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FILE

July 16, 2008

VIA HAND DELIVERY

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

**Re: Case No. 07-252-WS-UNC
Ohio American Water Company
Stipulation Page No. 9, ¶9 11 B vi and vii; and
Stipulation Page 20, ¶18 L**

PUCO

2008 JUL 16 AM 10:47

RECEIVED-ENCL-111

Dear Ms. Jenkins:

Pursuant to the Commission's March 7, 2007 Opinion and Order in Case No. 06-433-WS-AIR, Ohio American Water Company ("Ohio American") submits for filing its compliance with the Stipulation and Recommendation, page 9, paragraph 11 B vi and vii and page 20 paragraph 18 L. Paragraph 11 B vi and vii pertain to the submission of quarterly, rolling 12-month average unaccounted-for-water reports desegregated by each of the Ohio American systems and remedial reports for the districts where the rolling average is above 15%.

Also attached is a summary chart, which lists the unaccounted-for-water rates for each of the Ohio American Districts. The chart also indicates those districts in which a non-revenue remedial report has been submitted. Lastly attached are copies of the second quarter unaccounted-for-water reports and the non-revenue remedial plans.

If you have any questions, please call me at the number listed above.

Sincerely,

Sally W. Bloomfield

Enclosures

cc: Parties of Record (w/Enclosure)

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OHIO AMERICAN WATER COMPANY
SECOND QUARTER UNACCOUNTED FOR WATER REPORTS
Pursuant to Stipulation p. 9 ¶11(B)(vi) and (vii)¹

OAWC District	2nd Quarter Levels	Non-Revenue Remediation Plan
Ashtabula	26.6%	✓
Blacklick	22.4%	✓
Huber Ridge	20.5%	
Lake Darby	6.1%	
Timberbrook	10.2%	
Worthington Hills	15.1%	✓
Lake White	12.2%	
Lawrence County	11.2%	
Marion	21.4%	✓
Mansfield	28.6%	✓
Madison	28.6%	
Beechcrest	2.6%	✓
East Aurora	25.7%	
Tiffin	7.9%	

¹ The stipulation requires OAWC to provide a copy of the quarterly reports to OCC and the cities of Tiffin and Marion.

**UNACCOUNTED-FOR-WATER REPORTS
FOR
SECOND QUARTER 2008**

By

**OHIO AMERICAN WATER COMPANY
Systems**

**Ohio American Water Company
Ashtabula District**

Year2008											
Quarter	Month	Water Delivery [Gallons]	UFW %	Avg Daily Flow [Gallons]	High Flow [Gallons]	Date of High Flow	Low Flow [Gallons]	Date of Low Flow	# Days Exceed Dsgn Cap	Customer Count	
1	1	172,241,000	21.7%	6,054,000	6,803,000	01/28/08	5,308,000	01/22/08	0	12633	
	2	160,668,000	21.6%	6,049,000	6,666,000	02/03/08	5,209,000	02/11/08	0	12648	
	3	165,064,000	20.8%	5,832,000	6,565,000	03/08/08	5,441,000	03/05/08	0	12619	
2	4	153,226,000	20.6%	5,629,000	5,931,000	04/25/08	4,933,000	04/12/08	0	12673	
	5	161,895,000	20.1%	5,715,000	6,313,000	05/30/08	5,340,000	05/03/08	0	12674	
	6	174,794,000	20.1%	6,315,000	6,848,000	06/10/08	5,829,000	06/05/08	0	12673	
3	7								0		
	8								0		
	9								0		
4	10								0		
	11								0		
	12								0		
2008											
Avg		164,648,000	20.8%	5,932,333	6,521,000		5,343,333		0	18979	
High		174,794,000	21.7%	6,315,000	6,848,000	06/10/08	5,829,000		0	12678	
Low		153,226,000	20.1%	5,629,000	5,931,000		4,933,000	04/12/08	0	12619	

Year 2008 Quarter: 1

In the process, Will complete in October

**Ohio American Water Company
Ashtabula District**

Year	Quarter	Street Address	Political Subdiv	Date of Break/Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Boil Order issued by
2008	1	DIANE	ASH TWP	12/31/2007	Non-Emergency	SERVICE	1	pm	12/20/08	am	DTD
2008	1	WILSON	ASH TWP	1/4/2008	Non-Emergency	MAIN	75	am	1/4/2008	pm	DTD
2008	1	EASTWOOD	ASH CITY	1/4/2008	Non-Emergency	MAIN	11	pm	1/4/2008	pm	DTD
2008	1	MICHIGAN	ASH CITY	1/7/2008	Non-Emergency	MAIN	0	pm	1/8/08	pm	
2008	1	HUMPHREY & W 29TH	ASH CITY	1/3/2008	Non-Emergency	MAIN	0	am	1/3/08	pm	
2008	1	GLOVER	ASH CITY	1/2/2008	Non-Emergency	SERVICE	0	am	1/7/08	am	
2008	1	MICHIGAN	ASH CITY	1/7/2008	Non-Emergency	MAIN	0	am	1/8/08	pm	
2008	1	FERN	ASH CITY	1/8/2008	Non-Emergency	MAIN	0	am	1/8/08	pm	
2008	1	W 19TH	ASH CITY	1/11/2008	Non-Emergency	SERVICE	0	am	1/14/08	pm	
2008	1	CHURCH	NK	1/16/2008	Emergency	MAIN	15	am	1/16/08	pm	DTD
2008	1	TVISION	ASH CITY	1/16/2008	Non-Emergency	SERVICE	5	am	1/17/08	pm	DTD
2008	1	ALLEN	ASH CITY	1/25/2008	Emergency	MAIN	0	pm	1/25/08	pm	
2008	1	E 29TH	ASH TWP	1/24/2008	Emergency	MAIN	0	am	1/24/08	pm	
2008	1	PARK	ASH CITY	1/26/2008	Non-Emergency	SERVICE	0	am	1/26/08	pm	
2008	1	FOREST & TALL TREES	ASH TWP	1/25/2008	Emergency	MAIN	0	am	1/26/08	pm	
2008	1	W 58TH	ASH CITY	1/27/2008	Non-Emergency	MAIN	0	am	1/27/08	pm	
2008	1	HUMPHREY	ASH CITY	1/22/2008	Non-Emergency	MAIN	3	pm	1/28/08	pm	
2008	1	ALLEN	ASH CITY	1/25/2008	Emergency	MAIN	0	am	1/26/08	pm	
2008	1	SCHENLEY	ASH TWP	1/28/2008	Emergency	MAIN	12	am	1/28/08	pm	DTD
2008	1	TVISION	ASH CITY	1/28/2008	Emergency	MAIN	0	pm	1/28/08	am	
2008	1	WEST & W 41ST	ASH CITY	1/28/2008	Non-Emergency	MAIN	50	am	1/30/08	am	DTD
2008	1	TOPPER	ASH CITY	1/30/2008	Emergency	SERVICE	0	am	1/30/08	pm	
2008	1	LAIRD	ASH CITY	1/31/2008	Non-Emergency	MAIN	0	am	2/6/2008	am	
2008	1	W PROSPECT & WEST	ASH CITY	1/31/2008	Non-Emergency	VALVE	0	am	2/8/2008	pm	
2008	1	LAKE	ASH CITY	2/1/2008	Non-Emergency	VALVE	0	am	2/1/2008	pm	
2008	1	LAKE	ASH CITY	2/1/2008	Emergency	MAIN	0	am	2/1/2008	am	
2008	1	CRAWFORD	SAYBROOK	1/30/2008	Non-Emergency	MAIN	0	am	2/1/2008	pm	
2008	1	W 9TH	ASH CITY	2/3/2008	Emergency	MAIN	26	am	2/3/2008	am	DTD
2008	1	PARK	ASH CITY	2/1/2008	Non-Emergency	MAIN	0	am	2/4/2008	pm	
2008	1	MICHIGAN	ASH CITY	2/7/2008	Emergency	MAIN	0	am	2/7/2008	pm	
2008	1	SILVIEUS	ASH TWP	2/7/2008	Emergency	MAIN	0	pm	2/8/2008	pm	
2008	1	S RIDGE W	ASH CITY	2/13/2008	Emergency	SERVICE	0	am	2/13/2008	pm	
2008	1	E 15TH	ASH CITY	2/14/2008	Non-Emergency	MAIN	0	am	2/15/2008	pm	
2008	1	WALNUT	ASH CITY	2/14/2008	Emergency	SERVICE	0	am	2/14/2008	pm	
2008	1	LAKE	ASH TWP	2/15/2008	Non-Emergency	MAIN	0	am	2/22/2008	pm	
2008	1	RT 193	KINGSVILLE	2/18/2008	Emergency	MAIN	0	am	2/18/2008	am	
2008	1	TVISION	ASH CITY	2/19/2008	Emergency	MAIN	0	pm	2/19/2008	pm	
2008	1	E 42	ASH TWP	2/22/2008	Emergency	MAIN	0	am	2/22/2008	pm	
2008	1	MCNUIT	SAYBROOK	2/23/2008	Non-Emergency	MAIN	0	am	2/23/2008	pm	
2008	1	TVISION	ASH CITY	2/24/2008	Non-Emergency	MAIN	0	am	2/24/2008	am	
2008	1	CARPENTER	ASH CITY	2/27/2008	Non-Emergency	MAIN	0	am	2/27/2008	am	
2008	1	HOMEWOOD	ASH TWP	2/29/2008	Non-Emergency	SERVICE	0	am	2/29/2008	am	
2008	1	FARGO & E 39TH	ASH TWP	3/3/2008	Non-Emergency	VALVE	0	am	3/3/2008	am	
2008	1	RT 20	NK	3/7/2008	Emergency	HYDRANT	0	pm	3/7/2008	pm	
2008	1	AVONDALE	ASH TWP	3/7/2008	Emergency	HYDRANT	0	am	3/8/2008	pm	
2008	1	E 39TH	ASH TWP	3/9/2008	Emergency	VALVE	0	pm	3/9/2008	pm	
2008	1	E 29TH	ASH TWP	3/8/2008	Non-Emergency	MAIN	0	am	3/10/2008	pm	
2008	1	E 29TH	ASH TWP	3/20/2008	Non-Emergency	MAIN	0	am	3/20/2008	pm	
2008	1	ANN	ASH CITY	3/20/2008	Non-Emergency	SERVICE	0	am	3/20/2008	am	
2008	1	LAKE	ASH CITY	3/20/2008	Emergency	SERVICE	0	pm	3/20/2008	am	
2008	2	S RIDGE E	ASH TWP	4/1/2008	Non-Emergency	SERVICE	0	am	04/08/08	pm	
2008	2	FOX	ASH CITY	4/1/2008	Non-Emergency	MAIN	0	am	04/01/08	pm	
2008	2	LAKE	ASH CITY	4/2/2008	Emergency	VALVE	0	am	04/03/08	pm	
2008	2	SILVIEUS	ASH TWP	4/3/2008	Non-Emergency	MAIN	0	pm	04/03/08	pm	
2008	2	LAKE	ASH CITY	4/1/2008	Emergency	MAIN	0	am	04/01/08	pm	
2008	2	LAKE	ASH CITY	4/2/2008	Non-Emergency	SERVICE	0	pm	04/02/08	pm	
2008	2	SILVIEUS	ASH TWP	4/4/2008	Emergency	SERVICE	0	pm	04/04/08	pm	
2008	2	WOODLEY	ASH CITY	4/5/2008	Emergency	MAIN	0	am	04/05/08	pm	
2008	2	FOX	ASH CITY	3/21/2008	Non-Emergency	MAIN	8	am	04/02/08	pm	
2008	2	KAVELA	ASH CITY	4/10/2008	Non-Emergency	MAIN	0	am	04/10/08	pm	
2008	2	MAIN	ASH CITY	4/14/2008	Non-Emergency	SERVICE	0	am	04/16/08	pm	
2008	2	IMADISON	ASH CITY	4/17/2008	Non-Emergency	MAIN	0	am	04/18/08	pm	
2008	2	REED	ASH CITY	4/15/2008	Non-Emergency	OTHER	0	am	04/15/08	am	

