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October 23, 2007

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PUCO

Renee J. Jenkins, Docketing Division
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

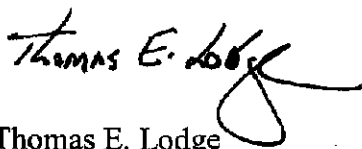
RE: In the Matter of the Amendment of the Minimum Telephone Service Standards
as Set Forth in Chapter 4901:1-5 of the Ohio Administrative Code,
PUCO Case No. 00-1265-TP-ORD

Dear Ms. Jenkins:

Enclosed are an original and ten (10) copies of Verizon North Inc.'s Application for Limited Exemption of Ohio Administrative Code §4901:1-5-20(B)(4), to be filed in connection with the above-referenced matter.

Thank you for your assistance. If you have any questions, please do not hesitate to call.

Very truly yours,



Thomas E. Lodge

Enclosure

cc: All Parties of Record
Daniel E. Fullin, Attorney Examiner

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PUCO

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Amendment of the
Minimum Telephone Service Standards
As Set Forth in Chapter 4901:1-5 of the
Ohio Administrative Code.

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Case No. 00-1265-TP-COI

**VERIZON NORTH INC.'S APPLICATION FOR LIMITED EXEMPTION OF OHIO
ADMINISTRATIVE CODE §4901:1-5-20(B)(4)**

Pursuant to Ohio Administrative Code §4901:1-5-02 (D), Verizon North Inc. ("Verizon") seeks a limited exemption ,for the period from August 20, 2007 through August 29, 2007, of the requirements of Ohio Administrative Code §4901:1-5-20(B)(4) to clear out-of-service ("OOS") trouble reports within 24 hours. Verizon seeks this exemption because the unusually severe weather conditions across Northern Ohio during the period resulted in excessively high numbers of trouble reports, which should be excluded from calculation of the metric under Ohio Administrative Code §4901:1-5-20(B)(4). Specifically, Verizon requests a limited exemption for 153 OOS trouble reports that because of the severe storms could not be completed in 24 hours as otherwise required by the Minimum Telephone Service Standards ("MTSS").

It would be an unreasonable hardship for Verizon to meet the MTSS OOS metric given the overwhelming magnitude of the increased trouble reports caused by the unusually severe storms. The disastrous weather during this period resulted in declarations of emergency for Ohio and a 300% to 1233% increase in trouble reports for Verizon, and therefore qualify Verizon for the requested limited exemption.

Verizon directs the Commission to its attached Memorandum In Support Of Application
For Limited Exemption of Ohio Administrative Code §4901:1-5-20(B)(4).

Dated: October 23, 2007

Respectfully submitted,

VERIZON NORTH INC.

By: Thomas E. Lodge
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BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Amendment of the)	
Minimum Telephone Service Standards)	Case No. 00-1265-TP-COI
As Set Forth in Chapter 4901:1-5 of the)	
Ohio Administrative Code.)	

**VERIZON NORTH INC.'S MEMORANDUM IN SUPPORT OF APPLICATION FOR
LIMITED EXEMPTION OF OHIO ADMINISTRATIVE CODE §4901:1-5-20(B)(4)**

Pursuant to Ohio Administrative Code 4901:1-5-02(D), Verizon North Inc. ("Verizon") seeks a limited exemption for the period from August 20, 2007 through August 29, 2007, of the requirements of Ohio Administrative Code 4901:1-5-20(B)(4) to clear out-of-service ("OOS") trouble reports within 24 hours ("OOS in 24 Rule") due to unusually severe weather conditions across Northern Ohio. Verizon seeks this exemption to remove 153 OOS trouble reports for the effected exchanges from the calculation of the OOS in 24 Rule metric during this period. Normally, the affected exchanges experience approximately two or three daily trouble reports and about one or two daily OOS trouble reports (or less). However, because of the severe weather, these exchanges had many more trouble reports, and more than 10 exchanges received OOS reports in double digits.¹ The severe weather driving the spike in OOS repair reports included dangerous storms with high winds, heavy rainfall, flooding, flash flooding, and tornadoes causing extensive damage to property and people in Verizon's Northern Ohio service areas. The flooding and other resulting conditions significantly restricted Verizon's ability to clear "OOS" conditions within 24 hours.

¹ Many exchanges had a 6-fold or more increase in OOS trouble reports, and in some cases there was more than a 10-fold increase from the normal daily average. (See Exhibit 1.)

On August 22, 2007, Governor Strickland declared a state of emergency in Northern Ohio, noting that "Northern Ohio was inundated with heavy rainfall of 6 to 9 inches within a 24-hour period on August 20. A total of 27 counties have been affected by flooding and wind damage." (See Exhibit 2.) Storms continued for more than a week. (See Exhibit 3.) The storms were followed by other storms that caused losses to homes, personal property, vehicles, numerous businesses as well as damage to roads, bridges and public facilities. Numerous roads were completely closed or blocked, and many telecommunications facilities were destroyed, submerged or buried by debris. On August 26, 2007, Governor Strickland issued a letter to President Bush asking him to declare a major disaster for the State of Ohio that would allow for federal financial and other assistance. He stated that "I have determined that this incident is of such severity and magnitude that effective response is beyond the capabilities of the State and the affected local governments that supplementary Federal assistance is necessary." (Exhibit 3 at 1, 2.) On August 27, President Bush declared Ohio a major disaster area. (See Exhibit 4.)

Section (B)(4) of the OOS in 24 Rule states: "The local service provider shall clear out-of-service trouble reports within twenty-four hours, excluding Sundays and holidays, following receipt of the report." Due to the excessive flooding and other conditions, Verizon experienced such a huge spike in OOS trouble reports between August 20 and August 29 that many could not be cleared within 24 hours. The following exchanges were affected: Loudonville, Galion, Evansport, Hicksville, Ney, Fayette, McComb, Curtice-Oregon, Elmore, Port Clinton, Put in Bay, Antwerp, Scott, Crestline, Clyde, Gibsonburg, Helena, Attica, Edgerton, Edon, Montpelier, Pioneer, West Unity, Haskins-Tontogany, North Baltimore, Wayne-Bradner, Weston and Carey. (See Exhibit 1.) The spike in the daily average for OOS reports ranged from 300% to as high as 1233%. (See Exhibit 1.) Verizon responded quickly by moving and increasing the number of

technicians in the affected areas, cancelling days off, accepting volunteers, increasing overtime and working 12-hour shifts. As Exhibit 1 shows, Verizon was able to clear a huge amount of the increased OOS repairs within 24 hours.

