.65         17,64.59         5.588.94         46.48%         3.000         9,250.95         15,762.69         6,511.74           19,27.45         2,660.39         7,382.94         38.62%         5.000         14,622.95         23,543.89         8,290.94           22,858.25         35,661.9         9,146.94         34.67%         6,000         17,308.95         7,730.9         10,730.85         10,135.44           26,489.25         35,661.9         9,146.94         34.67%         8,000         12,680.95         35,215.69         11,330.14           30,080.15         40,154.09         10,073.94         33.45%         8,000         22,680.95         35,215.69         13,330.14           31,591.05         44,661.99         10,070.94         32.55%         35,215.69         13,330.14         13,330.14           40,91.25         44,661.99         10,070.94         32.55%         39,106.29         14,296.39         14,296.39           40,91.25         58,185.69         13,661.94         30.68%         12,000         33,424.95         50,778.09         17,353.14	12,025,65         17,614.59         5,588.94         46,48%         3,000         9,250.35         15,762.69           19,237,45         26,630.39         7,382.94         38.36%         5,000         17,308.95         23,543.89           19,237,45         31,283         36,22%         6,000         17,308.95         27,434.49           26,469,25         35,646         34,759         34,25%         5,000         17,308.95         31,335.99           30,080,15         40,154.09         10,073.94         34,35%         8,000         22,660.95         35,215.69           37,301.95         44,661.99         10,73.94         31,25%         9,000         25,660.95         35,125.69           37,301.95         53,677.79         11,867.94         31,25%         10,000         28,652.95         42,996.89           40,912.85         58,185.69         13,661.94         31,668         31,000         33,424.95         50,778.09		8,414.75	13,106.69	4,691.94	55.76%	2,000	6,564.95	11,872 09	5,307.14	80.B4%
19,247.45         26,630.39         7,382.94         38.36%         5,000         14,622.95         23,543.89         8,920.34           22,858.35         31,138.29         8,279.94         36,22%         6,000         17,306.35         27,344.9         10,125.54           26,469.25         35,646.19         9,176.94         34,67%         8,000         22,680.95         31,335.09         11,330.14           30,001.55         4,016.99         10,970.34         32,56%         34,25%         35,216.69         12,534.74           37,301.95         4,016.99         32,26%         31,25%         35,216.69         13,739.34           40,512.85         53,677.79         12,764.94         31.20%         11,000         30,738.95         46,887.49         16,148.54           40,523.75         58,185.69         13,661.94         30,68%         12,000         33,424.95         50,778.09         17,353.14	19,247.45         26,630.39         7,382.94         38.36%         5,000         14,622.95         23,534.89           22,858.35         31,138.29         8,22%         6,000         17,308.95         27,434.49           26,858.35         31,138.29         36,22%         6,000         17,308.95         27,434.49           36,002.15         40,154.09         19,769.49         34,67%         6,000         22,680.95         31,235.09           30,080.15         44,661.99         10,073.94         32,56%         9,000         22,366.95         35,115.69           37,301.95         49,169.89         11,867.94         31,867.9         10,000         26,366.95         42,996.89           40,912.85         53,677.79         12,764.94         31,20%         11,000         31,424.95         50,778.09		12,025,65	17,614.59	5,588.94	46.48%	3,000	9,250,95	15,762.69	6,511.74	70.39%
22.858.35         31.138 29         8,279,94         36.22%         5.000         17,308.95         27,434.49         10,125.54           26.469.25         35,661 9         9,16.594         34.67%         7,000         15,994.35         31,330.14           30,080.15         40,16.199         10,070.34         33.49%         8,000         22,680.95         35,215.69         12,534.74           31,090.15         40,16.190         10,970.34         32.56%         9,000         22,680.95         35,215.69         13,739.34           37,301.95         49,16.89         11,867.94         31.82%         10,000         28,035.25         42,96.89         14,996.89         14,996.89         14,996.89         14,996.89         14,996.89         14,996.89         14,996.89         14,996.89         14,996.89         14,996.89         14,996.89         15,185.14         12,000         35,738.95         46,887.49         16,148.54         17,153.14	2.2858.35     31,138 29     8,279.34     36,22%     6,000     17,308.35     27,434 49       2.6,469.25     35,646.19     9,176.34     34,67%     7,000     19,94,95     31,335.09       3.6,469.25     40,154.09     10,733.94     32,568     9,000     22,669     35,115.69       3.6,41.95     40,61.99     10,970.34     31,25%     9,000     25,669     39,106.29       3.7,301.95     43,61.99     11,867.34     31,25%     42,906.89     42,906.89       40,912.85     53,677.79     12,764.94     31,20%     11,000     33,424.95     50,778.09       44,523.75     58,185.69     13,661.94     30,68%     12,000     33,424.95     50,778.09		19,247.45	26,630.39	7,382.94	38.36%	5,000	14,622.95	23,543.89	8,920.94	61 01%
26,469,25         35,646 19         9,176,94         34,87%         7,000         19,994,95         31,325,09         11,330,14           30,080,15         40,114,09         10,073,94         33,44%         8,000         22,680,95         35,215,69         13,734,74           31,091,05         40,161,99         10,073,94         31,25%         9,000         25,460,95         39,106,29         13,734,74           37,010,05         40,461,99         10,970,94         31,82%         10,000         25,366,95         39,106,29         13,734,34           40,912,85         53,677,79         12,764,94         31,26%         30,68%         11,000         30,738,95         46,887,49         16,148,54           40,523,75         58,185,69         13,661,94         30,68%         12,000         33,424,95         50,778,09         17,353,14	26,469,25         35,646 19         9,176,94         34,87%         7,000         19,934,95         31,325,09           30,080,15         40,114,09         10,073,94         33,49%         8,000         22,680,95         35,215,69           30,080,15         40,161,90         10,970,94         32,56%         9,000         22,680,95         35,215,69           37,091,05         40,163,90         11,867,94         31,82%         10,000         28,652,95         42,906,89           40,912,85         53,677,79         12,764,94         31,61,94         30,68%         11,000         31,738,95         50,778,09		12,858.35	31,138 29	8,279.94	36.22%	000′9	17,308.95	27,434 49	10,125,54	58.50%
30,800.15         40,154.09         10,073.94         33,49%         8,000         22,680.95         35,215.69         12,534.74           31,601.05         44,661.99         10,970.94         32,56%         9,000         25,166.95         33,793.34           37,301.95         44,661.99         11,000         28,652.95         42,996.89         14,943.94           40,91.85         53,677.79         12,764.94         31,008         11,000         33,424.95         16,148.84           44,523.75         58,185.69         13,661.94         30,68%         12,000         33,424.95         50,778.09         17,353.14	30,080.15     40,154.09     10,073.94     33.49%     8,000     22,680.95     35,215.69       31,691.05     44,681.99     10,970.94     32.56%     9,000     25,466.95     39,106.29       37,301.95     44,681.99     11,867.94     31.28%     10,000     28,652.35     42,996.89       40,91.2     53,677.79     12,764.94     31.20%     11,000     31,743.55     46,887.49       44,523.75     58,185.69     13,661.94     30,68%     12,000     33,424.95     50,778.09		16,469.25	35,646 19	9,176.94	34.67%	7,000	19,994,95	31,325.09	11,330.14	56.67%
31,691.05     44,661.99     10,970.94     32,56%     32,56%     39,106.29     13,739.34       37,301.95     49,159.89     11,867.94     31,867.94     31,82%     10,000     28,052.95     42,996.89     14,943.94       40,912.85     53,677.79     12,764.94     31,20%     10,000     33,424.95     46,887.49     16,48.54       44,523.75     58,185.69     13,661.94     30,68%     12,000     33,424.95     50,778.09     17,353.14	31,691.05     44,661.99     10,970.94     32,55%     9,000     25,366.95     39,106.29       37,301.95     49,158.89     11,867.94     31,887.90     12,764.94     31,20%     42,906.89       40,912.85     58,185.69     13,661.94     31,068%     12,000     33,424.95     50,778.09		10,080.15	40,154.09	10,073.94	33.49%	8,000	22,680 95	35,215.69	12,534.74	55 27%
37,301 95 49,165.89 11,867.94 31,82% 10,000 28,052.95 42,996.89 14,943.94 40,912.85 53,677.79 12,764.94 31,20% 11,000 31,738.95 46,887.49 16,148.54 44,523.75 58,185.69 13,661.94 90.68% 12,000 33,424.95 50,778.09 17,353.14	37,30195 49,169.89 11,867,94 31,82% 10,000 28,652.95 42,996.89 40,912.85 53,677.79 12,764.94 31,20% 11,000 30,738.95 46,687.49 44,523.75 58,185.69 13,661.94 30,68% 12,000 33,424.95 50,778.09		13,691.05	44,661.99	10,970.94	32.56%	000'6	25,366.95	39,106.29	13,739.34	54.16%
40,912 85 53,677.79 12,764 94 31 20% 11,000 30,738.95 46,887,49 16,148 54 44,523.75 58,185.69 13,661 94 30,68% 12,000 33,424.95 50,778.09 17,353.14	40,912.85 53,677.79 12,764.94 31.20% 11,000 30,738.95 46,887.49 44,523.75 58,185.69 13,661.94 30.68% 12,000 33,424.95 50,778.09		17,301 95	49,169.89	11,867.94	31.82%	10,000	28,052.95	42,996.89	14,943.94	53.27%
44,523.75 58,185.69 13,661.94 30,68% 12,000 33,424.95 50,778.09 17,353.14	<b>44,5</b> 23.75 58,1 <b>85.6</b> 9 30,68% 12,000 33, <b>424</b> .95 50,778.09		10,912.85	53,677.79	12,764 94	31 20%	11,000	30,738.95	46,887.49	16,148 54	52.53%
			14,523.75	58,185.69	13,661 94	30.68%	12,000	33,424.95	50,778.09	17,353.14	51.92%

Typical Bill Comparison - Wastewater DHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR

Page 1 of 3 Witness Responsible: D. J. Petry

Schedule E-5 WW

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: \_X\_ Origina \_\_\_\_\_ Updated \_\_\_\_\_ Revised
Work Paper Reference No(5): No Workpapers

Limits	per ccf	per ccf	Dollar Change	Percent Change	Rate Block Limits	Current rate per ccf	Proposed rate per ccf	Dollar Change	Percent Change
	Franklin	Franklin County District							
Monthly 6	9 2258	2 0138.0	367	300					
ţ	5.8920	7.1000	1 2080	20.50%					
over 600 ccf	2.3000	2.7720	0.4720	20.52%					
SIC Surcharge	%0:0	%00							
	Bill Data -	Bill Data - Single 5/8" Meter							
Level of Usage	Current	Proposed	Dollar	Percent					
100	Mantany all	Monthly Bill	Lnange	Change					
	Fran	Franklin County							
5 0	ı	\$							
1	8.84	986	1.03	11 60%					
7	17 67	19 72	2.05	11.60%					
m	26.51	29.58	308	11.60%					
4	35.34	39.44	4.10	11.60%					
50	44.18	49.31	5.13	11 60%					
9	53 01	59.17	6.15	11 60%					
7	61.85	69.03	7.18	11.60%					
ю:	60.07	76.63	07.8	11 60%					
'nς	75.32 88 36	6 6 6	8.23 SC 01	11 60%					
20	157.08	178.80	21.72	13.83%					
95	333.84	391.80	57.96	17.36%					
UCT	628.44	746.80	118.36	18.83%					
200	1,217.64	1,456 80	239.16	19.64%					
200	2,985.24	3,586.80	601 56	20.15%					
1,000	4,494,44	5,405.60	911 16	20.27%					

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Typical Bill Comparison - Wastewater

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: X Original Updated Revised
Work Paper Reference No(s): No Workpapers

Schedule E-5 WW

Page 2 of 3 Witness Responsible: D. J. Petry

Percent Change Dollar Change Proposed rate per ccf Current rate per ccf Rate Block Limits Percent Change Dollar Change Proposed rate per ccf Franklin County District Current rate per ccf Rate Block Limits Line No.

~	Monthly						
4	0 - 13,33 ccf	<b>4</b> /1	8 8358 \$	9.8610 \$	1 0252	11.60%	
2	13,34 - 600 ccf		5.8920	7 1000	1 2080	20.50%	
œ	over 600 ccf		2.3000	2 77 20	0.4720	20 25%	
^							
co	SIC Surcharge		0.0%	%00			
6							
5							
13							
12							
13							
7							
15							
9,	i		Bill Data - S	Bill Data - Single 1" Meter			
17	Level of Usage		Current	Proposed	Dollar	Percent	
8	ccf	_	Monthly Bill	Monthly Bill	Change	Change	
19							

19					
20		Franklin County	County		i
21	\$ 0	s -	v.		
22	00	88.36	98.61	10.25	11.60%
23	07	157 08	178.80	21.72	13.83%
24	K	333.84	391.80	57.96	17 36%
52	100	628 44	746.80	118.36	18.83%
26	200	2,985.24	3,586.80	601.56	20.15%
7.2	1,000	4,494 44	5,405.60	911.16	20.27%
87	1,100	4,724 44	5,682.80	958.36	20.29%
56	1,200	4,954,44	5,960 00	1,005.56	20.30%
30	1,400	5,414.44	6,514.40	1,099.96	20.32%
31	1,500	5,644,44	6,791.60	1,147.15	20.32%
32	1,600	5,874.44	7,068.80	1,194.36	20.33%
33	1,700	6,104.44	7,346.00	1,241.56	20.34%
34	1,800	6,334.44	7,623 20	1,288.76	20.35%
35	1,900	6,564 44	7,900.40	1,335.96	20.35%
36	2,000	6,794.44	8,177.60	1,383 16	20.36%
3.7	2,500	7,944 44	9,563.60	1,619.15	20.38%
38					
39					
40					
41					
42					
43					
44					
45					

OHIO AMERICAN WATER COMPANY Rate Case No. 11-4161-WS-AIR Typicsi Bill Comparison - Wastewater

Data: 4 Months Actual and 8 Months Estimated
Type of Filing: \_X\_\_ Original \_\_\_\_ Updated \_\_\_\_ Revised
Work Paper Reference No(s): No Workpapers

Schedule E-5 WW
Page 3 of 3
Witness Responsible: D. J. Petry

Percent Change

Dollar Change																										
Proposed rate per ccf																										
Current rate per ccf																										
Rate Block Limits																										
Percent Change		11.60% 20.50% 20.52%		transa d	Change			11.60%	13.83%	18.83%	20.15%	20.27%	20.36%	20.40% 20.44%	20.45%	20.46%	20.47%	20.47%	20.48%	20.48%	20,48%					
Dollar Change		1.0252 1.2080 0.4720		Aollar	Change		,	10.25	21.72	118.36	601.56	911.16	1,383.16	1,855.1B 7 799 16	3,271.16	3,743.16	4,215.16	4,687.16	5,159,16	5,631.16	6,103.16					
Proposed rate per ccf	Franklin County District	9,8610 \$ 7,1000 2,7720	0,0% 0,0%	Proposed	Monthly Bill	Franklin County		19861	178.80	746.80	3,586 80	5,405 60	8,177.60	16,493.60	19,265 60	22,037.60	24,809.60	27,581.60	30,353.60	33,125.60	35,897 60					
Current rate P	Franklin G	8 8358 \$ 5.8920 2 3000	0,0%	Current	Monthly Bill	Frankl	\$	88.36	157.08	628.44	2,985.24	4,494.44	6,794.44	13 694 44	15,994.44	18,294,44	20,594.44	22,894.44	25,194,44	27,494.44	29,794 44					
Rate Block Limits		Manthly 0 - 13.33 czf 13.34 - 600 ccf over 600 ccf	SIC Surcharge	level of House	office of the second of the se	·	\$ 0	01 1	8 5	100	200	1,000	2,000	000,8 000 3	000'9	7,000	8,000	000'6	10,000	11,000	12,000					
Line No.	7 7	w 4 v 0 r		1 1	81	507	7.1	77	2 2	52	56	27	87 2	Q 5	2 2	32	33	34	35	36	37	35	9	412	<del>. 6</del>	45

### Section S

## **Supplemental Filing Requirements**

Company: Ohio-American Water Company

Case No.: Rate Case No. 11-4161-WS-AIR

Test Year: For the Twelve Months Ended December 31, 2011

Date Certain: As of April 30, 2011

## Table of Contents

Schedule	Description
S-1	Three-year Projection of Construction
5-2.1	Three-year Projection of Revenue Requirement
S-2.2A	Three-Year Projection of Rate Base
S-2.2B	Three-year Projection of Capital Structure
5-2.3	Three-Year Projection of Changes in Financial Position
5-3	Proposed newspaper notice for rate increase
5-4.1	Executive Summary of corporate process
5-4.2	Executive Summary of management's policies

Ohio American Water Company Rate Case No. 11-4161-WS-AIR Three-year Projection of Construction

Line No.	Description	2011	2012	2013	Projected AFUDC
	Normal, recurring construction	\$ 2,835,217	\$ 2,819,216	\$ 2,819,216	
,	Process Plant Facilities and Equipment Capitalized Tank Rehabilitation/Painting	081,015 000,01	730,180	730,180	
9 / 0	Total RP Projects	\$ 3,595,397	\$ 3,579,396	\$ 3,579,396	\$ 5,176
o 50 (2	Projects Funded By Others	\$ 162,801	\$ 161,396	\$ 141,440	•
11 2	Backwash Treatment Improvements Glinder & Ouarry Disnocal most	, ,		198,722	
	UV Disinfection	134,714	1,254,659		
15	littin - Welffield Improvements Main-Melmore, Fulton, Rosa, Hedges St	460,812	84,556	578,440	
16	Main in Prospect and Kain	•	63,486	444,023	
_	Ashtabula Phase II WTP Improvements	2,190,141	2,424,301	•	
m -c	Cook Rd. Pump Station Improvements Main in US 20	, ,		98,221 108,890	
_	Total IP Projects	5 2 7 8 5 65 7	\$ \$ 387.000	\$ 1.433.718	7775
	Business Transformation	1,183,741	1,684,970	1,081,608	385,373
24 25 27 28		\$ 7,564,805	\$ 9,091,368	\$ 6,094,722	\$ 1,076,291
29 30 31	Note: Normal, recurring construction contains items such as meter, main, service/lateral and hydrant/valve/manhole replacements, purchases of Office furniture and equipment. If and security equipment and systems, vehicles and general equipment. Multiple year projects are usually placed into service in the	er, main, service/lateral and hydrant/valve/m ehicles and general equipment. Multiple year	nanhole replacements, purchases of projects are usually placed into serv	office furniture ice in the	

Section S Schedules Page 3 of 92

### Ohio American Water Company Rate Case No. 11-4161-WS-AIR Three-year Projection of Revenue Requirement

Data: Twree Years Projected
Type of Filing: \_\_X \_\_ Original \_\_\_ Updated \_\_\_\_\_
Work Paper Reference: WP 5-2

Revised

Schedule S-2.1 Page 1 of 1 Witness Responsible: G. M. VerDouw

12,000 6,719,306 6.19% 55,973,000 6.20% 23,202,000 5,691,000 2,284,371 372,000 3,000 (391,000) 6,335,306 25,000 222,000 3.66 3,470,306 102,326,000 2.49 9,749,000 3,388,000 47,261,677 2013 w • (760,353) \$ \$ (000'69) \$ [656,351,1] 330,000 574,000 616,000 (263,000) (1,023,353) 760,353 (1,156,353) 56,000 146,000 Adjustments 7,095,659 \$ 635,000 3,457,000 \$ 25,000 1/1 22,872,000 5,117,000 9,133,000 7,742,659 (537,000) 6.93% 8.41% 12,000 166,000 3,000 2,000 40,166,018 4,626,659 4,626,659 3.12 2.98 47,261,677 3,044,018 55,040,000 102,366,000 2012 1,357,712 \$ 380,009 1,252,699 2,999,972 \$ \$ 016,662 (266,000) 58,495 210,000 91,185 3,151,477 ,151,477 8,272,169 3,209,972 2,281,777 Adjustments v w w 3,223,690 25,000 4,095,687 74,815 3,000 (271,000) 1,475,181 4.38% 38,989,508 12,000 1,475,181 1.64 1.61 21,514,288 4,736,991 7,880,301 34,893,821 425,000 4,532,687 93,494,000 54,279,000 762,241 2011 Long-term debt interest coverages before income taxes Depreciation and Amortization Amortization of debt expense Other Deductions and Taxes Operation and Maintenance Miscellaneous Amortization Taxes other than income Total interest coverages before income taxes Total interest charges & other deductions Long-term debt Other interest Note interest AFUDC - Debt Income Taxes Income available for fixed charges Common equity - Schedule 5-2.2B Balance available for common Rate Base - Schedule S-2.2A Return on common equity Total Operating Expenses Less: Preferred dividends Returns and coverages Operating Expenses: Return on rate base Operating Revenues Operating Income Interest Charges: AFUDC - Equity Description Other income Net income Line No. 