**Ohio American Water Company
Ashtabula District**

Year	Quarter	Street Address	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Boil Order issued by
2008	2	BLAIR	ASH TWP	4/16/2008	Non-Emergency	MAIN	0	pm	04/18/08	pm	
2008	2	REED	ASH CITY	4/17/2008	Non-Emergency	SERVICE	0	am	04/18/08	pm	
2008	2	AUSTINBURG	ASH CITY	4/24/2008	Non-Emergency	SERVICE	0	am	04/25/08	pm	
2008	2	W 8TH	ASH CITY	4/24/2008	Non-Emergency	SERVICE	0	am	04/25/08	pm	
2008	2	TRYON	ASH CITY	4/24/2008	Non-Emergency	SERVICE	0	am	04/24/08	pm	
2008	2	ASHBROOK	ASH CITY	4/21/2008	Non-Emergency	MAIN	15	am	04/29/08	pm	
2008	2	EDWARD	ASH CITY	4/23/2008	Non-Emergency	MAIN	0	am	05/01/08	pm	
2008	2	BUNKER HILL	ASH CITY	4/24/2008	Non-Emergency	MAIN	0	am	04/26/08	pm	
2008	2	W 9TH	ASH CITY	5/1/2008	Non-Emergency	SERVICE	0	am	05/01/08	pm	
2008	2	N WOODMAN	ASH CITY	5/4/2008	Emergency	MAIN	19	am	05/04/08	am	
2008	2	RUNKLE	ASH CITY	4/23/2008	Non-Emergency	MAIN	0	am	05/05/08	pm	
2008	2	AUSTINBURG	ASH CITY	4/25/2008	Non-Emergency	SERVICE	0	am	05/05/08	pm	
2008	2	E 14TH	ASH CITY	5/5/2008	Non-Emergency	SERVICE	0	am	05/05/08	pm	
2008	2	E CENTER	NK	5/6/2008	Non-Emergency	VALVE	0	am	05/06/08	pm	
2008	2	BROADWAY	ASH CITY	5/15/2008	Non-Emergency	MAIN	0	am	05/15/08	am	
2008	2	AUSTIN	ASH TWP	5/15/2008	Emergency	MAIN	0	am	05/15/08	pm	
2008	2	HARMON	ASH CITY	5/15/2008	Emergency	MAIN	0	am	05/15/08	pm	
2008	2	THAYER	ASH CITY	5/21/2008	Non-Emergency	SERVICE	0	am	05/21/08	am	
2008	2	LINCOLN	ASH TWP	5/21/2008	Non-Emergency	MAIN	0	am	05/21/08	am	
2008	2	AUSTIN	ASH TWP	5/30/2008	Non-Emergency	VALVE	0	am	05/30/08	pm	
2008	2	FOREST	ASH CITY	6/2/2008	Non-Emergency	SERVICE	0	pm	06/06/08	am	
2008	2	W 7TH	ASH CITY	6/12/2008	Non-Emergency	MAIN	0	pm	06/12/08	pm	
2008	2	COLUMBUS	ASH CITY	6/13/2008	Emergency	MAIN	80	am	06/13/08	pm	
2008	2	S MAIN	ASH CITY	6/13/2008	Non-Emergency	SERVICE	0	am	06/16/08	pm	
2008	2	W 54TH	ASH CITY	6/18/2008	Emergency	SERVICE	0	am	06/18/08	pm	
2008	2	W 47TH	ASH CITY	6/18/2008	Non-Emergency	MAIN	0	am	06/19/08	am	
2008	2	BLAIR	ASH TWP	6/19/2008	Non-Emergency	MAIN	0	am	06/19/08	am	
2008	2	HIGHLAND	ASH CITY	6/19/2008	Non-Emergency	MAIN	0	am	06/19/08	pm	
2008	2	SOUTHLANE	ASH CITY	6/21/2008	Non-Emergency	SERVICE	0	am	06/21/08	pm	
2008	2	WEST	ASH CITY	6/25/2008	Non-Emergency	SERVICE	0	am	06/25/08	am	
2008	2	NORWOOD	ASH CITY	6/21/2008	Non-Emergency	SERVICE	0	am	06/21/08	am	

**Ohio American Water Company
Ashtabula District**

Quarter # 2

2008

**Total Customer Contacts
11012**

Customer Services

	Inquiries	Complaints
Account Information	5242	
Bad Debt/Bankruptcy	441	
Bill Adjustment	203	
Bill Information/Format	150	
Consumption	43	
Customer Notices	30	
Customer Service Staff	0	
Disconnection for Non-Pay	369	
Final Service	339	
General Information	728	
New Service	351	
NSF Check	0	
Payment Arrangements	244	
Rates	0	
Reconnection Non-Pay	354	
Service Order Appointment	498	
Other: Customer Service	1904	
Total	10896	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	53	
Meter Repair/Leak	9	
Meter Replacement	0	
Others: Metering	0	
Total	62	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	
Hardness	0	
Low Pressure	24	
Odor		
Particles in Water		
Scum/Oil in Water		
Taste		
Other: Water Quality		
Total	24	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	30	
Mark Water Lines/Line Inspect		
Restoration		
Service line leak		
Water Sampling		
Others: Water Service		
Total	30	0

**Ohio American Water Company
Ashtabula District**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	383
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	536
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Franklin County District
Blacklick Water System

Year **2008** PWSID 2502412

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	1	23.178	26.5%	0.748	0.855	01/27/08	0.677	01/08/08	0
	2	22.225	27.5%	0.767	0.926	02/23/08	0.661	02/01/08	0
	3	22.164	26.8%	0.715	0.836	03/02/08	0.631	03/21/08	0
2	4	21.288	27.2%	0.709	0.868	04/09/08	0.593	04/11/08	0
	5	22.750	25.5%	0.733	0.844	05/26/08	0.617	05/16/08	0
	6	22.897	26.3%	0.763	0.955	06/01/08	0.678	06/26/08	0
3	7								
	8								
	9								
4	10								
	11								
	12								
Avg		22.417	26.6%	0.739					0
High		23.178	27.5%	0.767	0.955	06/01/08			0
Low		21.288	25.5%	0.709			0.593	04/11/08	0

Ohio American Water Company
Franklin County District
Blacklick Water System

Year 2008

PWSID 2502412

Routine (Annual/Semi-Annual) Flushing Information

Quarter # 1

Was the system flushed this quarter? Yes: ☐ No: ☒
Begin Date: _____ End Date: _____ Notification Date: _____

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

Quarter # 2

Was the system flushed this quarter? Yes: ☒ No: ☐
Begin Date: 4/8/2008 End Date: 4/8/2008 Notification Date: 4/8/2008

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

**Ohio American Water Company
Franklin County District
Blacklick Water System**

Year **2008**

PWSID **2502412**

Quarter # 1	NONE
Quarter # 2	See PUCO 2008 Q2 Water Leak Log
Quarter # 3	
Quarter # 4	

Quarter #1**Total Customer Contacts**

5507

Customer Services

	Inquiries	Complaints
Account Information	3003	0
Bad Debt/Bankruptcy	184	0
Bill Adjustment	49	0
Bill Information/Format	20	0
Consumption	8	0
Customer Notices	8	0
Customer Service Staff	0	0
Disconnection for Non-Pay	184	0
Final Service	67	0
General Information	213	0
New Service	107	0
NSF Check	0	0
Payment Arrangements	86	0
Rates	0	0
Reconnection Non-Pay	178	0
Service Order Appointment	159	0
Other: Customer Service	1224	0
Total	5500	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	6	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

Metering

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

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	6	0
Total	6	0

Quarter #2**Total Customer Contacts**

6480

Customer Services

	Inquiries	Complaints
Account Information	3910	0
Bad Debt/Bankruptcy	188	0
Bill Adjustment	34	0
Bill Information/Format	28	0
Consumption	10	0
Customer Notices	8	0
Customer Service Staff	0	0
Disconnection for Non-Pay	192	0
Final Service	73	0
General Information	209	0
New Service	114	0
NSF Check	0	0
Payment Arrangements	100	0
Rates	0	0
Reconnection Non-Pay	194	0
Service Order Appointment	159	0
Other: Customer Service	1252	0
Total	6471	0

Water Service

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

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	2	0
Meter Replacement	0	0
Others: Metering	0	0
Total	2	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	4	4
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	5
Total	4	9

**Ohio American Water Company
Franklin County District
Blacklick Water System**

Year 2008

PWSID 2502412

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	196
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	0

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	252
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Franklin County District
Blacklick Wastewater System

Year 2008

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Design Capacity		%
							Flow	Capacity	
1	1	1.049	1.513	01/11/08	0.809	01/28/08	10	10	32%
	2	1.254	1.815	02/06/08	0.863	02/04/08	24	24	83%
	3	2.251	4.350	03/19/08	1.107	03/02/08	30	30	97%
	4	1.162	1.564	04/06/08	0.846	04/25/08	15	15	50%
2	5	0.840	0.935	05/11/08	0.695	05/08/08	0	0	0%
	6	1.082	3.119	06/26/08	0.698	06/23/08	6	6	20%
	7								
	8								
3	9								
	10								
	11								
4	12								

Totals	7.638						85
Avg	1.000	2.215			0.836		
Max	1.318	4.350	03/19/08		0.842		
Min	2.329	2.437			0.695	05/08/08	

**Ohio American Water Company
Franklin County District
Blacklick Wastewater System**

Year

2008

Quarter # 1

Collection Main Cleaning

Yes ☐

No ☒

If yes:

Quarter # 2

Collection Main Cleaning

Yes ☒

No ☐

If yes:

**Ohio American Water Company
Franklin County District
Blacklick Wastewater System**

Year 2008

Quarter # 1		Number of Manholes Inspected this quarter	32
Sewerage Backups			
Were there any Sewerage Backups this Quarter?		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	If yes: 8
Street Address:	4744 Crosscreek	Political Subdivision:	Madison Township
Date/Time of Backup	1/20/2008	# of Customers Affected:	1
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	1/20/2008		
Street Address:	3381 Latonia	Political Subdivision:	Madison Township
Date/Time of Backup	1/25/2008	# of Customers Affected:	1
Blockage Cause:	grease	Repair Means:	Jet Unit
Date/Time Resolved:	1/25/2008		
Street Address:	3381 Latonia	Political Subdivision:	Madison Township
Date/Time of Backup	2/8/2008	# of Customers Affected:	1
Blockage Cause:	grease	Repair Means:	Jet Unit
Date/Time Resolved:	2/8/2008		
Street Address:	3381 Latonia Court	Political Subdivision:	Madison Township
Date/Time of Backup	2/22/2008	# of Customers Affected:	1
Blockage Cause:	grease	Repair Means:	Jet Unit
Date/Time Resolved:	2/22/2008		
Street Address:	3357 Everson Road 3/4/08	Political Subdivision:	Madison Township
Date/Time of Backup	3/4/2008	# of Customers Affected:	1
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	3/4/2008		
Street Address:	3381 Latonia	Political Subdivision:	Madison Township
Date/Time of Backup	3/7/2008	# of Customers Affected:	1
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	3/7/2008		
Street Address:	5227 Harbor, 5010 Harbor, 5024 Wymore	Political Subdivision:	Madison Township
Date/Time of Backup	3/20/2008	# of Customers Affected:	3
Blockage Cause:	High Flow	Repair Means:	
Date/Time Resolved:	3/20/2008		
Street Address:	3275, 3247, 3233 Latonia	Political Subdivision:	Madison Township
Date/Time of Backup	3/28/2008	# of Customers Affected:	3
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	3/28/2008		

Quarter # 2		Number of Manholes Inspected this quarter	100
Sewerage Backups			
Were there any Sewerage Backups this Quarter?		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	If yes: 5
Street Address:	3381 Latonia Drive	Political Subdivision:	Madison Township
Date/Time of Backup	6/19/2008	# of Customers Affected:	4
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	6/19/2008		
Street Address:	5145 Fullerton Drive	Political Subdivision:	Madison Township
Date/Time of Backup	6/26/2008	# of Customers Affected:	3
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	6/26/2008		
Street Address:	3381 Latonia Road	Political Subdivision:	Madison Township
Date/Time of Backup	4/1/2008	# of Customers Affected:	4
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	4/1/2008		
Street Address:	5040 Wymore Drive	Political Subdivision:	Madison Township
Date/Time of Backup	4/25/2008	# of Customers Affected:	2
Blockage Cause:	Grease & high flow	Repair Means:	Jet Unit
Date/Time Resolved:	4/25/2008		
Street Address:	6300 Sundale Place	Political Subdivision:	Madison Township
Date/Time of Backup	5/3/2008	# of Customers Affected:	3
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	5/3/2008		

Quarter # 3		Number of Manholes Inspected this quarter	
Sewerage Backups			
Were there any Sewerage Backups this Quarter?		Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes:
Street Address:		Political Subdivision:	
Date/Time of Backup		# of Customers Affected:	
Blockage Cause:		Repair Means:	
Date/Time Resolved:			

