

**Ohio American Water Company  
Timberbrook - Franklin County**

Year **2012**

PWSID **OH2502712**

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	1.617	15.0%	0.052	0.096	01/13/12	0.004	01/23/12	0	
	2	1.368	16.4%	0.047	0.114	02/22/12	0.002	02/07/12	0	
	3	1.492	15.6%	0.048	0.097	03/25/12	0.001	03/26/12	0	Count <b>277</b>
2	4									
	5									
	6									Count
3	7									
	8									
	9									Count
4	10									
	11									
	12									Count

Avg	1	15.7%	0	0		0		0
High	2	16.4%	0	0		0		0
Low	1	15.0%	0	0		0		0

Enter System Code  
Enter Units of Flow

**OAMTM**  
**3**

Units of Flow
1
2
3

(Gallons)
(1000 Gal)
(MG)

(GPD)
(1000 GPD)
(MGD)

Ohio American Water Company  
Timberbrook - Franklin County

Year 2012

PWSID OH2502712

Quarter # 1

Total Customer Contacts

187

Customer Services	
Inquiries	Complaints
Account Information	141
Bad Debt/Bankruptcy	0
Bill Adjustment	1
Bill Information/Format	0
Consumption	0
Customer Notices	0
Customer Service Staff	0
Disconnection for Non-Pay	3
Final Service	3
General Information	6
New Service	3
NSF Check	0
Payment Arrangements	1
Rates	0
Reconnection Non-Pay	0
Service Order Appointment	4
Other: Customer Service	22
Total	184

Water Services

Inquiries	Complaints
Disconnection for Repairs	0
Main Breaks	3
Mark Water Lines/Line Inspect	0
Restoration	0
Service line leak	0
Water Sampling	0
Others: Water Service	0
Total	3

Metering

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

Water Quality

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

Water Services

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

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

Water Services

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

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

Water Services

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

**Ohio American Water Company  
Timberbrook - Franklin County**

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

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

Year    2012                      Quarter:          1      

PWSID:    **OH2502712**

Was the system flushed this quarter?  
Begin Date:                      \_\_\_\_\_

Yes:                      ☐                      No:                      ☒  
End Date:                      \_\_\_\_\_                      Notification Date:                      \_\_\_\_\_

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

Was the system flushed this quarter?  
Begin Date:                      \_\_\_\_\_

Quarter:          2      

Yes:                      ☒                      No:                      ☐  
End Date:                      \_\_\_\_\_                      Notification Date:                      \_\_\_\_\_

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

Was the system flushed this quarter?  
Begin Date:                      \_\_\_\_\_

Quarter:          3      

Yes:                      ☐                      No:                      ☒  
End Date:                      \_\_\_\_\_                      Notification Date:                      \_\_\_\_\_

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

Was the system flushed this quarter?  
Begin Date:                      \_\_\_\_\_

Quarter:          4      

Yes:                      ☒                      No:                      ☐  
End Date:                      \_\_\_\_\_                      Notification Date:                      \_\_\_\_\_

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 PUCO Quarter 1 2012 Reports -  
Timberbrook. electronically filed by Mrs. Angela G Hosp on behalf of Little, David Mr.