Ohio American Water Company Lake Darby - Franklin County 2012 PWSID OH2502612 Year Water UFW Avg Daily High Date Of Low Date Of # Days Delivery % Flow Flow High Flow Low Exceed Quarter Month (MG) (MGD) (MGD) Flow (MGD) Flow Dsgn Cap 8.9% 0.225 01/28/12 01/27/12 6.964 0.321 0.103 0 6.398 8.6% 0.221 0.335 02/25/12 0.105 02/10/12 0 03/31/12 3 7.170 0.231 0.137 03/02/12 0 Count 1,460 8.4% 0.335 4 Count 6 8 9 Count 3 10 11 Count 12 Avg 8.6% 0 0 0 0 High 8.9% 0 0 0 0

Enter System Code Enter Units of Flow OAMLD 3 0

Units of Flow
1
2
3

0

Low

6

8.4%

(Gallons)
(1000 Gal)
(MG)

(GPD) (1000 GPD) (MGD) 0

Ohio American Water Company Lake Darby - Franklin County

Year 2012		PWSID OH2502612
Quarter # 1		111010 011202012
Total Customer Contacts 2330		
2330 Customer Ser	vices	Metering
	Inquiries Complaints	Inquiries Complaints
Account Information Bad Debt/Bankruptcy	1701 0 36 0	Estimating
Bill Adjustment	20 0	Meter Repair/Leak 0 0
Bill Information/Format Consumption	11 0 3 0	Meter Replacement 0 0 Others: Metering 0 0
Customer Notices	6 0	Total 1 0
Customer Service Staff	0 0	
Disconnection for Non-Pay Final Service	32 0 14 0	Water Quality
General Information	61 0	Inquiries Complaints
New Service	25 0	Discolored Water 0 0
NSF Check Payment Arrangements	0 0 26 0	Hardness 0 0 Low Pressure 3 0
Rates	0 0	Odor 0 0
Reconnection Non-Pay	29 0 37 0	Particles in Water 0 0
Service Order Appointment Other: Customer Service	325 0	Scum/Oil in Water 0 0
Tot	al 2326 0	Other: Water Quality 0 0
Water Serv	ico	Total 3 0
water Serv	Inquiries Complaints	
Disconnection for Repairs	0 0	
Main Breaks Mark Water Lines/Line Inspect	0 0	
Restoration	0 0	
Service line leak Water Sampling	0 0	
Others: Water Service	0 0	
Tot	al 0 0	
Quarter # 2 Total Customer Contacts		
0		
Customer Ser		Metering
Account Information	Inquiries Complaints	Inquiries Complaints Estimating
Bad Debt/Bankruptcy		Meter Reading
Bill Adjustment		Meter Repair/Leak
Bill Information/Format Consumption		Meter Replacement Others: Metering
Customer Notices		Total 0 0
Customer Service Staff		
Disconnection for Non-Pay Final Service		Water Quality
General Information		Inquiries Complaints
New Service NSF Check		Discolored Water Hardness
Payment Arrangements		Low Pressure
Rates		Odor
Reconnection Non-Pay Service Order Appointment		Particles in Water Scum/Oil in Water
Other: Customer Service		Taste
Tot	al 0 0	Other: Water Quality
Water Serv	ico	Total 0 0
water Serv	Inquiries Complaints	
Disconnection for Repairs		
Main Breaks Mark Water Lines/Line Inspect		
Restoration		
Service line leak		
Water Sampling Others: Water Service		
Others: Water Service Tot	al 0 0	
Others: Water Service Tot Quarter # 3	0 0	
Others: Water Service Tot	al 0 0	
Others: Water Service Tot Quarter # 3 Total Customer Contacts	vices	Metering
Others: Water Service Tot Quarter #3 Total Customer Contacts 0 Customer Ser		Inquiries Complaints
Others: Water Service Tot Quarter # 3 Total Customer Contacts Customer Ser Account Information Bad Debt/Bankruptcy	vices	Metering Inquiries Complaints Estimating Meter Reading
Others: Water Service Tot Quarter # 3 Total Customer Contacts 0 Customer Ser Account Information Bad Debt/Bankruptcy Bill Adjustment	vices	Estimating Meter Reading Meter Repair/Leak
Others: Water Service Tot Quarter # 3 Total Customer Contacts 0 Customer Ser Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format	vices	Estimating Meter Reading Meter Repair/Leak Meter Replacement
Others: Water Service Tota Quarter # 3 Total Customer Contacts 0 Customer Ser Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices	vices	Estimating Meter Reading Meter Repair/Leak
Others: Water Service Tot Quarter # 3 Total Customer Contacts 0 Customer Ser Account Information Bad Deb/Bankruptcy Bill Information/Format Consumption Customer Notices Customer Service Staff	vices	Estimating Inquiries Complaints Meter Reading Meter Repair/Leak Meter Repair/Leak Meter Replacement Others: Metering Total 0 0
Others: Water Service Tota Quarter # 3 Total Customer Contacts 0 Customer Ser Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices	vices	Estimating Meter Reading Meter Replacement Others: Metering
Others: Water Service Total Quarter # 3 Total Customer Contacts 0 Customer Ser Account Information Bad Deb/Bankruptcy Bill Adjustment Consumption Customer Norices Customer Service Staff Disconnection for Non-Pay Final Service General Information	vices	Estimating Inquiries Complaints Meter Reading Meter Repair/Leak Meter Repair/Leak Meter Replair/Leak Meter Replaires Total 0 Water Quality Inquiries Complaints