Quarter # 4		Number of Manholes Inspected this quarter	
Sewerage Backups			
Were there any Sewerage Backups this Quarter?		Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes:
Street Address:		Political Subdivision:	
Date/Time of Backup		# of Customers Affected:	
Blockage Cause:		Repair Means:	
Date/Time Resolved:			

**Ohio American Water Company
Franklin County District
Blacklick Wastewater System**

Year **2008**

Quarter # 1

Total Customer Contacts

0

Customer Services

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

Sewer Service

	Inquiries	Complaints
Mark Sewer Lines	0	0
Sewer Backup	0	0
Sewer Odor	0	0
Other:	0	0
Total	0	0

Sewer Service

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

Quarter # 2

Total Customer Contacts

0

Customer Services

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

Sewer Service

	Inquiries	Complaints
Mark Sewer Lines	0	0
Sewer Backup	0	0
Sewer Odor	0	0
Other:	0	0
Total	0	0

Sewer Service

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

**Ohio American Water Company
Franklin County District
Blacklick Wastewater System**

Year 2008

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Franklin County District
Huber Ridge Water System

Year 2008 PWSID 2502512

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	1	17.026	20.6%	01/00/00	0.640	01/19/08	0.463	01/30/08	0
	2	15.314	20.6%	0.528	0.630	02/23/08	0.452	02/22/08	0
	3	16.474	20.1%	0.531	0.643	03/26/08	0.460	03/12/08	0
	4	16.365	21.0%	0.545	0.652	04/30/08	0.468	04/29/08	0
	5	17.127	20.4%	0.552	0.629	05/26/08	0.487	05/01/08	0
	6	17.056	20.2%	0.568	0.641	06/23/08	0.523	05/28/08	0
2	7								
	8								
	9								
	10								
	11								
	12								
3									
4									
Avg		16.560	20.5%	0.546					0
High		17.127	21.0%	0.568	0.652	#REF!			0
Low		15.314	20.1%	0.528			0.452	02/22/08	0

Ohio American Water Company
Franklin County District
Huber Ridge Water System

Year

2008

PWSID 2502512

Routine (Annual/Semi-Annual) Flushing Information

Quarter # 1

Was the system flushed this quarter?

Yes:

☒

No:

☐

Begin Date: 3/25/2008

End Date:

4/2/2008

Notification Date:

3/20/2008

If yes:

Notification Method:

- ☒ Newspaper
- ☒ Sign Posting
- ☐ Radio
- ☒ Bill Insert
- ☐ Marquee
- ☐ Other

Quarter # 2

Was the system flushed this quarter?

Yes:

☐

No:

☒

Begin Date:

End Date:

Notification Date:

If yes:

Notification Method:

- ☐ Newspaper
- ☐ Sign Posting
- ☐ Radio
- ☐ Bill Insert
- ☐ Marquee
- ☐ Other

Quarter # 3

Was the system flushed this quarter?

Yes:

☐

No:

☐

Begin Date:

End Date:

Notification Date:

If yes:

Notification Method:

- ☐ Newspaper
- ☐ Sign Posting
- ☐ Radio
- ☐ Bill Insert
- ☐ Marquee
- ☐ Hangers

Quarter # 4

Was the system flushed this quarter?

Yes:

☐

No:

☐

Begin Date:

End Date:

Notification Date:

If yes:

Notification Method:

- ☐ Newspaper
- ☐ Sign Posting
- ☐ Radio
- ☐ Bill Insert
- ☐ Marquee
- ☐ Other

**Ohio American Water Company
Franklin County District
Huber Ridge Water System**

Year **2008**

PWSID **2502512**

Quarter # 1	See PUCO 2008 Q1 Water Leak Log
Quarter # 2	See PUCO 2008 Q2 Water Leak Log
Quarter # 3	
Quarter # 4	

**Ohio American Water Company
Franklin County District
Huber Ridge Water System**

Year 2008

PWSID 2502512

Quarter #2

Total Customer Contacts

3357

Customer Services

	Inquiries	Complaints
Account Information	2118	0
Bad Debt/Bankruptcy	79	0
Bill Adjustment	38	0
Bill Information/Format	29	0
Consumption	13	0
Customer Notices	2	0
Customer Service Staff	0	0
Disconnection for Non-Pay	68	0
Final Service	42	0
General Information	125	0
New Service	58	0
NSF Check	0	0
Payment Arrangements	39	0
Rates	0	0
Reconnection Non-Pay	107	0
Service Order Appointment	107	0
Other: Customer Service	521	0
Total	3346	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	2	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	2	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	5	0
Meter Repair/Leak	1	0
Meter Replacement	0	0
Others: Metering	0	0
Total	6	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	3	3
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	6
Total	3	9

**Ohio American Water Company
Franklin County District
Huber Ridge Water System**

Year 2008

PWSID 2502512

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	136
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	134
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System

Year 2008

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity		%
							Dsgn Capacity		
1	1	0.798	1.289	01/10/08	0.619	01/09/08	2		6%
	2	1.113	2.505	02/05/08	0.708	02/03/08	11		38%
	3	1.582	3.456	03/19/08	0.902	03/09/08	30		97%
	4	0.907	1.418	04/04/08	0.469	04/25/08	9		30%
2	5	0.643	1.118	05/11/08	0.475	05/02/08	1		3%
	6	0.819	2.176	06/04/08	0.515	06/20/08	5		17%
	7								
	8								
3	9								
	10								
	11								
4	12								

Totals	5.862						58
Avg	1.000	1.994			0.615		
Max	1.013	3.456	03/19/08		0.614		
Min	1.802	2.032			0.469	04/25/08	

Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System

Year

2008

Quarter # 1

Collection Main Cleaning

Yes ☐

No ☒ If yes:

Quarter # 2

Collection Main Cleaning

Yes ☐

No ☒ If yes:

Quarter # 3

Collection Main Cleaning

Yes ☐

No ☐ If yes:

Quarter # 4

Collection Main Cleaning

Yes ☐

No ☐ If yes:

**Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System**

Year **2008**

Quarter # 1 **Number of Manholes Inspected this quarter**

See Note Below

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☒

No ☐

If yes: 1

Street Address: 3701 Paris

Date/Time of Backup 1/21/2008

Blockage Cause: Grease

Date/Time Resolved: 1/21/2008

Political Subdivision:

Blendon Township

of Customers Affected:

0

Repair Means:

Jet Unit

Quarter # 2 **Number of Manholes inspected this quarter**

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☒

No ☐

If yes: 3

Street Address: 6034 Sunwood Place

Date/Time of Backup 5/14/2008

Blockage Cause: Grease

Date/Time Resolved: 5/14/2008

Political Subdivision:

Blendon Township

of Customers Affected:

3

Repair Means:

Jet Unit

Street Address: 6009 Carnation

Date/Time of Backup 4/13/2008

Blockage Cause: Grease

Date/Time Resolved: 4/13/2008

Political Subdivision:

Blendon Township

of Customers Affected:

2

Repair Means:

Jet Unit

Street Address: 5630 Copenhagen

Date/Time of Backup 6/25/2008

Blockage Cause: Grease

Date/Time Resolved: 6/25/2008

Political Subdivision:

Blendon Township

of Customers Affected:

1

Repair Means:

Jet Unit

Quarter # 3 **Number of Manholes Inspected this quarter**

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☐

No ☐

If yes:

Quarter # 4 **Number of Manholes inspected this quarter**

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☐

No ☐

If yes:

Street Address:

Date/Time of Backup

Blockage Cause:

Date/Time Resolved:

Political Subdivision:

of Customers Affected:

Repair Means:

**Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System**

Year 2008

Quarter # 1

Total Customer Contacts
0

Customer Services

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

Sewer Service

	Inquiries	Complaints
Mark Sewer Lines	0	0
Sewer Backup	0	0
Sewer Odor	0	0
Other:	0	0
Total	0	0

Sewer Service

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

Quarter # 2

Total Customer Contacts
0

Customer Services

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

Sewer Service

	Inquiries	Complaints
Mark Sewer Lines	0	0
Sewer Backup	0	0
Sewer Odor	0	0
Other:	0	0
Total	0	0

Sewer Service

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

**Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System**

Year 2008

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Franklin County District
Lake Darby Water System

Year		2008		PWSID		2502612			
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	1	8.266	6.9%	0.267	0.362	01/13/08	0.232	01/10/08	0
	2	7.810	6.3%	0.269	0.395	02/24/08	0.228	02/13/08	0
	3	8.713	6.3%	0.281	0.340	03/16/08	0.245	03/20/08	0
2	4	8.909	6.9%	0.296	0.391	04/16/08	0.248	04/11/08	0
	5	9.340	5.4%	0.301	0.434	05/31/08	0.239	05/16/08	0
	6	9.393	4.8%	0.313	0.617	06/07/08	0.265	06/25/08	0
3	7								
	8								
	9								
4	10								
	11								
	12								
Avg		8.739	6.1%	0.288					0
High		9.393	6.9%	0.313	0.617	06/07/08			0
Low		7.810	4.8%	0.267			0.228	02/13/08	0

Ohio American Water Company
Franklin County District
Lake Darby Water System

Year 2008 PWSID 2502612

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

Was the system flushed this quarter?

Begin Date: End Date:

Yes:

☐

Notification Date:

No:

☒

If yes:

Notification Method:

- ☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Quarter #2

Was the system flushed this quarter?

Begin Date: 4/16/2008 End Date:

Yes:

☒

Notification Date: 4/1/2008

No:

☐

If yes:

Notification Method:

- ☒ Newspaper
☒ Sign Posting
☐ Radio
☒ Bill Insert
☐ Marquee
☐ Other

**Ohio American Water Company
Franklin County District
Lake Darby Water System
Water Main Outages**

Year	2008	PWSID 2502612
Quarter # 1	NONE	
Quarter # 2	See PUCO 2008 Q2 Water Leak Log	
Quarter # 3		
Quarter # 4		

**Ohio American Water Company
Franklin County District
Lake Darby Water System**

Year **2008**

PWSID **2502612**

Quarter # 2

Total Customer Contacts

1746

Customer Services

	Inquiries	Complaints
Account Information	999	0
Bad Debt/Bankruptcy	31	0
Bill Adjustment	19	0
Bill Information/Format	10	0
Consumption	4	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	49	0
Final Service	29	0
General Information	91	0
New Service	34	0
NSF Check	0	0
Payment Arrangements	14	0
Rates	0	0
Reconnection Non-Pay	81	0
Service Order Appointment	72	0
Other: Customer Service	300	0
Total	1733	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	2	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	2	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	8	0
Meter Repair/Leak	2	0
Meter Replacement	0	0
Others: Metering	0	0
Total	10	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	1	1
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	6
Total	1	7

**Ohio American Water Company
Franklin County District
Lake Darby Water System**

Year **2008**

PWSID 2502612

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	87
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	102
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Franklin County District
Lake Darby Wastewater System

Year 2008

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity		%
1	1	0.484	0.686	1/14/2008	0.267	1/23/2008	10		32%
	2	0.609	1.190	2/6/2008	0.399	2/9/2008	20		69%
	3	0.808	1.750	3/19/2008	0.449	3/29/2008	29		94%
2	4	0.466	0.711	4/4/2008	0.327	4/11/2008	9		30%
	5	0.435	0.559	5/12/2008	0.307	5/29/2008	10		32%
	6	0.570	1.008	6/14/2008	0.319	6/3/2008	15		50%
3	7								
	8								
	9								
4	10								
	11								
	12								

Totals	3.372						93
Avg	1.000	0.984			0.345		
Max	0.578	1.750	03/19/08		0.360		
Min	1.109	1.002			0.267	01/23/08	

Ohio American Water Company
Franklin County District
Lake Darby Wastewater System

Year

2008

Quarter # 1

Collection Main Cleaning

Yes ☐

No ☒

If yes:

Quarter # 2

Collection Main Cleaning

Yes ☐

No ☒

If yes:

Quarter # 3

Collection Main Cleaning

Yes ☐

No ☐

If yes:

Quarter # 4

Collection Main Cleaning

Yes ☐

No ☐

If yes:

Ohio American Water Company
Franklin County District
Lake Darby Wastewater System

Year 2008

Manhole Inspection Program

Quarter # 1 Number of Manholes inspected this quarter 0
Sewerage Backups

Were there any Sewerage Backups this Quarter? Yes ☐ No ☒ If yes:

Quarter # 2 Number of Manholes inspected this quarter
Sewerage Backups

Were there any Sewerage Backups this Quarter? Yes ☒ No ☐ If yes: 2

Street Address: 8691 Fairbrook Drive
Date/Time of Backup: 6/4/2008
Blockage Cause: Grease
Date/Time Resolved: 6/4/2008

Political Subdivision: Prairie Township
of Customers Affected: 2
Repair Means: Jet Unit