Exhibit 1 summarizes the enormity of Verizon's challenge caused by the disaster. Going from left to right on the Exhibit, the first three columns identify the date and exchange offices affected by the disaster. The next column, "Total Daily Trouble," shows the number of trouble reports in the exchange. The next column, "Total OOS Daily Trouble," breaks out the amount of OOS trouble tickets from the prior column. The next column, "Total OOS Misses," reflects the numbers of OOS trouble tickets that Verizon could not complete in 24 hours. The next two columns show the historic daily average of total trouble reports in the exchange and the historic daily average OOS trouble reports for the exchange. The last column (on the far right of the Exhibit) shows the percentage increase in total OOS in 24 trouble tickets as a result of the disaster.

Thus, for example, in Loudonville Verizon experienced a 335% daily increase in OOS trouble tickets as a result of the storms. Galion experienced daily OOS increases of 371% and 841%. Evansport experienced OOS increases of between 700% to 1100%. These dramatic increases were experienced evenly throughout these and the other Verizon exchanges. Indeed, the even distribution of increased trouble tickets throughout all the affected area is what made Verizon's response so difficult. In spite of that, Verizon was able to complete the majority of the OOS repair tickets in compliance with the MTSS. However, even with Verizon's efforts to meet the monumental load detailed above, 153 OOS reports could not be completed in time.

Ohio Administrative Code §4901:1-5-02(D) permits a provider to seek an exemption in the case of an unreasonable hardship. Although the rule does not specifically define the showing for such an exemption, the damage from these storms described in the emergency declarations by the Governor and the resulting major disaster declaration for Ohio by President Bush is a testament to the overwhelming nature of the disaster and resulting hardship for everyone affected in Northern Ohio, including Verizon. The devastation was sudden, unexpected, extreme, widespread and complicated by subsequent additional storms. The monumental increases in the Verizon OOS trouble reports during this period for this part of the state -- as high as 1233% in one exchange, over 1000% in seven exchanges and over 300% for all areas -- were overwhelming and would clearly have been unreasonable for Verizon to cover within the normal timeframes of the rule.

Although the existing MTSS rules do not identify what amount of increase in trouble tickets would be considered "unreasonable" for purposes of waiving the normal time periods of the OOS rule, the Commission's revised MTSS rules to be effective in 2008 provide precedential guidance.² In the New MTSS rules, providers are allowed to obtain a grace period in each exchange to repair or restore service due to an extreme, unique, or unforeseeable weather-related incident. See New MTSS Rule 4901:1-5-08(D). The grace period may be requested due to either: 1) at least a 300% increase in the number of OOS reports compared to the average number of OOS reports for the affected months of the three previous years, or 2) any declaration of a state of emergency by the governor or a duly authorized county official for the county in which the exchange is located. Although New MTSS Rule 4901:1-5-08(D) pertains to a waiver of service credits and not an exemption under §4901:1-5-02(D), it clearly provides a basis for

² See *In the Matter of the Review of Chapter 4901:1-5, Ohio Administrative Code*, Case No. 05-1102-TP-ORD, Entry in Rehearing (July 11, 2007) (adopting the "New MTSS Rules").

concluding that an increase in OOS reports of more than 300% is worthy of relief. During this period, Verizon experienced an increase of 300% in OOS trouble, and much more in most instances, for each of the affected exchanges as compared to the average daily number of OOS reports for the two previous years. Further, as stated previously, the Governor and President Bush declared emergencies and major disasters in Northern Ohio during this period. The fact that the Commission has determined that relief should be provided from MTSS requirements in such circumstances dictates that the storms imposed an unreasonable hardship, meriting an exemption from the OOS in 24 Rule.


The devastation and amount of damage to Verizon's network caused by this disaster was overwhelming. Governor Strickland acknowledged that the magnitude of the disaster was so great that the State could not effectively respond to it. It was likewise overwhelming for Verizon. It would be unreasonable for Verizon to be held to the normal OOS MTSS metrics during this period for the exchanges affected, and its request for an exemption of the 153 OOS trouble reports from the OOS in 24 Rule is reasonable and should be granted.

Conclusion

For the reasons state above, Verizon requests an exemption from Ohio Administrative Code 4901:1-5-20(B)(4) for the period of August 20, 2007 through August 29, 2007.

Respectfully submitted,

Verizon North Inc.

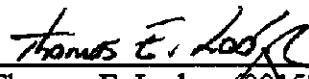
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Its Attorneys

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a copy of the foregoing was served upon all parties listed on the attached Service List, via ordinary U.S. mail, this 23rd day of October, 2007.



Thomas E. Lodge (0015741)