Others: Water Service Total Quarter # 3 Total Customer Contacts 0 Customer Ser Account Information Bad Deb/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service	vices	Estimating Inquiries Complaints Meter Reading Meter Repair/Leak Meter Quality Water Quality Discolored Water Inquiries Complaints
Others: Water Service Quarter # 3 Total Customer Contacts 0 Customer Ser Account Information Bad Deb/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Rotices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service NSF Check Payment Arrangements	vices	Estimating Inquiries Complaints Meter Reading Meter Repair/Leak Meter Repair/Leak Meter Repair/Leak Meter Repair/Leak Total Water Quality Discolored Water Hardness Low Pressure
Others: Water Service Total Quater # 3 Total Customer Contacts 0 Customer Ser Account Information Bad Deb/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices Gustomer Service Staff Customer Service Staff Notice Service New S	vices	Estimating Inquiries Complaints Meter Reading Meter Repair/Leak Meter Repair/Leak Meter Repair/Leak Meter Repiar/Leak Meter Repair/Leak Meter Repair/Leak Water Quality Discolored Water Hardness Low Pressure Odor
Others: Water Service Total Quarter # 3 Total Customer Contacts Customer Ser Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information MSF Chack Payment Arangements Rates Rates Rates Reconnection Non-Pay	vices	Estimating Inquiries Complaints Meter Reading Meter Repair/Leak Meter Quality Water Quality Discolored Water Hardness Low Pressure Odor Particles in Water
Others: Water Service Total Customer Contacts Ocustomer Service Customer Service Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service Bright Service General Information New Service Service Order Appointment Other: Customer Service	vices Inquiries Complaints	Estimating Meter Reading Meter Repair/Leak Meter Quality Unity Discolored Water Hardness Low Pressure Odor Particles in Water Scum/Oil in Water Taste
Others: Water Service Total Quarter # 3 Total Customer Contacts 0 Customer Ser Account Information Bad Deb/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Customer Service Staff General Information New Service Service Order Appointment	vices Inquiries Complaints	Estimating Inquiries Complaints Meter Reading Meter Repair/Leak Meter Repair/Leak Meter Replacement Others: Metering Total 0 0 Water Quality Discolored Water Hardness Low Pressure Odor Particles in Water Scum/Oil in Water Taste Other: Water Quality
Others: Water Service Total Customer Contacts Ocustomer Service Customer Service Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service Bright Service General Information New Service Service Order Appointment Other: Customer Service	vices Inquiries Complaints	Estimating Meter Reading Meter Repair/Leak Meter Quality Unity Discolored Water Hardness Low Pressure Odor Particles in Water Scum/Oil in Water Taste
Others: Water Service Quarter # 3 Total Customer Contacts 0 Customer Ser Account Information Band Debt/Bankruptcy Bill Adjustment Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Notices Customer Notices Customer Notices Gustomer Service Staff Disconnection for Non-Pay Final Service General Information New Service NSF Check Payment Arrangements Revice Order Appointment Other: Customer Service Tot Water Servi	vices Inquiries Complaints	Estimating Inquiries Complaints Meter Reading Meter Repair/Leak Meter Repair/Leak Meter Replacement Others: Metering Total 0 0 Water Quality Discolored Water Hardness Low Pressure Odor Particles in Water Scum/Oil in Water Taste Other: Water Quality
Others: Water Service Total Quater # 3 Total Customer Contacts 0 Customer Ser Account Information Bad Deb/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information Centeral Service Centeral Payment Arrangements Rates Reconnection Non-Pay Service Order Appointment Other: Customer Service Tot Water Serv Disconnection for Repairs	vices [Inquiries Complaints	Estimating Inquiries Complaints Meter Reading Meter Repair/Leak Meter Repair/Leak Meter Replacement Others: Metering Total 0 0 Water Quality Discolored Water Hardness Low Pressure Odor Particles in Water Scum/Oil in Water Taste Other: Water Quality
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Others: Water Service Quarter # 3 Total Customer Contacts 0 Customer Ser Account Information Bad Deb/Bankruptcy Bill Adjustment Consumption Customer Normat Consumption Customer Service Staff Disconnection for Nor-Pay Service Order Appointment Other: Customer Service Tot Water Serv Disconnection for Repairs Main Breaks Mark Water Lines/Line Inspect Restoration	vices [Inquiries Complaints	Estimating Inquiries Complaints Meter Reading Meter Repair/Leak Meter Repair/Leak Meter Replacement Others: Metering Total 0 0 Water Quality Discolored Water Hardness Low Pressure Odor Particles in Water Scum/Oil in Water Taste Other: Water Quality