Ohio American Water Company Rate Case No. 11-4161-WS-AIR Three-Year Projection of Rate Base

Data: Three Years Projected Type of Filing:X Original Work Paper Reference: WP 5-2	Updated Revised		Witness Res	Schedule S-2.2A Page 1 of 1 Witness Responsible: G. M. VerDouw
Line No.	Rate Base Component	@12/31/2011	@12/31/2012	@12/31/2013
1				
7				000 350 101
m ব	Plant in Service	5 162,114,000	3 1/9,282,000	
n t	Add: Capital Leases	•		•
Ŷ				000 001
√ 01	Less: Reserve for accumulated depreciation and amortization - utility plant	53,950,000	58,385,000	000/851,58
o en	Less: Reserve for accumulated amortization - capital leases		•	
10				
11	Net plant in service	\$ 108,164,000	\$ \$700,783,711	\$ 118,138,000
13	Add: Construction work in progress seventy-five percent complete	r	•	•
14				
15	Add: Working Capital Allowance	•	•	
16	less: Customer Advances for Construction	000/986/5	5,775,000	2,629,000
18				
19	Other Items (Net)	(8,734,000)	(9,756,000)	(10,183,000)
20				000 300
21	Jurisdictional Rate Base	5 93,494,000	5 102,366,000	Ì
22				
24				
25				
26				
27				
28				
29				
23				
32				
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### Ohio American Water Company Rate Case No. 11-4161-WS-AIR Three-year Projection of Capital Structure

Data: Three Years Projected
Type of Filing: X Original Updated Revised
Work Paper Reference: WP 5-2

Schedule S-2.28 Page 1 of 1 Witness Responsible: G. M. Verbouw

		2011			2012		2013	
Line	Class of Capital		Percent of	}		Percent of		Percent of
Š.		Amount	Total		Amount	Total	Amount	Total
1								
2								
3	Debt	\$ 57,054,000	50.73%	1/3	59,332,000	51.37%	\$ 58,564,000	50.64%
4								
v	Preferred Stock	000,851,1	1.01%		1,130,000	0.98%	1,121,000	0.97%
y								
7	Common Equity	54,279,000	48.25%		55,040,000	47.65%	55,973,000	48.40%
œ		i				ļ		ľ
Ø	Total Capital	\$ 112,472,000	100%	s	115,502,000	7007	\$ 115,658,000	100.01%
10								
11								

Section S Schedules Page 6 of 92

Schedule S-2.3 Page 1 of 1 Witness Responsible: G. M. VerDouw

# Ohio American Water Company Rate Case No. 11-4161-WS-AIR Three-year Projection of Changes in Financial Position

Revised Updated Data: Three Years Projected
Type of Filing: X Original
Work Paper Reference: WP S-2

3,470,306 5,691,000 427,000 890,855 2,602,730 6,094,722 8,697,452 2013 4,626,659 \$ 5,117,000 1,022,000 (1,818,563) \$ (1,795,703) \$ 3,469,994 9,091,368 10,765,659 12,561,362 2012 1,475,181 \$ 4,736,991 **د**ه 8,671,191 \$ 1,106,386 7,564,805 640,456 6,852,528 2011 Depreciation and Amortization Deferred Taxes Maturities and Sinking Funds Utility Plant Construction Other Applications

Total Source of Funds from Operations

Cash Dividends

Application of Funds:

Sale of Securities

Net Income

Source of Funds:

line No.

Net Increase (Decrease) in Working Capital

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Total Application of Funds

#### **PUBLIC NOTICE**

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In its Application, Ohio American Water Company is proposing the following General Water Service rates for all of Ohio American's tariffed customers except for Franklin and Portage Counties.

#### GENERAL WATER SERVICE

Customer Consumption	Monthly Water Consumption Charge per Ccf*
1 through 20 Ccf	\$ 7.2290
Next 1,980 Ccf	\$ 5.0837
All over 2,000 Ccf	\$ 3.0900

Meter type	Monthly Water
	<b>Customer Charge</b>
⅓" meter	\$ 11.50
³¼" meter	\$ 14.57
1" meter	\$ 21.65
1½" meter	\$ 39.34
2" meter	\$ 60.57
3" meter	\$ 110.09
4" meter	\$ 180.86
6" meter	\$ 357.75
8" meter	\$ 570.02

Marion District-Marion County and Morrow County Water Softening Surcharge (per Ccf\*): \$ 0.4289

Mansfield District - Unmetered Flat Rate (bi-monthly): \$ 104.75

Charges for water service will be comprised of the applicable Monthly Water Consumption Charge calculated on the number of metered or estimated units for non-softened water (basic water service), plus the Monthly Water Customer Charge and any surcharges for softened water. For customers receiving Unmetered Flat Rate service, bills will be sent bi-monthly at the flat rate.

<sup>\*1</sup> Ccf = 100 cubic feet

#### REPRESENTATIVE BILL OF WATER CUSTOMERS

Under the Ohio American Water Company proposal, a representative customer in each of the following classes receiving **General Water Service**, except in Franklin and Portage Counties, would experience rate changes as shown below:

	Cubic Feet Consumption	Monthly Increase	Percentage Increase
Residential - 5/8" meter			
w/o softening surcharge	500	\$ 8.28	21.04%
w/ softening surcharge	500	\$ 8.67	21.08%
Commercial - 5/8" meter			
w/o softening surcharge	2,300	\$ 31.00	22.09%
w/ softening surcharge	2,300	\$ 32.77	22.08%
Industrial – 2" meter			
w/o softening surcharge	57,800	\$ 589.99	24.06%
w/ softening surcharge	57,800	\$ 634.59	23.90%

In its Application, the Company requested the Public Utilities Commission of Ohio to approve its proposed rates and charges and to grant Ohio American Water Company such other and further relief to which it may be entitled.

ANY PERSON, FIRM, CORPORATION OR ASSOCIATION MAY FILE, PURSUANT TO SECTION 4909.19 OF THE REVISED CODE, AN OBJECTION TO SUCH PROPOSED INCREASE RATES BY ALLEGING THAT SUCH PROPOSALS ARE UNJUST AND DISCRIMINATORY OR UNREASONABLE.

Recommendations which differ from the Application may be made by the Staff of the Public Utilities Commission of Ohio or by intervening parties and may be adopted by the Commission.

A copy of the application is available for inspection at the office of Ohio American Water Company at 365 East Center Street, Marion, Ohio 43302, and at the offices of the Public Utilities Commission of Ohio at 180 East Broad Street, Columbus, Ohio 43215-3793. Additionally, you may view the application online by visiting the Commission's Web site at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a>, selecting DIS, inputting 11-4161-WS-AIR in the case lookup box, and selecting the date the application was filed. Ohio American also posted the Application on its Web site. To access the application, visit <a href="http://www.amwater.com/ohaw">http://www.amwater.com/ohaw</a>, select the "Customer Service" menu, and then "Rate Information."

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In its Application, Ohio American Water Company is proposing the following General Water Service rates for Ohio American's Domestic and Non-Domestic tariffed customers in Franklin County.

### GENERAL WATER SERVICE FRANKLIN COUNTY DOMESTIC AND NON-DOMESTIC SERVICE

Customer Consumption	Monthly Water Consumption Charge per Ccf*
1 through 20 Ccf	\$ 7.2290
Next 1,980 Ccf	\$ 5.0837
All over 2,000 Ccf	\$ 3.0900

Meter type	Monthly Water
	Customer Charge
⁵⁄ <sub>8</sub> " meter	\$ 11.50
¾" meter	\$ 14.57
1" meter	\$ 21.65
1½" meter	\$ 39.34
2" meter	\$ 60.57
3" meter	\$ 110.09
4" meter	\$ 180.86
6" meter	\$ 357.75
8" meter	\$ 570.02

Lake Darby and Worthington Hills Service Area Water Softening Surcharge (per Ccf\*): \$ 0.80060

Blendon Township Service Area Reverse Osmosis Surcharge (pcr Ccf\*): \$ 1.4179

<sup>\*1</sup> Ccf = 100 cubic feet

Charges for water service will be comprised of the applicable Monthly Water Consumption Charge calculated on the number of metered or estimated at the appropriate rate block for nonsoftened water (basic water service), plus the Monthly Water Customer Charge and any surcharges for softened water or reverse osmosis treated water.

### REPRESENTATIVE BILL OF WATER CUSTOMERS

Under the Ohio American Water Company proposal, a representative customer in each of the following classes receiving **General Water Service** in **Franklin County** would experience rate changes as shown below:

	Cubic Feet Consumption	Monthly Increase	Percentage Increase
Residential - 5/8" meter			
w/o softening surcharge	500	\$ 9.43	24.67%
w/ softening surcharge	500	\$ 10.56	25.70%
w/ rev. osmosis surcharge	500	\$ 9.02	19.74%
Commercial - 5/8" meter			
w/o softening surcharge	2,300	\$ 35.26	25.91%
w/ softening surcharge	2,300	\$ 40.46	27.10%
w/ rev. osmosis surcharge	2,300	\$ 33.39	19.58%
Industrial – 2" meter			
w/o softening surcharge	57,800	\$ 694.16	29.57%
w/ softening surcharge	57,800	\$ 824.85	30.78%
w/ rev. osmosis surcharge	57,800	\$ 647.05	20.13%

Ohio American Water Company is also proposing the following General Sewer Service rates for Ohio American's Domestic and Non-Domestic tariffed customers in Franklin County.

### GENERAL SEWER SERVICE FRANKLIN COUNTY DOMESTIC AND NON-DOMESTIC SERVICE

Customer Consumption	Monthly Sewer Consumption Charge per Ccf*
l through 13.33 Ccf	\$ 9.8610
Next 586.67 Ccf	\$ 7.1000
All over 600 Ccf	\$ 2.7720

Meter type	Monthly Sewer
_	Customer Charge
%" meter	\$ 11.50
3/4" meter	\$ 14.57
1" meter	\$ 21.65
1½" meter	\$ 39.34
2" meter	\$ 60.57
3" meter	\$ 110.09
4" meter	\$ 180.86
6" meter	\$ 357.75
8" meter	\$ 570.02

Domestic Customers without Ohio American Water Service (per month): \$58.63

### \*1 Ccf = 100 cubic feet

Charges for sewer service will be comprised of the applicable Monthly Sewer Consumption Charge calculated on the number of metered or estimated units at the appropriate rate block in accordance with the Summer/Winter Usage Formula, plus the Monthly Sewer Customer Charge.

### REPRESENTATIVE BILL OF SEWER CUSTOMERS

Under the Ohio American Water Company proposal, a representative customer in each of the following classes receiving **General Sewer Service** in **Franklin County** (who also takes water service) would experience rate changes as shown below:

	Cubic Feet	Monthly	Percentage
	Consumption	Increase	Increase
Domestic	500	\$ 5.13	11.60%

Section S Schedules
Page 12 of 92
Schedule S-3 Page 4 of 4
Franklin County

Non-Domestic - Small	2,300	\$ 25.35	14.50%
Non-Domestic – Large	57,800	\$ 695.79	20.20%

In its Application, the Company requested the Public Utilities Commission of Ohio to approve its proposed rates and charges and to grant Ohio American Water Company such other and further relief to which it may be entitled.

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Recommendations which differ from the Application may be made by the Staff of the Public Utilities Commission of Ohio or by intervening parties and may be adopted by the Commission.

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In its Application, Ohio American Water Company is proposing the following General Water Service rates for Ohio American's Domestic and Non-Domestic tariffed customers in Portage County.

### GENERAL WATER SERVICE PORTAGE COUNTY DOMESTIC AND NON-DOMESTIC SERVICE

Customer Consumption	Monthly Water Consumption Charge per Ccf*		
1 through 20 Ccf	\$ 7.2290		
Next 1,980 Ccf	\$ 5.0837		
All over 2,000 Ccf	\$ 3.0900		

Meter type	Monthly Water	
	Customer Charge	
⅓" meter	\$ 11.50	
3/4" meter	\$ 14.57	
l" meter	\$ 21.65	
1½" meter	\$ 39.34	
2" meter	\$ 60.57	
3" meter	\$ 110.09	
4" meter	\$ 180.86	
6" meter	\$ 357.75	
8" meter	\$ 570.02	

<sup>\*1</sup> Ccf = 100 cubic feet

Charges for water service will be comprised of the applicable Monthly Water Consumption Charge calculated on the number of metered or estimated units at the appropriate rate block for non-softened water (basic water service), plus the Monthly Water Consumption Charge and any surcharges for purchased water.

### REPRESENTATIVE BILL OF WATER CUSTOMERS

Under the Ohio American Water Company proposal, a representative customer in each of the following classes receiving **General Water Service** in **Portage County** would experience rate changes as shown below:

	Cubic Feet Consumption	Monthly Increase	Percentage Increase
Residential - 5/8" meter	500	\$ 9.43	24.67%
Commercial - 5/8" meter	2,300	\$ 35.26	25.91%
Industrial – 2" meter	57,800	\$ 694.16	29.57%

In its Application, the Company requested the Public Utilities Commission of Ohio to approve its proposed rates and charges and to grant Ohio American Water Company such other and further relief to which it may be entitled.

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### **Ohio American Water Company**

Rate Case No. 11-4161-WS-AIR

Schedule S-4.1
Executive Summary of
Ohio American Water
Corporate Process Utilized by
The Board of Directors and
Corporate Officers

Witnesses Responsible: Gary M. VerDouw

### Ohio American Water Rate Case No. 11-4161-WS-AIR

### Schedule S-4.1 Executive Summary of Ohio American Water Corporate Process Utilized by The Board of Directors and Corporate Officers

### **Table of Contents**

History and Overview of Ohio American Water	2
Integration of Ohio American Water into Corporate Structure	
Policy and Goal Setting	
Strategic and Long-Range Planning	
Organization Structure, Decision Making, & Controlling Process	
Internal Communications	
External Communications	
Employment of Qualified Personnel	
Map of Territory (Exhibit 1, Schedule S-4.1)	
Organizational Charts (Exhibit 2, Schedule S-4.1)	
Number of Customers (Exhibit 3, Schedule S-4.1)	
Board of Directors (Exhibit 4, Schedule S-4.1)	

### **History and Overview of Ohio American Water**

Ohio American Water Company ("Ohio American" or the "Company") is an Ohio corporation and a public utility operating water and wastewater systems in Ohio. Ohio American, formerly the Marion Water Company, was first incorporated in November 1923. Ohio American was formed by the merger of four companies that had long been a part of the American Water System: Ashtabula Water Works Company, Lawrence County Water Company, Marion Water Company and the Ohio Cities Water Company in Tiffin. The Mansfield and Lake White Districts were added in 1993 and 1999 respectively. Additionally, in 2002, Ohio American acquired the assets of Citizens Utilities Company of Ohio, which added water customers in Portage County, and both water and wastewater customers in Franklin County.

Ohio American is a subsidiary of American Water Works Company, Inc. ("American Water"). American Water is a corporation organized under the laws of the State of Delaware, with its principal office in Voorhees, New Jersey. American Water is the parent of 18 operating water company subsidiaries, including Ohio American, serving approximately 15 million people in 30 states. American Water also owns American Water Works Service Company, Inc. ("Service Company"). The Service Company is also a Delaware corporation with its principal office in Voorhees, New Jersey. Service Company provides support for American Water and necessary utility services for its subsidiaries in the areas of accounting, administration, business development, communications, community relations, legal matters, customer service, engineering and operations, regulatory practices, finance, human resources, investor relations, water quality, information systems, data processing, insurance, safety, and other general services necessary in the proper conduct of business.

Ohio American's service territory consists of seven districts: Ashtabula, Franklin County, Lawrence County, Mansfield, Marion (includes Lake White), Portage County, and Tiffin. Within these districts, Ohio American owns and operates twenty-two water systems and three wastewater systems. Ohio American also purchases some water for service to

Lawrence County, Portage County, and a portion of the Marion District. The Lawrence County district purchases all of its water from the Huntington District of West Virginia American Water Company, a subsidiary of American Water. The Preble County portion of the Marion District purchases all of its water from the Richmond District of Indiana American Water Company, a subsidiary of American Water. The Portage County district purchases all of its water from Portage County Water Resources. Purchases of water from West Virginia American Water for the Lawrence County District and purchases of water from Indiana American Water Company for the Preble County portion of the Marion District are made at the respective company's tariffed rates. The designation and location of each district is depicted on the map in Exhibit 1, Schedule S-4.1. The number of customers served by each district is shown on Exhibit 3, Schedule S-4.1.

As of April 2011, Ohio American's customer base was comprised of 92.45% residential, 6.04% commercial, 0.22% industrial, and 1.29% other. During 2010, Ohio American provided more than 4.6 billion gallons of water to consumers in Ohio, and collected and treated over 346 million gallons of wastewater.

### Integration of Ohio American Water into Corporate Structure

Ohio American is a solely owned subsidiary of American Water, the largest publicly traded water and wastewater services company in the United States. American Water owns the common stock of Ohio American.

Ohio American is part of the American Water's Eastern Division. The President of Ohio American Water reports to the Senior Vice President of the Eastern Division, who in turn reports to the President of Regulated Operations. The President of Regulated Operations reports directly to the CEO and President of American Water.

Ohio American is also integrated into the corporate structure through its relationship with the Service Company. The Service Company provides support to Ohio American as discussed on page 2.

### **Policy and Goal Setting**

Ohio American's management operates its systems in Ohio with a vision of being the trusted water resource company, dedicated to delivering innovative solutions for its service territory. This means providing excellent service focused on personalized solutions and being committed to our customers' health and welfare. In order to obtain that vision, Ohio American's districts establish goals as they relate to the operation of their individual system. The corporate officers and department leads set broader and long-term goals for the Company.

Ohio American, like all subsidiaries of American Water, utilizes the balanced scorecard approach to align these goals and objectives. From the field services personnel to Ohio American's President, each employee sets performance and development goals, based upon broader goals set by his / her supervisor. This balanced scorecard system aligns Ohio American's business objectives to provide excellent service, safeguard customers' health and welfare, and ensure delivery of reliable, affordable water and waste water services.

### Strategic and Long-Range Planning

Ohio American establishes a five-year operating plan and a capital improvement plan that outline the projected needs of the Company to meet its goals related to equipment maintenance, facility upgrades, water quality, and any other existing or future customer needs. Officers and management review and revise each plan annually to prioritize the needs and goals for the upcoming year. The operating and capital plans become the budget for the following year, which is submitted to the Board of Directors for approval.

### Organization Structure, Decision Making, And Controlling Process

Ohio American is governed by a Board of Directors. There are three inside directors who are elected by the shareholders at the annual meeting in May of each year. The directors are elected to serve for a term of one year or until successors are chosen. If a vacancy occurs during the year and the Company's Board wants to fill that vacancy, the remaining directors have the authority to fill the vacancy on an interim basis until the following May. The members of Ohio American's Board of Directors are shown on Exhibit 4, Schedule S-4.1. The Board of Directors conducts biannual meetings. In the interim, special meetings may be scheduled after proper notice by Ohio American's President. The Board of Directors reviews and approves annual budgets, approves sales and acquisitions of real estate, declares dividends, approves long-term financing, and elects Company officers.

Ohio American's President serves as the Director on the Board and chairs all Board meetings. The President has general executive supervision, direction, and control of the business and the affairs of the Company. He may execute all proxies, authorized deeds, mortgages, bonds, contracts and other obligations on behalf of Ohio American pursuant to the Delegations of Authority Policy. The President has the general powers and duties usually vested in the office of a corporate President, and has such other powers and duties as may be prescribed by the Board of Directors. The President is the liaison between Ohio American and its parent corporation, American Water.

The Board of Directors Vice Presidents perform the duties of the President during his or her absence, incapacity, or inability to act; along with all duties the Board may prescribe. Vice Presidents have the power to execute all proxies, authorized deeds, mortgages, bonds, contracts and other obligations on behalf of Ohio American that are allowed pursuant to the Delegations of Authority Policy. Vice Presidents report to the

President. The Vice President, Finance is responsible for the financial planning, organizing, directing, controlling and staffing necessary to ensure the Company of a continuously sound financial structure.

The President oversees Engineering, Production, Network, Operation, and District activities within the state. Each District operates with an Operations Superintendent, Operations Supervisor, or Operations Manager who reports to the President. Attached as Schedule S-4.1, Exhibit 2 are the organizational charts for Ohio American which identify functional responsibilities by area.

Officers and management also exercise oversight of Service Company charges to Ohio American. The President receives regular reports from the Service Company regarding Shared Services and Call Center functions, and Ohio American reviews Service Company labor charges on a routine basis to ensure accuracy and appropriateness. When a Service Company charge is found to be errant, the charges are reversed and the bill is reduced.

Communication between the President, district leads, functional leads, and Service Company is accomplished using a variety of methods. These include regular meetings within departments and management, telephone conferences, electronic mail, and written correspondence. There are regular top management meetings, financial meetings, and operational and network meetings. Management also regularly reviews engineering and business development. Additionally, management attends monthly Service Company Financial Review calls to review variances from budget. This level of communication allows an exchange of information and ideas among all of the managers and officers of Ohio American, and ensures that decisions and operations are consistent with the goals and vision of the Company.