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EXHIBIT 1

**Verizon North Inc.
Out-of-Service Data**

Create Date	CO_DESC	TOTAL Daily Trouble	TOTAL OOS Daily Trouble	Total OOS Misses	2-YR Aug TOTAL TRBL Daily Avg	2-YR Aug TOTAL OOS Daily Avg	Percent Change from 2-Year Total OOS Daily Average
8/21/2007	LOUDONVILLE	12	10	2	3.0	2.3	335%
8/22/2007	GALION	11	8	2	3.0	1.7	371%
8/21/2007	GALION	18	16	8	3.0	1.7	841%
8/22/2007	EVANSPOET	8	5	1	0.7	0.5	900%
8/21/2007	EVANSPOET	8	6	2	0.7	0.5	1100%
8/20/2007	EVANSPOET	4	4	3	0.7	0.5	700%
8/20/2007	HICKSVILLE	18	15	4	3.4	2.5	500%
8/20/2007	NEY	13	11	10	2.4	2.0	450%
8/21/2007	FAYETTE	4	4	1	0.8	0.5	700%
8/23/2007	FAYETTE	2	2	1	0.8	0.5	300%
8/26/2007	FAYETTE	2	2	1	0.8	0.5	300%
8/27/2007	MCCOMB	5	5	1	1.3	0.9	456%
8/22/2007	MCCOMB	8	7	2	1.3	0.9	678%
8/21/2007	CURTICE-OREGON	15	8	1	2.9	2.0	300%
8/22/2007	CURTICE-OREGON	11	8	3	2.9	2.0	300%
8/21/2007	ELMORE	6	3	1	1.1	0.7	329%
8/20/2007	PORT CLINTON MAIN	13	10	2	3.1	2.0	400%
8/22/2007	PUT IN BAY	3	2	1	0.6	0.4	400%
8/20/2007	ANTWERP	5	5	3	1.3	0.9	456%
8/21/2007	SCOTT	2	2	2	0.6	0.4	400%
8/29/2007	CRESTLINE	7	6	1	2.1	1.4	329%
8/21/2007	CRESTLINE	11	11	4	2.1	1.4	686%
8/21/2007	CLYDE	10	10	3	1.9	1.3	659%
8/20/2007	GIBSONBURG	10	8	1	1.1	0.8	900%
8/22/2007	GIBSONBURG	6	4	2	1.1	0.8	400%
8/20/2007	HELENA	9	9	2	0.9	0.7	1186%
8/21/2007	HELENA	4	3	2	0.9	0.7	329%
8/21/2007	ATTICA	4	4	1	0.6	0.3	1233%
8/22/2007	BLOOMVILLE	2	2	1	0.6	0.4	400%
8/22/2007	REPUBLIC	5	4	2	0.6	0.4	900%
8/24/2007	REPUBLIC	2	2	2	0.6	0.4	400%
8/22/2007	BETTSVILLE	4	4	1	1.2	0.9	344%
8/21/2007	BRYAN	37	25	9	4.5	3.1	706%
8/20/2007	BRYAN	23	18	14	4.5	3.1	481%
8/22/2007	EDGERTON	8	5	2	1.4	1.0	400%
8/20/2007	EDGERTON	9	7	4	1.4	1.0	600%
8/21/2007	EDGERTON	9	8	7	1.4	1.0	700%
8/20/2007	EDON	2	2	1	0.7	0.4	400%
8/23/2007	EDON	5	4	1	0.7	0.4	900%
8/20/2007	MONTPELIER	22	20	2	2.3	1.6	1150%
8/22/2007	MONTPELIER	12	9	4	2.3	1.6	453%
8/21/2007	MONTPELIER	12	11	7	2.3	1.6	588%
8/24/2007	PIONEER	9	9	1	1.0	0.7	1186%
8/22/2007	PIONEER	6	5	2	1.0	0.7	614%
8/20/2007	PIONEER	5	5	3	1.0	0.7	614%
8/24/2007	WEST UNITY	6	4	1	1.0	0.6	567%
8/25/2007	WEST UNITY	4	4	1	1.0	0.6	567%
8/27/2007	WEST UNITY	8	8	1	1.0	0.6	1233%
8/21/2007	WEST UNITY	5	4	2	1.0	0.6	567%
8/23/2007	WEST UNITY	8	6	2	1.0	0.6	900%
8/22/2007	WEST UNITY	7	7	5	1.0	0.6	1067%
8/21/2007	HASKINS-TONTOGANY	4	4	2	1.4	0.9	344%
8/22/2007	NORTH BALTIMORE	5	5	1	0.9	0.5	900%
8/23/2007	NORTH BALTIMORE	6	4	2	0.9	0.5	700%
8/21/2007	WAYNE-BRADNER	11	9	3	2.7	2.0	350%
8/21/2007	WESTON	6	4	2	1.1	0.7	471%
8/21/2007	CAREY	4	4	1	1.1	0.8	400%
		473	391	153			

EXHIBIT 2

NEWS RELEASE



Governor Ted Strickland

GOVERNOR DECLARES EMERGENCIES IN NINE OHIO COUNTIES

COLUMBUS (August 22, 2007) –Governor Ted Strickland today declared a state of emergency for Allen, Crawford, Hancock, Hardin, Putnam, Richland, Seneca, Van Wert and Wyandot counties. Northern Ohio was inundated with heavy rainfall of 6 to 9 inches within a 24-hour period on August 20. A total of 21 counties have been affected by flooding and wind damage.

"County and state emergency responders have been working around the clock since Monday, the start of the severe storms and flooding," Strickland said. "With this emergency declaration, we can ensure that state resources will be used to help affected Ohioans recover from this disaster as quickly as possible."

State agency personnel continue to maintain contact with all affected county emergency management agencies from the state Emergency Operations Center. The Ohio Department of Transportation has closed or restricted traffic on numerous local, county and state routes.

State agencies assisting affected counties include: the Office of the Governor, Ohio Emergency Management Agency, Ohio Environmental Protection Agency, Ohio State Highway Patrol, and Ohio departments of Administrative Services, Agriculture, Natural Resources, Public Safety and Transportation. The American Red Cross is conducting preliminary damage assessments and has opened shelters in numerous affected counties.

As a result of the governor's declaration, the Ohio Department of Job and Family Services is providing disaster assistance to residents of declared counties. Affected families may be eligible to receive Temporary Assistance for Needy Families (TANF) disaster assistance benefits of up to \$1,500. Elderly and disabled individuals may qualify for a one-time cash assistance of up to \$750. Applications will be accepted at county Job and Family Services departments.

Showers and thunderstorms are forecast for Ohio for the remainder of the week.

For additional information on flooding and emergency preparedness, visit www.ema.ohio.gov or www.weathersafety.ohio.gov.

Media Contact: Tom Hunter, ODPS, (614) 403-0302 or C.J. Couch, Ohio EMA, (614) 582-9801.

###



STATE OF OHIO

Emergency Operations Center

NEWS RELEASE

www.ema.ohio.gov

Ted Strickland, Governor

2855 W. Dublin Granville Rd.
Columbus, Ohio 43235

FOR IMMEDIATE RELEASE

August 24, 2007

CONTACT: Tom Hunter, ODPS, (614) 403-0302

C.J. Couch, Ohio EMA, (614) 582-9801

RECOVERY EFFORTS CONTINUE IN AFFECTED FLOOD AREAS

COLUMBUS – As floodwaters recede throughout northern Ohio, local and state agencies, in partnership with volunteer organizations, are continuing their efforts to help residents and businesses recover from severe flooding. Since Aug. 20, the state's Emergency Operations Center has been receiving reports from 27 counties affected by storms that have dumped as much as 15 inches of rain throughout central and northern Ohio. Governor Ted Strickland declared a state of emergency for nine northern Ohio counties: Allen, Crawford, Hancock, Hardin, Putnam, Richland, Seneca, Van Wert and Wyandot, on Aug. 22.