Street Address: 355 Darby Court
Date/Time of Backup: 6/9/2008
Blockage Cause: Grease
Date/Time Resolved: 6/9/2008

Political Subdivision: Prairie Township
of Customers Affected: 3
Repair Means: Jet Unit

Quarter # 3 Number of Manholes inspected this quarter
Sewerage Backups

Were there any Sewerage Backups this Quarter? Yes ☐ No ☐ If yes:

Quarter # 4 Number of Manholes inspected this quarter
Sewerage Backups

Were there any Sewerage Backups this Quarter? Yes ☐ No ☐ If yes:

**Ohio American Water Company
Franklin County District
Lake Darby Wastewater System**

Year 2008

Quarter # 2

Total Customer Contacts

0

Customer Services

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

Sewer Service

	Inquiries	Complaints
Mark Sewer Lines	0	0
Sewer Backup	0	0
Sewer Odor	0	0
Other:	0	0
	0	0
Total	0	0

Sewer Service

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

**Ohio American Water Company
Franklin County District
Lake Darby Wastewater System**

Year 2008

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company
Franklin County District
Timberbrook Water

Year

2008

PWSID 2502712

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	1	1.882	11.6%	0.061	0.119	01/22/08	0.000	01/23/08	0
	2	1.636	11.7%	0.056	0.130	02/23/08	0.000	02/21/08	0
	3	1.915	11.2%	0.062	0.140	03/09/08	0.000	03/08/08	0
2	4	2.075	13.3%	0.069	0.201	04/22/08	0.000	04/23/08	0
	5	1.956	6.8%	0.063	0.155	05/04/08	0.000	05/07/08	0
	6	2.048	6.8%	0.068	0.142	06/09/08	0.001	06/08/08	0
3	7								
	8								
	9								
4	10								
	11								
	12								
Avg		1.919	10.2%	0.063					0
High		2.075	13.3%	0.069	0.201	04/22/08			0
Low		1.636	6.8%	0.056			0.000	01/00/00	0

Ohio American Water Company
Franklin County District
Timberbrook Water

Year

2008

PWSID 2502712

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

Was the system flushed this quarter?

Yes:

☐

No:

*

If yes:

Begin Date:

End Date:

Notification Date:

Notification Method:

- ☐ Newspaper
- ☐ Sign Posting
- ☐ Radio
- ☐ Bill Insert
- ☐ Marquee
- ☐ Other

Quarter #2

Was the system flushed this quarter?

Yes:

*

No:

☐

If yes:

Begin Date:

4/15/2008

End Date:

4/15/2008

Notification Date:

4/15/2008

Notification Method:

- ☒ Newspaper
- ☒ Sign Posting
- ☐ Radio
- ☒ Bill Insert
- ☐ Marquee
- ☐ Other

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

Year

2008

PWSID 2502712

Quarter # 1	NONE
Quarter # 2	See PUCO 2008 Q2 Water Leak Log
Quarter # 3	
Quarter # 4	

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

Year **2008**

PWSID 2502712

Quarter #1

Total Customer Contacts
114

Customer Services

	Inquiries	Complaints
Account Information	45	0
Bad Debt/Bankruptcy	4	0
Bill Adjustment	2	0
Bill Information/Format	2	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	5	0
Final Service	0	0
General Information	10	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	4	0
Rates	0	0
Reconnection Non-Pay	5	0
Service Order Appointment	28	0
Other: Customer Service	8	0
Total	114	0

Metering

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

Water Quality

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

Water Service

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

Quarter #2

Total Customer Contacts
157

Customer Services

	Inquiries	Complaints
Account Information	28	0
Bad Debt/Bankruptcy	3	0
Bill Adjustment	4	0
Bill Information/Format	0	0
Consumption	1	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	2	0
Final Service	0	0
General Information	23	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	6	0
Service Order Appointment	76	0
Other: Customer Service	11	0
Total	155	0

Metering

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

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	6
Total	0	6

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	1	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	1	0

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

Year 2008

PWSID 2502712

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	6
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	7
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

**Ohio American Water Company
Franklin County District
Worthington Hills Water System**

Year

2008

PWSID 2502812

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	1	8.314	10.9%	0.268	0.355	01/04/08	0.205	01/29/08	0
	2	7.721	12.8%	0.266	0.467	02/05/08	0.174	02/24/08	0
	3	7.747	14.8%	0.250	0.328	03/22/08	0.169	03/23/08	0
2	4	8.358	16.1%	0.278	0.444	04/17/08	0.201	04/11/08	0
	5	9.695	18.0%	0.312	0.415	05/26/08	0.235	05/31/08	0
	6	10.427	18.0%	0.347	0.454	06/01/08	0.288	06/30/08	0
3	7								
	8								
	9								
4	10								
	11								
	12								
Avg		8.710	15.1%	0.287					0
High		10.427	18.0%	0.347	0.467	02/05/08			0
Low		7.721	10.9%	0.250			0.169	03/23/08	0

Ohio American Water Company
Franklin County District
Worthington Hills Water System

PWSID 2502812

Year 2008

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

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

Quarter #2

Was the system flushed this quarter?

Begin Date: 4/17/2008 End Date:

Yes: ☒

No: ☐

Notification Date: 4/10/2008

If yes:

Notification Method:

- ☒ Newspaper
☒ Sign Posting
☐ Radio
☒ Bill Insert
☐ Marquee
☐ Other

**Ohio American Water Company
Franklin County District
Worthington Hills Water System**

Year	2008	PWSID 2502812
Quarter # 1	See PUCO 2008 Q1 Water Leak Log	
Quarter # 2	See PUCO 2008 Q2 Water Leak Log	
Quarter # 3		
Quarter # 4		

**Ohio American Water Company
Franklin County District
Worthington Hills Water System**

Year 2008

PWSID 2502812

Quarter # 1

**Total Customer Contacts
233**

Customer Services

	Inquiries	Complaints
Account Information	89	0
Bad Debt/Bankruptcy	3	0
Bill Adjustment	7	0
Bill Information/Format	6	0
Consumption	2	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	5	0
Final Service	10	0
General Information	30	0
New Service	6	0
NSF Check	0	0
Payment Arrangements	4	0
Rates	0	0
Reconnection Non-Pay	5	0
Service Order Appointment	25	0
Other: Customer Service	28	0
Total	220	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	3	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	3	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	3	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	4	0
Total	7	0

Water Service

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

Quarter # 2

**Total Customer Contacts
362**

Customer Services

	Inquiries	Complaints
Account Information	194	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	8	0
Bill Information/Format	2	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	2	0
Final Service	14	0
General Information	29	0
New Service	13	0
NSF Check	0	0
Payment Arrangements	4	0
Rates	0	0
Reconnection Non-Pay	3	0
Service Order Appointment	53	0
Other: Customer Service	29	0
Total	353	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	6	0
Meter Repair/Leak	2	0
Meter Replacement	0	0
Others: Metering	0	0
Total	8	0

Water Quality

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

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	1	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	1	0

**Ohio American Water Company
Franklin County District
Worthington Hills Water System**

Year 2008

PWSID 2502812

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	5
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	4
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

**Ohio American Water Company
Lawrence County District**

		Year		2008											
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap						Customer Count
1	1	18.681	10.3%	0.603	0.759	01/07/08	0.542	01/14/08	0						3345
	2	18.133	10.0%	0.625	0.666	02/25/08	0.572	02/19/08	0						3332
	3	18.999	10.5%	0.613	0.663	03/05/08	0.530	03/27/08	0						3335
2	4	20.244	11.9%	0.675	0.883	04/24/08	0.542	04/06/08	0						3333
	5	21.163	11.8%	0.683	0.849	05/30/08	0.535	05/18/08	0						3333
	6	21.378	12.8%	0.713	0.864	06/11/08	0.554	06/22/08	0						3341
3	7								0						
	8								0						
	9								0						
4	10								0						
	11								0						
	12								0						
2008															
	Avg	19.766	11.2%	0.652	0.781		0.546		0						3337
	High	21.378	12.8%	0.713	0.883	04/24/08	0.572		0						3345
	Low	18.133	10.0%	0.603	0.663		0.530	03/27/08	0						3332

**Ohio American Water Company
Lawrence County District
Routine (Annual/Semi-Annual) Flushing Information**

Year 2008 Quarter: 1

Was the system flushed this quarter? Yes: ☐ No: ☒
Begin Date: _____ End Date: _____ Notification Date: _____

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

Quarter: 2

Was the system flushed this quarter? Yes: ☒ No: ☐
Begin Date: 22-Apr End Date: 26-Apr Notification Date: April

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

Quarter: 3

Was the system flushed this quarter? Yes: ☐ No: ☐
Begin Date: _____ End Date: _____ Notification Date: _____

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

Quarter: 4

Was the system flushed this quarter? Yes: ☐ No: ☐
Begin Date: _____ End Date: _____ Notification Date: _____

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

[illegible]

Ohio American Water Company

Quarter # 2

Year 2008

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Boil Order issued by

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Boil Order issued by

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Boil Order issued by

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Boil Order issued by

Ohio American Water Company
Lawrence County District

Quarter # 2
2008

Total Customer Contacts
3194

Customer Services

	Inquiries	Complaints
Account Information	1590	
Bad Debt/Bankruptcy	129	
Bill Adjustment	65	
Bill Information/Format	28	
Consumption	5	
Customer Notices	7	
Customer Service Staff	0	
Disconnection for Non-Pay	88	
Final Service	100	
General Information	174	
New Service	142	
NSF Check	0	
Payment Arrangements	84	
Rates	0	
Reconnection Non-Pay	82	
Service Order Appointment	86	
Other: Customer Service	572	
Total	3152	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	4	
Mark Water Lines/Line Inspect	28	
Restoration	0	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	32	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	0	
Meter Repair/Leak	2	
Meter Replacement	0	
Others: Metering	0	
Total	2	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	
Hardness	0	
Low Pressure	8	
Odor	0	
Particles in Water	0	
Scum/Oil in Water	0	
Taste	0	
Other: Water Quality	0	
Total	8	0

**Ohio American Water Company
Lawrence County District**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	223
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	143
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water
Lake White

Year

2008

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Total Customer Coun
1	1	2.641	11.0%	0.085	0.193	24	0.068	14	0	Jan 218
	2	2.658	12.9%	0.092	0.109	25	0.074	19	0	Feb 202
	3	2.552	12.2%	0.081	0.117	5	0.065	25	0	Mar 218
2	4	2.458	12.4%	0.082	0.138	22	0.059	15	0	Apr 206
	5	2.660	12.6%	0.086	0.144	27	0.062	7	0	May 218
	6	2.500	12.4%	0.083	0.119	26	0.067	20	0	June 213
3	7								0	July
	8								0	Aug
	9								0	Sep
4	10									Oct
	11									Nov
	12									Dec

Avg	2.578	12.2%	0.085	0.137		0.066	0.000
High	2.660	12.9%	0.092	0.193		0.074	0
Low	2.458	11.0%	0.081	0.109		0.059	0

Ohio American Water
Lake White

Quarter # 2

Year 2008

Street Address	None this quarter
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made. Type & Size	
Boil Order Information	

Quarter # 2
2008

Total Customer Contacts
172

Total Customer Complaints
0

Customer Services

	Inquiries	Complaints
Account Information	74	
Bad Debt/Bankruptcy	3	
Bill Adjustment	6	
Bill Information/Format	3	
Consumption	0	
Customer Notices	0	
Customer Service Staff	0	
Disconnection for Non-Pay	5	
Final Service	5	
General Information	24	
New Service	9	
NSF Check	0	
Payment Arrangements	0	
Rates	0	
Reconnection Non-Pay	8	
Service Order Appointment	8	
Other: Customer Service	24	
Total	169	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	0	
Meter Repair/Leak	2	
Meter Replacement	0	
Others: Metering	0	
Total	2	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	0
Total	0	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	1	
Mark Water Lines/Line Inspect	0	
Restoration	0	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	1	0

**Ohio American Water
Lake White**

Quarter # 1

Quarter # 2

Year 2008

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	5
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Disconnections	
With 14 Days Notice	
Non-Payment	11
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Quarter # 4

