

**Ohio American Water Company
Lake Darby - Franklin County**

Year **2012**

PWSID **OH2502612**

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MGD)	High Flow (MGD)	Date Of High Flow	Low Flow (MGD)	Date Of Low Flow	# Days Exceed Dsgn Cap	
1	1	6.964	8.9%	0.225	0.321	01/28/12	0.103	01/27/12	0	
	2	6.398	8.6%	0.221	0.335	02/25/12	0.105	02/10/12	0	
	3	7.170	8.4%	0.231	0.335	03/31/12	0.137	03/02/12	0	Count 1,460
2	4									
	5									
	6									Count
3	7									
	8									
	9									Count
4	10									
	11									
	12									Count

Avg	7	8.6%	0	0		0		0
High	7	8.9%	0	0		0		0
Low	6	8.4%	0	0		0		0

Enter System Code
Enter Units of Flow

OAMLD
3

Units of Flow
1
2
3

(Gallons)
(1000 Gal)
(MG)

(GPD)
(1000 GPD)
(MGD)

Ohio American Water Company
Lake Darby - Franklin County

Year 2012

PWSID OH2502612

Quarter # 1

Total Customer Contacts

2330

Customer Services	
Inquiries	Complaints
Account Information	1701
Bad Debt/Bankruptcy	35
Bill Adjustment	20
Bill Information/Format	11
Consumption	3
Customer Notices	6
Customer Service Staff	0
Disconnection for Non-Pay	32
Final Service	14
General Information	61
New Service	25
NSF Check	0
Payment Arrangements	26
Rates	0
Reconnection Non-Pay	29
Service Order Appointment	37
Other: Customer Service	325
Total	2326

Metering	
Inquiries	Complaints
Estimating	0
Meter Reading	1
Meter Repair/Leak	0
Meter Replacement	0
Others: Metering	0
Total	1

Water Quality	
Inquiries	Complaints
Discolored Water	0
Hardness	0
Low Pressure	3
Odor	0
Particles in Water	0
Scum/Oil in Water	0
Taste	0
Other: Water Quality	0
Total	3

Water Service

Inquiries	Complaints
Disconnection for Repairs	0
Main Breaks	0
Mark Water Lines/Line Inspect	0
Restoration	0
Service line leak	0
Water Sampling	0
Others: Water Service	0
Total	0

Quarter # 2

Total Customer Contacts

0

Customer Services	
Inquiries	Complaints
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	
Rates	
Reconnection Non-Pay	
Service Order Appointment	
Other: Customer Service	
Total	0

Metering	
Inquiries	Complaints
Estimating	
Meter Reading	
Meter Repair/Leak	
Meter Replacement	
Others: Metering	
Total	0

Water Quality	
Inquiries	Complaints
Discolored Water	
Hardness	
Low Pressure	
Odor	
Particles in Water	
Scum/Oil in Water	
Taste	
Other: Water Quality	
Total	0

Water Service

Inquiries	Complaints
Disconnection for Repairs	
Main Breaks	
Mark Water Lines/Line Inspect	
Restoration	
Service line leak	
Water Sampling	
Others: Water Service	
Total	0

Quarter # 3

Total Customer Contacts

0

Customer Services	
Inquiries	Complaints
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	
Rates	
Reconnection Non-Pay	
Service Order Appointment	
Other: Customer Service	
Total	0

Metering	
Inquiries	Complaints
Estimating	
Meter Reading	
Meter Repair/Leak	
Meter Replacement	
Others: Metering	
Total	0

Water Quality	
Inquiries	Complaints
Discolored Water	
Hardness	
Low Pressure	
Odor	
Particles in Water	
Scum/Oil in Water	
Taste	
Other: Water Quality	
Total	0

Water Service

Inquiries	Complaints
Disconnection for Repairs	
Main Breaks	
Mark Water Lines/Line Inspect	
Restoration	
Service line leak	
Water Sampling	
Others: Water Service	
Total	0

Quarter # 4

Total Customer Contacts

0

Customer Services	
Inquiries	Complaints
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	
Rates	
Reconnection Non-Pay	
Service Order Appointment	
Other: Customer Service	
Total	0

Metering	
Inquiries	Complaints
Estimating	
Meter Reading	
Meter Repair/Leak	
Meter Replacement	
Others: Metering	
Total	0