Others: Water Service Quarter # 3 Total Customer Contacts Total Customer Ser Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information Neer Christian Neer Christian Neer Christian Neer Christian Well C	vices [Inquiries Complaints	Estimating Inquiries Complaints Meter Reading Meter Repair/Leak Meter Repair/Leak Meter Replacement Others: Metering Total 0 0 Water Quality Discolored Water Hardness Low Pressure Odor Particles in Water Scum/Oil in Water Taste Other: Water Quality
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Others: Water Service Total Quarter # 3 Total Customer Contacts O Customer Ser Account Information Bad Deb/Fankruptcy Bill Information Bad Deb/Fankruptcy Bill Information Bill Information Bill Information Customer Notices Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service NSF Check Payment Arrangements Rates Reconnection Non-Pay Service Order Appointment Other: Customer Service Tot Water Serv Disconnection for Repairs Mark Water Lines/Line Inspect Restoration Service line leak Water Service Tot Quarter # 4 Total Quarter # 4 Total Qustomer Contacts	vices [Inquiries Complaints	Estimating Meter Reading Meter Repair/Leak Meter Repair/Leak Meter Repair/Leak Meter Repair/Leak Meter Repair/Leak Meter Repair/Leak Discolored Water Hardness Low Pressure Odor Particles in Water Taste Other: Water Quality Total O Metering
Others: Water Service Total Quarter # 3 Total Customer Contacts Total Customer Contacts Customer Ser Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information Ceneral Information Ceneral Information NSF Chack Payment Arrangements Rates Reconnection Non-Pay Service Order Appointment Other: Customer Service Water Serv Disconnection for Repairs Main Breaks Mark Water Lines/Line Inspect Restoration Service line leak Water Sampling Others: Water Service Tot Quarter # 4 Total Customer Contacts Customer Ser Customer Ser Customer Ser Customer Ser	vices Inquiries Complaints at 0 0 cee Inquiries Complaints at 0 0 cee Inquiries Complaints	Estimating Meter Reading Meter Repair/Leak Discolored Water Hardness Low Pressure Odor Particles in Water Taste Other: Water Quality Total O Metering Metering Inquiries Complaints O Metering Inquiries Complaints Metering Inquiries Complaints
Others: Water Service Total Quarter # 3 Total Customer Contacts O Customer Ser Account Information Bad Debt/Bankrupcy Bill Adjustment Bill Adjustment Bill Information Format Consumption Customer Notices Customer Notices Customer Notices Customer Notices Customer Service Staff Disconnection for Non-Pay Service Order Orbon-Pay Service Order Appointment Other: Customer Service Water Service Disconnection for Repairs Main Breaks Mark Water Lines/Line Inspect Restoration Service Inie leak Water Service O Customer Service Tot Quarter # 4 Total Customer Contacts O Customer Ser	vices [Inquiries Complaints	Estimating Meter Reading Meter RepairLeak Meter Quality Discolored Water Quality Discolored Water Quality Discolored Water Quality Particles in Water Scum/Oldor Particles in Water Scum/Oldor Particles in Water Taste Other: Water Quality Total O Metering Inquiries Complaints Meter Reading
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Others: Water Service Quarter # 3 Total Customer Contacts O Customer Ser Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service Staff Disconnection for Non-Pay Service Order Appointment Other: Customer Service Tot Water Serv Disconnection for Repairs Main Breaks	vices [Inquiries Complaints	Estimating Meter Reading Meter Repair/Leak Meter Quality Discolored Water Hardness Low Pressure Odor Particles in Water Taste Other: Water Quality Total Meter Repair/Leak
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Others: Water Service Quarter # 3 Total Customer Contacts O Customer Ser Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Service General Information New Service New Service General Information New Service New Service New Service Tot Water Service Tot Water Service Tot Other: Customer Service Tot Other: Customer Service Tot Others: Water Service Tot Outhers: Water Se	vices [Inquiries Complaints	Estimating Meter Reading Meter Repair/Leak Meter Reading Meter Reading Meter Repair/Leak Meter Repair/