Year 2008

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Spring Flushing Program

Type	Year	Address	Date	Minutes to Clear
	2007		Flushed	
Clow	2006	315 Little Theatre	21-Apr	3
Mueller	1953	34 Little Theatre	21-Apr	11
Mueller	1955	108 Crestview	21-Apr	4
FV		Crestwood & Forest Hills	21-Apr	17
Mueller	1981	1106 Pinehurst Apt.	21-Apr	3
Mueller	1981	500 Pinehurst Apt.	21-Apr	3
Mueller	1998	Lot 13 Pinehurst Blvd	21-Apr	4
Mueller	1998	Lot 17 Pinehurst Blvd	21-Apr	8
Mueller	1998	Lot 21 Waverly Woods Dr.	21-Apr	1
M&H	1954	125 Waverly Gables	21-Apr	1
M&H	1954	104 Valleyview	21-Apr	6
M&H	1954	129 Valleyview	21-Apr	1
Waterous	1984	229 Valleyview	21-Apr	2
Mueller	2006	229 Valleyview by parking lot	21-Apr	0
Mueller	1997	by emerg room hospital	21-Apr	7
Mueller	2006	west of hospital	21-Apr	1
M&H	1954	115 Dawn Lane	21-Apr	5
M&H	1954	101 Dawn Lane	21-Apr	5
M&H	1954	111 Sunrise	21-Apr	7
M&H	1954	100 Sunrise	21-Apr	2
FV		Waverly Gables going down	21-Apr	15
FV		Rt 104 Tennis Road	21-Apr	8
Mueller	1954	1237 Rt 552	21-Apr	1
Mueller	1953	14 Shady Lane	21-Apr	3
Clow	2005	Ripley Road	21-Apr	2
Mueller	1953	37 Ripley Road	21-Apr	5
FV		394 Rt 552	21-Apr	16
FV		1490 Rt 552	21-Apr	5
FV		Vallery	21-Apr	10

Total hours actual flushing this day.	2.6
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Type	Year	Address	Date	Minutes to Clear
	2007		Flushed	
Mueller	1953	2617 Rt 551	22-Apr	4
Mueller	1958	2465 Rt 551	22-Apr	2
FV		178 Rittenour Road	22-Apr	2
Mueller	1953	Begining of Virginia	22-Apr	3
FV		Crumer Mt. Road	22-Apr	4
FV		State Park Bricker	22-Apr	21
Mueller	1953	278 Virginia	22-Apr	4
M&H	1954	252 Skyline	22-Apr	3
M&H	1954	131 Skyline	22-Apr	1
M&H	1954	110 Barker Lane	22-Apr	9
FV		Alpine Road	22-Apr	15
FV		Lucerne Road	22-Apr	15
Mueller	1958	bottom of Virginia	22-Apr	6
FV		1063 Rt 551	22-Apr	5
FV		41 Bevans	22-Apr	7
FV		405 Bevans	22-Apr	7
FV		end of Baywood	22-Apr	3
FV		end of Nye	22-Apr	15
FV		end of Wells Jones	22-Apr	10
FV		Bors House Rt 551	22-Apr	10
FV		141 Harbor	22-Apr	9
FV		573 Rt 551	22-Apr	8

Total hours actual flushing this day.	2.7
Total hours actual flushing for 2 days	5.3

2007 and 2008

Hydrant Valves	Size	Type	2007	2008	Turns	Box Maint	Depth	Box Maint	Painted
34 Little Theatre	6	AC				ok		ok	2007
315 Little Theatre	6	AC	9-May		20	ok	16"	ok	2007
108 Crestwood	6	AC	24-Apr		21	ok	30"	ok	2005
1106 Pinehurst Apt	6	PVC	24-Apr		20	ok	36"	ok	2007
500 Pinehurst Apt	6	PVC	24-Apr		19	ok	38"	ok	2005
Lot 13 Pinehurst Blvd	6	pvc	30-May		21	ok	30"	ok	2006
Lot 17 Pinehurst Blvd	6	pvc	31-May		21	ok	43"	ok	2006
Lot 21 Waverly Woods Dr.	6	pvc	24-Apr		21	ok	39"	ok	2007
125 Waverly Gables	8	AC	24-Apr			ok	30"	ok	2005
104 Valleyview	6	AC	31-May		21	ok	26"	ok	2007
129 Valleyview	6	AC			21	ok	36	ok	2006
229 Valleyview	6	AC			21	ok	30	ok	2006
229 Valleyview..parking lot	6	AC			21	ok	34	ok	2007
100 Dawn..emerg. Entrance to Hospital	6	Ductile			21	ok	20	ok	2006
100 Dawn....west of hospital	6	Ductile				ok		ok	2006
115 Dawn	8	AC	22-May		21	ok	35"	ok	2007
101 Dawn	8	AC	22-May		20	ok	30	ok	2006
111 Sunrise	6	AC			20	ok	30	ok	2006
100 Sunrise	6	AC	23-May			ok	24"	ok	2005
1237 Rt 552	6	AC	23-May		20	ok	30	ok	2007
14 Shady Ln	6	AC	7-Jun		20	ok	31"	ok	2005
Ripley Rd	6	AC	9-May		21	ok	31"	ok	2006
37 Ripley Rd	6	AC	9-May		20	ok	20	ok	2007
2617 Rt 551	6	AC	9-Jul		19	ok	40	ok	2007
2465 Rt 551	6	AC	18-Jul			ok		ok	2007
577 Virginia	6	AC	17-Jul		20	ok	32	ok	2007
278 Virginia	6	AC	18-Jul			ok		ok	2005
252 Skyline	6	AC				ok		ok	2007
131 Skyline	6	AC	27-Jun			ok		ok	2007
110 Barker Ln	6	AC	2-Jun			ok		ok	2007
13 Virginia	6	AC	7-Jun		21	ok	24	ok	2007
Hydrant at Tank	6	Ductile		1-May					2008

Total Number of Hydrant Valves

Total valves Required to be worked

Total Number Valves Actually worked this year

Total Number Valves Actually worked in 07 and 08

Hydrants Painted

32

2007

2006

2005

1

23

24

16

32

16

24

9

6

16

2008

Ohio Utilities Protection Service		Ticket No.	Work Date	Address	Job
OUPS	800 362 2764	A815401590	5-Jun	Company ID# 51171	press 4
Pike Gas		15709		14 Shady Ln	service leak in rd
	947 5121 937 393 4602 or 937 393 1991				
800 276 4006	Emergency #				
Pike County Engineers	947 4259	Jim Rapp			
Emergency #	970 0148				
Pike County Sewer	740 708 9038	Paul			

Ohio Utilities Protection Service		Ticket No.	Work Date	Address	Job
OUPS	800 362 2764	A817600748	26-Jun	Company ID# 51171	press 4
Pike Gas		No Gas lines		365 Bevens Ln	service leak in rd
	947 5121 937 393 4602 or 937 393 1991				
800 276 4006	Emergency #				
Pike County Engineers	947 4259	Jim Rapp			
Emergency #	970 0148				
Pike County Sewer	740 708 9038	Paul			

2007	
Number of Valves	80
Number of Valves to be operated	44
Percent of Valves Operated	99%
Number of Valves Requiring Maintenance	0
Percent of Valves Requiring Maintenance	0%
Number of Boxes Requiring Maintenance	0
Percent of Boxes Requiring Maintenance	0%
Number of Valves Requiring Replacement	0
Percent of Valves Requiring Replacement	0%

2008	
Number of Valves	80
Number fo Valves to be Operated	44
Percent of Valves Operated	35%
Number of Valves Requiring Maintenance	0
Percent of Valves Requiring Maintenance	0%
Number of Boxes Requiring Maintenance	0
Percent of Boxes Requiring Maintenance	0%
Number of Valves Requiring Replacement	0
Percent of Valves Requiring Replacement	0%

Lake White		Size	Type	2007	2008	Turns	Box	Valve
Critical Valves (once per year)			Line	Worked	Worked		Maint	Depth, in.
At wells sytem valve. (isolates wells from system)		6	AC	16-Mar	2-Apr	19.5	ok	
#1 well house. (isolates #1 from system)		6	AC	16-Mar	7-Jun	19	ok	inside
Valve beside generator (isolates #2 well from system)		6	AC	16-Mar	5-Jun	19.5	ok	
#2 well house. (isolates #2 well from system)		6	AC	16-Mar	26-Mar	20	ok	inside
Little Theatre..right (isolates whole system)		6	AC	16-Mar		21	ok	10
Little Theatre..middle..(isolates sytem to tank)		6	AC	16-Mar		20	ok	14
Little Theatre..left (isolate system towards lake)		6	AC	16-Mar		20	ok	21
Total Number of Critical Valves				7	7			
Total valves Required to be worked				7	7			
Total Number Valves Actually worked this year				7	4			

Distribution Valves (once every 2 years)	Size	Type	2007	2008	Turns	Box Maint	Depth
109 Waverly Gables	8	AC			24	ok	33
109 Waverly Gables/Dawn Lane	8	AC				ok	
Sunrise/Waverly Gables	8	AC			22	ok	30
Sunrise/Waverly Gables...middle of road	6	AC			19	ok	30
Waverly Gables from Pinehurst Apts	6	AC			17	ok	32
Waverly Gables..middle of road...right of valve #5	8	AC			22	ok	33
Waverly Gables..middle of road...left of valve #5	6	AC			19	ok	35
119 Valleyview...middle of road	6	AC			20	ok	31
119 Valleyview...left of driveway	6	AC			19	ok	32
119 Valleyview ...right of driveway	6	AC			19	ok	32
139 Valleyview ...middle of road	6	AC			20	ok	29
139 Valleyview...edge of road	6	AC			20	ok	31
141 Valleyview...45ft up towards hospital in road	6	AC				ok	
Emerg Room at hospital	6	PVC			21	ok	33
100 Dawn...middle of road to Hilltop Med Center	6	AC	6-Apr		20	ok	33
By Stop sign on Dawn...	6	Ductile Iron	6-Apr		20	ok	27
Upper valve to Pinehurst loop	6	PVC				ok	
Lower valve to Pinehurst loop	6	PVC				ok	
on turn to hospital hill...down to Rt 104	2	pvc				ok	
In front field of 315 Little Theatre	6	AC			21	ok	30
In yard across from 314 Crestwood	2	PVC	10-Sep	19-May	21	ok	20
To Overlook Dr.	2	PVC	10-Sep		20	ok	26
809 Ripley...middle of road	6	AC				ok	
Ripley & Shady Lane...before Shady	6	AC	15-Oct	5-Jun		ok	
Ripley & Shady Lane...after Shady	6	AC	15-Oct	5-Jun		ok	
620 Rt 552	2	PVC	13-Sep			ok	
Ripley	2	AC	12-Sep			ok	26
Tank #1	6	AC				ok	
Tank #2	6	AC				ok	
Tank #3	6	ac	24-Jul			ok	
706 Rt 552	2	pvc	12-Sep			ok	30
602 Rt 552	2	pvc				ok	
177 Gregg	2	pvc				ok	
140 Gregg	2	pvc				ok	
Field across from Shady Lane	2	pvc	13-Sep			ok	
601 Vallery	2	pvc	13-Sep			ok	
1294 Rt 552	2	pvc	13-Sep	6-Mar		ok	
449 Vallery	2	pvc				ok	
Before Lake Crossing 289 Vallery	6	ac		5-Jun		ok	
beside # 43...loops Vallery	2	pvc	13-Sep			ok	
Mid Field on Vallery	2	pvc				ok	
Rt 551...up from Drennan...under guardrail	6	ac				ok	
514 Virginia...loops to Bricker...4" valve	6	ac	18-Oct			ok	
By sample station #1...2" valve	2	pvc				ok	
190 Bricker ...on turn	2	pvc	17-Apr			ok	
end of Bricker by old concrete building	2	pvc	17-Sep			ok	
278 Virginia	6	ac	17-May	22-Apr		ok	

Distribution Valves (once every 2 years)	Size	Type	2007	2008	Turns	Box Maint	Depth
51 Skyline	6	ac				ok	
51 Skyline to loop Barker	6	ac				ok	
174 Skyline to loop Barker	6	ac				ok	
252 Skyline...close by hydrant	6	ac				ok	
252 Skyline...in driveway	2	pvc				ok	
252 Skyline...up from driveway	2	pvc				ok	
Top of Alpine	2	pvc				ok	
23 Woodland	2	pvc	17-May	24-Jan		ok	
13 Virginia	2	pvc	17-Oct		8	ok	25
11 Bevins/Rt 551	4	pvc	17-May	24-Jan		ok	
63 Bevins	2	pvc	17-Sep	24-Jan		ok	
81 Bevins	4	pvc	17-May	26-Jun		ok	
427 Bevins	4	pvc	17-Oct	26-Jun		ok	
Rt 551/Skyline...left one facing over hill...to Baywood	2	pvc	18-Oct		8	ok	36
Rt 551/Skyline...middle valve...	4	pvc	18-Oct			ok	22
Rt 551/Skyline...right one facing over hill...to Wells Jones	4	pvc	18-Oct		12	ok	36
226 Wells Jones	2	pvc				ok	
267 Lucerne	2	pvc	18-Oct			ok	
Lucerne...in field	2	pvc	18-Oct			ok	
Corner of Lucerne and Woodland	2	pvc	18-Oct			ok	
278 Rt 551/Marco Polo	2	pvc	17-May			ok	
Nye/551	4	pvc	17-Oct			ok	
1489 Rt 551	4	pvc	17-Oct			ok	
1489 Rt 551	4	pvc	17-Oct			ok	
1489 Rt 551 to Baywood	2	pvc	17-Oct			ok	
entrance to Bevins from Rt 551 Past Nye Rd.	4	pvc	17-Oct			ok	