Yesterday, Governor Strickland joined U.S. Department of Homeland Security Secretary Michael Chertoff and Federal Emergency Management Agency Administrator David Paulison for a tour of flood affected areas in the downtown business district of Findlay. After his visit to Findlay, Governor Strickland joined U.S. Senator Sherrod Brown, U.S. Representatives Paul Gilmour, Marcy Kaptur and Jim Jordan; Ohio State Senator Steve Buchrer, Ohio Department of Public Safety Director Henry Guzmán, Ohio Adjutant General Greg Wayt and Ohio EMA Operations Division Director Mel House for a helicopter tour of flood affected areas in Hancock, Wyandot and Crawford counties. The delegation met with residents and business owners in Findlay and Bucyrus, assuring them that local, state and federal agencies will work together to bring comfort and support during these difficult times.

As of Noon today, the state Emergency Operations Center provided the following update:

- County, state and federal emergency management officials will begin to conduct Preliminary Damage Assessments, tomorrow in the following counties: Crawford, Hancock, Putnam, Richland and Wyandot;
- Electricity has been restored throughout the region;
- The American Red Cross and Ohio Voluntary Organizations Active in Disasters (VOAD) are continuing to provide shelters, service centers and feeding stations in the following counties: Crawford, Hancock, Ottawa and Putnam.

County and state agencies have begun efforts to ensure debris created by the flooding is removed from the impacted areas. Residents need to make certain that debris (damaged household items, carpeting, appliances, furniture, etc) is placed along the curbside or next to roadway within the public right-of-way. Debris teams can not remove items located next to homes/private property.

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EXHIBIT 3



TED STRICKLAND
GOVERNOR
STATE OF OHIO

August 26, 2007

President George W. Bush
The White House
1600 Pennsylvania Avenue NW
Washington, D. C. 20500

Through: Edward Buikema, Regional Administrator
FEMA Region V
Chicago, Illinois 60605-1521

Dear President Bush:

Under the provisions of Section 401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. §§ 5121-5206 (Stafford Act), and implemented by 44 CFR § 206.36, I request that you declare a major disaster for the State of Ohio as a result of severe storms with high winds, heavy rainfall, flooding, flash flooding and tornadoes which occurred beginning August 20, 2007 and are continuing. Federal disaster assistance is being requested for the following counties: Allen, Crawford, Hancock, Putnam, Richland and Wyandot Counties. Assistance for additional counties may be requested when additional Preliminary Damage Assessments become available.

In response to the situation, I have taken appropriate action under State law and directed the execution of the State Emergency Operations Plan on August 20, 2007 in accordance with Section 401 of the Stafford Act. Under my authority as governor, a State declaration of an emergency was issued for Allen, Crawford, Hancock, Hardin, Putnam, Richland, Seneca, Van Wert and Wyandot Counties on August 22, 2007 due to severe storms in Northern Ohio.

The Ohio Enhanced State Mitigation Plan was approved by FEMA on May 17, 2005 allowing eligibility to mitigation funding through May 13, 2008. Currently, Ohio is working to improve the state risk assessment by analyzing our riverine flood hazard using HAZUS-MH MR2.

On Thursday, August 23, 2007, I requested a joint Federal, State, and local survey of the damaged areas. Preliminary Damage Assessments indicated the most severe impacts were to the private sectors in Allen, Crawford, Hancock, Putnam, Richland and Wyandot Counties. I have determined that this incident is of such severity and magnitude that effective response is beyond the capabilities of the State and the affected local governments and that supplementary Federal

assistance is necessary. I am specifically requesting Individual Assistance to include the Individuals and Households Program (IHP), Housing Assistance and Other Needs Assistance (ONA), Disaster Unemployment Assistance, Disaster Legal Services, Crisis Counseling, Small Business Administration Home, Personal Property, Business and Economic Injury Disaster Loan Programs for Allen, Crawford, Hancock, Putnam, Richland and Wyandot Counties; and appropriate Agriculture programs and the Hazard Mitigation Grant Program for all counties within the State. We recognize that there has been significant damage to the public sector, but assessments have not yet been completed and therefore I am unable to request supplemental assistance for FEMA's Public Assistance Program at this time. However, I will do so immediately if data from analysis of infrastructure damages demonstrates that Ohio would qualify.

Preliminary estimates of the types and amount of Individual Assistance needed under the Stafford Act and estimated requirements for assistance from certain Federal agencies under other statutory authorities will be updated upon receipt from FEMA. (See Enclosures A, B and C). Enclosure D contains a commitment to provide the non-Federal share of obligations required by the Stafford Act.

The following information is furnished on the nature and amount of State and local resources that have been or will be used to alleviate the conditions of this disaster.

Based on monitoring National Weather Service and U.S. Geological Survey (USGS) websites, and confirmation from the U.S. Geological Survey by telephone, this event has resulted in a new flood of record in the Cities of Findlay (Hancock County) and Bucyrus (Crawford County). USGS maintains this is a record event based on stream gauges and flood stage and/or discharge in both cities.

The previous record discharge in Findlay on the Blanchard River was 13,000 cubic feet per second (CFS) in 1981. As of 8:15 a.m. on August 22nd, the discharge was 14,200 CFS. Flood stage in 1981 was 17.43 feet, with a predicted crest for this event of 18.5 feet. The stream gauge in Bucyrus had a previous flood stage of record of 11.9 feet in 1959. USGS indicated that the stage was over 12 feet when the gauge became inoperable due to being submerged. The State continues to experience showers and thunderstorms, some of which continue to be severe.

The counties for which I declared an emergency due to severe storms have experienced flooding to the private and public sectors with extensive uninsured losses to homes, personal property, vehicles, numerous businesses and damages to roads, bridges and public facilities.

Although I am unable to request the FEMA Public Assistance Program at this time, the damages incurred by the public sector have resulted in additional financial impacts to the State and local governments. Currently the State is administering FEMA's Public Assistance Program throughout much of the entire State as a result of nine major Presidential declarations and three emergency declarations, including the most recent for Hurricane Katrina, FEMA 403 Public Assistance Program.