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Others: Water Service Total Quarter # 3 Total Customer Contacts O Customer Ser Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service NSF Check Payment Arrangements Rain Breaks Mark Water Lines/Line Inspect Restoration Service Insel Insel Customer Service Total Customer Service Total Customer Service Total Customer Service Bill Adjustment Bill Information/Format Consumption Customer & A Consumption Customer Service Total Customer Service Customer Service Total Customer Service Service Staff Customer Service General Information New Service NSF Check Payment Arrangements	vices [Inquiries Complaints	Estimating Meter Repair/Leak M
Others: Water Service Quarter # 3 Total Customer Contacts O Customer Ser Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Service Staff Disconnection for Non-Pay Final Service General Information New Gen'vice General Information New Gen'vice General Information New Gen'vice Water Service Other: Customer Service Tot Water Service Other: Customer Service Tot Customer Information Water Service Tot Customer Service Tot Guarter # 4 Total Customer Contacts O Customer Service Insell Insell Insell Bill Information/Format Customer Service Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service Service Insell Insell Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service New Service N	vices [Inquiries Complaints	Estimating Meter Repair/Leak M
Others: Water Service Total Quarter # 3 Total Customer Contacts O Customer Ser Account Information Bad Debt/Bankrupcy Bill Adjustment Bill Adjustment Bill Information Consumption Customer Notices Customer Notices Customer Service Staff Disconnection for Non-Pay Service Order Appointment Other: Customer Service NSF Check Payment Arrangements Rates Ration Service Disconnection for Repairs Main Breaks Mark Water Linea/Line Inspect Restoration Service Inie leak Water Sarvice O Customer Service Tot Quarter # 4 Total Customer Service Bill Adjustment Bill Information Bad Debt/Bankruptcy Bill Information Bad Debt/Bankruptcy Bill Information Bad Debt/Bankruptcy Bill Information Consumption Customer Service Staff Disconnection for Non-Pay Final Service Customer Service Staff Disconnection for Non-Pay Final Service NSF Check Payment Arrangements Rates Reconnection Non-Pay Payment Arrangements Rates Reconnection Non-Pay	vices [Inquiries Complaints	Estimating Meter Repair/Leak M
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Others: Water Service Total Quarter # 3 Total Customer Contacts O Customer Ser Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service NSF Check Payment Arrangements Rectoration Non-Pay Service Order Appointment Other: Customer Service Tot Water Serv Disconnection for Repairs Main Breaks Mark Water Lines/Line Inspect Rectoration Other: Customer Service Total Customer Service Total Customer Service Usustomer Service Total Customer Service Total Customer Service Total Customer Service Service Order Appointment Others: Water Service Total Customer Service Usustomer Service Total Customer Service Service Staff Disconnection for Non-Pay Final Service General Information New Service Tot Water Service Tot Tot Disconnection for Repairs	vices Inquiries Complaints	Estimating Meter Reading Meter Repair/Leak Meter Quality Discolored Water Hardness Low Pressure Odor Particles in Water Cast Other: Water Quality Total 0 0 Metering Inquiries Complaints Odor Particles in Water Cast Other: Water Quality Total 0 0 Water Quality Inquiries Complaints Inquiries Complaint
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Others: Water Service Quarter # 3 Total Customer Contacts Total Customer Contacts Account Information Bad Debt/Bankruptcy Bill Adjustment Bill Adjustment Bill Information/Format Consumption Customer Notices Customer Service Staff Disconnection for Non-Pay Final Service General Information New Service NSF Check Payment Arrangements Ramaneschon Non-Pay Service Order Appointment Other: Customer Service Total Quarter # 4 Total Customer Contacts Quarter # 4 Total Customer Contacts Quarter # 5 Total Customer Service Listen Beak Mark Water Lines/Line Inspect Recount Information Bad Debt/Bankruptcy Bill Adjustment Bill Information/Format Consumption Customer Service Sustomer Service Total Customer Service Total Service General Information New Service Total Service Water Service Total Service Water Service Total Customer Service Total Service Water Service Total Customer Service Total C	vices Inquiries Complaints	Estimating Meter Reading Meter Repair/Leak Meter Quality Discolored Water Hardness Low Pressure Odor Particles in Water Cast Other: Water Quality Total 0 0 Metering Inquiries Complaints Odor Particles in Water Cast Other: Water Quality Total 0 0 Water Quality Inquiries Complaints Inquiries Complaint
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Ohio American Water Company Lake Darby - Franklin County