Total Number of Distribution Valves	73	73
Total valves Required to be worked	37	36
Total Number Valves Actually worked this year	36	11
Percentage of required inline Valves Actually Worked this year	99%	31%

Total Number of System Valves	80	80
Total Number of System Valves Required to be worked each year	44	43
Total Number of System Valves Actually Worked this year	43	15
Percentage of required critical and inline Valves Actually Worked this year	99%	35%

Ohio American Water Company
Marion District

Year 2008

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	210.641	21.3%	6.759	7.624	01/21/08	5.608	01/19/08	0	
	2	197.702	21.8%	6.783	7.189	02/25/08	6.274	02/08/08	0	
	3	203.662	21.1%	6.530	7.162	03/03/08	5.748	03/22/08	0	16954
2	4	195.005	21.4%	6.448	7.018	7.018	5.840	04/27/08	0	
	5	202.613	21.3%	6.486	7.363	7.363	5.606	05/03/08	0	
	6	204.295	21.6%	6.759	7.442	7.442	5.831	06/22/08	0	17019
3	7								0	
	8								0	
	9								0	
4	10								0	
	11								0	
	12								0	
2008										
	Avg	202.320	21.4%	6.628	7.300		5.818		0	16987
	High	210.641	21.8%	6.783	7.624	01/21/08	6.274		0	17019
	Low	195.005	21.1%	6.448	7.018		5.606	05/03/08	0	16954

Year 2008 Quarter: 1

None this quarter.

If yes:

Notification Method:

☒ Newspaper

☐ Sign Posting

☒ Radio

☐ Bill Insert

☐ Marquee

☐ Other

- ☒ Newspaper
- ☐ Sign Posting
- ☒ Radio
- ☐ Bill Insert
- ☐ Marquee
- ☐ Other

If yes:
Notification Method:

<input checked="" type="checkbox"/>	Newspaper
<input type="checkbox"/>	Sign Posting
<input checked="" type="checkbox"/>	Radio
<input type="checkbox"/>	Bill Insert
<input type="checkbox"/>	Marquee
<input type="checkbox"/>	Other

If yes:
Notification Method:

<input type="checkbox"/>	Newspaper
<input type="checkbox"/>	Sign Posting
<input type="checkbox"/>	Radio
<input type="checkbox"/>	Bill Insert
<input type="checkbox"/>	Marquee
<input type="checkbox"/>	Other

Ohio American Water Company
Marion District

Year	Quarter	Street Address	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Boil Order issued by
2008	1	State route 309	Marion	1/2/2008	Main Break	12" C.I.	10	12:00 p.m.	01/02/08	2:15 p.m.	Door Tag
2008	1	Delaware Ave. (by Smith Clinic)	Marion	1/5/2008	Main Break	12" C.I.	30	12:30 a.m.	01/06/08	9:30 a.m.	Door Tag
2008	1	Bennett St. at Latourette	Marion	1/10/2008	Valve Repair	6" C.I.	60	10:08 a.m.	01/10/08	1:20 p.m.	Door Tag
2008	1	Bennett St at Glad	Marion	1/11/2008	Valve Repair	6" C.I.	30	11:00 a.m.	01/11/08	12:50 p.m.	Door Tag
2008	1	226 Tully	Marion	1/22/2008	Main Break	6" C.I.	16	10:10 a.m.	01/22/08	11:53 a.m.	Door Tag
2008	1	Gooding Rd & Klingel	Marion/Prospect	1/26/2008	Valve Install	12" HDPE	500	10:00 a.m.	01/26/08	4:00 p.m.	News Release
2008	1	Farnum St & Orchard Dr	Marion/Prospect	1/30/2008	Main Break	12" HDPE	50	11:15 a.m.	01/30/08	5:30 p.m.	Door Tag
2008	1	1068 Barbados Dr.	Marion	2/3/2008	Replace Service	3/4" Service	35	4:30 p.m.	02/03/08	6:30 p.m.	Door Tag
2008	1	Water St. & Farnum	Marion/Prospect	2/13/2008	Main Break	12" HDPE	25	10:00 a.m.	02/13/08	5:17 p.m.	Door Tag
2008	1	1107 Owens Rd	Marion	3/2/2008	Pressure Fluctu	Hydrant Flushing	1	2:45 p.m.	03/03/08	3:00 p.m.	Door Tag
2008	1	Across from 135 N Water St	Marion/Caledonia	3/6/2008	Main Break	6" C.I.	6	1:15 p.m.	03/06/08	2:29 p.m.	Door Tag
2008	1	993 Normandy Circle	Marion	3/20/2008	Main Break	2" C.I.	5	11:47 a.m.	03/20/08	12:23 p.m.	Door Tag
2008	2	N Main St.(betw.Fairgmd & Hazen)	Marion	4/2/2008	Valve Repair	6" C.I.	31	1:30 p.m.	04/02/08	3:30 p.m.	Door Tag
2008	2	Underwood Ave.	Marion	4/2/2008	Main Break	8" A.C.	25	11:50 a.m.	04/02/08	1:50 p.m.	Door Tag
2008	2	Mark St.(betw. Park & Greenwood)	Marion	4/7/2008	Valve Replace	6" C.I.	30	9:20 a.m.	04/07/08	12:20 p.m.	Door Tag
2008	2	Oak St. & Tully St	Marion	4/17/2008	Valve Replace	8" C.I.	2	12:20 p.m.	04/08/08	2:20 p.m.	Door Tag
2008	2	Greenwood & Mark St	Marion	4/8/2008	Valve Replace	8" C.I.	20	1:50 p.m.	04/17/08	2:15 p.m.	Door Tag
2008	2	Oak St. & Tully Ave.	Marion	4/23/2008	Valve Replace	8" C.I.	30	1:30 p.m.	04/23/08	4:30 p.m.	Door Tag
2008	2	Tully and Oak St	Marion	4/25/2008	Valve Replace	8" C.I.	30	9:00 a.m.	04/25/08	No Info.	Door Tag
2008	2	Fairground St & Universal Ave.	Marion	5/6/2008	Valve Replace	5" A.C.	40	11:00 a.m.	05/06/08	11:30 a.m.	Door Tag
2008	2	Main St.(Betw. Fairground&Hazen)	Marion	5/15/2008	Valve Replace	6" C.I.	40	10:15 a.m.	05/15/08	11:20 a.m.	Door Tag
2008	2	Garfield (betw. Barnhart, Lincoln & Marion	Marion	6/9/2008	Valve Removal	2" C.I. Valve and 6" C	20	12:00 p.m.	06/09/08	1:15 p.m.	Door Tag
2008	2	Wilson & Benton betw. Barnhart & Marion	Marion	6/9/2008	Valve Removal	2" C.I. Valve and 6" C	25	1:30 p.m.	06/09/08	4:10 p.m.	Door Tag
2008	2	Barnhart and Wilson	Marion	6/14/2008	Valve Replace	6" A.C. Valve	23	9:00 a.m.	06/14/08	2:00 p.m.	Door Tag
2008	2	Rosedale betw. Uhler & Mt. Vernon	Marion	6/16/2008	Main Break	6" C.I.	10	11:15 a.m.	06/16/08	12:30 p.m.	Door Tag

**Ohio American Water Company
Marion District**

**Quarter # 2
2008**

**Total Customer Contacts
20003**

Customer Services

	Inquiries	Complaints
Account Information	10170	0
Bad Debt/Bankruptcy	1023	0
Bill Adjustment	324	0
Bill Information/Format	118	0
Consumption	35	0
Customer Notices	40	0
Customer Service Staff	0	0
Disconnection for Non-Pay	440	0
Final Service	637	0
General Information	1107	0
New Service	582	0
NSF Check	0	0
Payment Arrangements	547	0
Rates	0	0
Reconnection Non-Pay	287	0
Service Order Appointment	856	0
Other: Customer Service	3767	0
Total	19933	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	30	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	30	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	12	0
Meter Repair/Leak	8	0
Meter Replacement	0	0
Others: Metering	0	0
Total	20	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	20	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	20	0

**Ohio American Water Company
Marion District**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	628
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	440
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

**Ohio American Water
Mansfield Madison System #1**

Greg.Dewhurst@puc.state.oh

Year **2008**

Quarter Month		Water Delivery (MG)	UFW %	avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed
1	1	1.851	22.6%	0.060	0.070	1/28/08	0.054	1/17/08	0
	2	1.894	24.5%	0.070	0.088	2/28/08	0.048	2/26/08	0
	3	2.220	27.1%	0.072	0.097	3/26/08	0.052	3/27/08	0
	4	2.204	31.5%	0.073	0.080	4/24/08	0.069	4/10/08	0
2	5	1.186	32.8%	0.038	0.084	5/6/08	0.038	5/14/08	0
	6	1.459	33.2%	0.049	0.052	6/6/08	0.040	6/3/08	0
	7								0
	8								0
3	9								0
	10								0
	11								0
4	12								0
	Total Count								
Total Count 333									

Avg	1.802	28.6%	0.060	0.079		0.050		0.000
High	2.220	33.2%	0.073	0.097		0.069		0
Low	1.186	22.6%	0.038	0.052		0.038		0

Ohio American Water
Mansfield Madison #1

Quarter # 2

Year 2008

Street Address	c/o Hanna and Trimle Road
Political Subdiv	Mansfield Madison Twp
Date of Break/ Outage	5/13/08
General Type	leak
Specific Type	flush hydrant leaking ,never
Number of Services Affected	0
Time Became Aware	10:30am
Date Problem Resolved	5/13/08
Time Problem Resolved	12:00pm
Restorations Made. Type & Size	yard 4ft x 4ft
Boil Order Information	no

**Ohio American Water
Mansfield Madison #1**

Quarter # 2

2008

**Total Customer Contacts
265**

**Total Customer Complaints
0**

Customer Services

	Inquiries	Complaints
Account Information	126	0
Bad Debt/Bankruptcy	10	0
Bill Adjustment	1	0
Bill Information/Format	2	0
Consumption	1	0
Customer Notices	1	0
Customer Service Staff	0	0
Disconnection for Non-Pay	6	0
Final Service	8	0
General Information	23	0
New Service	9	0
NSF Check	0	0
Payment Arrangements	8	0
Rates	0	0
Reconnection Non-Pay	10	0
Service Order Appointment	6	0
Other: Customer Service	54	0
Total	265	0

Metering

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

Water Quality

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

Water Service

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

**Ohio American Water
Mansfield Madison #1**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	21
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	14
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

**Ohio American Water
Mansfield Biscayne System #2**

Greg.Dewhurst@puc.state.oh.