STATE ASSISTANCE AND RESPONSE EFFORTS

ESF 1: Transportation. The Ohio Department of Transportation (ODOT) has completed a sandbag transport mission from Ohio Emergency Management Agency (OH EMA) to Bucyrus (Crawford County) ODOT garage, provided signage detours, inspected a bridge for public safety measures and monitored roadways closed due to flooding. ODOT coordinated a rail issue involving CSX in Putnam County. ODOT has also coordinated flight activities through the ODOT Aviation section.

ESF 2: Communications. OH EMA personnel provided communications support to Hancock County by assisting with the set up of the Buckeye State Sheriffs' Association Communications unit which was assigned to the Hancock County Sheriff's Office. OH EMA staff also provided handheld radios to the county for use in coordinating rescue boats in the area.

ESF 3: Engineering and Public Works. ODOT is providing personnel and equipment to conduct emergency debris removal activities and anticipates an increase in these activities as flood waters recede. The Ohio Department of Natural Resources (ODNR) is also coordinating emergency debris removal issues with ODOT, Ohio Environmental Protection Agency (OH EPA), OH EMA and Ohio National Guard (ONG).

OH EPA Public Drinking Water provided outreach regarding public health safety in flood water. OH EPA monitored several water and waste water treatment plants. The OH EPA coordinated the State's response to Putnam County's water shortage of potable drinking water following the leaking and subsequent flood water contamination of water lines running under the Blanchard River, which was flooded.

ESF 4: Firefighting. Requests for swift water rescue units for the City of Ottawa (Putnam County) and the City of Findlay (Hancock County) were filled through the implementation of the Ohio Fire Chiefs' Response Plan. An Incident Management Assistance Team was also provided through the Ohio Fire Chiefs' Response Plan. The State Fire Marshal's Office is also coordinating requests for building inspectors from Findlay (Hancock County) and Putnam County for support with conducting health and safety inspections and substantial damage determinations. An Incident Management Assistance Team was also deployed to support Putnam County.

ESF 5: Emergency Management. OH EMA activated the Emergency Operations Center (EOC) August 20th and continues to monitor response activities. Staff is actively involved with the on-going development of incident action plans as well as other incident management efforts. OH EMA staff have provided support to the County Emergency Management Directors and coordinated the joint Preliminary Damage Assessment (PDA) survey in the requested counties which began August 25th and concluded August 26th. OH EMA identified missions for state agencies and departments in response to requests for assistance from impacted counties and continues to track and monitor these assignments. OH EMA staff has also provided technical assistance as needed.

ESF 6: Mass Care. Two American Red Cross (ARC) Chapterhouses were flooded. ARC shelters remain open in Hancock and Putnam Counties. Currently, there are 58 shelter

occupants. ARC has also begun providing clean up kits, food and disaster assistance while conducting damage assessment activities in the affected areas.

The Salvation Army of Findlay and the Service Unit in Ottawa have served over 500 meals and have provided spiritual counseling to over 75 people. Working in conjunction with the Salvation Army of Greater Columbus, the Salvation Army of Findlay and the Service Unit of Ottawa provided meals and support to first responders' police and fire personnel. In Crestline, 120 families received emotional and practical support; 28 flood clean-up kits were distributed; and 35 cots were received at the Golden Age Center where a shelter was established. The Salvation Army of Bucyrus provided shelter assistance to 100 people at the Trinity United Methodist Church. In Ottawa, 200 people were assisted and 250 flood clean up kits were distributed. Two canteens are on location serving food and beverages.

The Ohio Community Service Council (OCSC) activated the northwest Ohio Disaster Animal Rescue Team (DART) for Putnam County. DART rescued three dogs and one cat. There were boat sorties that checked four houses for cats and dogs. Eight DART volunteers are on the scene (veterinarians, veterinarian technicians and animal controllers) performing pet rescues. DART has an additional 10 areas in Putnam County where it intends to provide assistance.

The Ohio Citizen Corps (OCC) reported the following volunteer activities: Regional Lead Volunteer Centers in northwest Ohio have been coordinating volunteer efforts; a Volunteer Reception Center has been open in Ottawa (Putnam County) that is also used by the county for water distribution; provided volunteers through two Volunteer Reception Centers operating in Defiance County. In Paulding County, 40 OCC volunteers have filled 6,000 sandbags. In Defiance County, Community Emergency Response Team members provided disaster related outreach information to disaster victims.

Richland County continues to use Community Emergency Response Teams (CERT) and Retired & Senior Volunteer Program (RSVP) volunteers in the County Emergency Operations Center. These volunteers are also distributing flood clean up kits out in the field.

Ohio Voluntary Organizations Active in Disasters (OH VOAD) is assessing the need for flood bucket cleaning kits and mud-out teams to be deployed in the counties impacted by the flooding. OH VOAD has already disbursed approximately 250 clean up kits. OH VOAD reported that the East and West Ohio Conference Disaster Response Teams are preparing to coordinate delivery of available flood kits from the United Methodist Church, Mid-West Service Center, in Illinois. OH VOAD staff will identify drop points for dispersal, logistically near the greatest areas of need across northern Ohio and will facilitate the development of Long Term Recovery Committees in Findlay (Hancock County), Mansfield (Richland County), and Shelby (Putnam County).

The Ohio Department of Aging, Area Agencies on Aging (AAA) in flood-affected areas have been contacting their most vulnerable consumers, asking about essential needs such as food, drinking water and medications. AAA services have been interrupted in some areas where

flooding is the worst. Depending on the situation, services may be provided at a temporary location.

The AAAs are communicating with nursing homes in their area and will stay in contact over the weekend. A nursing home in the City of Carey (Wyandot County) was evacuated Tuesday, and residents were sent to three other nursing homes. The facility needs to be cleaned up before the residents can return and it may not reopen.

The Ohio Department of Job and Family Services is coordinating the provision of Temporary Assistance to Needy Families (TANF) and non-TANF assistance. In counties included in the state proclamation, disaster victims may apply for emergency funds through these programs. Families, which include a child or a pregnant woman and have evidence of economic need, may apply for a one-time issuance of assistance up to \$1,500. Elderly and disabled persons not qualifying for TANF funds may be eligible to apply for a one-time award up to a maximum of \$750. To qualify for non-TANF funds, an individual must be at least 55 years old and childless, or receive certain disability benefits, have been impacted by the event and provide evidence of economic need. Applications will be accepted through September 22, 2007.