### Internal Communications

Ohio American and American Water internally communicate through various mechanisms:

- Weekly Splash Points Meetings: These present an opportunity for supervisors to share company and industry information with their staff. Other topics may include relevant local, state and national events and news.
- Splash Newsletter: This newsletter is published quarterly and includes information on all American Water subsidiaries, including Ohio American.
- The Eastern Division Change Partner Network (CPN): This group is comprised of American Water employees from Ohio, Indiana, Kentucky, West Virginia, Tennessee, and Virginia. These employees represent all facets of the company. CPN serves as an important link between management and employees. This group meets several times a year by conference call.
- Day-to-Day Communications: Similar to most businesses, Ohio American utilizes
  a company Intranet site, telephone conferences, overnight mail, electronic mail,
  weekly newsletters, and weekly departmental meetings to effectively
  communicate internal policies, procedures and initiatives to its personnel.
  Officers, directors, and managers periodically meet to discuss training projects,
  and business initiatives/

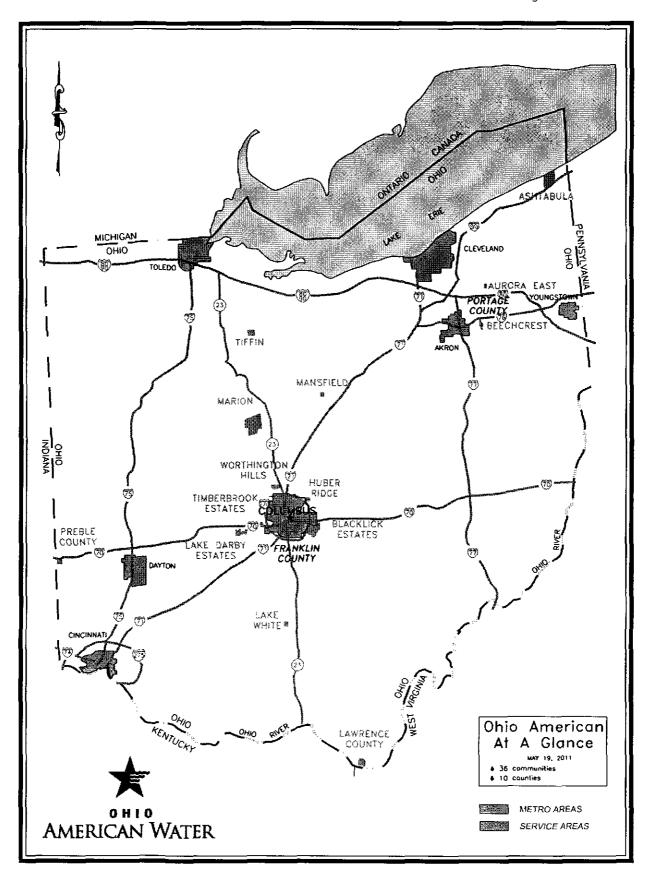
### **External Communications**

External communications are maintained by American Water's External Affairs-Communications Department. However, the water industry is a local industry, therefore the company's state and district management are authorized and expected to respond to inquiries from local news media and customers, as well as to represent the company at local and statewide external events. The External Affairs Department assists local management in responding to news media and customer inquiries. In addition, Ohio American currently uses a part-time contractor to provide external communications support within the state.

### **Employment of Qualified Personnel**

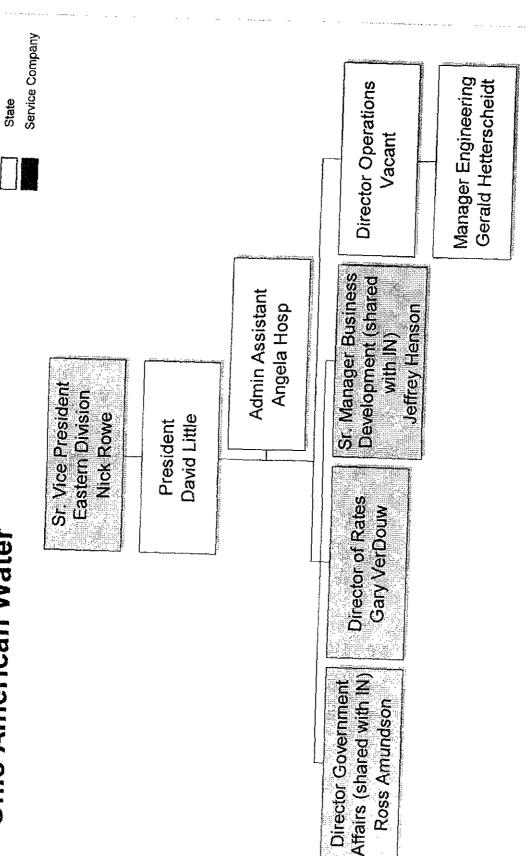
In order to achieve its vision of being a trusted water resource, Ohio American seeks to hire and retain the most qualified person for each position. This means that Ohio American seeks to be inclusive in its hiring process and actively solicits applications from a diverse group of potential candidates. To attract and retain qualified employees, Ohio American reviews its compensation package to ensure that it is consistent with the market. Ohio American seeks to develop and cross-train its employees to assist them in their position, and to train them for future positions and promotions.

By employing the most qualified personnel, Ohio American is able to sustain its water quality, maintain its facilities and distribution system, and adequately respond to customer inquiries. Ohio American's corporate process efficiently manages its water and wastewater system and reduces the costs to the consumer.



## Ohio American Water

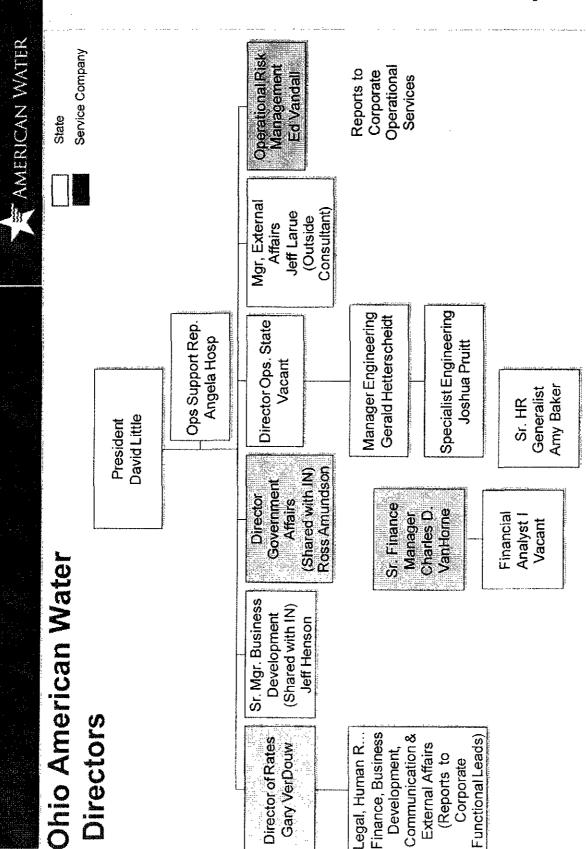
AMERICAN WATER



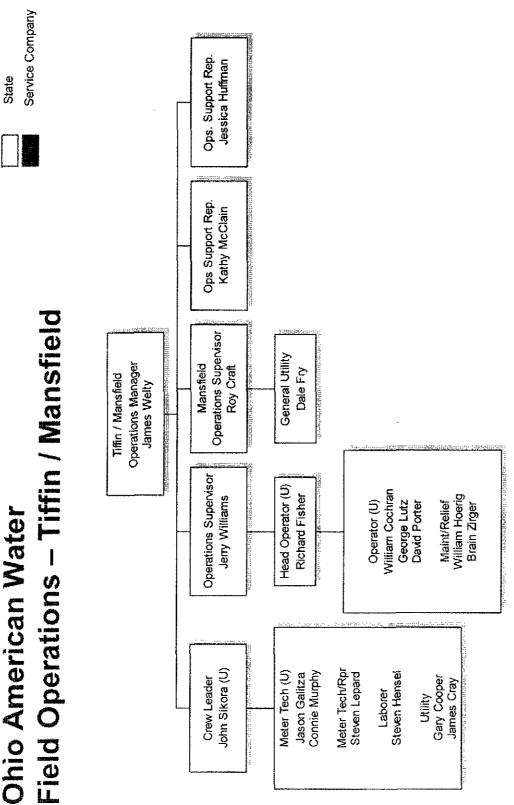
www.amwater.com

AMERICAN WATER

www.anwater.com

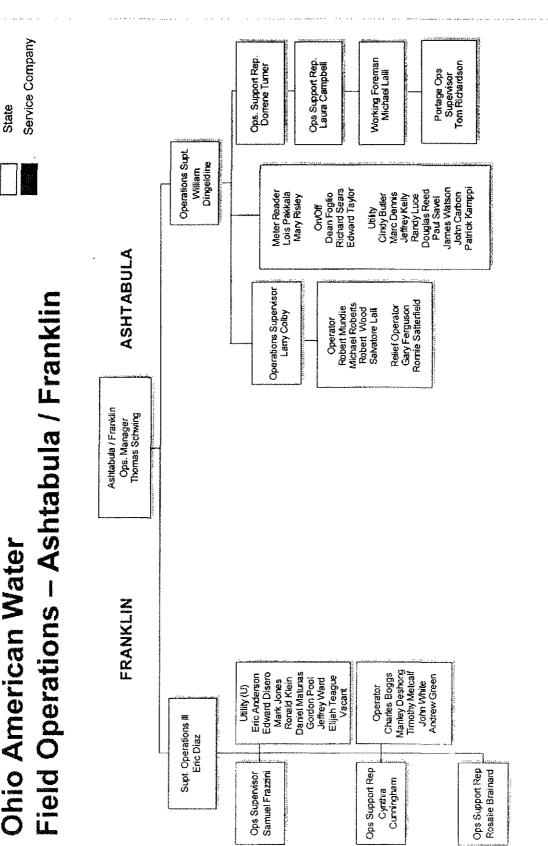


# Ohio American Water



## AMERICAN WATER

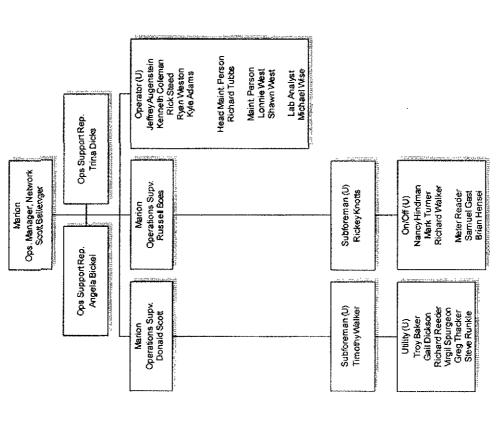
# Ohio American Water



Service Company

State

### Ohio American Water Field Operations – Marion



www.amwater.com



Service Company

State

## Field Operations - Lawrence County & Lake White Ohio American Water

Coperations Supt.
Ronnie Dials
Audrey Hutchison
Meter Reader
Rickie Spotts
Ryan Chapman
Ronnie Dials
Lake White
Coperations Supv.
Kenneth Jones
Rickie Spotts
Ryan Chapman

### Exhibit 3 Schedule S-4.1

### **Ohio American Water Company**

### Number of Customers as of April 30, 2011

ASHTABULA		12,457
LAWRENCE COUNTY		3,367
FRANKLIN COUNTY (WATER)		7,869
FRANKLIN COUNTY (SEWER)		6,544
MARION (includes LAKE WHITE)		17,123
TIFFIN		7,557
MANSFIELD		1,671
PORTAGE COUNTY		889
	TOTAL	<u>57,477</u>

### Exhibit 4 Schedule S-4.1

### Ohio American Water Company Board of Directors

### **Directors**

Effective as of July 5, 2011

David Little Deborah Degillio Nick Rowe

### Officers

Effective as of July 5, 2011

President	David Little
Vice President – Finance	Deborah Degillio
Vice President, General Counsel and Secretary	Gerald Reynolds
Assistant Secretary	Cristy Wheeler
Assistant Secretary	Angela Bickel
Assistant Treasurer C	Charles Dean Van Horne
Assistant Treasurer	Mark Chierici
Assistant Treasurer	Okechukwu Azie
*Assistant Comptroller	Doneen Hobbs
*Assistant Comptroller	Chuck Gilbert
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### **Ohio American Water Company**

Rate Case No. 11-4161-WS-AIR

Schedule S-4.2
Executive Summary of
Ohio American Water
Management Policies, Practices
And Organization

Witnesses Responsible: Gary M. VerDouw

### Ohio American Water Rate Case No. 11-4161-WS-AIR

### Schedule S-4.2 Executive Summary of Management Policies

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### **Improving Service Quality**

### American Water's Vision

"To be your trusted water resource company, dedicated to delivering innovative solutions."

This is Ohio American Water (the "Company") and the American Water's vision. It is referred to at employee meetings and it is the driving force behind the operations of Ohio American Water. In practice, this means providing excellent service, demonstrating commitment to our customers' health and well-being, and delivering reliable, affordable water and wastewater services. To deliver on this goal, Ohio American Water continues to focus on the basic operations and maintenance practices and procedures as defined by the Company and listed later herein.

Highlights of the Service Quality plan are:

### **Operations and Maintenance Practices and Procedures**

### **Customer Focus**

Representatives of the Company attended the rate case public hearings held in Marion, Mansfield, Tiffin, Blacklick, Galloway and Westerville, OH during the months of January and February, 2010. They took note of the issues raised during these meetings, followed up with every customer raising operational issues, and are including strategic processes directed toward alleviating or minimizing these concerns.

In the Lake Darby System, while fewer customers raised water quality issues than in the past, some customers expressed dissatisfaction with the finished water softness levels. While the Company is softening the water to a required level, Ohio American Water personnel have given this issue a high degree of attention and have added additional hardness monitoring equipment, enhanced softness reporting, and analyzed processes in order to improve the consistency of finished water hardness levels. The Company also petitioned for an expansion of the acceptable finished water softness level, dropping the lower limit to 90 milligrams per liter. This allowed the Company to provide softer finished water than allowed in the prior Stipulation. Company representatives have met with customers who raised issues concerning aggressive water. Findings from these meetings show that many of these customers have home softening units that are creating internal issues. Company personnel have attempted to address those issues with these individuals. The strategic plan that has been commenced, for continuing to seek operational excellence in this area is:

- Include information on softening practices in the annual mailing and any public meetings.
- Evaluate the existing softening equipment for potential improvements in order to further improve the process.

Customers in the Huber Ridge System raised fewer concerns with finished water quality color and staining than during previous rate case public meetings. In order to assure

continued progress, the Company remains firmly committed to delivering finished water with iron and manganese below the maximum contaminant levels as defined in the Ohio Administrative Code 3745-82-02. The Company also continues unidirectional flushing of the distribution system at a minimum of twice a year.

Customers in the Black Lick System raised issues with water quality. Most issues were associated with water hardness. Residents of the service territory had rejected the option of installing softening equipment in the existing treatment plant. The Company replaced the existing Aerolator unit with iron/manganese pressure filters in 2010. Piping was put in at that time to accommodate the addition of softening equipment should the community express an interest in the Company providing softened water. The Company is currently working with local residents to resurvey the community and determine if there is a renewed interest in softened water.

Customers in the Marion District conveyed their desire for more timely lawn repairs. In order to immediately respond to this problem and address reporting requirements, the Marion District developed a log to track every excavation and monitor the repair process. The Company also developed a handout that is left with customers, detailing the need to allow an excavation to settle prior to leveling/reseeding and giving the customer a contact phone number for questions. When faced with conditions that prevent rapid lawn repair (such as the cold wet weather in the Spring of 2011), Ohio American Water communicates with customers regarding the delay. This Spring that was accomplished through press release. Facebook, and on the Ohio American Water website.

Customers in the Franklin County District have expressed their desire for a local site to pay their bills and see Company representatives in person. While this is projected to increase customer cost, the Company opened a customer service counter at its Westerville site to evaluate the cost/benefit of such an option.

### **Government Relations**

Mayors in Marion, Tiffin and Ashtabula stressed the need for fire hydrants to be painted regularly, as their appearance has an impact on the city's image. In accordance with the Opinion and Order, the Company includes fire hydrant painting in its summer activities. While this activity was performed by temporary labor in years past, the Company is currently using existing work force in order to control expenses. This has reduced labor costs but has also reduced the availability of labor to address other service related activity.

Government officials in the Marion District conveyed their desire for increased communications with the Company. Company representatives now reach out on a monthly basis to various Government officials to maintain a constant flow of information and address any concerns/issues/ suggestions either party might have.

### Aging Infrastructure

One issue drawing an ever-increasing amount of attention is aging infrastructure. The Company will continue to track maintenance activity on mains, services, and treatment plants and prepare for replacements as needed.

### **Plant Operations and Construction**

### Plant/Facilities Planning Process

### Introduction

The Comprehensive Planning Study (CPS) provides capital improvement recommendations which enable Ohio American Water to continue to provide safe, adequate and reliable service to its customers in order to meet their domestic, commercial, industrial, and fire protection needs. The criteria used for evaluating the various system components are summarized in the following subsections. In addition, water resource management, national, state and local trends, and their role in the planning process are discussed.

### **Planning Approach**

This CPS provides an engineering analysis which management can utilize, among other tools, to assist in the long-term planning process. The Comprehensive Planning Process encompasses the following: developing and evaluating alternative planning scenarios, considering the goals of the regional water supply and waste water services plan developed by various local and state agencies, evaluating water demand and supply side and waste water load management options where such measures could potentially eliminate or defer capital projects and reduce operating costs, assessing the costs and benefits of energy management based projects, and considering various externalities. These planning aspects were considered as appropriate when developing the proposed solutions to the water and waste water system's long-term needs. For major projects recommended in the study, alternative planning scenarios are presented where applicable, which will allow for the flexibility to reevaluate project selection if regional and local input requires redirection of efforts.

The priorities and recommendations are based on conditions that are known as of the date of the report. They should not be construed as indicative of the appropriate management decision with regard to implementation of such recommendations or priorities at any particular time. Any such management decision must also consider a wide range of additional and then current factors, which are beyond the scope of this document, including, but not limited to, general economic conditions, changing regulatory and environmental requirements, and customer impacts.

It is beyond the scope of a CPS to attempt to identify the end of the useful life of each piece of Company equipment – for example, the many miles of pipeline within a distribution or collection system. It should be assumed that capital expenditures will occur over time due to normal aging and operational wear on existing equipment. For this and various other reasons, it is anticipated that the Company may encounter additional capital expenditures beyond those identified in the CPS.

### **Engineering Criteria**

In planning the needed water facilities, accepted engineering standards and practice have been utilized to provide adequate capacity and an appropriate level of reliability to satisfy domestic, commercial, industrial and fire protection needs. In addition, all facilities were analyzed for the ability to comply with relevant regulatory requirements.

### **Customer and Demand and Load Projections**

Demand and load projections provide the basis for evaluating future system needs. Projections of the total number of customers and their associated demands and loads are developed for the water system over a fifteen-year planning horizon.

Since each system is unique, the specific techniques used to project both customers and demand varies, as appropriate. In general, the projections are developed based on a review of population trends, historic customer and demand and load data, and local planning commission forecasts. The effects of water conservation are considered in the projection, along with the analysis of historic water consumption trends.

### Sources of Supply

Company sources of supply should have the necessary quantity of water to meet the projected system demand. The quality of the water from source of supply is regularly monitored and should provide finished water after treatment that complies with all Federal, State, and local regulations. Sources of supply should also have sufficient allocation rights to permit average and maximum demands to be met.

The Company conducts water resource management activities and programs that are designed to protect, maintain and monitor the efficient use of supply sources and the finished product. These measures include managing water resources from both the supply and demand side. Continuation of these practices will assist in providing high quality service to the customer.

### Water and Waste Water Treatment Facilities

The goal of the Company is to continue to produce high quality water that meets or surpasses federal and state water quality standards. Treatment facilities are designed to meet projected maximum day demands and loading events, and to comply with water quality regulations at all times. Individual components are sized with appropriate standby capacity that allows the facilities to meet maximum day demands and loading under varying operating conditions.

Recommendations for capital improvements are developed after evaluating the Company's ability to provide a reliable and high quality water supply as well as the ability to meet discharge limits. This ensures continued compliance with existing and anticipated federal and state water quality and environmental regulations, and the ability to meet projected customer demands and loads.

The ability to provide continuous service during a power outage is critical to a system's reliability and depends on several factors including: the nature of the electrical service (i.e., service from one vs. two substations), the presence of any floating storage within a pressure zone, standby electrical generating capacity, and the availability of pumps which can be driven by diesel fuel or natural gas.