Year 2008

Quarter Month	Water Delivery		UFW %	Avg Daily Flow		High Flow	Date Of High Flow	Low Flow		Date Of Low Flow	# Days Exceed	# Days Cap
	(MG)	(MG)		(MG)	(MG)			(MG)	(MG)			
1	1	3.012	8.8%	0.097	0.106	1/28/08	0.088	1/30/08	0			
	2	2.752	8.8%	0.095	0.129	2/7/08	0.070	2/26/08	0			
	3	3.082	8.8%	0.099	0.120	3/3/08	0.078	3/10/08	0			
2	4	3.349	8.7%	0.108	0.122	4/16/08	0.106	4/2/08	0			
	5	3.743	8.7%	0.121	0.127	5/30/08	0.091	5/21/08	0			
	6	4.075	8.7%	0.136	0.166	6/5/08	0.120	6/3/08	0			
3	7								0			
	8								0			
	9								0			
4	10								0			
	11								0			
	12								0			
Total Count												213
Total Count												213
Total Count												0

Avg	1.802	28.6%	0.060	0.079		0.050		0.000
High	4.075	8.8%	0.136	0.166		0.120		0
Low	2.752	8.7%	0.095	0.106		0.070		0

Ohio American Water
Mansfield Biscayne #2

Quarter # 1

Year 2008

Street Address	Imperial Estates Well House
Political Subdiv	Mansfield Mifflin Twp Imperial Estates
Date of Break/ Outage	29-Feb
General Type	Power Outage
Specific Type	Power Outage at Imperial Estates Well House
Number of Services Affected	250
Time Became Aware	6:30 a.m.
Date Problem Resolved	29-Feb
Time Problem Resolved	4:00 p.m.
Restorations Made. Type & Size	
Boil Order Information	News Media

Ohio American Water
Mansfield Biscayne #2

Quarter # 2

Year 2008

Street Address	None
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made. Type & Size	
Boil Order Information	

Ohio American Water Mansfield Biscayne #2

Quarter # 2
2008

Total Customer Contacts	Total Customer Complaints
96	0

Customer Services		
	Inquiries	Complaints
Account Information	37	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	3	0
Bill Information/Format	1	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	1	0
Final Service	6	0
General Information	12	0
New Service	4	0
NSF Check	0	0
Payment Arrangements	2	0
Rates	0	0
Reconnection Non-Pay	3	0
Service Order Appointment	14	0
Other: Customer Service	11	0
Total	95	0

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

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	1	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	1	0

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

**Ohio American Water
Mansfield Biscayne #2**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	5
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	4
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

**Ohio American Water
Mansfield Bryonaire System #3**

Greg.Dewhurst@puc.state.oh

Year **2008**

Quarter Month		Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Design Cap
1	1	0.784	10.0%	0.025	0.026	1/21/08	0.022	1/9/08	0
	2	1.899	10.2%	0.065	0.185	2/25/08	0.023	2/13/08	0
	3	1.563	10.0%	0.050	0.061	3/25/08	0.017	3/31/08	0
	Total Count 144								
2	4	0.581	7.4%	0.019	0.023	4/23/08	0.017	4/2/08	0
	5	0.760	7.5%	0.025	0.028	5/23/08	0.016	5/21/08	0
	6	0.855	7.5%	0.029	0.034	6/6/08	0.020	6/3/08	0
	Total Count 144								
3	7								0
	8								0
	9								0
	Total Count								
4	10								0
	11								0
	12								0
	Total Count								
Avg		1.802	28.6%	0.060	0.079		0.050		0.000
High		1.899	10.2%	0.065	0.185		0.023		0
Low		0.581	7.4%	0.019	0.023		0.016		0

Ohio American Water
Mansfield Bryonaire #3

Quarter # 1

Year 2008

Street Address	Reedstone
Political Subdiv	Mansfield Mifflin Twp
Date of Break/ Outage	28-Mar
General Type	main break
Specific Type	
Number of Services Affected	0
Time Became Aware	
Date Problem Resolved	28-Mar
Time Problem Resolved	3:00pm
Restorations Made. Type & Size	4ft x 4ft yard
Boil Order Information	no

Ohio American Water
Mansfield Bryonaire #3

Quarter # 2

Year 2008

Street Address	None
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made. Type & Size	
Boil Order Information	

Ohio American Water Mansfield Bryonaire #3

Quarter # 2

2008

Total Customer Contacts

50

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	19	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	3	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	1	0
Final Service	2	0
General Information	9	0
New Service	4	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	6	0
Other: Customer Service	4	0
Total	50	0

Metering

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

Water Quality

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

Water Service

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

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	2
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	1
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

**Ohio American Water
Mansfield Halabrien System #4**

Greg.Dewhurst@puc.state.oh.

Year **2008**

Quarter	Month	Water Delivery (MG)		UFW %	Avg Daily Flow (MG)		High Flow (MG)		Date Of High Flow		Low Flow (MG)		Date Of Low Flow		# Days Exceed	# Days Cap	
1	1	0.105	10.0%	0.003	0.013	1/22/08	0.002	1/29/08	0						0		Total Count 21
	2	0.084	10.0%	0.003	0.003	2/7/08	0.002	2/15/08	0						0		
	3	0.086	10.0%	0.003	0.003	3/3/08	0.002	3/6/08	0						0		
2	4	0.090	9.5%	0.003	0.004	4/21/08	0.002	4/2/08	0						0		Total Count 21
	5	0.099	9.5%	0.003	0.004	5/30/08	0.005	5/7/08	0						0		
	6	0.085	9.5%	0.003	0.005	6/5/08	0.002	6/3/08	0						0		
3	7								0						0		Total Count
	8								0						0		
	9								0						0		
4	10								0						0		Total Count
	11								0						0		
	12								0						0		

Avg	1.802	28.6%	0.060	0.079		0.050		0.000
High	0.105	10.0%	0.003	0.013		0.005		0
Low	0.084	9.5%	0.003	0.003		0.002		0

Ohio American Water
Mansfield Halabrien #4

Quarter # 1

Year 2008

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Halabrien #4

Quarter # 2

Year 2008

Street Address None
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water Mansfield Halabrien #4

Quarter # 2
2008

Total Customer Contacts	Total Customer Complaints
0	0

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

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

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	0

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	3
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

**Ohio American Water
Mansfield Walcrest System #5**

Greg.Dewhurst@puc.state.oh

Year

2008

Quarter Month		Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed
1	1	0.181	10.0%	0.006	0.007	1/24/08	0.004	1/29/08	0
	2	0.177	10.0%	0.006	0.007	2/20/08	0.004	2/26/08	0
	3	0.172	10.0%	0.006	0.007	3/26/08	0.003	3/27/08	0
	4	0.185	8.2%	0.006	0.009	4/30/08	0.004	4/7/08	0
	5	0.261	8.5%	0.008	0.012	5/22/08	0.006	5/28/08	0
	6	0.198	8.5%	0.007	0.007	6/3/08	0.005	5/9/08	0
2	7								0
	8								0
	9								0
3	10								0
	11								0
	12								0
Total Count									42
Total Count									
Total Count									

Avg	1.802	28.6%	0.060	0.079		0.050		0.000
High	0.261	10.0%	0.008	0.012		0.006		0
Low	0.172	8.2%	0.006	0.007		0.003		0

Ohio American Water
Mansfield Walcrest #5

Quarter # 1

Year 2008

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Walcrest #5

Quarter # 2

Year 2008

Street Address None
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

**Ohio American Water
Mansfield Walcrest #5**

**Quarter # 2
2008**

Total Customer Contacts	Total Customer Complaints
13	0

Customer Services		
	Inquiries	Complaints
Account Information	8	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	1	0
General Information	2	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	1	0
Total	13	0

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

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

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

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Ohio American Water
Mansfield Greenridge System #6

Greg.Dewhurst@puc.state.oh

Year **2008**

Quarter	Month	Water Delivery	UFW %	avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed	sgn Cap
		(MG)		(MG)	(MG)		(MG)			
1	1	0.698	10.0%	0.023	0.023	1/21/08	0.019	1/22/08	0	Total Count 164
	2	0.649	10.0%	0.022	0.023	2/27/08	0.017	2/13/08	0	
	3	0.683	10.0%	0.022	0.025	3/24/08	0.018	3/4/08	0	
	4	0.650	8.9%	0.022	0.023	4/23/08	0.016	4/2/08	0	
2	5	0.794	8.9%	0.026	0.027	5/9/08	0.012	5/27/08	0	Total Count 164
	6	0.824	8.9%	0.027	0.034	6/5/08	0.021	6/23/08	0	
	7								0	
	8								0	
3	9								0	Total Count
	10								0	
	11								0	
4	12								0	Total Count

Avg	1.802	28.6%	0.060	0.079		0.050		0.000
High	0.824	10.0%	0.027	0.034		0.021		0
Low	0.649	8.9%	0.022	0.023		0.012		0

Ohio American Water
Mansfield Greenridge #6

Quarter # 1

Year 2008

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made, Type & Size
Boil Order Information

Ohio American Water
Mansfield Greenridge #6

Quarter # 2

Year 2008

Street Address None
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made, Type & Size
Boil Order Information

**Ohio American Water
Mansfield Greenridge #6**

**Quarter # 2
2008**

**Total Customer Contacts
116**

**Total Customer Complaints
0**

Customer Services

	Inquiries	Complaints
Account Information	51	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	2	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	1	0
Customer Service Staff	0	0
Disconnection for Non-Pay	4	0
Final Service	1	0
General Information	8	0
New Service	5	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	6	0
Service Order Appointment	5	0
Other: Customer Service	29	0
Total	114	0

Metering

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

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	2	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	2	0

Water Service

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

**Ohio American Water
Mansfield Greenridge #6**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	3
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	8
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

**Ohio American Water
Mansfield Harpcrest System #7**

Greg.Dewhurst@puc.state.oh.

Year **2008**

Quarter Month	Water Delivery		UFW %	Avg Daily Flow		High Flow	Date Of High Flow	Low Flow	Date Of Low Flow	# Days Exceed	# Days Cap	
	(MG)	(MG)		(MG)	(MG)							
1	1	1.614	10.0%	0.052	0.060	1/22/08	0.045	1/15/08	0			Total Count 287
	2	1.775	10.0%	0.061	0.079	2/28/08	0.049	2/29/08	0			
	3	1.884	10.0%	0.061	0.077	3/26/08	0.036	3/27/08	0			
	4	1.424	9.3%	0.047	0.065	4/1/08	0.037	4/10/08	0			
2	5	1.343	9.3%	0.043	0.048	5/6/08	0.028	5/7/08	0			Total Count 287
	6	1.322	9.3%	0.044	0.052	6/5/08	0.034	6/25/08	0			
	7								0			
	8								0			
3	9								0			Total Count
	10								0			
	11								0			
	12								0			
Total Count												

Avg	1.802	28.6%	0.060	0.079		0.050		0.000
High	1.884	10.0%	0.061	0.079		0.049		0
Low	1.322	9.3%	0.043	0.048		0.028		0

Ohio American Water
Mansfield Harpcrest #7

Quarter # 1

Year 2008

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Harpcrest #7

Quarter # 2

Year 2008

Street Address None
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water Mansfield Harprest #7

**Quarter # 2
2008**

**Total Customer Contacts
177**

**Total Customer Complaints
0**

Customer Services		
	Inquiries	Complaints
Account Information	82	0
Bad Debt/Bankruptcy	5	0
Bill Adjustment	2	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	1	0
Final Service	6	0
General Information	8	0
New Service	8	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	10	0
Service Order Appointment	10	0
Other: Customer Service	42	0
Total	175	0

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

Water Quality		
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	1	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	1	0

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	1	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	1	0

**Ohio American Water
Mansfield Harprest #7**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	8
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	10
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

**Ohio American Water
Mansfield Mohican System #8**

Greg.Dewhurst@puc.state.oh.

Year 2008

Water Delivery		UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed	
Quarter Month		(MG)	(MG)	(MG)		(MG)		sgn Cap	
1	1	0.276	10.0%	0.009	0.011	1/8/08	0.007	1/3/08	0
	2	0.251	10.0%	0.009	0.012	2/5/08	0.007	2/7/08	0
	3	0.259	10.0%	0.008	0.010	3/24/08	0.005	3/27/08	0
	4	0.262	9.0%	0.009	0.014	4/2/08	0.007	4/7/08	0
2	5	0.360	8.8%	0.012	0.016	5/23/08	0.007	5/1/08	0
	6	0.369	8.8%	0.012	0.024	6/9/08	0.008	6/19/08	0
	7								0
	8								0
3	9								0
	10								0
4	11								0
	12								0
Total Count									
Total Count									
Total Count									
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Ohio American Water
Mansfield Mohican #8

Quarter # 1

Year 2008

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made, Type & Size
Boil Order Information

Ohio American Water
Mansfield Mohican #8

Quarter # 2

Year 2008

Street Address None
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made, Type & Size
Boil Order Information

**Ohio American Water
Mansfield Mohican #8**

**Quarter # 2
2008**

Total Customer Contacts	Total Customer Complaints
34	0

Customer Services		
	Inquiries	Complaints
Account Information	24	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	2	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	2	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	3	0
Other: Customer Service	1	0
Total	34	0

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

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

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

**Ohio American Water
Mansfield Mohican #8**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	1
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

**Ohio American Water
Mansfield Little Valley System #9**

Greg. Dewhurst@puc.state.oh

Year 2008

Quarter	Month	Water Delivery	UFW %	Avg Daily Flow	High Flow	Date Of High Flow	Low Flow	Date Of Low Flow	# Days Exceed	
		(MG)		(MG)	(MG)		(MG)		sgn Cap	
1	1	0.145	10.0%	0.005	0.007	1/29/08	0.003	1/23/08	0	Total Count 37
	2	0.137	10.0%	0.005	0.010	2/7/08	0.004	2/1/08	0	
	3	0.153	10.0%	0.005	0.006	3/27/08	0.004	3/3/08	0	
	4	0.168	9.0%	0.006	0.007	4/30/08	0.004	4/1/08	0	
2	5	0.187	9.2%	0.006	0.008	5/8/08	0.004	5/13/08	0	Total Count 37
	6	0.145	9.1%	0.005	0.006	6/5/08	0.003	6/18/08	0	
	7								0	
	8								0	
3	9								0	Total Count
	10								0	
	11								0	
4	12								0	Total Count