Water Quality	
Inquiries	Complaints
Discolored Water	
Hardness	
Low Pressure	
Odor	
Particles in Water	
Scum/Oil in Water	
Taste	
Other: Water Quality	
Total	0

Water Service

Inquiries	Complaints
Disconnection for Repairs	
Main Breaks	
Mark Water Lines/Line Inspect	
Restoration	
Service line leak	
Water Sampling	
Others: Water Service	
Total	0

**Ohio American Water Company
Lake Darby - Franklin County**

System Code	Year	Quarter	Disconnection Category	Violation Type	Number of 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
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
OAMLD	2012	1	Without Notice	Cross-connection	0
OAMLD	2012	1	Without Notice	Other	0
OAMLD	2012	1	Without Notice	Tampering	0
System Code	Year	Quarter	Disconnection Category	Violation Type	Number of 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	
OAMLD	2012	2	Without Notice	Cross-connection	
OAMLD	2012	2	Without Notice	Other	
OAMLD	2012	2	Without Notice	Tampering	
System Code	Year	Quarter	Disconnection Category	Violation Type	Number of Disconnections
OAMLD	2012	3	W/14 Day Notice	Non-Payment	
OAMLD	2012	3	W/14 Day Notice	Non-Emergency Regulation Violation	
OAMLD	2012	3	W/14 Day Notice	Application Misrepresentation	
OAMLD	2012	3	W/14 Day Notice	Access Denial	
OAMLD	2012	3	W/14 Day Notice	Other	
OAMLD	2012	3	With 24 Hours Notice	Non-Payment	
OAMLD	2012	3	With 24 Hours Notice	Non-Emergency Regulation Violation	
OAMLD	2012	3	With 24 Hours Notice	Application Misrepresentation	
OAMLD	2012	3	With 24 Hours Notice	Access Denial	
OAMLD	2012	3	With 24 Hours Notice	Other	
OAMLD	2012	3	Without Notice	Cross-connection	
OAMLD	2012	3	Without Notice	Other	
OAMLD	2012	3	Without Notice	Tampering	
System Code	Year	Quarter	Disconnection Category	Violation Type	Number of Disconnections
OAMLD	2012	4	W/14 Day Notice	Non-Payment	
OAMLD	2012	4	W/14 Day Notice	Non-Emergency Regulation Violation	
OAMLD	2012	4	W/14 Day Notice	Application Misrepresentation	
OAMLD	2012	4	W/14 Day Notice	Access Denial	
OAMLD	2012	4	W/14 Day Notice	Other	
OAMLD	2012	4	With 24 Hours Notice	Non-Payment	
OAMLD	2012	4	With 24 Hours Notice	Non-Emergency Regulation Violation	
OAMLD	2012	4	With 24 Hours Notice	Application Misrepresentation	
OAMLD	2012	4	With 24 Hours Notice	Access Denial	
OAMLD	2012	4	With 24 Hours Notice	Other	
OAMLD	2012	4	Without Notice	Cross-connection	
OAMLD	2012	4	Without Notice	Other	
OAMLD	2012	4	Without Notice	Tampering	

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

Year 2012 Quarter: 1

PWSID: **OH2502612**

Was the system flushed this quarter?
Begin Date: _____

End Date: _____ Yes: ☐ No: ☒
Notification Date: _____

If yes: ☐
Notification Method:
☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Was the system flushed this quarter?
Begin Date: _____

Quarter: 2

End Date: _____ Yes: ☒ No: ☐
Notification Date: _____

If yes: ☒
Notification Method:
☒ Newspaper
☒ Sign Posting
☐ Radio
☒ Bill Insert
☐ Marquee
☐ Other

Was the system flushed this quarter?
Begin Date: _____

Quarter: 3

End Date: _____ Yes: ☒ No: ☐
Notification Date: _____

If yes: ☒
Notification Method:
☐ Newspaper
☒ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☒ Other

Was the system flushed this quarter?
Begin Date: _____

Quarter: 4

End Date: _____ Yes: ☐ No: ☒
Notification Date: _____
wkly newspaper ads

If yes: ☐
Notification Method:
☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Please try to input data in format indicated in column title row, or use typical responses provided on MB_Codes sheet of this workbook. CTEvans

[illegible]

This foregoing document was electronically filed with the Public Utilities

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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.