On Friday, August 24th, the Ohio Department of Insurance (ODI) employees visited the Cities of Shelby and Bellville (Richland County) and Findlay (Hancock County). The staff members are seeking out residents with insurance-related questions and complaints. Staff members are also distributing business cards listing ODI's toll-free Consumer Hotline.

The Ohio Department of Mental Health (ODMH) reports that local mental health boards are visiting shelters to respond to behavioral health needs and are checking with their clients in affected areas. Crisis Hotlines are staffed and operational in Richland, Hancock, Van Wert, Paulding, Allen, Putnam and Crawford Counties. ODMH staff are traveling to shelters in the Seneca/Wyandot area and promoting crisis hotline numbers. Press releases are being prepared in several counties to direct affected populations to the appropriate mental health services.

ESF 7: Resource Support. The Ohio Department of Administrative Services (DAS) has arranged for the purchase of oil absorbent pads on behalf of Crawford County for distribution to their citizens who have fuel oil spills. ODOT picked up the products from the supplier in Dublin, Ohio and transported to the staging site.

In response to several water main breaks in Ottawa (Putnam County), DAS contracted with a water hauler and 12,000 gallons were delivered. Ottawa (Putnam County) currently has safe levels of water in its storage tanks, but the hauler has been retained on standby while repairs continue.

ESF 8: Public Health and Medical Services. The Ohio Department of Health (OH DoH) is providing free water sampling. OH DoH has received three missions for tetanus vaccine serum delivery to Crawford, Hancock, Richland, Putnam and Wyandot Counties.

In Putnam County, there was an evacuation of the Outlook America Health Care #1 and #2 facilities for mental retardation located in Ottawa (Putnam County). Residents were evacuated

on August 23rd. All 15 residents were taken to Miller City Sport Care Center (American Red Cross Shelter) by Putnam County Sheriff's Office and the American Red Cross. Medication is being sent to the shelter and preparations have been made to accommodate special diets. Outlook America staff members will accompany the clients and care for them in the shelter. Ohio Department of Mental Retardation and Developmental Disability has been notified of the evacuation status. The Centers for Medicare and Medicaid Services (CMS) Regional Office (RO) V were also notified.

ESF 9: Search and Rescue. ODNR provided water rescue teams to Hancock and Putnam Counties and conducted numerous rescue operations. ODNR staff assisted in coordinating the U.S. Coast Guard (USCG) helicopter to the City of Shelby (Richland County). According to the USCG Rescue Coordination Center in Cleveland, a USCG helicopter performed three hoisting missions. Two USCG representatives remain in the State EOC to coordinate with state agencies and provide a direct link to USCG resources. On August 24th, USCG conducted an over flight of Ottawa (Putnam County) and surrounding areas to observe flood stages and Disaster Assistance Response Team (DART) vessels conducted animal recovery and personal assistance runs. USCG units in Ottawa (Putnam County) continue today to cooperate with local response forces for over flight needs and search and rescue patrols. There have been over 300 rescue missions performed by the USCG, ODNR and DART.

ESF 10: Oil and Hazardous Material Response. OH EPA has requested assistance from U.S. EPA on multiple releases in Findlay (Hancock County). The OH EPA On-scene Coordinator (OSC) is addressing several large releases with assistance from U.S. EPA OSC, their contractor, and local responders. Also, OH EPA is addressing a residential issue of fuel inside a basement outside Bucyrus (Crawford County). OH EPA Northwest District Office is providing additional support on potential surface water, pre-treatment and Resource Conservation Recovery Act issues.

ESF 11: Food and Agriculture. The Ohio Department of Agriculture reported the following activities related to food establishments:

- Division of Food Safety was notified by Wyandot County Health Department that approximately 25 retail food establishments have some level of flooding in Carey (Wyandot County). Both the local health department and the Division of Food Safety will provide assistance to those establishments
- The Hancock County Health and the Findlay City Health departments are closed due to flooding
- Home City Ice manufacturing operation in Bucyrus (Crawford County) is closed due to flooding
- Several meat processing establishments in the northwest closed because workers were unable to get to work due to road closures
- A meat processing establishment in Cleveland closed due to water leaking into the plant
- A meat processing establishment in Crestline closed because the well overflowed and the processing water may be contaminated

Ohio Department of Agriculture also reported that specialty crop farmers are experiencing problems from the flooding, and there has been damage to corn and soybeans because produce is ready and water is standing in the rows and fields.

ESF 12: Energy. The Public Utilities Commission of Ohio reported that FirstEnergy Corp announced that it will offer a Flood Victims Deferred Payment Plan for residential customers of its electric utility operating companies who were affected by the recent flooding in Ohio. The program will enable qualified customers to defer all or part of their electric bills while they deal with flood-related damages. Program participants can make arrangements to pay the balance over time under the company's Deferred Payment Program.

ESF 13: Law Enforcement. The Ohio State Highway Patrol (OSHP) continues to provide personnel to assist with traffic control and security patrols in Putnam County and assisted with the transport of the tetanus vaccines to the impacted counties. OSHP Aviation section provided numerous flights for senior elected officials throughout the disaster area. ONG has also responded to requests for Military Police support for security purposes in Shelby (Richland County).

The Ohio Homeland Security Law Enforcement Response Plan was activated August 25th for Putnam County. This response plan facilitates the regional and statewide sharing of law enforcement assets. The Law Enforcement Response Plan was activated following a request for support in the City of Ottawa (Putnam County). This request was in addition to OSHP requests.

ESF 14: Recovery and Mitigation. The Disaster Recovery Branch (DRB) has coordinated the joint local/state/federal Individual Assistance Preliminary Damage Assessments (PDA) activities for the period beginning on Saturday, August 25th for Crawford, Hancock, Putnam, Richland and Wyandot Counties and ending on Sunday, August 27th with Allen County.

Public Assistance staff provided guidance on removal of debris. Information they provided includes the Debris Management FACT sheet and OH EPA's Environmental Office phone number. Additional information has been provided to all impacted counties regarding appropriate debris removal, quarantine and disposal of potentially contaminated woody debris.