			·	-ranklin County	Number of
System Code	Year	Quarter	Disconnection Category	Violation Type	Disconnections
OAMLD	2012	1	W/14 Day Notice	Non-Payment	41
OAMLD	2012	1	W/14 Day Notice	Non-Emergency Regulation Violation	0
OAMLD	2012	1	W/14 Day Notice	Application Misrepresentation	0
OAMLD	2012	1	W/14 Day Notice	Access Denial	0
OAMLD	2012	1	W/14 Day Notice	Other	0
OAMED	2012		W/14 Day Notice	Other	U
OAMLD	2012	1	With 24 Hours Notice	Non-Payment	0
OAMLD	2012	1	With 24 Hours Notice	Non-Emergency Regulation Violation	0
OAMLD	2012	1	With 24 Hours Notice	Application Misrepresentation	0
OAMLD	2012	1	With 24 Hours Notice	Access Denial	0
OAMLD	2012	1	With 24 Hours Notice	Other	0
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OAMLD	2012	1	Without Notice	Cross-connection	0
OAMLD	2012	1	Without Notice	Other	0
OAMLD	2012	1	Without Notice	Tampering	0
					Nember
		l			Number of
System Code	Year		Disconnection Category	Violation Type	Disconnections
OAMLD	2012	2	W/14 Day Notice	Non-Payment	
OAMLD	2012	2	W/14 Day Notice	Non-Emergency Regulation Violation	
OAMLD	2012	2	W/14 Day Notice	Application Misrepresentation	
OAMLD	2012	2	W/14 Day Notice	Access Denial	
OAMLD	2012	2	W/14 Day Notice	Other	
OAMLD	2012	2	With 24 Hours Notice	Non-Payment	
OAMLD	2012	2	With 24 Hours Notice	Non-Emergency Regulation Violation	
OAMLD	2012	2	With 24 Hours Notice	Application Misrepresentation	
OAMLD	2012	2	With 24 Hours Notice	Access Denial	
OAMLD	2012	2	With 24 Hours Notice	Other	
OAMILD	2012		With 24 Hours Notice	Other	
OAMLD	2012	2	Without Notice	Cross-connection	
OAMLD	2012	2	Without Notice	Other	
OAMLD	2012	2	Without Notice	Tampering	
					Number of
System Code	Year	Quarter	Disconnection Category	Violation Type	Number of Disconnections
System Code OAMLD	Year 2012		Disconnection Category W/14 Day Notice	Violation Type Non-Payment	
System Code OAMLD OAMLD	2012	3	W/14 Day Notice	Non-Payment	
OAMLD OAMLD	2012 2012	3	W/14 Day Notice W/14 Day Notice	Non-Payment Non-Emergency Regulation Violation	
OAMLD OAMLD OAMLD	2012 2012 2012	3 3 3	W/14 Day Notice W/14 Day Notice W/14 Day Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation	
OAMLD OAMLD OAMLD OAMLD	2012 2012 2012 2012	3 3 3 3	W/14 Day Notice W/14 Day Notice W/14 Day Notice W/14 Day Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial	
OAMLD OAMLD OAMLD	2012 2012 2012	3 3 3	W/14 Day Notice W/14 Day Notice W/14 Day Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation	
OAMLD OAMLD OAMLD OAMLD OAMLD	2012 2012 2012 2012 2012	3 3 3 3 3	W/14 Day Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	
OAMLD OAMLD OAMLD OAMLD OAMLD OAMLD	2012 2012 2012 2012 2012 2012	3 3 3 3 3	W/14 Day Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment	
OAMLD OAMLD OAMLD OAMLD OAMLD OAMLD OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3	W/14 Day Notice With 24 Hours Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation	
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3	W/14 Day Notice With 24 Hours Notice With 24 Hours Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation	
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3	W/14 Day Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial	
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3	W/14 Day Notice With 24 Hours Notice With 24 Hours Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation	
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3	W/14 Day Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 3	W/14 Day Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection	
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OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 3	W/14 Day Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection	
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 3 3 3	W/14 Day Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection Other	Disconnections
