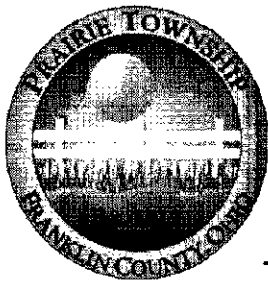


FILE



Prairie Township Board of Trustees

23 Maple Dr.
Columbus, Ohio 43228

Telephone (614) 878-3317

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Steve Kennedy
Nicole Schlosser
Doug Stormont
Trustees
Tracy Hatmaker
Administrator
Lori Montag
Fiscal Officer

March 6, 2008

Public Utilities Commission of Ohio
Administration/Docketing
180 East Broad Street, 15th Floor
Columbus, Oh 43215-3793

Re: Case # 07-1112-WS-AIR
Ohio American Water Company

February 21, 2008 System out of salt:

The high reading on Feb 21 was due to the system running out of salt. This was blamed on operator error. OAW did an investigation on how this happen. The investigation showed the plant operator broke procedures at least twice during this event. Once on Monday 2/18/2008 when a visual inspection was preformed to check the brine level and the operator didn't record the level. And on Feb 21 at 7:30 am when the operator did the hardness test and the reading was over 150 and he didn't immediately notified the Network Operation Superintendent. The Superintendent wasn't notified until after a third party tester inquired about a hardness reading of 256 mg/l taken at 3:05 PM on Feb 21. If these operators didn't care about breaking procedures at least twice during this episode how many times have procedures not been followed when no one was checking for compliance?

The stipulations that require the company operators to self test themselves is flawed and needs changed. Ohio American has had a full year since the last rate increase to start providing consistent and reliable softened water to the Lake Darby residents. It is still obvious that Ohio American needs more time to figure out how to accomplish this. This rate case should be denied until our residents start getting what was promised them in the last rate case. Consistent, Reliable softened water at a reasonable price.

Sincerely,

A handwritten signature of Steve Kennedy in black ink.

Steve Kennedy
Prairie Township Trustee

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician TJM Date Processed 3/10/2008

PUCO

2008 MAR 10 PM 1:37

RECEIVED-DOCKETING DIV



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sbloomfield@bricker.com

FILE

March 4, 2008

RECEIVED-DOCKETING DIV

2008 MAR -4 PM 4:13 **HAND DELIVERY**

Ms. Reneé Jenkins
Public Utilities Commission of Ohio
Administration/Docketing
180 East Broad Street, 13th Floor
Columbus, OH 43215-3793

PUCO

**Re: Case No. 07-252-WS-UNC, Ohio American Water Company
Stipulation Page No. 16, ¶13 E**

Dear Ms. Jenkins:

In Case No. 06-433-WS-AIR the March 7, 2007 Opinion and Order approved the Stipulation and Recommendation filed January 10, 2007. Ohio American Water Company ("Ohio American") agreed in paragraph 13 E on page 16 of the Stipulation that at least 95% of the reported daily average test results for finished water softness in the Lake Darby system would meet the range of 120 mg/L to 150 mg/L.

Due to an operator error during parts of two days, February 21, 2008 and February 22, 2008, the softness standard may not have been met. Ohio American's testing at the usual sample time of approximately 7:30 a.m., however, does show compliance for February 22, 2008. Ohio American has technically achieved 95% adherence to the Stipulation hardness range for the month of February 2008. However, taking into consideration (1) the operator error as the causation, (2) the magnitude of the hardness levels exceeding 150 mg/L and (3) the fact that the above-standard hardness levels spanned parts of two days, Ohio American realizes that one could argue that the spirit of the Stipulation was not met.

Ohio American agreed in paragraph 13 E that if it did not meet the specified range for a given month, it would provide an aggregate credit of \$1,000 to the Lake Darby customers. For the three reasons listed above, Ohio American has determined that it will initiate the credit process for the Lake Darby customers. The credits will appear on the bills of the Lake Darby customers as soon as the Central Billing department can complete the credit processing. It is expected that, by no later than the end of April 2008, all the credits will have been shown on the customers' bills.

If there are any questions, please call me at the number listed above.