### Pumping, Water Distribution, Waste Water Collection and Storage

The analysis of Company facilities includes an evaluation of pipelines, storage tanks, booster stations and emergency power provisions. These distribution system components are analyzed to determine their ability to provide safe, adequate and reliable service to customers under forecasted conditions.

Pumping facilities are designed to meet projected maximum day demands and loading events with the largest single unit assumed out of service. This design standard provides an appropriate measure of reliability in the event of a mechanical failure, or if a pump is taken out of service for maintenance. Pumping facilities may also be an important component of the fire protection system.

The ability to provide continuous service during a power outage is critical to a system's reliability and depends on several factors including: the nature of the electrical service (i.e., service from one vs. two substations), the presence of any floating storage within a pressure zone, standby electrical generating capacity, and the availability of pumps which can be driven by diesel fuel or natural gas.

Water distribution storage facilities are designed to provide the recommended volume to equalize the plant's pumping rate on the projected maximum day, and to provide the effective volume necessary for fire fighting needs. The fire fighting volume criteria provides up to the maximum flow and duration addressed in the ISO Municipal Grading Schedule of 3,500 gpm for three hours. Additionally, on a site specific basis, storage facilities may need to provide a reserve volume for reliability purposes in the event of a power failure, main break, or other emergency.

Water pipelines are designed to meet two conditions of service. They are expected to deliver projected peak hour customer demands while maintaining system pressure at 35 psi or greater, and also to provide the needed fire flow identified by the International Organization for Standardization ("ISO") while maintaining distribution system pressure at 20 psi or greater. In this case and in the few commercial and industrial cases, the fire flow delivery needs impose the heaviest demand on the pipeline, and thus determine the sizing of pipelines.

Waste water collection systems are designed with consideration for acceptable levels of inflow and infiltration.

### Consideration of National, State, and Local Trends

In developing a CPS, Ohio American reviewed national, state and local trends that can affect future planning. Nationally, there has been a strong trend toward increased and tougher regulations affecting water purveyors. Examples include: increased protection of sources of supply; more stringent water quality regulations of finished water and discharge limits; additional regulation of treatment plant residuals; increased frequency of required water quality monitoring; and more extensive environmental laws affecting new construction and source development.

Typically, these new regulations are passed down to the state level to supplement the federal laws. The Ohio Environmental Protection Agency (OEPA) has primary enforcement responsibility of the State's drinking water and waste water regulations. OEPA and US EPA recognize that the primary role of OEPA is in administering federal environmental programs delegated to the state under federal law and in carrying out state programs prescribed under state law. The role played by US EPA is in assisting the state, including: addressing multi-state or national issues directly; implementing programs not delegated to OEPA; and working on targeted sectors, watersheds, airsheds, or regions in conjunction with OEPA.

### Water Resource Management

Water resource management has become an important part of the planning process. Water resource management refers to those activities and programs designed to protect, maintain, and monitor efficient use of water resources. These measures include managing water resources from both the supply and demand side. Such activities include meter maintenance and replacement programs, leak detection and repair, scheduled water main replacement, drought management, and customer education.

Metering provides accurate accounting of water flowing through the system, thereby helping to determine where losses and excess usage are occurring. Only a small number of customers are not metered. In some cases, commercial meters on apartment buildings or other multi-tenant facilities have been changed over to individual meters. New fire services are being equipped with flow indicators. Ohio American Water practices a meter replacement program whereby residential service meters are replaced after 15 years of service. Larger meters are tested and replaced more frequently. On the supply side, all source of supply meters are tested and calibrated at least once per year.

Replacement of aged facilities can conserve water through controlling system losses. For instance, old, unlined pipelines can be a source of leakage. Mains which have known leakage problems or which require frequent maintenance are given priority for replacement under this program. That program concentrates on mains 6 inches in diameter and smaller, usually unlined cast iron or steel.

All of these measures practiced by the Ohio American Water provide a water resource management program aimed at controlling water losses, protecting the Company's source of supply, and maintaining efficient and economical delivery and usage of its water resources. To continue to provide high quality service to its customers, Ohio American Water will need to continue these practices.

### **Operations and Maintenance Practices and Procedures**

Ohio American Water continues to focus on basic operations and maintenance practices and procedures as defined by the Company. Documented practices and procedures of the Ohio American Water currently exist as follows:

### **Ohio American Water Distribution System:**

- Disinfection of Tanks New & Existing
- Distribution System Flushing
- Fire Hydrant Installation, Operation, Inspection, & Maintenance
- Hydrant Flow Testing
- Hydrostatic Testing & leakage Testing of New Pipelines
- Polyethylene Encasement for Ductile Iron Pipe
- Water Loss Control & Leak Detection
- Facilities to Serve Multiple Occupancy of Individual Properties, such as Apartments, Condominiums, Shopping Centers, etc.
- Relocation or Repair of Company-Owned Facilities at Customers' Expense
- Corrosion Control
- Disinfection of Mains New & Existing
- Inspection of Pipe and Fittings
- Relocation of Water Company Facilities in Connection with Highway Construction
- Steel Tank Maintenance
- Pipeline Bidding Procedures Contracts- Approval and Invoice Payment
- Developer Installed Water Main Extension Procedures
- Valves Installation, Operation, Inspection, & Maintenance
- Distribution System Records
- Asbestos Cement Pipe Work procedures
- Safety Program Administration
- Hazard Identification & Evaluation
- Hazard Control
- Medical Program

### Ohio American Waste Water Collection and Treatment System:

- NPDES Permit Compliance & Requirements
- Asset Inventory Management
- Management of Industrial Waste Discharges
- Industrial Waste Pretreatment Program
- Collection Systems Design Standards
- New Construction Inspection
- New Construction Testing & Acceptance
- Response to Wastewater Overflow Events
- Manholes Inspection
- Sewer Line Testing & Inspection Program
- Sewer Line Cleaning Program
- Lift Station Design Standards

- Lift Station New Construction Inspection
- Lift Station New Construction Testing & Acceptance
- Lift Station Routine Operations/Maintenance
- Lift Station Emergency Operations
- Wastewater Treatment Plant Design Standards
- Unit Process Standard Operating Procedures
- Unit Process & Plant Performance Evaluations
- Process Control & Process Performance Monitoring Program
- Wet Weather Operating Practices
- Residual Management
- Protection of Potable Water Supply & Facility Contamination
- Calibration of Instrumentation Systems

### Ohio American Water Production Facilities:

- Filter Operation, Inspection and Maintenance
- Calibration of Chemical Feeders
- Disposal of Treatment Plant Wastes
- Pumps and Motors Inspection, Maintenance and Efficiency Testing
- Telemetering Systems Operation and Maintenance
- Inspection and Maintenance of Electrical Facilities
- Plant and Station Water Metering

### **Ohio American Water Quality:**

- Turbidity
- Fluoridation
- Testing of Treatment Chemicals
- Uninterrupted Chlorination and Chlorine Residual Maintenance
- Water Quality Goals
- Water Quality Monitoring Program
- Bacteria Monitoring
- Customer Complaint Log
- Uniform Reporting of Chemical Usage and Inventory
- Monthly Water Quality Summary Reports
- Assurance of Laboratory Results
- Storage and Disposal of Water Treatment Chemicals
- Corrosion Control
- Chloramine Treatment

### Plant Productivity and Performance Evaluation

The CPS is the primary tool used by Ohio American Water to evaluate plant productivity and performance. The capital improvements necessary to enable the Company to continue to provide safe, adequate and reliable service to customers in its service territories, and to meet their domestic, commercial, industrial and fire protection needs are derived from this evaluation.

Production facilities are defined as those used in raw water acquisition and transmission, water and waste water treatment and pumping. Recommendations for capital improvements are developed after evaluating the Company's ability to provide a reliable and high quality water supply, to ensure continued compliance with existing and anticipated federal and state water quality and environmental regulations, meet current and anticipated federal and state waste water effluent standards and meet projected customer demands throughout a period of at least fifteen years.

The Company produces high quality water, which meets or surpasses USEPA and Ohio EPA water quality standards. The wide variation in the characteristics of the Company's various sources of supply requires a diversity of treatment techniques including disinfection, corrosion control, sequestration, pH adjustment and complete clarification/filtration. The Company also produces a high quality waste water effluent, meeting or surpassing USEPA and Ohio EPA standards. Due to discharging effluent to varying bodies of water, the Company must employ various waste water treatment techniques, including primary, secondary and tertiary processes, consisting of screening, aeration, clarification, filtration, disinfection and sludge dewatering.

The adequacy of water production facilities is evaluated based on the ability to provide an adequate, reliable finished water supply that will satisfy present and future demands while meeting all federal and state regulations. Waste water production facilities are, likewise, evaluated on their ability to provide an adequate and reliable treatment of effluent that will not degrade the body of water to which they discharge, plus, satisfy present and future demands, meeting all current and pending federal and state regulations. Treatment plants are evaluated to assure that loading rates for all components are sustainable under maximum demand conditions without compromising water quality. Plant hydraulics are evaluated to assure that adequate volumes of water and waste water can flow through the various components. Waste water treatment capacities are also evaluated to handle any infiltration or inflow that cannot be cost-effectively removed from the waste water collection system.

Each treatment process and chemical feed system at the plant is analyzed both as a separate entity and in conjunction with the facility's overall operations. Monitoring and control equipment must meet regulatory requirements and the Company's standards. Chemical feed and storage systems must be adequate in size to meet the full range of production rates while conforming to the Company's standards for safety, reliability and construction.

Consideration is also given to providing adequate redundancy of treatment plant components to ensure reliability of service during scheduled or unscheduled maintenance and during emergencies. Adequate auxiliary power and dual, independent electrical feeds should be provided to enable the plant to produce one hundred percent of the average daily demand.

## **Customer and Usage Growth Forecasting**

The CPS is the primary tool used by Ohio American Water to evaluate customer and usage growth patterns. Capital improvements are then evaluated to enable the Company to continue to provide safe, adequate and reliable service to customers in its

service territories, and to meet their domestic, commercial, industrial and fire protection needs.

Population Projections using a time period of fifteen years are performed for the total number of customers. Then the associated demands are developed for each District. Each water and waste water system is unique, and the specific techniques used to project both customers and demand varies from system to system. In general, the projections are developed based on a review of population trends, local planning commission forecasts, historic customer and demand data, large customer data, and discussions with system personnel, either in conjunction with a field visit to the system or via telephone. The specific methods used to develop both customer and usage growth projections are discussed below.

Residential customer growth and water and waste water usage is projected based upon historic growth trends as well as population and housing forecasts developed for each service area by local planning agencies. The projections are developed to include potential growth, both in terms of new home construction, as well as connection of existing homes, on private water supplies and waste water systems, to the Company's water and waste water systems.

Per customer residential usage in gallons per customer per day (gpcd) is projected based upon historic use patterns, consideration of the impacts of both existing and future water conservation efforts, and any potential changes in the number of persons per household. Long term per customer water and waste water use is anticipated to be impacted by the passage of the federal Energy Policy Act in 1992, which established uniform standards for water efficiency for all toilets, showerheads, and faucets manufactured after January 1994. The end result will be uniformly lower inside residential water usage for all new homes and remodeled older homes. Values of usage per residential customer are based upon existing consumption values, expected changes resulting from the passage of the federal Energy Policy Act, and changes in the number of persons per household.

Commercial customer growth and water and waste water demand projection is based primarily on historic trends. Growth in commercial water and waste water demand generally follows the trend of residential growth, as commercial and residential development typically go hand in hand. One parameter that is considered in projecting commercial usage is the historic relationship between residential usage and commercial usage. Confirmed major changes in commercial activity, for example a large office complex or shopping center, is also identified and incorporated in the projections.

Industrial customer growth and water and waste water demand projections, as in the commercial category, are also dependent on historic usage trends. However, since there are typically far fewer industrial customers than commercial customers, it is easier to identify changes in water and waste water demands for the major industries, and thus forecast industrial demand. The projected water and waste water usage for key industrial customers is provided through interviews conducted by the Company's system personnel familiar with the service area.

## **Demand and Capacity Load Forecasting**

The CPS is the primary tool used by Ohio American Water to predict current and future demands and capacity loads. From the CPS evaluation capital improvements are determined that are necessary to enable the Company to continue to provide safe, adequate and reliable service to customers in its service territories, and to meet their domestic, commercial, industrial and fire protection needs.

**Demand Projections** provide the basis for evaluating future system needs. Population projection data and an analysis of historic customer and usage trends are utilized to develop a projection of future water and waste water demands and capacity needs. Maximum day projections are based on a statistical analysis of the maximum day to average day ratios experienced in a specific District. The effects of water conservation are considered in the Demand Projections along with the analysis of historic water consumption trends.

Non-Revenue usage and Unaccounted-for (UAF) water usage is projected based on historic data and discussions with water system personnel regarding future activities in these areas and is added to projected residential, commercial and industrial usage, which is discussed under "Customer and Usage Growth Forecasting." Non-revenue usage includes water used in fire fighting, water main and waste water main flushing (for both existing water and waste water mains and disinfection of new water mains), and identifiable leakage where quantifiable. UAF water represents the difference between production of and the sum of all metered sales plus non-revenue usage. This category includes water lost due to meter inaccuracy, undetected leakage, illegally opened fire hydrants and theft. To control UAF, the Company maintains a leak detection program, a policy for routine calibration of plant meters, and a fifteen-year customer meter replacement program.

The average day demand projections are determined from the summation of the individual demand categories. The maximum day demand is projected based on the historic maximum day to average day ratio and the projected average day demand.

Future maximum day to average day demand ratios are estimated using a statistical analysis of historic data for the previous fifteen-year period. Both a point estimate and an interval estimate of this ratio are determined. The point estimate is the median value of the ratio for the past ten years and represents a value for which the past ratios were above this value 50% of the time, and at or below this value 50% of the time. While this level may be adequate to estimate annual operational parameters, the level is not adequate on which to base long-term capital planning decisions. Rather, the Company's long-range forecasting utilizes the criteria that facilities should be planned to meet projected maximum day customer demands with a 95% confidence level. Planning facilities for a higher confidence level will result in higher capital costs for small incremental gains in reliability.

To define the maximum day to average day demand ratio that will not be exceeded in a given number of years, an interval estimate around the mean value of this ratio is determined. The interval estimate defines the interval of values that the maximum to average day ratio will fall within for a certain degree of confidence. Several confidence

intervals, namely the 99%, 95%, 50% and 5% intervals, are evaluated to illustrate the probable variation in maximum day demands that will likely be experienced during the next fifteen-years. Each confidence interval is calculated based on the mean value plus or minus the standard deviation multiplied by a reliability coefficient.

The confidence level value of 95% is applied to the maximum to average demand ratio to develop the upper boundary for the maximum day projection. In this way, the maximum day projection represents a level that is not expected to be exceeded more than once in twenty years.

## Construction Project Management and Control

Once a project is designed, the installation is competitively bid to prequalified contractors. Contractors are placed on a prequalified list upon completion of a prequalification questionnaire and a review by engineering personnel. Upon completion of the bid evaluation and the contract award, the following action items take place under the direction of the Project Manager (PM).

- A Pre-Construction meeting is held. Attendees include the Contractor, PM, local representative(s) from Operations (Asset Owner), Construction Inspector, consultant, major subcontractors and suppliers, as appropriate, and any Governmental or Permitting Agencies.
- Contractor physically starts the project after PM issues a Notice to Proceed. A
  Notice to Proceed will be issued after all permits are acquired, all contractor
  personnel receive background checks as required by contract requirements, and
  the contractor completes Safety Checklist as appropriate.
- 3. Throughout construction, regular meetings are held with the contractor and major subcontractors/ suppliers, as appropriate, to discuss any changes, problems, and bill of quantities performed.
- Contractor payments are monitored and verified by Construction Inspector, Consultant and PM.
- Any changes are managed in accordance with the contract documents.
- The Construction Inspector observes all work and progress schedules to ensure compliance.
- 7. The PM is informed on a regular basis of progress and any issues that may arise, especially any financial or change issues that may affect the overall outcome of the project.
- Any unsatisfactory performance during the course of the project is identified and managed. The Construction Inspector works with the PM to determine the best way to correct the unsatisfactory performance.
- A review of contract performance is conducted as part of the Post Project review process.
- As-builts and closeouts are checked to ensure compliance and accuracy in accordance with the standard.

## **Research and Development**

American Water, the parent company of Ohio American Water, has a strong commitment to leadership in water research. This commitment to the science of water technology is evident by its involvement in many scientific and professional organizations. American Water researchers serve on numerous national committees, provide training and technical support for American Water utility subsidiaries, and are involved in the development of a number of drinking water regulations. Research efforts serve to advance the science of drinking water treatment, protect public health, and support regulatory initiatives. Research results are communicated to our subsidiary operations, the work is published in a variety of scientific venues, and researchers deliver numerous presentations at local, regional, national, and international conferences and seminars.

American Water's Innovation & Technology group is charged with research and development related to its water and wastewater operations. Innovation & Technology supports the Company's strategic plan with a coordinated Regional and Divisional research plan, with research projects chosen to support Company operations to add cost-effective value across multiple business units.

American Water's research program advances the science of drinking water. For example, American Water has conducted research to understand and control the risk of cryptosporidium, endocrine disrupters, and other potential source water contaminants. Maintaining and improving water quality amidst the challenges from newly discovered microbes and chemicals in water might require implementation of new technologies or the improved performance of existing technologies. The role of the research program is to evaluate these technologies and recommend appropriate applications.

Research projects are also underway that involve improving water utility operations. American Water is currently investigating leakage control, and is a pro-active technology stakeholder driving companies to create new technology that we can implement with pilot projects and supplemental research. Regarding buried infrastructure, American Water is monitoring technological developments in condition assessments and driving experts to development of useful tools. Security is critical to water systems, and American Water is an active researcher and an early adaptor of technology.

The research program also supports efforts to increase customer satisfaction with water quality. American Water constantly strives to improve the quality of service provided to its customers. Customers also rely on American Water professionals to be at the forefront of issues and technologies to keep their water supply safe and secure. Protection of public health is a central goal, and the research program is continually advancing in its study of effective monitoring techniques and water treatment processes.

Improvements in wastewater operations are also being investigated to increase efficiencies. Planned and on-going studies will evaluate existing biosolid disposal procedures, potential environmental risks, and determine best practices and options for cost reductions.

The reputation of American Water's research for high quality and integrity helps to allow us to work cooperatively with the USEPA in the development of new drinking water regulations. Ensuring regulations are based on sound science enable us to deliver the highest water quality possible to its customers. Innovation & Technology also partners with the American Water Works Association Research Foundation and collaborates with other organizations to conduct research and investigations to continually pursue advancements in water quality and treatment.

## **Environmental Management**

#### Introduction

In its operations, American Water and Ohio American Water contribute to, and rely on, the quality of the physical environment, making environmental management a fundamental part of the operation of our business. American Water's environmental policy is the foundation of the Company's environmental management program, and states a firm commitment to continual improvement and carrying out day-to-day operations in a sustainable manner.

Each operating unit within Ohio American Water is expected to follow the principles of the American Water's environmental policy. The mission of the Environmental Management program, as stated in the environmental policy, is to sustain the environment through responsible business practices which promote environmental stewardship with a holistic approach to pollution prevention. This is accomplished by ensuring compliance with all relevant environmental laws, regulations, and standards, promoting the effective and efficient use of natural resources, and promoting stewardship of biodiversity in all areas that the Company may have an impact.

#### Organizational Structure

The Environmental Management and Compliance Department Staff of American Water possess extensive technical and regulatory knowledge, and are responsible for implementation, maintenance, and oversight of the environmental program. The Director of the Environmental Management and Compliance Department is responsible for American Water's environmental management and water quality programs. The Water Quality Supervisor has responsibility for water quality functions at Ohio American operations, and directs the management and operations of process facilities to continually meet all Safe Drinking Water, Clean Water Act, and other applicable regulatory requirements. Water Quality Supervisors oversee the day-to-day environmental responsibilities at treatment facilities, including the performance of water quality monitoring, recordkeeping, and reporting, and serves as a technical resource. Laboratory technicians monitor water continuously through comprehensive testing procedures. Additional Environmental Management staff is responsible for oversight of other environmental programs such as cross connection control, permitting, due diligence, underground storage tanks, and air pollution control.

#### **Environmental Compliance**

Compliance with all relevant environmental laws, regulations, and standards is integral to Ohio American Water's operations. The environmental management program has procedures in place to identify, track, implement and maintain regulatory requirements, including treatment, monitoring, reporting, and permitting activities. The Company's operations require compliance with the Safe Drinking Water, Clean Water Act, and other federal, state and local rules designed to protect both public health and the environment. Environmental Management Plans (EMPs) have been developed and implemented for all treatment facilities. The EMPs systematically identify regulatory and stewardship responsibilities related to managing our environmental activities. As regulations are promulgated, the EMP is revised to reflect new requirements, and the EMPs are reviewed and updated on a quarterly basis. Proposed regulations are evaluated to determine impact on operations and development of different approaches for ensuring compliance with the new requirements as well as planning for any necessary capital improvements in a timely manner.