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 3	W/14 Day Notice With 24 Hours Notice With Use Hours Notice With Use Hours Notice Without Notice Without Notice Without Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection Other Tampering	Disconnections Number of
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 3	W/14 Day Notice With 24 Hours Notice With Out Notice Without Notice Without Notice Without Notice Without Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection Other Tampering Violation Type	Disconnections
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 3 3 4 4	W/14 Day Notice With 24 Hours Notice With Out Notice Without Notice Without Notice Without Notice Without Notice Without Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection Other Tampering Violation Type Non-Payment	Disconnections Number of
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 4 4	W/14 Day Notice With 24 Hours Notice With Day Notice Without Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection Other Tampering Violation Type Non-Payment Non-Emergency Regulation Violation	Disconnections Number of
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OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 4 4 4 4	W/14 Day Notice With 24 Hours Notice With Day Notice Without Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection Other Tampering Violation Type Non-Payment Non-Emergency Regulation Violation Application Misrepresentation	Disconnections Number of
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OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 3 4 4 4 4 4	W/14 Day Notice With 24 Hours Notice With Day Notice Without Notice Without Notice Without Notice Without Notice W/14 Day Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection Other Tampering Violation Type Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Other Tampering	Disconnections Number of
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 3 3 4 4 4 4 4	W/14 Day Notice With 24 Hours Notice Without Notice Without Notice Without Notice Without Notice W/14 Day Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection Other Tampering Violation Type Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Payment Non-Emergency Regulation Violation	Disconnections Number of
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OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 3 3 4 4 4 4 4 4	W/14 Day Notice With 24 Hours Notice Without Notice Without Notice Without Notice Without Notice W/14 Day Notice W/14 Hours Notice With 24 Hours Notice With 24 Hours Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection Other Tampering Violation Type Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Payment Non-Emergency Regulation Violation Application Misrepresentation	Disconnections Number of
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 3 3 3 4 4 4 4 4 4	W/14 Day Notice With 24 Hours Notice Without Notice Without Notice Without Notice Without Notice W/14 Day Notice W/14 Hours Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection Other Tampering Violation Type Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	Disconnections Number of
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 3 3 3 4 4 4 4 4 4	W/14 Day Notice With 24 Hours Notice Without Notice Without Notice Without Notice Without Notice W/14 Day Notice W/14 Hours Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection Other Tampering Violation Type Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection	Disconnections Number of
OAMLD	2012 2012 2012 2012 2012 2012 2012 2012	3 3 3 3 3 3 3 3 3 3 3 3 3 3 4 4 4 4 4 4	W/14 Day Notice With 24 Hours Notice Without Notice Without Notice Without Notice Without Notice W/14 Day Notice W/14 Hours Notice With 24 Hours Notice	Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Cross-connection Other Tampering Violation Type Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	Disconnections Number of