Sincerely,

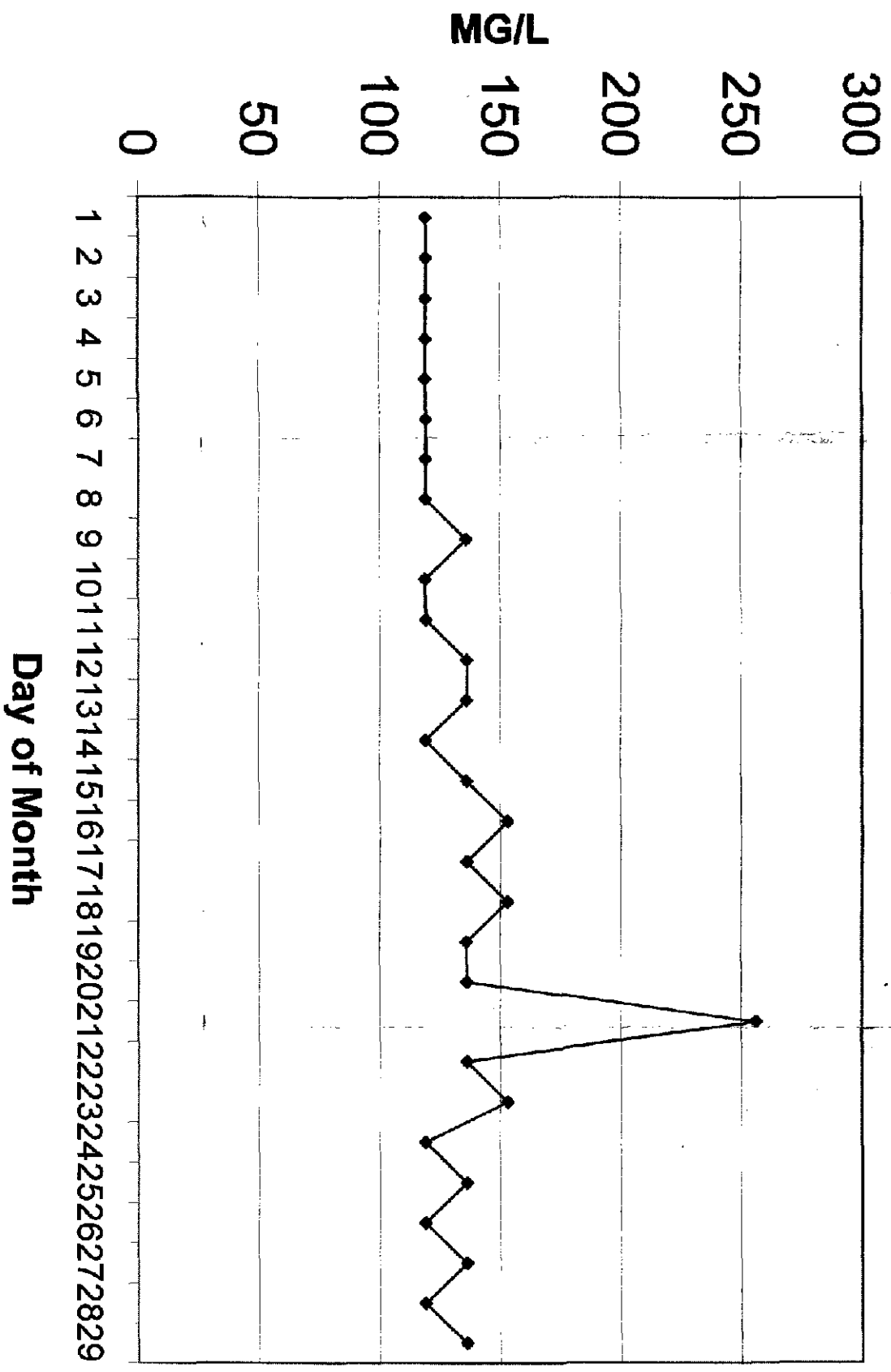
Sally W. Bloomfield

Sally W. Bloomfield

cc: Parties of Record

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Technician TM Date Processed 3/4/2008

February-08	Date	Day	Conductivity Reading	Temp	Drops	Time	mg/l Hardness
	1	Friday	689	66.7	7	9:41pm	119
	2	Saturday	742	64.5	7	1:01pm	119
	3	Sunday	756	68.4	7	8:53pm	119
	4	Monday	711	70.1	7	12:05pm	119
	5	Tuesday	713	71.6	7	3:01pm	119
	6	Wednesday	728	67.8	7	9:16pm	119
	7	Thursday	696	66.3	7	3:10pm	119
	8	Friday	683	63.5	7	1:23pm	119
	9	Saturday	696	68	8	9:26pm	136
	10	Sunday	666	58.4	7	7:18pm	119
	11	Monday	868	51.9	7	7:48am	119
	12	Tuesday	752	68.3	8	9:03pm	136
	13	Wednesday	704	66.3	8	2:15pm	136
	14	Thursday	719	64.9	7	9:33am	119
	15	Friday	659	63.5	8	10:44pm	136
	16	Saturday	740	68	9	12:52pm	153
	17	Sunday	705	68.7	8	7:03pm	136
	18	Monday	680	64.1	9	9:52pm	153
	19	Tuesday	682	60.2	8	12:49pm	136
	20	Wednesday	709	66.3	8	2:01pm	136
	21	Thursday	655	60.6	15	3:05pm	256
	22	Friday	684	66.7	8	2:15pm	136
	23	Saturday	725	67.6	9	11:33am	153
	24	Sunday	725	72.3	7	5:05pm	119
	25	Monday	694	65.3	8	1:45pm	136
	26	Tuesday	659	64	7	12:15pm	119
	27	Wednesday	683	63.3	8	2:05pm	136
	28	Thursday	736	68	7	1:57pm	119
	29	Friday	705	64.7	8	2:10pm	136
	30						
	31						



Certificate of Analysis - Fax Copy

MAEI ENVIRONMENTAL SERVICES
P. O. Box 1440
Dublin, Ohio 43017
(614) 873-4854

Page: 1
Date: 02/29/08

STEVE'S COUNTRY DRIVE THRU
STEVE KENNEDY
8611 WEST BROAD STREET

GALLOWAY OH 43119

Client No: 0000005847
AR Sheet No: 0023788-AR
Chemical Certification 4039
Bacterial Certification 877
PWS ID No: 2502612
STU ID No:
PO No: 022108

Dear Client:

Along with your results listed below we would like to thank you for allowing MASI to assist you with your environmental testing requirements.

Account Name: STEVE'S COUNTRY DRIVE THRU	Public
Sampler Name: STEVE KENNEDY	County: FRANKLIN
Sample Date: 02/21/08	Chlorinated:
Sample Time: 15:03	Repeat No:
Sample Type: POTABLE	Cl2 Total:
Sample Monitoring Point:	Cl2 Free:
Sample Tap: SEE BELOW	Cl2 Combined:
Sample Class:	
Sample Address: KITCHEN SINK 451 HUBBARD RD GALLOWAY OH 43119	
Sample ID: FIREHOUSE	

Test Requested	Lab Number	Method Number	Analyst Number	Date Analyzed
Hardness, total	64698	2340-B	1147	02/28/08
311 mg/l				