The ODNR Division of Water, Floodplain Management Program, has begun contacting local floodplain administrators to offer technical assistance in conducting substantial damage determinations as required for participation in the National Flood Insurance Program. Updates will be provided on the dates and locations of substantial damage training as they are scheduled with local officials.

ESF 15: Public Affairs. The Joint Information Center is providing public safety advisories, conducting interviews and assisting with media inquiries.

IMPACT

There has been one confirmed death in Richland County, caused by a gas can igniting after being overturned in the flood waters. In addition, there is an unconfirmed death of a man who drowned after his car became stuck in high waters.

The amount of appropriate insurance coverage as noted by the joint PDA is negligible based on the absence of homeowner and flood insurance policies, sewer backup riders and comprehensive insurance for damaged automobiles. Few, if any, renters had insurance coverage for personal effects. Those few that thought they had the appropriate insurance coverage are encountering difficulties filing and/or obtaining settlements due to various interpretations by insurance companies of the cause of damage. Additionally, flood insurance will not cover basement seepage or damages caused by any source of water other than "flood" and sewer backup riders will only cover damages caused as a direct result of sewer backup, not seepage or "flooding."

Despite the possibility of some flood insurance policies in effect, the flood insurance policy does not provide rental assistance for those homeowners who can not occupy their residence while repairs are being made. Renters policies for personal property also do not provide for such assistance. While there are several thousand homes impacted, over 700 homes have been categorized as having major damage or are destroyed based on the PDA and additional assessments continue. The need for rental assistance provided through FEMA's IHP Housing Assistance Program is extremely critical.

In many areas throughout these counties cars were flooded. These vehicles serve as the primary source of transportation, and there is no public mass transportation in many of the rural counties. While State law requires liability insurance coverage, this will not provide repair or replacement funds for the vehicles.

The State of Ohio has experienced a high number of natural disasters since 2003. Two of these declarations resulted in the largest public assistance and individual assistance programs in the State's history. Although FEMA issued an Emergency Declaration for Public Assistance (PA) in Ohio to reimburse governmental entities for costs incurred while providing emergency housing assistance, voluntary agencies as well as the State social services programs incurred significant costs associated with the 4,100 plus evacuees which has not been recovered. The State has expended \$39,052,205 for nine open FEMA PA contracts since 2003 which represents the non-federal share for FEMA's total projected program costs which are in excess of \$158,820,819. The State has also provided over \$19 million for the non-federal share of FEMA IHP Other Needs Assistance and Individual and Family Grant Programs which totaled over \$78.3 million since 2003.

The impact to local and state government and the private sector is severe and exceeds the State's capabilities to assist with response and recovery costs. Without supplemental federal disaster assistance, recovery for private damages and losses will be severely hindered. Additionally, without a FEMA declaration there will be no Hazard Mitigation Grant Program funds. The State of Ohio firmly supports the goals of this Federal program and would appropriately apply these funds to projects with the highest cost-benefit ratio and greatest impact.

Once pending assessments are completed, the State may also seek an expansion of this request to add counties for Individual Assistance and/or to make application for Public Assistance.

I certify that for this major disaster, the State (and local governments, if applicable) will assume all applicable non-Federal share of costs required by the Stafford Act. Total Federal and State expenditures for IHP/ONA are expected to exceed \$1 million, with the State's share expected to be at least \$250,000 as noted in Enclosure D.

I have designated Nancy J. Dragani, Executive Director of OH EMA, as the State Coordinating Officer for this request. She will work with the Federal Emergency Management Agency in damage assessments and may provide further information or justification on my behalf.

Sincerely,

A handwritten signature in black ink, appearing to read "Ted Strickland". The signature is fluid and cursive, with the first name "Ted" being more prominent.

Ted Strickland
Governor

Enclosures: A - Estimated Requirements for Individual Assistance under the Stafford Act
B - Estimated Requirements for Public Assistance under the Stafford Act
C - Estimated Requirements for Other Federal Agency Programs
D - Governor's Certification

ENCLOSURE A TO MAJOR DISASTER REQUEST

Estimated Requirements for FEMA Individual Assistance under the Stafford Act

***** To be updated upon receipt of data*****

County	Temporary Housing	Repairs	Replacement	Permanent Housing Construction	Other Needs Assistance (ONA)	Other Programs (DUA, Legal Asst. and Crisis Counseling)
ALLEN						
CRAWFORD						
HANCOCK						
PUTNAM						
RICHLAND						
WYANDOT						
TOTAL						

ENCLOSURE B TO MAJOR DISASTER REQUEST

Estimated Requirements for Public Assistance under the Stafford Act

County	A	B	C	D	E	F	G	Total
Totals								

ENCLOSURE C TO MAJOR DISASTER REQUEST

Estimated Requirements for Other Federal Agency Programs

***** To be updated upon receipt of data*****

County	SBA Home Loans	SBA Business Loans	FSA	NRCS	FHWA	USACE	OTHER
ALLEN							
CRAWFORD							
HANCOCK							
PUTNAM							
RICHLAND							
WYANDOT							
TOTAL							

ENCLOSURE D TO MAJOR DISASTER REQUEST

Governor's Certification

I certify that for this current disaster, State and local government expenditures and obligations (local government share, as applicable) will include the non-Federal share of costs required by the Stafford Act. As stated in my letter of August 26, 2007, and based on information available at this time, tabulation of these estimated expenditures and obligations at this time are as follows:

Category of Assistance	State Amount
Individual Assistance	
"Other Assistance" under the Individuals and Households Program	\$250,000 (estimate at this time)
Other - Hazard Mitigation Grant Program	Match of available funds
Total:	
Grant Total:	\$250,000, in addition to match for Hazard Mitigation Grant



Ted Strickland
Governor

EXHIBIT 4



FEMA

President Declares Major Disaster for Ohio

Release Date: August 27, 2007

Release Number: HQ-07-177

» More Information on Ohio Severe Storms, Flooding, and Tornadoes

» En Español

WASHINGTON, D.C. -- The head of the U.S. Department of Homeland Security's Federal Emergency Management Agency (FEMA) today announced that federal disaster aid has been made available for the state of Ohio to help people and communities recover from the effects of severe storms, flooding, and tornadoes beginning on August 20, 2007, and continuing.