Ohio American Water Company Lake Darby - Franklin County Routine (Annual/Semi-Annual) Flushing Information

	Noutine (Annual)	OCIIII-AIIII	uai, i lusillig illioilli	ation			
	Year	2012	Quarter:	1_		PWSID	OH2502612
Was the system flushed this quarter? Begin Date:	End Date: _	Yes:	□ Notification Date:	No:	X	If yes: Notification Method:	□ Newspaper Sign Posting
			Quarter:	2		_ _ _	Radio Bill Insert Marquee Other
Was the system flushed this quarter?		Yes:	\boxtimes	No:		If yes:	X
Begin Date:	End Date: _		Notification Date:			Notification Method:	Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?		Yes:	Quarter: ⊠	3 No:		If yes:	\boxtimes
Begin Date:	End Date:	165.	Notification Date:	NO.	ш	Notification Method:	Δ
							Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?		Yes:	Quarter:	4 No:	X	If yes:	
Begin Date:	End Date: _	,	Notification Date: wkly newspaper ads			Notification Method:	Newspaper Sign Posting Radio Bill Insert Marquee Other

Please try to input data in formate indicated in collumn title row, or use typical responses provided on MB_Codes sheet of this workbook. CTEvans																									
[Syste Code] (provide	as ad	10	[OutageID] (to be provided	(Constanting)		[Date of Main Break/Outage]	(Planned or	(October 7 cm)	[Main Size	Maio Toron	[Break	[Planned	[Number of Breaks on this Main in Past 5	Services	Valves Used	(Davide Marca)	[Date Company Became Aware of Problem]	Problem]	Resolved]		Area Flushed]	[Date Boil Advisory Issued]	[Time Boil Advisory Issued]	[Date Boil Advisory Rescinded]	[Time Boil Advisory Rescinded]
by PUC	O) [Year]	Quarte] by PUCO)	[Street Address] No Outages Reported This		(mm/dd/yy)	Unplanned)	[Specific Type]	(inches)]	[Main Type]	Causes]	Outage Cause]	Years]	Affected	(Yes/No)]	[Repair Means]	(mm/dd/yy)	(ex 23:59)	(mm/dd/yy)	(ex 23:59)	(mm/dd/yy)	(mm/dd/yy)	(ex 23:59)	(mm/dd/yy)	(ex 23:59)
OAMLE	2012	2		No Outages Reported This	Quarter																				
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Commission of Ohio Docketing Information System on

4/17/2012 2:37:26 PM

in

Case No(s). 10-2672-WS-UNC

Summary: Report Ohio American Water Franklin County Lake Darby PUCO Quarter 1 2012 Reports electronically filed by Mrs. Angela G Hosp on behalf of Little, David Mr.