#### **Environmental Stewardship**

In addition to ensuring compliance with regulatory requirements, the environmental management program also focuses on environmental stewardship. These activities are not directly related to achieving compliance, but result in increased public health protection and/or improved environmental conditions. This includes corporate responsibility programs, beneficial use of residuals, watershed protection, biodiversity, conservation of natural resources, waste minimization, and local community involvement.

#### **Environmental Audits**

To support efforts to continually improve the Company's environmental performance and to ensure that Environmental Management Plans that are in place are adequate and implemented properly, American Water implemented an internal audit process. The environmental audits provide a formal and systematic review of our environmental management program, with a focus on compliance with regulatory requirements.

#### American Water Environmental Policy

#### **Business Objective:**

As a company that provides water and wastewater utility services to customers in the United States and Canada, American Water contributes to, and relies on, the quality of the physical environment, making environmental management a fundamental part of our business. As such, it is imperative that each operating unit within American Water carry out its operations in a manner that limits the impact that American Water has on the environment. The objective of this policy is to clearly outline the roles and responsibilities of the different operating units to support this effort. American Water commits to:

- Ensuring compliance with all relevant environmental laws, regulations, and standards.
  - 1.1. The requirements of all environmental laws, regulations, and standards pertaining to each operation or activity must be clearly understood and implemented. In addition, compliance with these requirements must be monitored and reported on a regular basis. Compliance with all new standards will be met by the required date as set by applicable regulations and regulatory agencies.
- Sustaining the environment through responsible business practices which promote environmental stewardship with a holistic approach to the prevention of pollution.
  - 2.1. American Water operations and investments strive to promote environmental stewardship on American Water's owned land, where our operations, activities, or practices could impact the environment, and in our business offerings.
  - 2.2. American Water will expect and encourage similar standards to our own from our partners, suppliers, agents, and contractors.
  - 2.3. We will discuss our environmental performance and the implementation of this policy with our stakeholders.
- 3. Ensuring effective and efficient use of natural resources, including energy.
  - 3.1. Natural resources include water, energy, and land. Use of energy can contribute to climate change through the emission of greenhouse gases which could have serious implications for us and our customers, as it could affect the availability and quality of water resources. By working to achieve a high level of energy efficiency, promoting renewable energy generation, and utilizing transport in a sustainable manner, American Water can help to ensure that our contribution to climate change is minimized.
  - 3.2. Projects for capital investments strive to minimize the impact on resource consumption including water use, selection of environmentally compatible materials, waste production, and energy efficiency for both the construction of the facilities and within the facility itself.
  - 3.3. Sustainable water resource management is a central element of our business as well as our environmental strategy. This management includes watershed protection and partnering with communities in protection activities, development of sustainable water resources, and demand management programs including reducing leakage and promoting water conservation and use efficiency with our customers.
  - 3.4. Land resources are used both for the development of our operations and for the management of the wastes produced during our activities. Effective waste management is therefore essential. Recycling, reuse, incineration, or biodegradation with energy recovery are encouraged in our operating strategies.

#### Statement:

Given the above commitments, each operating unit is responsible for identifying and managing its environmental impacts in a systematic way through the implementation of an Environmental

Management Plan that includes:

- 1. Establishing responsibility for environmental management within the business unit;
- 2. Establishing a register of applicable Federal, state, and local environmental requirements;
- 3. Establishing environmental objectives and training to meet regulatory requirements and enhance environmental stewardship;
- 4. Monitoring and reporting on performance and taking corrective action where necessary;
- Establishing an internal audit mechanism; and
- 6. Undertaking an annual management review to ensure performance is continually improved.

For drinking water and wastewater systems, Environmental Management Plans are developed at the system level, but include specific facility level information regarding sampling requirements and the person(s) who will be responsible for ensuring required sampling occurs.

Environmental Management Plans are also developed at other operating centers as needed.

#### Monitoring

The State / American Water Enterprises Group Presidents or their designee are accountable for ensuring that the environmental management plans have been developed and are being implemented at all drinking water systems, wastewater systems, and, as needed, operating centers, and that the plans have been reviewed and updated at a minimum of once per year.

The Environmental Program Leads will be responsible for maintaining the Environmental Management Plans and reporting that each plan has been reviewed and updated at a minimum of once per year. However, each functional area is responsible for providing updates to the Environmental Management Plan highlighting new requirements / responsibilities, reporting progress against goals and indicting any changes in responsible parties.

#### **Reporting Metrics**

The Environmental Program Leads will certify annually that the operating unit has developed and is implementing appropriate Environmental Management Plans and that the plans have been reviewed within the past year.

Every American Water employee is responsible to immediately report incidents of noncompliance with the Environmental Management Plan through the Ethics Hotline (877 207- 4888). This includes, but is not limited to, failure to perform required sampling, notification of non-compliance from a regulatory agency, or an event that could have a substantial impact on public health or the environment. These issues must be elevated to appropriate management at the utility subsidiary and corporate levels.

American Water Works Service Company, Inc. The Board of Directors Adopted: May 30, 2008

# Finance and Accounting

## Cash Management

#### Overview

Ohio American ensures consistency in the area of banking (i.e. banking relationships, opening bank accounts and closing bank accounts). American Water Treasury personnel will conduct general banking with financial institutions that meet the specific guidelines outlined below. Ohio American's policy ensures all bank relationships are maintained, sufficient controls are in place to protect American Water assets, and appropriate management approval is obtained.

#### **Banking Policy & Relationships**

American Water Treasury personnel are responsible for controlling the opening, closing and maintenance of all company bank accounts. All bank accounts are opened, closed, and maintained in accordance with the corporate policy.

American Water Corporate Treasury establishes and maintains written policies and central control procedures related to opening, closing and maintaining bank accounts. Corporate Treasury also ensures all water operating company related banking policies are upheld. Compliance with the following procedures will help eliminate undue risk and will lower bank-related expenses.

American Water Treasury management is responsible for obtaining board authorization and assigning authorized signatories. American Water Treasury management must use reasonable judgment to identify the appropriate signatories based on operational needs and the ability to maintain an adequate level of internal control.

The American Water Corporate Treasurer is the company's primary representative in dealing with financial institutions. The Corporate Treasurer is responsible for meeting with personnel of the company's primary banks on a regular basis to provide consistent financial information reporting and updates on the company's operations to bank officials. The Corporate Treasurer is responsible for promoting a positive working relationship between the company and the banks. The Corporate Treasurer also provides bank officials of the company's anticipated capital needs or financial service requirements to provide bank officials adequate time to understand, approve and prepare for the company's needs.

The American Water Corporate Treasurer also performs an ongoing evaluation of the banks abilities to satisfy the needs of the company and will make appropriate changes whenever necessary. Criteria to be used in the evaluating banks can include:

- Bank size (appropriate size to meet company needs while being small enough to be responsive
- Financial safety and capital structure
- Reputation
- Location

- Flexibility and lending philosophy/attitudes
- Operating efficiency and accuracy (computerization, employee training, etc.)

American Water Treasury personnel meets with banks which provide local services to ensure adequate levels of service and support. In addition, Treasury personnel meet with banks (identified by Corporate Treasurer) to explore future business relationships in detail. Treasury management is the key decision maker in choosing the right bank for cash management services whereas the Corporate Treasurer is the key decision maker in financing arrangements.

American Water Treasury personnel maintain bank account files to include correspondence and official documents relating to the opening, closing and maintenance of all company and subsidiary bank accounts.

The Banking Policy is reviewed on an annual basis to ensure that it remains consistent with the overall objectives of American Water and the Ohio-American Water Company.

#### **Bank Account Reconciliations**

Bank accounts are reconciled to the General Ledger on a monthly basis by SSC General Accounting.

#### **Cash Receipts**

Ohio American accepts payments for services in various ways: by mail (lockbox), overthe-counter (OTC), recurring direct debits to the customer bank account, one-time electronic payments received at the lockbox, and credit card or electronic payments initiated by phone or through the company web-site.

Only a minimal amount of cash is received at company locations. All OTC customers receive a system generated receipt from third party vendor data equipment. Each day, total collections at each company location are reconciled to system data reports, which is the basis for deposits at a local bank account. An end-of-month reconciliation is performed by the third party to ensure total cash and checks deposited at the bank agree to credits recorded by the system software.

Cash receipts are deposited in an approved Company bank account, generally within one day of receipt. All receipts received that have not been deposited are stored in a locked receptacle until deposited in the bank.

The SSC Cash Operations team reconciles all customer receipts by source type, e.g. lockbox, OTC and credit card to the daily bank statement and verifies that customer accounts are credited in a timely manner.

## **Accounting Systems and Financial Reporting**

The goal of the Ohio American Water and American Water Accounting Systems and Financial Reporting is to provide management with the necessary information and tools in which to make timely and sound business decisions.

American Water and the Ohio-American Water Company use Hyperion Financial Management and J.D. Edwards enterprise system for financial, accounting, and operational reporting. Hyperion Financial Management is a comprehensive application that delivers financial consolidation, reporting and analysis. The data source from all other systems such as J.D. Edwards, Power Plant, Orcom, OPD and SCADA are fed into this Hyperion data repository which then produces both internal (i.e. Board packages) and external reports (i.e MD&A).

The accounting system used by American Water is governed by a system of internal controls, accounting policies and regulatory commission rules and oversight.

Ohio American Water and American Water maintain a system of internal controls in order to monitor compliance with policies and procedures established by management. Internal Controls are divided into two areas: Accounting controls and administrative controls. Accounting controls are to be designed to achieve four basic objectives: validation, accuracy, completeness, and physical security. The administrative controls include forms of organization (charts and span of control), policies, systems, procedures, instructions, plans, reports, records, internal auditing, and other considerations of the Company's business.

American Water and the Company have policies to guide employees to assure that the directives of management are followed and that the goals of the Company are met. Some of these policies include areas of the business such as the following:

Account reconciliation Accounts Payable Allowance for Doubtful Account Allowance for Funds Used During Construction Capital Investment Management Commitment Reporting and Financial Review of Contracts Contract Administration **Delegation of Authority** Disclosure Controls and Procedure Financing General Accrual Policy Information Security Pavroll **Procurement Policy** Regulatory Accounting Policy Subsidiary Month end Close

The Company is regulated by the Public Utilities Commission of Ohio. The Company is required to follow the Commission's rules and regulations outlined in the Ohio Revised Code, Title 49; Ohio Administrative Code, Chapter 4901:1-15; and the various orders

and entries under the Public Utilities Commission of Ohio. The Company also has its own rules and regulations that it must follow which have been approved by the Commission.

Ohio American Water follows a review process which is used to oversee the financial and operational performance of the Company.

There are two key activities associated with the review process:

Business Performance Report Financial Reporting Package

The Business Performance Report includes the following areas:

- Operations The Operational leads and their teams are responsible for achieving the operational service levels of their functional area. The Operations team includes Capital Program, Field Operations, Production, Environmental, Health & Safety, Human Resources and Customer Service Center. The Operations team works in conjunction with the other functional departments such as Finance to confirm business requirements are adhered to.
- Business Development The Business Development lead and State teams are responsible for the growth expansion of the regulated business. The team includes business developers, finance, and proposal managers working together to initiate growth acquisition potentials.
- Finance The Senior Manager of Finance and team are responsible for monitoring the financial performance of Ohio American. The finance team includes a Rates Manager and Financial Analysts. Teams are assigned to a specific state to completely understand the business needs and financial position.
- External Affairs The Vice President of External Affairs and team are responsible for the internal and external communication, government affairs, and corporate social responsibility on behalf of the Company.
- Human Resources The Human Resources Manager and team are responsible for the HR policies, labor relations, compensation/benefit management, leadership development and training, and diversity.
- Legal The Divisional General Counsel and his team are responsible for contract negotiations, management of regional litigation and regulatory proceedings.

The Financial Reporting Package includes a review of Financial Statement comparative and interpretations.

# **Budgeting and Forecasting**

Ohio American prepares annual operating and capital business plans. These plans are prepared in concert with a view of customer, operational, and financial issues. The purpose and advantage of a business plan is to provide management with a tool to manage the business with its limited resources—financial, information, and human.

The plans are prepared annually and look forward several years (in 2011, this will be a five year plan, in 2010 it was a three year plan). The first one to two years of this plan

are prepared in detail, by business unit, by month. Succeeding years are prepared on an annual basis. The plans are prepared for the following key areas:

### **Operating Plan**

- Water and Sewer Revenue Projected using current tariffs and a normalized level of sales, based on current customer usage trends. Other revenues are based on historical information.
- Labor and Benefits Manpower requirements are evaluated based on operational and regulatory requirements. Based on operational needs and capital expenditure requirements, a level of labor expense is projected using current and projected wage rates. Benefits are calculated using actuarial reports, group insurance expense, pension/opeb expense, payroll tax expense, and defined contribution/401K expense.
- Cost of Sales Power, chemical, purchased water, and waste disposal expenses are projected using anticipated system delivery and costs per million gallons to pump, treat, or purchase water.
- Other operating expenses Projected based on recent history, known operational needs of the Company and/or Corporate Supply chain guidance. This includes regulatory expense, contract services, transportation, rents, maintenance, uncollectible expense, liability insurance, and management fees/shared business services.
- Depreciation Expense This expense is calculated based on projected Utility Plant in Service during year and applying current depreciation rates.
- Taxes Property taxes are based on the most current valuation, tax rates, and capital projections. PUCO and OCC fees are based on revenues and rates. Income taxes are based on the current effective tax rate.
- Interest Expense Interest on long-term debt based on existing debt plus any new debt issues. Short-term debt is calculated using existing outstanding line of credit used and the anticipated debt rate.
- All Other Income Statement Items The remaining income statement revenues and expenses are calculated using historical information and other pertinent information.

#### Capital Plans (Capex)

Recurring Capex – From each district of the Company, recurring capital needs are identified and evaluated.

Investment Projects (IPs) – Represents projects over \$100,000. (for further information see section titled "Plant Operations and Construction")

#### **Balance Sheet**

Assets – Based on operating, capital, and cash flow movements, all asset balances are adjusted from historical actual levels. For example, the Utility Plant in Service (UPIS) balance is changed based on the movement created by the Capex plan and the projected level of retirements. Cash and short-term debt is changed based on the movement created in the SCF. Other asset balances are similarly

created by evaluating the movements of an asset category through the operating, capital, and SCF.

Liability and Capital – Current liabilities, deferred taxes, customer advances, CIACs, and other regulatory liabilities are adjusted in the balance sheet based on movements created in the operating, capital, and SCF plans. Permanent capital (i.e. common equity, preferred stock, and long term debt (LTD)) is adjusted in order to meet present capital structure ratios that are reviewed by management during the planning process.

## **Budget/Planning Assumptions**

Below is a list of the assumptions that are considered when plans are prepared:

Customer counts, system delivery, water sales (based on current customer usage trends), and non-revenue water

Wage and benefit inflationary factor.

Consumer Price Index (CPI) and/or Commodity inflation factors.

Existing or renewal contract agreements.

Long term and short term debt balance and interest rates.

Debt/Equity ratios.

Working capital (Days Sales Outstanding (DSO), Days Payable Outstanding (DPO), Days Inventory Outstanding (DIO)).

Numerous reviews are held with the State representatives, Regional and Corporate Senior Management team before they are submitted to the Ohio American Water Board of Directors for final approval.

## **Financial Planning Process and Objectives**

#### Objective

To accurately and timely report financial results and to assist Ohio American Water management in making knowledgeable business decisions based on finance trends and analysis

#### **Shared Services Center (SSC)**

American Water Finance personnel also interact with the American Water Shared Services Center ("SSC"), which provides financial services to the Company. The SSC was formed in 2001 when American Water consolidated a majority of its financial services. One benefit of the SSC is to support the financial planning process. These services include general accounting, payroll, cash management, fixed assets, procurement, accounts payable, general tax, income tax, and treasury.

## **Account Analysis**

American Water Finance personnel are required to follow an internal checklist to review all financial statement accounts to verify accuracy of transactions and activities. During such time, Finance personnel interact with other operating units, including field service director, business process supervisors, production director, and others to verify information and understand details of the accounts. Finance personnel also work with American Water SSC and Corporate to verify data entering the Ohio American financials. Financial statements are analyzed, and any necessary adjustments are made before the books are finalized.

## **Materials and Inventory Management and Control**

Ohio American Water maintains physical inventory as a current asset on the balance sheet. There are two major categories of physical inventory: direct materials (meters, fire hydrants, pipe, valves, fittings); and chemicals

Physical inventory is tracked through an integrated inventory module of the JD Edwards enterprise system for financial, accounting, and operational reporting. All inventory purchases and subsequent issuance of inventory are controlled and monitored using the inventory module of JD Edwards, which interfaces with the financial reporting module.

All inventory purchases are originated and supported by purchase orders requiring management approval at least one level above originator. Receipts of physical inventory are witnessed and documented by an independent receiver, with appropriate receipts documentation recorded in JD Edwards. The receiver's documentation supports and facilitates the payment process to the appropriate vendor.

Ohio American Water follows generally accepted accounting principles for annual counts of physical inventory. The annual physical inventory process includes a thorough review and search to identify all sites with inventory. A numbered tag system or itemized count sheet is used to document the count process. A review of physical inventory adjustments requires the approval of one manager and one reviewer, both of whom are independent of the counting process.

Other inventory management tools include monthly analysis of inventory turns ratios, which is a method commonly used to gauge and monitor inventory levels. Management's goal is to maintain inventory levels at reasonable levels without incurring risk of shortages. Periodic review of inventory includes a method of identifying slow moving inventory and repositioning that inventory to facilities where it will be better utilized. Also included in the periodic review of inventory is a search for obsolete and deteriorated inventory. This inventory is disposed of by sale or scrap, and written off the books and records.

## Internal Auditing

#### Description & Objectives:

The American Water Internal Audit Department ("IAD") is a corporate function based in Cherry Hill, NJ that consists of seven to eight professional, full-time auditors led by a Vice President and supported by an Administrative Assistant. The IAD provides independent, objective assurance and consulting services designed to improve the company's operations and mitigate risk. It helps the company achieve its strategic goals and objectives by bringing a systematic, disciplined approach to identifying process improvements and evaluating risk exposures that could affect the company's governance, operations and information systems including

- · reliability and integrity of financial and operational information
- · effectiveness and efficiency of operations
- · safeguarding of assets, and
- compliance with laws, regulations, contracts, policies and procedures

The professional credentials of the IAD management and staff include degrees in accounting, engineering, economics and English together with advanced degrees and certifications in accounting, information systems, internal auditing and other related fields. Supplemental staff requirements are met, as needed, through arrangements with professional services firms.

The independence of the IAD is authorized by the Board of Directors and the Vice President reports directly to the Audit Committee Chair.

Based on the results of the company-wide risk assessment, IAD staff establish audit scope, prepare plans and conduct procedures to objectively evaluate the adequacy, effectiveness and efficiency of risk mitigation activities and initiatives. In carrying out this work, the IAD also evaluates the control environment, fraud detection and prevention, the sufficiency of company policies and the extent to which operating results are consistent with intended objectives.

The IAD also conducts special reviews and investigations as requested by company management or the Board of Directors to help address specific concerns.

The IAD's observations and recommendations for improving the efficiency and effectiveness of operations and risk mitigation efforts are summarized in reports to management and the Audit Committee together with management's plans and timelines for corrective action. The IAD also reports to management and the Audit Committee the results of follow-up procedures to verify the adequate closure of findings and management action plans.

NYSE listing rules require that American Water maintain an Internal Audit function. The company satisfies this requirement with an objective and cost-effective function that provides audit and consulting services that address the critical risks and issues of the

business. The IAD functional reporting relationship to the Chair of the Audit Committee promotes objective evaluations of the company's financial, operational, compliance and fraud risks free of potential impacts due to management bias. While IA staff objectivity is critical to the success of the department, audit personnel perform their activities within a service culture that goes beyond identifying problems but aims to assist business units in remediating issues, improving processes and meeting company objectives.

## Rates and Tariffs

# System or Program for Managing Rate Related Operations and Rate Reform Projects

#### **Objectives of Rate Program**

Ohio American Water's goal is to have a rate structure that meets the needs of the customers, the Company, and the communities that they serve. The rate structure and pricing must support a community's social, economic, political, and environmental concerns, while providing the Company the opportunity to recover an appropriate revenue stream to pay for the costs of providing service to the customers.

### **Process and Procedures for Achieving Objectives**

The process and procedure for achieving the objective of the rate program is to continually review and monitor the rates and charges of the Company. This is achieved through the timely filing of rate cases before the Public Utilities Commission of Ohio and performing the required cost of service studies. These studies are normally prepared by outside consultants who specialize in these types of studies. Prior to starting a study, the Company will consider a number of factors including prior Commission findings and a community's social, economic, political, and environmental concerns.