FEMA Administrator David Paulison said the assistance was authorized under a major disaster declaration issued for the state by President Bush. The President's action makes federal funding available to affected individuals in Allen, Crawford, Hancock, Putnam, Richland, and Wyandot counties.

The assistance, to be coordinated by FEMA, can include grants to help pay for temporary housing, home repairs and other serious disaster-related expenses. Low-interest loans from the U.S. Small Business Administration also will be available to cover residential and business losses not fully compensated by insurance.

Federal funding also is available on a cost-sharing basis for hazard mitigation measures for all counties and tribes within the state.

Paulison named Jesse Munoz as the Federal Coordinating Officer for federal recovery operations in the affected area. Munoz said that damage surveys are continuing in other areas, and more counties and additional forms of assistance may be designated after the assessments are complete.

The Agency said that residents and business owners who sustained losses in the designated counties can begin applying for assistance tomorrow by registering online at <http://www.fema.gov> or by calling 1-800-621-FEMA (3362) or 1-800-462-7585 (TTY) for the hearing and speech impaired. The toll-free telephone numbers will operate from 8 a.m. to 6 p.m. (local time) Monday through Sunday.

FEMA coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror.



STATE OF OHIO

Emergency Operations Center

NEWS RELEASE

www.ema.ohio.gov

Ted Strickland, Governor

2855 W. Dublin Granville Rd.
Columbus, Ohio 43235

FOR IMMEDIATE RELEASE

August 27, 2007

Contact: Keith Dailey, Governor's Office (614) 506-4949
Tom Hunter, Ohio Department of Public Safety (614) 403-0302

GOVERNOR ANNOUNCES PRESIDENT'S APPROVAL OF MAJOR DISASTER DECLARATION FOR OHIO

COLUMBUS – Governor Ted Strickland thanked federal officials this evening for their rapid response in approving federal disaster aid for the State of Ohio to help people and communities recover from the effects of severe storms, flooding, and tornadoes beginning on August 20, 2007, and continuing.

The White House announced the President's approval of a Disaster Declaration for Allen, Crawford, Hancock, Putnam, Richland and Wyandot counties shortly before 6 p.m. today. The President's action makes federal funding available to affected individuals in these counties.

"I appreciate President Bush's swift response to our request for individual assistance," Strickland said. "We will continue to work closely with the administration to ensure we meet the needs of suffering Ohio families, businesses and public sector institutions."

The assistance, to be coordinated by the Ohio Emergency Management Agency, a division of the Ohio Department of Public Safety, and FEMA, can include grants to help pay for temporary housing, home repairs and other serious disaster-related expenses. Low-interest loans from the U.S. Small Business Administration (SBA) also will be available to cover residential and business losses not fully compensated by insurance. Federal funding may also be available on a cost-sharing basis for hazard mitigation measures statewide.

Federal and state officials are continuing damage assessments in other affected areas, and more counties and additional forms of assistance may be designated after these assessments are completed.

Residents and business owners who sustained losses in the designated counties can begin applying for assistance tomorrow by registering online at <http://www.fema.gov> or by calling 1-800-621-FEMA(3362) or 1-800-462-7585 (TTY) for the hearing and speech impaired. The toll-free telephone numbers will operate from 8 a.m. to 6 p.m. (local time) Monday thru Sunday.

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FEMA

News Release

Sept. 4, 2007

FEMA-DR-1720-08

Contact:

FEMA NEWS DESK: 419-423-7102

Ohio EMA: 614-799-6490

TWO COUNTIES ADDED TO FEDERAL DISASTER DECLARATION

FINDLAY, OH – Two counties have been added to the presidential disaster declaration as a result of the severe storms and flooding Aug. 20-28 in northwest Ohio, the Federal Emergency Management Agency (FEMA) and the Ohio Emergency Management Agency (Ohio EMA) announced today.

That means residents and business owners in Hardin and Seneca counties are now eligible for FEMA's individual assistance, joining Allen, Crawford, Hancock, Putnam, Richland and Wyandot counties, which were designated in the original Aug. 27 declaration.

"I appreciate the president and FEMA officials approving the addition of these two counties to this federal disaster declaration, and I thank our federal partners for their efforts to aid our communities during this time of recovery," Ohio Gov. Ted Strickland said. "Today's announcement is crucial in our efforts to provide Ohioans impacted by the recent flooding with the assistance they need to begin putting their lives and communities back together."

The individual assistance program can help eligible applicants with grants for temporary housing, and repair or replacement of a homeowner's primary residence.

The program may also provide funds to help homeowners pay for necessary losses and expenses caused by the disaster, including clothing, household items, clean-up materials, a primary vehicle, and equipment required for a job or educational purposes, as well as medical and dental costs, moving and storage expenses.

In addition, the SBA provides low-interest, long-term disaster loans to homeowners, renters and businesses of all sizes, and to private, non-profit organizations, who suffered damage to property and contents.

Those who suffered damage and losses from the severe storms and flooding are encouraged to register online at www.fema.gov or call 1-800-621-FEMA (3362) or TTY 1-800-462-7585 for the hearing or speech-impaired. The toll-free numbers are available from 8 a.m. to 6 p.m. EDT daily.

- more -

TWO COUNTIES ADDED TO DISASTER DECLARATION – Page 2

SBA representatives are at all Disaster Recovery Centers (DRCs) to explain how SBA long-term, low-interest disaster loans can help. They also will meet with applicants one-on-one and assist them in filling out and mailing their loan applications.

Temporary housing assistance from FEMA does not require that an applicant file for an SBA loan. However, an applicant must complete an SBA loan application to be eligible for additional assistance under the part of the Other Needs Assistance (ONA) program that covers personal property, vehicle repair or replacement, and moving and storage expenses. There are other ONA grants such as public transportation expenses, medical and dental expenses, and funeral and burial expenses that do not require individuals to apply for an SBA loan to be eligible. FEMA will process applications for housing assistance regardless of whether the applicant has applied for an SBA loan, and eligibility determinations for applicants requesting FEMA's temporary housing assistance will not be held up because the applicant has or has not filled out an SBA application.

The Ohio EMA coordinates state assistance and resources during an emergency and prepares the state for all hazards through planning, training, exercises and funding activities at the state and local levels. This includes providing eligible assistance to individuals and governmental entities recovering from disaster-related damage and costs.

FEMA coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror.

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