### Organizational Structure and Available Resources

Please refer to the organizational structure shown as Exhibit 2 of S-4.1. Page 3 of this exhibit lists the position of Senior Finance Manager and Financial Analyst I who will assist in the review, analysis, and preparation of Ohio American financial statements, account analysis, budget projections and other analysis and reporting. The Senior Finance Manager will report to the President of Ohio American Water and will also be supported by Service Company personnel. The Ohio American Water Rates and Regulatory function is led by a Manager of Rates and Regulation, who has direct line reporting to the President of Ohio American Water for regulatory purposes as well as a direct line to the Director of Rates – Eastern Division, whom reports directly to the Vice President of Finance for the Eastern Division of American Water. The Manager of Rates

and Regulation is a Service Company employee and is supported by not only the Director of Rates – Eastern Division, but also by the Manager of Rates Support and the financial analysts who support Ohio American as well as all regulatory operations in the nine states with regulated water operation that comprise American Water's Eastern Division. The Manager Rates and Regulation is responsible for the rates and tariffs of Ohio American Water Company. Additional resources are available to Ohio American via the Company's Shared Service Center's rate team who provide additional regulatory support.

## Rate Program Analytical Process

A description of performance of the following activities and describe how they contribute to the adequacy of the rate program and specific projects follows.

#### **Planning**

The Company discusses and reviews internally the current rate structure and fees of the Company. The Company reviews the following factors in determining whether a change to the current rate structure and fees are warranted:

- In the area of miscellaneous fees (i.e. discount, NSF, etc.), costs to provide the service may be reviewed and compared to other utilities.
- Rate structure history and current Commission direction.
- Customer classes and competitive pressures.
- Source of water availability.
- Customer concerns and prior response to rate structure concerns.
- · Current and future costs of the Company.
- · Legal issues.

The Company also evaluates what objectives the rate structure should achieve. Some of these are:

- Ease and understandability.
- Stable revenue stream.
- Rate stability.
- · Promotion of fairness of revenue recovery between customer classes.
- Avoidance of discrimination.
- Compliance with PUCO laws and statutes.

#### **Operating Impact Evaluation**

In conjunction with the above review, the Company prepares five-year operating and investment plans. Within the context of this planning process, the Company reviews and analyzes its operations and capital needs in order to efficiently and effectively align resources. The result is to minimize the need for rate cases. If rate case or System

Investment Improvement Charge ("SIIC") filings are needed, resources are reallocated to align operations and capital expenditure with rate cases and a SIIC. Within the rate case process, rates and tariffs are reset to achieve the Company's stated goals.

#### **Cost Analysis**

Detailed cost of service studies are prepared to analyze costs to determine the amount of revenues required from each customer class in order to meet the Company's stated goals as discussed earlier under this section.

The Company currently uses the Base Extra Capacity Method to allocate costs. This method separates costs into four primary components: (1) base, (2) extra capacity, (3) customer, and (4) fire protection. The AWWA MI manual provides a detailed discussion of this method.

#### **Benefit Analysis**

The benefits derived from properly allocating costs via a cost of service study and rate design are continually monitored between rate cases. As stated earlier, a goal of setting rates is to have rates that not only meet the needs of the customer and the communities that they serve, but they must also provide the Company with the opportunity to recover an appropriate revenue stream to pay for the costs of providing service to the customers. Between rate cases, the Company reviews the revenue stream generated by each revenue class to determine if the rates continue to meet the intended goal set forth in the previous rate case. If the revenue stream is altered, a cost of service study in the next rate case will be used to alter the rate design to bring the rates back in line with the Company's goals for its rate program.

#### **Data Collection**

American Water Company and Ohio American Water's customer information system maintains billing information necessary to evaluate impacts on customer bills should a change in the rate structure be considered. Some of its data is as follows:

- Revenue and sales by customer class.
- Revenue and sales for special contract customers.
- Meter billings by size and class of customer.
- Consolidated factor information allowing for change in rate blocks.

While this data is not collected on a regular basis, it is available in Orcom (the customer information system) and can be used to develop varying rate structure analyses in a rate case.

Other data elements collected in the process of setting rates within the rate case model are financial data (revenues, expenses, taxes, depreciation, capital structure, and rate

base) and operational data (sales, customers, meter billings, system delivery, customer demand, etc.)

These records are maintained in the financial and operations system of American Water and the Company and are relied upon by the Company's Rates, Finance and Operations personnel to prepare rate cases and SIIC filings before the PUCO.

#### **Risk Assessment**

At the time the Company prepares a rate case, a cost of service study and rate design analysis, risk assessment evaluations are discussed by reviewing the impact of the proposed rates on specific customer classes and when necessary on specific customers.

This risk assessment, when performed, takes into consideration the local communities' economic, demographic, social, and political environments. While some adjustments can be made in the rate design, the rate structure should be based on sound cost of service principles.

## Revenue and Earnings Stability

Rates should be designed to create revenue and earnings stability especially in companies with multiple districts that are not integrated or connected together in the distribution system network. Uniform rates (or single tariff pricing) can provide a degree of revenue stability in light of substantial capital expenditures for one of the districts in a multi-district Company such as Ohio American Water.

Currently, Ohio American Water has two sets of rates and tariffs for its water operations (more commonly known as Water A and Water C tariff groups) and a single uniform set of rates and tariffs for its wastewater customers. The Company has been taking step to move towards single tariff pricing over the past number of rate cases. In the Company's most recent rate case (Case No. 09-0391-WS-AIR), the PUCO granted a rate structure that moved the rates for Water A and Water C customers essentially to single tariff pricing with the exception of the second rate block rate in both groups. In this rate case filing, the Company has proposed to complete the move to single tariff pricing. The water rates and tariffs proposed in this case are the same for both Water A and Water C customers.

## Implementation Management

Once a decision is reached on the rate structure the Company wants to implement, it will be fully or partially incorporated into the rate case filing. Should the rate structure deviate materially from the existing structure, the Company will request a meeting with the PUCO Staff and the Ohio Consumers' Counsel to discuss the issues and seek input into the process. In this case, the rate structure being proposed by the Company does not deviate materially from the existing rate structure and, as such, no meeting was proposed to discuss the issues.

## Implementation management process for rate reform projects.

Once a rate reform project is identified, the process will consist of the following steps: research, analysis, and review. Over the years, the Company's basic water and sewer rate structure has not changed significantly other than the gradual move to single tariff pricing that has now been accomplished through the water rates proposed in this case. There has been some initiative to move certain customers to special contracts or special tariffs to either retain them or entice them to take water from the Company. Examples of large water users whom the Company has worked with to negotiate these special rates are Whirlpool and POET.

The research phase will involve reading industry literature and, if appropriate, discussion with other utilities. The analysis phase includes quantifying the impact of a change on both the existing customers and future customers of the Company. This phase also considers the local communities' economic, demographic, and political environment. The final phase is a review by senior management of the Company to make sure the change is aligned with the Company's overall strategic plan.

# Description of the significant project in the program and the corresponding implementation timeframes.

The Company acquired the assets of Citizens in 2002. At the time of the acquisition, the rates of water customers of Citizens were lower than the existing rates of the original water customers of the Company. In Case Number 03-2390-WS-AIR, the Company agreed to evaluate and present a plan to move all water customers to a set of uniform rates (or single tariff pricing). The proposed rate structure that is part of Rate Case Number 11-4161-WS-AIR will complete the gradual move to single tariff pricing and thus will propose rates that place the former Citizens customers and the other water customers of the Company on a uniform, single tariff set of rates.

The above project results in uniform rates for all the water customers of the Company. Uniform rates are simple, easy to understand, equitable, and create revenue stability. These facets thus provide the means to meet the goal of the Company's rate structure program.

# Description of how the projects are intended to meet the stated program objectives.

See above discussion.

#### **Customer Involvement**

The issue of customer involvement is critical because it will be the customer who will be impacted by a change in rate structure. However, the issue of rate design is complicated and involves numerous technical issues.

Once a firm decision is made to change a rate structure, detailed impacts on individual customer and customer classes should be tabulated and calculated. The Company's large customers (i.e. industrial, sales for resale and larger commercial and other public authority customers) should be contacted to discuss the impacts, if the changes are deemed to be material.

The residential and commercial class of customers should be informed of the changes through the normal rate case process and Q&A communications. The OCC and PUCO will also play a role in this communication and, while OCC and PUCO will not have agreed to the rate structure change, they can communicate their involvement in the rate case process and discuss the process that will be followed in the rate case.

## **Commission and Staff Reporting**

Description of the process for reporting operations and rate reform programs to the Staff and Commission.

The Company uses the following vehicles to report rate reform projects to the Commission and to the Staff:

- · Meetings with Staff
- · Telephone conferences with, and e-mails of information to, Staff
- · Rate cases and cost of service studies
- Annual reports

# **Communication and Public Affairs**

#### **Customer Service and Information**

Ohio American Water's goal is to achieve continuous improvement in customer service satisfaction based upon three key objectives:

- 1) Enhancing customer service responsiveness
- 2) Improving customer communications,
- 3) Providing additional payment and payment assistance options.

## **Responsive Customer Service**

Ohio American Water's toll-free customer service line is available 24 hours a day, seven days a week. In 2010, over 114,000 calls were placed to the Ohio toll-free service number.

Ohio American customers who contact the American Water Customer Service Center with billing or service issues will benefit from several programs:

**Improved customer service process.** In 2009 and 2010, the Customer Service Center made several changes to customer service operations to improve productivity, efficiency and customer satisfaction.

 On-Line Customer Self-Service Options. American Water's web self-service on-line tool was originally launched in September 2009 and actively promoted to increase enrollment and usage throughout 2010.

The web site, <a href="www.amwater.com/myh2o">www.amwater.com/myh2o</a>, is designed to allow customers to take care of some of their most common needs online. Customers can check their account balance, pay their bill, manage their account, and even schedule appointments to turn service on or off. They can also sign up for Electronic Funds Transfer, or EFT, which automatically pays their account balance in full, on time, directly from the customer's bank account.

Integrated Voice Response (IVR) In January, 2010, an IVR upgrade was installed. The improved tool gives customers options for self-service or defaulting to a customer service representative (CSR), depending on their needs. The upgrade provides a better experience for customers because it is easier to navigate and call efficiency is improved. In addition, customers do not need to enter their account number to access some services. For example, customers can find a nearby payment location with just their zip code.

**Improved service order process**. The Company has an enhanced service order process called Service First, which transmits information to Field Service Representatives (FSR's) on a real time basis. To accomplish this, FSR's are outfitted with mobile computers ("tough books"), and service orders are electronically transmitted from a host system directly to the tough book. This allows FSR's to view new orders, to update order status in real time, and to reprioritize workload to better manage service needs as they arise.

#### **Quality Control:**

 Measured customer service quality. Ohio American Water conducts service quality surveys to understand customer satisfaction and to measure customer perception of service quality. The surveys are directed to a representative sample of customers who have had contact with Ohio American Water customer or field service representatives. These survey results provide guidance for training and process improvements.

The most recent survey data of our customers (Q1 2011) found that 80% of our customers were overall extremely satisfied or very satisfied with the outcome of their service contact, 81% were extremely satisfied or very satisfied with the customer service representative they spoke to on the telephone and 84% were

- extremely satisfied or very satisfied with the service provided by our field personnel.
- Monitoring and tracking complaint volume. Ohio American
  Water operations and the Eastern Division Customer Relationship
  Services Teams are monitoring the volume of complaints
  received, to identify trends and determine if any process
  improvements are needed.

### **Improved Customer Communications**

Ohio American Water has launched several new programs to strengthen connections with local communities and improve customer communications.

- Brochures to Help Customers with In-Home Water Quality Management. In early 2011, Ohio American Water partnered with PUCO staff to create a new informational brochure called "Maintaining Water Quality in Your Home", to offer remedies for common in-home sources of water degradation. This was distributed to customers through bill inserts and at public meetings. (See S-4.2 Exhibit 1)
- Bill inserts to help customers manage their water service. Ohio
  American Water distributed "Cold Weather Tips" and "Wise Water Use"
  information to customers in 2010. These communications are designed
  to help customers manage their water use and reduce the risk of winter
  service interruptions. (See S-4.2, Exhibit 2)
- Ohio American Water's web site is designed to address customers' needs by providing information and offering bill payment options and information about the new Help to Others (H<sub>2</sub>O) Payment Assistance Program.
- Point Person for Complaints & Inquiries. Ohio American named a point person, who is located in Marion, Ohio, who responds to customer complaints or inquiries brought informally by Staff of the Commission or by the Office of the Ohio Consumers' Counsel.

#### Payment and Payment Assistance Options

Payment Assistance Program. Ohio American Water has launched the Help to Others (H<sub>2</sub>O) Program -- an emergency assistance program created by Ohio American Water in collaboration with local social service agencies. The program helps provide supplemental funding to Ohio American Water customers who are in danger of losing their water service and meet income guidelines developed for the program. Customers may support the program by adding an extra dollar to their water bill payments. Ohio American Water will match customer contributions up to \$5,000 per year. Ohio American Water has already made arrangements with social service agencies to administer the program, including: Community Action Agency (in Marion), First Call for Help / United Way of Seneca

County (in Tiffin), The Salvation Army (in Ashtabula and Mansfield), and the Lawrence County Department of Job and Family Services.

Payment options by phone, web or in person. Ohio American Water has added a full time clerk in the Franklin County office in Westerville. This gives customers an option to pay their bills with cash or a check at the district office. This clerk can also meet one on one with customers who may have questions about their bill or any other customer issues. Ohio American Water also uses its Website to remind customers about of the multiple payment options available to them, including — automatic payments, payments by return mail and at walk-in locations, plus credit card payment options by phone and online.

#### **Credit and Collections**

Ohio American strives to keep uncollectible and bad debt expenses low, by encouraging customers to make timely payments. Methods employed include customer notification, development and management of payment terms, first and third-party vendors for collection of past due accounts, timely disconnection and reconnection when necessary, investigation of accounts on hold, and analysis of exception accounts.

## **Customer Conservation Programs**

Ohio American Water (OAW) provides water conservation information to its customers in the form of informational handouts, public presentations, web site information, and bill inserts.

OAW plays an active role in protecting precious water resources by partnering with several Ohio watershed groups and has developed an environmental grant program that helps fund watershed protection and environmental educational programs for local groups and organizations.

American Water is a promotional partner in the United States Environmental Protection Agency WaterSense Program. WaterSense is a water efficiency program launched by the USEPA meant to educate American consumers on making smart water choices that save money and maintain high environmental standards without compromising performance. It aims to raise awareness about the importance of water efficiency, ensure the performance of water-efficient products and provide good consumer information.

A wealth of information has also been placed on the Ohio American Water web site with links to several government and non-government web sites including the Public Utilities Commission of Ohio and the Environmental Protection Agency. Additionally, the Ohio Environmental Protection Agency has endorsed Source Water Protection plans for our Marion and Tiffin districts, and also developed source Water Assessments in 2003 for Ashtabula, Mansfield, Franklin County and Lake White districts.

## Marketing

Ohio American Water does market the use of its water in a conservation friendly way by recommending the latest in water saving appliances, assisting in leak detection, and encouraging customers to plan landscapes to use water wisely. This is done through its Website, public meetings, handouts, newsletters, and more.

#### **External Relations**

Ohio American Water's programs are designed to strengthen connections with local communities and improve customer communications.

Ohio American Water uses a variety of methods to reach out to customers, including an improved web site, informational bill inserts, paid advertising, earned media, public events, neighborhood meetings and correspondence with individual customers who may be impacted by growth or other events that occur in our system. Additionally, the Company is seeking to utilize the popular social networking resources. The Company is using an active and growing Facebook presence to announce activities and notify customers about service changes, interruptions or advisories. With an eye to the future, the company hopes their developing Twitter network project will allow outreach to specific customer groups on their mobile devices. This would allow customers to opt-in for targeted updates based on service ares or personal interest.

#### **Boil Advisories:**

In addition to using the web site and press releases sent to local media, the company uses door hangers to relay boil advisory information to customers in instances where a relatively small number of customers are affected. These advisories inform customers of best practices when a boil advisory is in effect.

#### Flushing:

Ohio American Water uses press releases sent to local news outlets and paid media to notify customers of flushing activities. In smaller districts, flyers are left on customer doors advising customers when flushing is taking place, what they can expect when we flush and what they should and should not do.

#### Bill Inserts:

Ohio American Water has developed and distributed bill inserts to customers on topics which include cold weather tips, water quality, and worksite excavation and restoration. Additionally, every new customer receives a "Customer Rights and Responsibilities" bill insert, which covers a variety of topics including: how to read a bill, how to identify and read a meter, how to check for leaks, and rights regarding meter testing. (See Schedule S-4.2, Exhibits 1,2, and 3)

#### Customer messages on the web site:

The Ohio American Water web site provides vital customer information on a variety of topics; such as:

- How to contact customer service, 24 hours a day
- Billing and payment information

- How to turn service on and off
- How to read your meter
- Wise water use inside and outside the home
- Detecting and measuring leaks
- Water quality reports
- Rates information
- Customer rights and responsibilities
- Winter/summer sewer billing
- Information about water softening
- Information about the customer help program h20
- Alert information when there is a boil advisory
- Answers to frequently asked questions

#### **Customer Assistance:**

There is a Company point person located in Marion, Ohio, who responds to customer complaints or inquiries brought informally by Staff of the Commission or Ohio Consumers' Counsel.

#### **Environmental Grants Program:**

Ohio American Water sponsors a \$1,500 environmental grant program, which supports activities such as watershed cleanups, reforestation efforts, biodiversity projects, streamside buffer restoration projects, wellhead protection initiatives and hazardous waste collection efforts.

#### Setting an Example

Ohio American Water is planting the seeds of wise water use on the front lawn of its corporate offices in Marion, Ohio. The company, in cooperation with local businesses, has planted native and drought resistant plants and grasses in an effort to show customers viable planting alternatives that will give their lawns color year round with wise water use in mind. The landscaping also demonstrates planting methods that allows plants that need more water to take advantage of the existing natural drainage.

# **Administrative and Corporate Support Services**

## Legal

Ohio American Water receives legal services from the American Water Works Service Company's corporate counsel supporting Ohio, Indiana, and Michigan, located in Greenwood, Indiana. The corporate counsel is also an officer of Ohio American Water, Assistant Secretary. The legal services provided by corporate counsel include counsel and direction on all aspects of the business - regulatory, legislative, litigation (insured and non-insured), compliance, corporate governance, employment and labor, property matters, contracts, acquisitions, rates, communications, operations, data requests, and environmental and water quality matters, Local counsel is used when necessary and appropriate.

### Insurance

The most recent summary of all property, and injuries and damages insurance coverage by American Water for all its operating subsidiaries has been presented in the following table. Included is the amount of coverage for each class of insurance carried, the property the policy covers, and all applicable limits.

Coverage	Effective Dates	Limit of Liability	
Workers Comp-All States	1/1/11 - 1/1/12	Statutory	
Employer's Liability	1/1/11 - 1/1/12	\$1 Mil.	
Automobile	1/1/11 - 1/1/12	\$1 Mil.	
General Liability	1/1/11 - 1/1/12	\$25 Mil. Agg./1 Mil. Each Occurrence	
Travel Accident	4/13/11 – 4/13/14	\$500,000/\$400,000	
Excess Liability	1/1/11 - 1/1/12	\$15 Mil. + \$15 Mil.	
Employment Practices	4/22/11 – 4/22/12	\$5 Mil.	
Fiduciary Liability - Primary	4/22/11 – 4/22/2012	\$10 Mil.	
Blanket Comprehensive Crime	4/22/11 – 4/22/12	\$5 Mil.	
Property	1/1/11 - 1/1/12	\$255 Mil.	
Network Security & Cyber Risk	1/1/11 - 1/1/12	\$10 Mil	
Employment Practices	4/22/11 – 4/22/12	\$5 Mil.	
Fiduciary Liability - Excess	4/22/11 – 4/22/12	\$10 Mil.	
D&O Liability	4/22/11 4/22/12	\$50 Mil.	
Employed Lawyers Liability	6/18/2010 – 6/18/11	\$5 Mil	

## Claims management

The following is a brief discussion of claims investigation policies and settlement history for the last five years.

American Water and Company personnel investigate all claims. Department supervisors report all claims to the District Manager, the Operations Risk Management or the Loss Control Manager as soon as practical, but not later than the next business work day. Claims for bodily injury or property damage are immediately reported to the insurance carrier, who assigns a claim representative to investigate the claim. Legal action notifications are reported to Corporate Counsel and the property & casualty insurance broker.

#### Management of insurance costs

A brief discussion of alternative risk financing techniques that the utility has explored as a means of controlling the cost of insurance coverage is included below.

American Water's insurance broker solicits requests on an annual basis for alternative proposals from various insurers to ensure that it's insurance is competitively priced with the broadest available coverage terms and conditions.

American Water has a prepaid deductible insurance for its general liability, workers compensation and automobile liability coverage. During each policy year it is billed on a quarterly basis for the estimated premiums for this coverage. These premiums are charged to the various companies on the basis of insurable values and loss experience. The loss experience is based upon a five year average of historical loss experience. The Company enjoys a lower premium with an effective loss control and safety program which mitigates frequency and severity of claims.

## Land Management

The American Water Property Manager is responsible for overseeing transactions concerning the acquisition, disposal, material alteration, or leasing of property by Ohio American Water. The Property Manager is responsible for negotiating the terms of all contracts and leases involving property.

The Company only purchases property when it is needed to deliver water and waste water services to our customers. Examples include property needed for the installation or expansion of treatment plants, wells, storage tanks, offices, pump stations, etc. American Water does not speculate on purchasing property (to hold in anticipation of future gains).

Several steps are required prior to property purchase, including approval from the Company's Capital Investment Management process, completion of an appraisal, performance of a Phase 1 environmental report, and acquisition of a title commitment.

Terms of the purchase agreement are negotiated by the Property Manager, (certain contingencies may need to be included in the agreement such as zoning approval, or permits) Negotiated purchase agreements are submitted to the Legal and Finance Departments for review and approval through the Company's Sharepoint Contract Approval Process ("Sharepoint"). Upon receiving approval in Sharepoint, the agreement is submitted to an officer of the Company (typically the President) for signature. Finally, if required, the agreement is attested by the Secretary or Assistant Secretary of the Company. Closings are typically held at a Land Title Company.

The Company only sells property when it is determined that the Company no longer uses the property and has determined it will have no use for it in the future. The Property Manager must obtain approval from the Operations and Security Departments and then determine if any easements must be retained on the property that is to be sold. The Property Manager then hires an appraiser to determine the "market value" of the property and contacts the Legal Department to determine if a Phase 1 environmental assessment is required. The Property Manager also contacts the Finance Department to determine what the "book value" is of the property. After the Property Manager obtains

both the appraised value and book value of the property, a "listing agreement" is entered into with a Broker to advertise the property and place it on the market for sale. The Company does not want to sell the property below either the appraised or book value. The Property Manager is responsible for negotiating the terms of the sales contract and for submitting it to the Legal and Finance Departments for review and approval in Sharepoint. Upon receiving approval in Sharepoint, the sale price of the property is submitted to the Company's Board of Directors for their approval. Once the Board has approved the sale, an officer of the Company (typically the President) is given approval by the Board to sign the sales document, which, if required, is then attested by the Secretary or Assistant Secretary of the Company. All Closing Statements are reviewed by the Legal Department before being signed by an officer of the Company.

When a decision is made by the Company to lease property as opposed to purchasing it, the Property Manager contacts a Broker, if required, to assist the Company in looking at multiple properties that meet the Company's requirements. After taking into consideration the location of the property and the financial terms and conditions of the lease, a property is selected. The Property Manager negotiates the terms of the lease. The lease is then submitted to the Legal and Finance Departments for review and approval in Sharepoint. Upon receiving approval in Sharepoint, the lease s submitted to an officer of the company (typically the President) to sign. Finally, if required, the agreement is attested by the Secretary or Assistant Secretary of the Company.

On renewals of existing leases, the Property Manager reviews the terms and conditions of the existing lease and will negotiate any revisions that may be required. If an Amendment to the Lease is required, approval must be obtained by Legal and Finance in Sharepoint. Upon receiving approval in Sharepoint, the lease is submitted to an officer of the company to sign.

## **Records Management**

Ohio American Water's strategic focus on Records Management for financial and operational data is in the key areas as outlined below:

- Adherence to the NARUC guidance on record retention.
- Identification of key data and information that must be maintained. This identification allows management to effectively and efficiently run the business, while allowing regulators the ability to properly monitor the business.
- Utilization of a local and reputable business record storage vendor to store records offsite in a manner that allow for easy access and, eventually, efficient destruction of records as needed.
- Utilization, where possible, of electronic versions of financial and other key records.

The focus on records management is an on-going process, with each functional area within Ohio American Water and the Region assuming responsibility for the maintenance of critical and key documents and records.

## Safety

Ohio American Water Company believes strongly in providing its employees a safe and healthful work place. Safety is a primary measurement of a job well done and is a part of the Company's culture. The leadership from all levels is accountable for safety goals and these goals are written as a part of the Ohio American Water Company's performance appraisals. Ohio American shares a Safety Trainer with other American Water companies. The Safety Trainer develops and teaches curriculum that is designed and delivered specifically based on the water company's risk exposures, job tasks, and OSHA regulations.

Weekly Splash meetings which include all employees and all departments include safety topics.

Each Ohio American district (with exception of Lake White) has a Health and Safety Committee, consisting of both union and non union personnel. The committee meets regularly. Part of the agenda is to follow up from site visits and to detail corrective actions taken regarding safety findings.

Ohio American Water's Marion operations were recently awarded the John F. Lacey Memorial Safety Award by the Marion Area Safety Council.

The following table summarizes the safety performance of Ohio American Water since 2002.

	Number of First Aid	Number of Medical	Number of Lost-time	Number of Auto
Year	Accidents	Accidents	Accidents	Accidents
2002	0	3	1	4
2003	0	7	1	1
2004	1	4	2	4
2005	1	2	3	6
2006	0	8	0	17
2007	0	9	1	8
2008	0	7	1	8
2009	0	5	0	6
2010	2	2	4	8

# Procurement / Supply Chain:

The Service Company's Supply Chain Department engages in strategic sourcing on behalf of Ohio American and the other operating companies. Through strategic sourcing, the department procures on behalf of Ohio American goods and materials, such as chemicals, piping, meters and hydrants, directly from their manufacturers, thereby eliminating the mark-up from distributors and maintaining a direct vendor / management relationship with the manufacturer. For goods and materials that cannot be procured nationally, the Service Company's procurement professionals perform a similar function by working with regional suppliers to obtain beneficial pricing on items such as copper

tubing and other items which must be purchased regionally. Strategic sourcing also includes the sourcing of local contractors who perform duties such as street paving, residual removal/disposal, various facilities maintenance services, electrical services, meter testing services and distribution system routine replacement and repair. By consolidating the purchasing needs of all of American Water's operating companies, each operating company, including Ohio American, benefits from economies of scale that could not be obtained otherwise. In 2010, the Service Company's Supply Chain department managed over 739 vendor agreements covering approximately \$593M of external spends for the Service Company. Cost Avoidance savings are the difference between the average market price quoted to the Supply Chain Department and the price paid by the operating companies for the goods and materials procured. Through its efforts, the Service Company's Supply Chain achieved Cost Avoidance savings of approximately \$48M for American Water's operating companies. Of this amount, the savings realized by Ohio American were approximately \$630K. This is a conservative measure of the savings achieved through Supply Chain's strategic sourcing activities.

Within the Supply Chain Department, there also is an energy management group which works with Ohio American and the other operating companies' operations staff and third-party electric providers to enter into long-term contracts that lock-in rates for Ohio American's facilities and the other operating companies' large consumption facilities. The goals of this energy supply procurement process are to achieve lower pricing than would be possible without an agreement and to reduce price volatility. Where operating companies' facilities are served under a regulated tariff instead of by a competitive provider, Supply Chain takes steps to ensure that its facilities are served at the most appropriate and cost-effective rate schedule.

# **Information Technology & Information Systems**

Information Technology Services (ITS) provides information technology support and delivery of innovative, flexible, scalable and secure solutions to meet business needs through standardized technology and processes in a cost effective and efficient manner.

ITS benefits Ohio American Water customers through the implementation and management of current technologies as a result of an ever-changing industry. These technologies are necessary to provide access to information for customer service, providing accurate and timely bills to customers, maintaining records regarding timely payment of customer bills, and providing computer technology for accurate financial reporting and information regarding daily operations.

Specific ITS services provided include:

- Product lifecycle management (hardware and software refreshes and upgrades)
- Primary and disaster recovery data centers
- Business and systems analysis
- Software development and adaptation
- · Quality assurance
- Training

- Technology strategic planning
- Information Security
- Project management
- · Help Desk support
- Procurement (technology hardware and software)
- Voice and data network communications (LAN/WAN, wireless, mobile, telephony)

As compared to a stand-alone operation for each state operating company, the Service Company ITS Function reduces the per-customer cost incurred for information technology services by taking advantage of economies of scale and scope, volume discounts where applicable, and by spreading ITS costs over the larger customer base of the combined state operating companies. For example, ITS is able to drive down the per customer cost of software licenses based on total volume purchases of the required licenses. Similarly, ITS is able to leverage the server infrastructure, purchasing fewer larger servers to house applications, instead of multiple smaller servers at each state operating company, all of which have to be monitored, patched, and maintained. With the ITS approach, fewer total servers can then be maintained by fewer individuals, with less time consumed. Similarly, applications can be developed and maintained centrally instead of at each state operating company. The individual state operating company approach, by contrast, would require application changes to be made multiple times, as well as more resources with more idle time, because of the number of skill-sets required and the lower volume of work in each of those skill-sets for a single state operating company.

The ability to efficiently employ the specialized skills of personnel is also a key benefit provided by ITS. The operation and maintenance of a single software application requires multiple people with specialized skills because most of the requisite skills are not found within a single individual. ITS provides the operating companies with direct access to a team of skilled technicians that directly support the operating companies on a regional basis to provide solutions based upon individual assessment of unique requirements.

In 2010, the following details some aspects of the support provided by the ITS functions:

#### System Applications

- Support of over 600 applications throughout the company
  - o Including:
    - Customer service (Enterprise Customer Information System (E-CIS) is a software system that houses American Water's account, customer, and contact information. Capabilities include the creation and maintenance of service orders, meter readings, billing and payment processes, and credit and collection information. (Web Self Service (WSS) also known as My H2O Online, was designed to save customers time by allowing them to pay their bills, turn on water service or even have their water turned off)
    - The site is designed for our residential customers to help address the most common reasons people contact their water services company from the comfort of your home or office
    - Financial (Hyperion, PowerPlant)

- HR (JD Edwards)
- Lotus Notes Email
- 9,800 enhancements, rate changes, application support requests, and report extracts are completed annually.
  - For example, enhancements are done to make improvements to applications such as:
    - The Ohio American Water website, which provides vital customer information
    - Web Self Service, which allows customers to check their account balances, make a payment on their accounts, update account information, such as the name or address on the account, turn service on to a new address, or turn service off when they are moving.

#### Field Operations

- Over 5,800 Computers
- 1,350+ Toughbook mobile computer devices
- · 100+ Meter reading PCs
- 550+ Meter reading handhelds
- 1,000+ Blackberry devices

#### Infrastructure

- 596 servers (windows, unix, local and AS400)
- 800+ SQL data bases
- Over 58 Oracle data bases (5x larger than SQL)
- Over 30,000 back-ups a year
- 2 data centers (Hershey & Haddon)

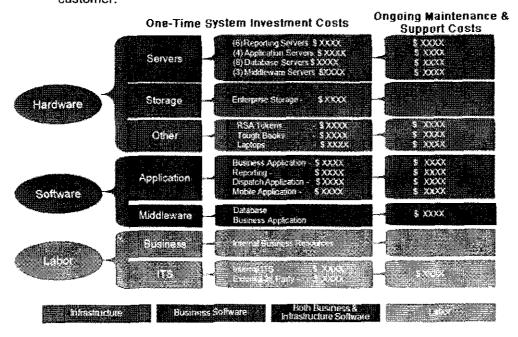
To supply some context around the infrastructure statistics, ITS infrastructure includes all of the components that are needed to deliver ITS services to American Water. Infrastructure is the physical hardware used to interconnect computers and users. Infrastructure includes the transmission media, including:

- Telephone lines
- Satellites
- Antennas
- Routers Forwards data packets (information) along the network
- Aggregators A web site or computer software that pulls a specific type of information from multiple online sources. Example: search aggregator software that runs on a user's computer and fetches, filters, and organizes a specific search from various search engines
- Repeaters Removes the unwanted noise in an incoming signal, and other
  devices that control transmission paths such as in a cellular telephone
  system, a repeater is one of a group of transceivers in a geographic area that
  collectively serve a system user

Infrastructure also includes the software used to send, receive, and manage the signals that are transmitted.

To further explain, the following is an example system that includes the Infrastructure/Hardware components (highlighted light blue), the Software

components (highlighted in green and dark blue) and the required labor to maintain the system (highlighted in orange). These are all the necessary components that are required behind the scenes of any application. Each component must be appropriately maintained for the system to provide the intended functionality to the customer.



A sampling of projects completed in 2010 are listed below and provide American Water's customers with an enhanced customer experience, improved financial processes and improved technology processes and infrastructure:

- Service Suite Upgrade
  - The software application distributes service orders to mobile workforce personnel in the field, monitors the progress of work, dispatches emergency orders, and measures productivity of field personnel.
  - Upgraded the mobile workforce application to the latest version.
  - Increased storage capacity and enhanced security
- PowerPlant v10 Upgrade PowerPlant is American Water's capital management application used for capital budgeting, tax accounting, project accounting, and fixed asset accounting.
  - Upgraded to Version 10.1.2 of PowerPlant
  - The project redesigned the look and feel of the application and provided solutions to reported business issues
    - Configurable dashboards
    - Improved navigation
    - Alerts to encourage proactive actions to business events
    - Graphs/charts to illustrate the display of data

- ADP iPay
  - Outsourced the printing of payroll checks to ADP Corporation
  - Provides American Water employees the ability to view 3 years of historical earnings information on-line
  - Allows American Water to move away from printing, distributing and mailing pay stubs because employees can now get them on-line

#### Corporate Plans for Major Systems

One of the ITS focus areas for improvement has been on the American Water network, including Ohio American Water. As technology is evolving and systems are faster and transmit more and more data, a more robust, faster network is required. The below describes the components of the network that American Water has invested in within Ohio.

As discussed above, Infrastructure is the physical hardware used to interconnect computers and users. Infrastructure includes the transmission media, including telephone lines, cable lines, satellites and antennas, as well as the routers, and aggregators. Ohio American Water's network infrastructure consists of:

- AT&T Virtual Private Network (AVPN)/Multiprotocol Label Switching (MPLS) a standards-approved technology for speeding up network traffic flow and making it easier to manage
- Several Virtual Private Network (VPN) connections utilizing the Internet (various vendors) for transport.
  - These connections vary in network speeds (256 Kilo-bits thru 3.08 Megabits per second speeds based on requirements of each location) at the Ohio American Water locations, and provide the ability to do online file transfers, e-mail, and to access Internet applications.
- Connectivity through the American Water network allowing Ohio American Water and American Water to communicate with one another and share network resources.
  - The shared network provides access to the data processing systems (systems that perform mathematical operations (manipulations) on data submitted, transforming it into the output (audio/video, graphic, numeric, or text) form desired by a system user) and allows company personnel to effectively communicate with employees in the remaining American Water operating companies.

Additional improvements occurring within Ohio American Water's network Infrastructure include the replacement of the aging telephony systems (phone systems) due to:

- Multiple versions of various call systems within American Water and Ohio AW
- o Lack of skill set within the state for telephone maintenance of aged systems
- Systems end-of-life or unsupportable from vendors

Six Ohio American Water sites have the newer voice over internet protocol (VoIP) technology which allows for:

- State-to-state calling using site codes and extensions at no charge for long distance
- Improved growth and communications between "manned" and "unmanned" and remote and primary sites within a state
- o Leverage the size of American Water for better service and vendor management
- Proper skill sets working on systems
- Increased stability and functionality
- o Consistent versions of call systems within American Water
- Employee directory lookup on telephones
- o Call transfers across states and to the service company
- Call forwarding to other American Water sites

While there are no plans to upgrade any additional Ohio American Water sites in 2011, there will be a need to convert in 2012 – 2014, based on the existing infrastructure and the challenges cited above.

#### Policies for Protecting Company and Customer Information/Data

Business Objective: American Water recognizes that our information systems are critical to the continued success of the business. The number and severity of information security threats to these critical systems increase daily and pose material risk to the business. These risks include compromised confidentiality or integrity of business information, as well as interruption of key business processes supported by our information systems. These risks can adversely affect operational and financial performance of the business and can harm the reputation of the business as a competent operator. Effective recognition, assessment, tracking, and management of information security risks are an essential operational risk control process. Accordingly the company is assigning the responsibility for information security to the ITS Security Operations department.

The Company's Information Security Policy is designed to ensure that:

- American Water assesses and controls information security risks to company information resources
- The confidentiality, integrity, and availability of company intellectual property is ensured and maintained
- American Water achieves and sustains compliance with applicable regulatory and legislative requirements
- American Water provides a framework of information security practices supporting this policy including standards, procedures and guidelines to ensure a secure and resilient technology infrastructure All security incidents, actual or suspected, are investigated and properly managed Security is also everyone's responsibility. The policies and practices governing the use of corporate

information systems are put into place to set the minimum mandatory practices for users. Regular user training and awareness programs are focused on educating all users on the most current use of AW security processes and standards. Information Technology (IT) assets must be handled with care and be protected from loss or unnecessary wear-and-tear.

#### **Transportation**

#### Fleet Management

American Water and Ohio-American Water Company manage the operation of transportation and fleet expenses through a combination of efforts, using both company expertise and a fleet administration company.

Company personnel control the decisions as to fleet size and type of vehicles needed to perform work duties in each business unit. The majority of company vehicles are light duty trucks with automobiles and heavy duty trucks comprising the rest of the fleet. The company has a small quantity of cars. Company policies tightly control the use of cars and they are used only for company business.

American Water employs a fleet administration company to assist in the management of the fleet. The company is PHH / ARVAL. This company provides a variety of services listed below.

- Purchase of vehicles according to company standards
- Maintenance of a data base which lists expenses and other particulars about a vehicle. System also includes performance reports.
- Title, licensing, and registration
- · Approval of maintenance to be performed on vehicles
- Management of outfitter's costs on trucks.
- Various consultation services as to appropriate vehicle life and fleet matters
- Maintenance of a dedicated customer service group to resolve problems related to fleet issues

In summary, Ohio American's transportation expenses are monitored by both Company and outside sources. Company personnel manage the fleet on a day to day basis and receive assistance in this function and in acquiring new vehicles through the assistance of PHH / ARVAL.

#### **Human Resources**

#### **Salary and Benefit Administration**

The objectives of the salary and benefit programs of Ohio American Water are to promote a performance oriented culture. It is designed to support Ohio American's performance-focused culture by strengthening the link between pay and performance. The program is designed to support talent acquisitions, retention and engagement while enabling Ohio American Water to optimize its rewards program expenditures.

Ohio American Water human resources personnel look at comparator groups for both compensation and benefits comparisons based on where the markets of potential employees lie. It is the goal of Ohio American Water to manage escalating benefits costs and get the most from the benefit dollars both the employee and Company spend. Ohio American provides a competitive benefit package for an employee that offers choices and flexibility. The Company's pay systems reward top performers. This creates a high performing culture that drives operational excellence, customer service and growth.

Health care costs have continued to escalate nationwide. Ohio American's philosophy is to design programs which are selected based on vendor's costs and access, plan design for effectiveness, are competitive, and provide tools for resources including wellness and disease management.

#### **Recruiting and Selection**

It is the intent of the Company to fill vacancies in employment from competent applicants. To accomplish this, impartial screening, testing, background checks, and selection is necessary.

Ohio American nonunion job openings are posted internally and externally, however, existing employees are considered first for opportunities for advancement. Union employee jobs are advertised internally based on the collective bargaining agreement in place for the position opening. If the Company is not successful in filling the position internally, or when a point is reached to recruit from outside the company, various sources of recruitment are used in an attempt to obtain a diverse pool of candidates. Human Resources are the receivers of initial applications for employment. Local Human Resources personnel then use behavioral interviews, as well as a skill based interview, in order to determine who should be brought in for a more intense panel interview. Some of the position openings also require job related tests as a selection tool.

Once a potential employee selection is made, Human Resources personnel do work related reference checks as well as background checks which include validation of past employment, education, credit checks, driving records and criminal checks to ensure the best possible candidate is selected. An offer is then made pending results of a pre-employment physical, which includes drug and alcohol tests.

#### Training and Career Development

There are many modes of training and career development which are utilized by American Water and the Company. American Water has internal resources dedicated to providing training both on soft skills such as effective listening and how to give constructive feedback, to technical skills and various safety trainings. American Water uses outside vendors for specific training needs such as proper operation of a backhoe or how to effectively communicate. Employees are also sent to outside training based on their development needs.

Ohio American Water has a tuition assistance program to aid employees in achieving higher education or to better themselves in their current roles. As part of the Company's performance appraisal system, a personal development section is included, and the tuition assistance program is another tool that aids employees in achieving their goals.

Upon receiving approval to attend a class under the tuition assistance program, the Company pays for the class up front so that the employee does not have to suffer any financial hardship due to the tuition cost. If the employee drops the class, or fails the class, they are required to pay the Company back for its cost. The tuition reimbursement program also pays for certifications and licensing of employees of Ohio American Water.

#### **Performance Evaluation and Appraisal**

Ohio American Water requires an annual performance review for all nonunion employees. There are also interim reviews conducted in order to assess progress during the year.

All new employees, both union and nonunion, go through a documented review process during the early part of their employment. The employee then is assured of receiving feedback on his or her initial performance. This sets the stage for future appraisals, but also allows the supervisor and Human Resources to assess this employee and make sure that the Company did indeed made the right selection.

#### **Work Force Productivity**

There are several ways for that Ohio American assesses work force productivity. Various measuring means are used for jobs that require telephone contact and/or computer usage to determine exactly what is being accomplished based on what has been scheduled to be completed for that day or week. In the case of work which is not computerized, there are time frames developed so that workforce planning can occur.

Of course, in the case of main breaks or other unknown emergencies, the Company's focus is always on ensuring that quality water and uninterrupted service are a priority. Ohio American employees are dedicated to this type of service, as our product is vital to our consumers.

#### Integrated Resource Planning

#### **Integrated Resource Planning Process and Objectives**

Ohio American Water is focused on supply-oriented issues and ensuring the efficient use of the source of supply. In addition to the measures outlined under Plant Operation and Construction, Plant/Facilities Planning Process, Water Resource Management, Ohio American Water also manages water resources through leak detection.

Water resource management through leak detection and repair results in reduced unaccounted-for water by reducing water losses. Reducing the volume of unaccounted-for water can improve system hydraulics, reduce costs for water treatment and pumping, and in some cases can delay capacity-oriented construction. In situations where water demand exceeds supply, reducing unaccounted-for water can result in the availability of more water for customer consumption.

Ohio American Water performs leak detection surveys. In addition, valves are sounded for leaks as part of a valve exercise program. Hydrants are inspected twice a year and tested for leaks. Customer meters are sounded on all service calls, and whenever a curb box is relocated or raised for paving. In addition, as part of our on-going leak detection program, our Meter Readers and Field Service Representatives are trained to watch for leaks as they do their day to day jobs. Many leaks are discovered because they recognize the not so obvious circumstances that occur as a result of lost water. These include leaks inside meter pits, damp or soft spots in tree rows and extra green grass in meridians.

ided maintenance schedule. intained to work properly. If DOES NOT bypass the tank. y or will degrade your water stems can breed bacteria, contaminating your water of the diversity of designs in refrigerators also need ater softeners and whole vner's manual or contact cturer to be sure you are the quality of the water a bypass built in and it is the cartridges on the enance requirements, nt to understand that fore it reaches your

its or organic material in flute to clogging, odor or as can be eliminated by .. A good time to flush your you are notified annually hydrants in the area. Flush it cold water. (Hot water lines sh your hot water heater.) er by flushing the farthest y (in terms of distance and then work through all se. Remove aerators from

the ends of the indoor faucets and run faucets wide-open. Removing the aerators before flushing prevents dislodged particles from accumulating on the screens. In working through the sequence, toilets should be the last item flushed since toilet tanks typically have the smallest plumbing lines in the house supplying them. Flush the toilets two or three times each while all the faucets are running. This generates a large flow of water through the pipes to help dislodge any built-up material. After three to five minutes of flushing, turn off the water

Clean the aerators before reinstalling. You can remove particulates with an old toothbrush. Stubborn buildup

faucets then tub supplies.



can usually be removed by soaking them in vinegar. The same process can clear shower heads clogged with white calcium deposits.

# Incompatible Materials

Over time, plumbing materials have changed. Mixing different materials — especially metals — like copper steel or aluminum creates chemical reactions which can cause undesirable effects and even system failures. Dielectric connectors can help avoid these issues and should always be used when connecting different materials. Installing them is usually a job for a professional plumber.

Printed on recycled paper; cach ton of recycled paper saves 7,000 gallons of water.

# Water Problem Troubleshooting

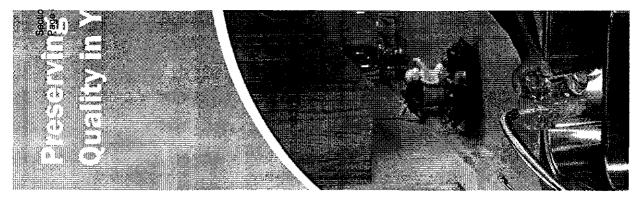
Problem	Likely Solution(s)	
	Water heater temperature, maintenance or replacement.	ure, ment.
:	Maintain, replace or remove water softener.	nove
gad Smell	Maintain, replace or remove water filters.	nove
	Add water to clean dry or dirty drain traps.	ر د
Discolored Hot Water	Water heater temperature, maintenance or replacement.	ure, ment.
Discolored	Replace incompatible plumbing materials or install dielectric connectors.	nstall
Hot and Cold Water	Replace failing pipes.     Adjust water that may be too soft.	96
Crusty Bulldup on	Clean with vinegar or coffee maker cleaner and a brush.	offee ush,
Fixtures	Install a water softener.	



# OHIO AMERICAN WATER

WE CARE ABOUT WATER. IT'S WHAT WE DO. (800) 673-5999 • www.ohioamwater.com

3



# **IE MOST FROM YOUR HOME'S WATER SYSTEM**

delivers safe, quality water people in the state. We samples as they leave our neet or surpass all Ohio on Agency standards. ulity water we distribute. om customers who are with the water coming from brochure to help you identify mon issues. Following the namphlet will help your internal er and fast longer. Most vailable at any hardware store han a cup of coffee. The steps is a year and will save you roblems before they require

## System

un needs occasional attention can lead to problems with taste, it or require early replacement ers and other appliances.

ble performing these tasks,

# Shutoff Valves

One of the most important things to know about the plumbing in your house is the location of the main shutoff valve. If a pipe breaks or the water heater bursts, anyone old enough to be home alone should the main shutoff

know how to turn off the main shutoff valve fast. Unstopped leaks in your home can easily cause thousands of dollars of damage in a short time. Valves should be turned slowly to avoid causing additional leaks, and drips from the valve can usually be stopped by turning the packing nut just below the handle.



Packing nut below valve handle

Ohio American Water offers shut off valve identification tags which can be ordered at no charge from our 24-hour customer service line or website, both listed on the back of this brochure.

# Water Heater

Water heaters are the most common source of home-based water problems. They can cause discoloration, smell and sediment issues. With care, water heaters should last between seven and ten years. Please refer to the owner's manual for detailed information.

Your water heater should be flushed at least once a year to control the build-up of minerals naturally

present in water. Your water heater needs to be flushed if the hot water appears yellow or brownish in color indicating an accumulation of rust or if you find sand-like sediment in the hot water.

You may also choose to replace the plastic drain valve that come with most new water heaters. Because of the hardness of the water found in Ohio, sediment builds up faster making your heater work less efficiently. A full-flow brass valve will make future maintenance flushing easier, faster and more thorough.

### Flushing

Attach a garden hose to the drain located at the bottom of the heater. It usually looks like a regular garden faucet or a round dial with a threaded hole in the middle. Extend the garden hose to a place where the water can safely exit the heater such as a floor drain. Open the drain to allow the water to exit the heater. CAUTION: Water may be hot and under normal household water pressure. If the drain is made of plastic and the heater is several years old, it may be difficult to open and may break if forced. This is another good reason to consider replacing the valve.

Once the flushing water runs clear, close the drain and remove the garden hose.

# **Temperature Setting**

Discoloration and offensive water odors are usually the result of water temperature settings being adjusted too high especially in heaters less than

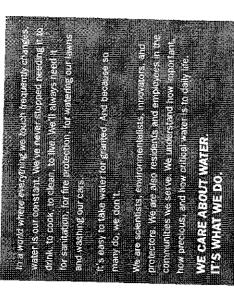
Section Section Section Section Page Seven years old. The high temp a chemical reaction that produting smell. Usually lowering the 112 degrees will help.

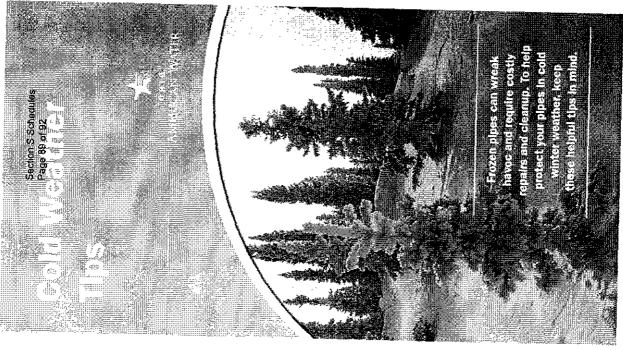
Smells can also result when ho in use for several days and Ana to grow. While unpleasant, neit the smell is dangerous to hume be killed by flushing the water t or hydrogen peroxide solution the necessary and the smell disapp

# Anode Replacement

Water is by nature corrosive. E) water is even more corrosive. T water heaters (where corrosion of heat) most manufacturers in magnesium or aluminum anod? The corrosive water in the tank rod before the other non-replace

If sediment continues to be a prother suggestions in this pamp replace the anode rod before reheater. This is usually a job for a







Www.ohluaronateneem 1-600-673-5959

NEED CODE

# 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.
- Search for pipes that are not insulated, or that pass through unheated spaces such as crawlspaces, basements, or garages. Wrap them with pipe insulation available at hardware stores.
- If you have heat tape installed on exposed pipes, you need to check it to make sure it is still operational. Inspect the tape for cracks or fraying. Make sure it is installed according to the manufacturer's recommendations.
- Make sure everyone in your household knows where your main water shut-off valve is. Check the shut-off valve annually to make sure it is working property. If a pipe freezes or bursts, shut the water off immediately.
- Make sure the water to your outdoor faucets is shut off inside your house (via a turnoff valve), and that lines are drained.
- To save wear and tear on your cooling system, drain any hoses and air conditioner pipes and check for excess water pooled in equipment.
- If your home is heated by a hot water radiator, bleed the valves by opening them slightly. Close them when water appears.
- Turn off and drain your irrigation systems.
- If no one will be home for an extended period of time during extreme winter weather, you should consider turning your main valve off altogether and hiring a plumber to drain your system. That way, if your furnace quits working, there will be no water in your pipes to freeze.

# Section S Schedules When temperatures fall belivingsett of 92

- 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.

Customers may contact customer service at Ohio American Water, seven days a week, 24 hours a day at 1.800-673-5999 (tall free) or visit www.ohioamwater.com.

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.

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.pickocc.org.

American Water
1410 Discovery Pissy
P.O. Box 578
Alten, IL 62002
Aftn: Correspondence Group

All other correspondence should be mailed to:

Yeur water bill payment can be mailed to: Patatine, IL 60094-4551 Ohlo American Water P.O. Box 84551

Malling Address:

If you have a rouch tone pleane and brow your account inwhele, you are account Adhusia a day You can learn be the services a coount beliance, your unage for the past three months, when your last payment was made. and when your next payment is due. To reach this service use the same number listed above.

Our customer service center is available 24-hours a day, seven days a week at 1,800,673,5999.





# Where is My Meter?

Your matter a lighted in note of two platers it is, affine incode your borns near the location that the votate line where your residence, or offsade in a moter pit on the speriod line. Above to be cash (top and where the on the speriod line above to the cash (top and where the stretce fine interty you residence, where moterals in matter to an hote of on a moter box with a metal (ii) which is usually marked "when" in order to open the lid. Contact vs for assistance in accessing meters in meter phs. to avoid creating an unsafe condition, please do not attempt

Understanding your water motor

can help you track the amount

If your meter is in a meter philatidal your home, plense twent the meter box clear of daths. You should not bould ears, put landscaping rocks, goes objektigs, legues or other objects on top of the meter box that can hamper our ability to rand the meter

different types of water melers, detect leaks. There are many of water used and also help you

# How to Read Your Water Meter

The addonate hypermeter heading channer the cubic feet or gallers used with a senier of numbers in a small window. You can calculate the difference between regularity and delermine the yolden of water used. You bill shows usage in terms of hundred cubic feet (ccf)

traveled in a car).

to the device that records miles odometer-type meters (similar used by Ohio American Water are but most residential meters



ets an recomment type a refer

### Checking for Leaks

If all descripts and appliances that see water in your house are should find the red triongle (see how how hapingsep) on the meter is still moving, then there is weber surining scorewhere in your home and you should investigate to determine if there may be a leak.

Another way to check for leaks is to write down the numbers and leant on the sweep nord. Do not use any water for ron hours, then after two hours would the mater again if the numbers have changed, you may have a leak and should numbers have changed, you may have a leak and should investigate further.

### Meter Accuracy

Water neiters measure than with \$4,100 operated accuracy, vicencers, whice many passes of services, measure and service less than the sected services Leads. It is true for a mother to register "Agh" or "feet," (deep in mind think you always have the applit to have your meeter tested to express, for motion the first to have your meeter tested to express, for motion information about thesional for water leads to your from a not information about thesional for water leads to your from a not information. idees on how to save water, visit us at www.ohipantwalar com



# Converting CCF to Gallens

748 gallons = 1 cet (100 cubic feet)

Multiply the number of cut by 748 gallons to get the humber

# Exemple, 12 cd x 748 gslkms = 8 9 /8 gallons

Keep in mind that you ought be checking you melet on a data district from the one used to plane, and it is possible there is a difference in the amount you find, a required with the amount possible of the amount you find, a required with the amount on wheth you fill it is based if you a redning is considerably higher ham what is no your biff, eyel for a leak or try to determine the source of large water use. If your making is spiritearly your than the watering on your hill, please completely out pushings and chance, 2d hours a day, several days a week at \$400.0173.50800

### Testing of Meter

The domenty will see the meter within plany (20) days. following the customer's request. The stationer had the light to be marines of the stationals test than. The customer or a customer's appresentative may be present when the meter test is performed. The company had not only the meter test is performed the company had not be.

We rill, all our own appratus makes A test, of the exchange of registerions of a meater uson request of a cosporary, proviped that such outsime does not make a equipest for leads more frequency time code to these (3) people. If the cuttimes makes a request if our model seats most influency than once in through (3) people, the customes with his Milliod for the contraction of the company of the company of the contraction of the contraction. field or stor, an at wage shall be made to the pushormer for such test. Ohe American Wester of the customer may request that is matter test for performed in the generace of a customer representative. The customer sixth has the highly to be present. However, if the last shows the meter to be more than 1.5% such additional test(s) at the actual cost to the company

The Employees of Oho American Water

water service that are not answered by the Information provided here, please call our Gustomer Service Center at If you have any questions about your 1-800-673-5999.

future 148E

There is more to good water service than providing high quality water. This goods will help you understand the many services we offer, as well as your rights and responsibilities as an Onio American Water customer. We hope you will review the contents of this guide and keep il for you

As your water service supplier, we recognize It is a responsibility we take very seriously. We work hard to ensure every drop of your orinking water meets all state and federal the trust you piace in us to provide highquality, reliable drinking water service. drinking water quality standards.

Dear Customer,

San State of the San State of

# Notification of Customer Rights

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#### Altan, illinojs 62002-0879. Ohlo American Water P.D. Box 578.

business customers may call the Public Utalitys
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or for TIY toll free at 1,800-688-1570, from 8:00 a m.
to 5:00 p.m. weekdays, or visit were PUCO othis gov if your complaint is not resolved affer you have contacted us, or for general utility information, residential and

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identification and to actor the reasont's) for the visit witnesses a company project(s), or agains(s) seaks access to the customer's parameter. As invary, we welcome your confrients and augmentations on how we can serve you better. Cell or at 1 800-0373 5999. The customar has a nght to see a proper conquary photo

A made to the form

### Payment of Bills

We may disconnect your service after at least twenty four (24) incors prior written notice for any of the following reasons:

For use of water and/or sewer service not stated in your application for service, or for the use of service upon any premises not stated in such application, or

net recognised date to meating end of years and an anticord to a manifested force to end one of processing failure to pay will sender the cyclemer subject to discontinuates of service.

We often an operious baing now what allows resolution continuates who may an appear of the cyclemer who are bained to maniple to by that the months of cyclemer who are bained to ministify to by that the months to an include the cyclemer service senters in 1806/4715899 must be better at 1806/4715899. days after the buil was condered, the customer with be changed a bee payment (35) of the bits amount. The lake payment of the build amount. The lake payment obage with be based on current changes only If payment for softwate is natured by the financeal isolation or is All bills for water and/or sewer service are due and payable at the time specified on the bill. If your bill is not pead within 20. for an application.

2. To prevent waste or reasonably apoldable loss of water Personal delivery of the nouse to me customer's provingo shall less the attempted one, only if personal service cannot be accomplained at that lone, the notive shall be securely attached to the premises in a companious mentite.

### My H<sub>2</sub>0 Online

automatic bill payments. 5 gn up today at conceder over, mylis20 Readential postoners, you can save time and manage four account when it is most convenient for you. On My N J.O. Cralina, you can check your balance, pay your ball or awan sign up for

# Disconnecting Your Service

We may disconnect your service without your request and without pnor notice only for the following reasons:

- For tangering with any main, or gifter appliance under control of, or belonging to. The company:
- or indirectly connected to it, to say lines or pipes carrying or which are in a position to carry, clean water, other nonsewage westes, or unacceptable sewage; or 2. For connecting the austomer service line, or any pape directly

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For any other violation of, or faultar to compay with, the company's tent provisions, which may, in the opinion of the opingary or any public authority, create an envergency saluation.

### stablishing Credit

We will establish a realdential customer's credit worthiness, as set forth in chapter 460ats.47 of the One Administrative Code In accordance with PUCO rules, we require new customers to establish financial responsibility prof to receiving service (Frankia responsibility may be established)!

b) the customer demonstrates that he/she is a satisfactory i) the customer owns the property leugl served or other real estate in the service territory; or

credit disk; or

of the customer has hatory of threely paying the bitls of a similar utility; or

#### Deposits

s) the customer provides a security deposit. d) the oustomer provides a guarantor; of

Deposits may be required from any customen in an emount not to exceed 1/12 of the extinated tribugulor all service for the enaiving 12 months, plus 30 percent of the monthly astimated charge.

After discontinuing service, we will poundly apply the constitution in Apply about services to the first bill Artistic of service from one because or access to the first bill service are alone not prompt, a claim of the deposit. The deposit will be attended the constructed her Lip part bighter pits for service for never et 21 consecution months without parts had a service disconvection for inoruspirent; [2] not had rante than two occisions on which his/her bit was not poul by the due to due, and by the bean entirely to be the properties to be powered in the first between the weather than the customer's deposit, plus try accurated interest, upon the customer's request at they than the customer's request at they than the customer's created interest, upon the customer's request at the plus than the customer's created interest, upon the customer's request at the plus than the constitution of the customer's created in the customer's request that the created in the customer's created interest. Il service has been discornected phor to receipt of the medical certification. Service shall be restored upon receipt of the medical certification form if presented within 21 days additional times (thirty days each) by # of thisconnection. The medical certification shall prombit the disconnection for from (30) days. Certification may be renewed two additional times (fronty days each) to the

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# Reconnection of Service

We may require a customer to make a deposal or an additional deposal ov an excuent, as set forth in Chapter 45011.13.7 of the Ohio Aprintstrative Codo. to reestablen creditiverninass. The customer a service reconnection charge of \$61.00.

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after the due tiete:

1. For non-payment of any tanified changes when due or within any additional plant of tends approved permitted by the company, of for not making a depost as required. Disconnection of defined for non-payment may not occur prior to found that days.

Me may disconnect your sendoe upon 1,4 days written notice for may of the following reasons:

5. For waleton of federal, state, or local laws or ordinances.

A. For denial to the company of reasonable access to the permises for the purpose of inspection, or



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Continue Santez, 1866,873-829 (24 Name) Tei kinding langun se Dustemen TTB 1.680-1,886107 (24 Name) Salas setelah sene terseti. Salas se ike pitibatif se semesakan kanamanan kanaman se

may also reestablish creditivorthiness by providing a gunnantor, as set forth in Rule 4801.1.15.28 and Chisuter 4901.1.1.7 of the Ohio Administrative Code. If service has been discontinued, there will be

alter the conditions, creamerands or psedices which caused the agest and/or several several expensions to be agent the agest advanced by the session services of the company, and upon payment, or provision for payment under a celevisid payment for appreciately and advantages. When water and/or fewer service to a premise's hear been terminated for any reason, other than for temporary watericy, it will be renewed only upon the acceptance of 6 new application and

In order to guarantee the renatalement of sympe the same day an which payment is made, both of the following conditions 1. You must notify the company no later than 12:30  $\mu$  m , and you must make payment or provide proof of payment; and nust apply:

- 2. If reconnection occurs after normal company bulaness hours, you will be responsible for the reconnection charge that is based upon the out of picket expense of the company.

# Your Responsibilities and Qurs

The outstormer will usually if not already installed, and mainten at mythor broaders all customes severed lines in the permisses, and use shall own out mentals in our expense all mans and other feetings used in periodental service.