Avg							0.000
High	0.187	10.0%	0.006	0.010			0
Low	0.137	9.0%	0.005	0.006			0

Ohio American Water
Mansfield Little Valley #9

Quarter # 1

Year 2008

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Little Valley #9

Quarter # 2

Year 2008

Street Address None
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water Mansfield Little Valley #9

**Quarter # 2
2008**

**Total Customer Contacts
28**

**Total Customer Complaints
0**

Customer Services		
	Inquiries	Complaints
Account Information	8	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	1	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	2	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	7	0
Other: Customer Service	8	0
Total	28	0

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

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

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

**Ohio American Water
Mansfield Little Valley #9**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	2
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

**Ohio American Water
Mansfield Ford Rd System #10**

Greg.Dewhurst@puc.state.oh

Year 2008

Quarter Month	Water Delivery		UFW %	Avg Daily Flow		High Flow	Date Of High Flow		Low Flow	Date Of Low Flow		# Days Exceed
	(MG)	(MG)		(MG)	(MG)		Flow	Flow	(MG)	Flow	Flow	Cap
1	1	0.111	10.0%	0.004	0.004	1/7/08	0.002	1/14/08	0	Total Count 15		
	2	0.118	10.0%	0.004	0.004	2/1/08	0.003	2/27/08	0			
	3	0.146	10.0%	0.005	0.005	3/25/08	0.003	3/27/08	0			
	4	0.119	9.8%	0.003	0.010	4/14/08	0.001	4/24/08	0			
2	5	0.069	9.8%	0.002	0.003	5/12/08	0.001	5/1/08	0	Total Count 15		
	6	0.077	9.8%	0.003	0.005	6/6/08	0.001	6/2/08	0			
	7								0			
	8								0			
3	9								0	Total Count		
	10								0			
	11								0			
4	12								0	Total Count		

Avg	1.802	28.6%	0.060	0.079		0.050	0.000
High	0.146	10.0%	0.005	0.010		0.003	0
Low	0.069	9.8%	0.002	0.003		0.001	0

Ohio American Water
Mansfield Ford Rd. #10

Quarter # 1

Year 2008

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information

Ohio American Water
Mansfield Ford Rd. #10

Quarter # 2

Year 2008

Street Address	1719 Hickory Land
Political Subdiv	Ford Road Mifflin Twp
Date of Break/ Outage	4/14/08
General Type	Break
Specific Type	
Number of Services Affected	1 low pressure
Time Became Aware	08:00am
Date Problem Resolved	4/15/08
Time Problem Resolved	12:00pm
Restorations Made. Type & Size	yard 4ft x 4ft
Boil Order Information	No

**Ohio American Water
Mansfield Ford Rd #10**

**Quarter # 2
2008**

Total Customer Contacts
4

Total Customer Complaints
0

Customer Services

	Inquiries	Complaints
Account Information	1	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	2	0
Total	4	0

Metering

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

Water Quality

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

Water Service

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

**Ohio American Water
Mansfield Ford Rd #10**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

**Ohio American Water Company
Beechcrest**

Year

2008

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	3.050	3.2%	98.370	162.000	01/26/08	52.000	01/19/08	0	602
	2	2.614	2.8%	84.330	143.000	02/29/08	58.000	02/16/08	0	601
	3	2.851	1.9%	91.960	123.000	03/17/08	48.000	03/29/08	0	601
2	4								0	
	5								0	
	6								0	
3	7								0	
	8								0	
	9								0	
4	10								0	
	11								0	
	12								0	
Avg		2.838	2.6%	91.553	142.667	2/23/2008	52.667	2/20/2008	0	451
High		3.050	3.2%	98.370	162.000	01/26/08	03/29/08	01/00/00	0	602
Low		2.614	1.9%	84.330	123.000	1/26/2008	48.000	1/19/2008	0	601

**Ohio American Water Company
Beechcrest**

Routine (Annual/Semi-Annual) Flushing Information

Year 2008 Quarter: 1

Was the system flushed this quarter? Yes: ☐ No: *

Begin Date: _____ End Date: _____ Notification Date: _____

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

Was the system flushed this quarter? Yes: * No: ☐

Begin Date: 4/15/2008 End Date: 4/17/2008 Notification Date: 4/8/2008

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

Was the system flushed this quarter? Yes: ☐ No: *

Begin Date: _____ End Date: _____ Notification Date: _____

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

Was the system flushed this quarter? Yes: ☐ No: *

Begin Date: _____ End Date: _____ Notification Date: _____

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

Quarter # 2

Year 2008

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Boil Order issued by

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Boil Order issued by

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Boil Order issued by

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Boil Order issued by

**Ohio American Water Company
Beechcrest**

**Quarter # 2
2007**

**Total Customer Contacts
14**

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	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	1	
Mark Water Lines/Line Inspect	0	
Restoration	8	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	9	0

Metering

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

Water Quality

	Inquiries	Complaints
Discolored Water	5	
Hardness	0	
Low Pressure	0	
Odor	0	
Particles in Water	0	
Scum/Oil in Water	0	
Taste	0	
Other: Water Quality	0	
Total	5	0

**Ohio American Water Company
Beechcrest**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

**Ohio American Water Company
East Aurora**

Year

2008

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	1.679	27.7%	98.370	71.000	01/22/08	47.000	01/08/08	0	289
	2	1.530	26.3%	84.330	69.000	02/25/08	38.000	02/29/08	0	289
	3	1.744	29.9%	56.270	79.000	03/22/08	42.000	03/19/08	0	289
2	4	1.755	22.6%	56.610	95.000	04/18/08	33.000	04/19/08	0	289
	5	1.662	21.1%	53.600	89.000	05/10/08	23.000	05/11/08	0	289
	6	1.806	26.5%	58.270	79.000	06/09/08	41.000	06/25/08	0	289
3	7								0	
	8								0	
	9								0	
4	10								0	
	11								0	
	12								0	
Avg		1.696	25.7%	67.908					0	
High		1.806	29.9%	98.370	95.000	04/18/08			0	289
Low		1.530	21.1%	53.600			23.000	05/11/08	0	289

**Ohio American Water Company
East Aurora**

Routine (Annual/Semi-Annual) Flushing Information

Year 2008 Quarter: 1st

Was the system flushed this quarter? Yes: ☐ No: ✖
Begin Date: End Date: Notification Date: _____

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

Year 2008 Quarter: 2nd

Was the system flushed this quarter? Yes: ✖ No: □
Begin Date: 4/14/2008 End Date: 4/14/2008 Notification Date: 4/8/2008

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

Year 2008 Quarter: 3rd

Was the system flushed this quarter? Yes: ☐ No: ✖
Begin Date: End Date: Notification Date: _____

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

Year 2008 Quarter: 4th

Was the system flushed this quarter? Yes: ☐ No: ✖
Begin Date: End Date: Notification Date: _____

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

Ohio American Water Company

Quarter # 2

No breaks this quarter

Year 2008

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Boil Order issued by

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Boil Order issued by

Ohio American Water Company
East Aurora

Quarter #2

2007

Total Customer Contacts
355

Customer Services

	Inquiries	Complaints
Account Information	183	
Bad Debt/Bankruptcy	8	
Bill Adjustment	31	
Bill Information/Format	2	
Consumption	5	
Customer Notices	0	
Customer Service Staff	0	
Disconnection for Non-Pay	10	
Final Service	1	
General Information	12	
New Service	5	
NSF Check	0	
Payment Arrangements	3	
Rates	0	
Reconnection Non-Pay	13	
Service Order Appointment	18	
Other: Customer Service	66	
Total	355	0

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	0

Metering

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

**Ohio American Water Company
East Aurora**

Quarter # 1

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	9
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	14
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Year 2007

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

**Ohio American Water Company
Tiffin District**

Year		2008										Customer Count
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of		# Days Exceed Dsgn Cap				
						High Flow	Low Flow					
1	1	49.059	7.2%	1.583	1.707	01/29/08	1.374	01/05/08	0			
	2	47.961	7.1%	1.654	1.721	02/18/08	1.574	02/03/08	0			
	3	50.209	8.7%	1.620	1.693	03/13/08	1.502	03/09/08	0	6607		
2	4	51.161	9.2%	1.705	1.981	04/09/08	1.459	04/19/08	0			
	5	48.997	7.7%	1.581	1.822	05/06/08	1.398	05/16/08	0			
	6	49.361	7.2%	1.645	1.833	06/09/08	1.457	06/03/08	0	6247		
3	7											
	8											
	9											
4	10											
	11											
	12											
2008												
	Avg	49.458	7.9%	1.631	1.793		1.461		0	3214		
	High	51.161	9.2%	1.705	1.981	04/09/08	1.574		0	6607		
	Low	47.961	7.1%	1.581	1.693		1.374	01/05/08	0	6247		

**Ohio American Water Company
Tiffin District**

Routine (Annual/Semi-Annual) Flushing Information

Year 2008 Quarter: 1

Was the system flushed this quarter? Yes: ☐ No: ☒
Begin Date: _____ End Date: _____ Notification Date: _____

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

Quarter: 2

Was the system flushed this quarter? Yes: ☒ No: ☐
Begin Date: 4/7/2008 End Date: 5/6/2008 Notification Date: 4/4/2008

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

Quarter: 3

Was the system flushed this quarter? Yes: ☐ No: ☐
Begin Date: _____ End Date: _____ Notification Date: _____

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

Quarter: 4

Was the system flushed this quarter? Yes: ☒ No: ☐
Begin Date: _____ End Date: _____ Notification Date: _____

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

Ohio American Water Company
Tiffin District

Year	Quarter	Street Address	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Boil Order Issued by
2008	1	31 Miami	Tiffin City	1/1/2008	Fire	Customer Fire	N/A	N/A	N/A	N/A	N/A
2008	1	45-52 Braden	Tiffin City	1/2/2008	Main	Company Main	N/A	3:18 p.m.	01/03/08	2:00 p.m.	N/A
2008	1	33 Hall Street	Tiffin City	12/31/2007	Service leak	Company Leak	N/A	3:30 p.m.	01/02/08	2:30 p.m.	N/A
2008	1	158 Second	Tiffin City	1/4/2008	Service leak	Company Leak	N/A	3:15 p.m.	01/09/08	2:00 p.m.	N/A
2008	1	40 Huss	Tiffin City	1/16/2008	Main	Company Leak	N/A	2:00 p.m.	01/18/08	2:00 p.m.	N/A
2008	1	928 W Market	Tiffin City	1/20/2008	FS Froze	Customer Leak	N/A	N/A	N/A	N/A	N/A
2008	1	235 Sandusky	Tiffin City	1/21/2008	Service leak	Company Leak	N/A	2:40 p.m.	01/23/08	3:00 p.m.	N/A
2008	1	411 - 415 S Washington	Tiffin City	1/22/2008	Kill Service	Customer	40	1:53 p.m.	01/22/08	5:30 p.m.	N/A
2008	1	115 Ohio	Tiffin City	1/25/2008	Main	Company Main	N/A	8:00 a.m.	01/25/08	5:00 p.m.	Kathy McClain
2008	1	9 Main	Tiffin City	1/27/2008	Main	Company Main	N/A	8:59 p.m.	01/27/08	1:30 p.m.	N/A
2008	1	Test Fire Service TMD	Tiffin City	2/1/2008	Test FS	Test FS Customer	N/A	N/A	02/01/08	N/A	N/A
2008	1	683 S Sandusky	Tiffin City	2/2/2008	Fire	Customer Fire	N/A	N/A	02/02/08	N/A	N/A
2008	1	14 Ash	Tiffin City	2/2/2008	Main	Company Main	N/A	10:58 a.m.	02/02/08	10:00 p.m.	N/A
2008	1	711 N Sandusky	Tiffin City	2/9/2008	Service leak	Company Leak	N/A	6:25 p.m.	02/11/08	12:00 p.m.	N/A
2008	1	157 Wentz	Tiffin City	2/12/2008	Repair Stop	Customer Leak	N/A	N/A	02/19/08	N/A	N/A
2008	1	735 W Market	Tiffin City	2/13/2008	Repair Stop	Contractor Leak	N/A	10:50 a.m.	02/13/08	3:00 p.m.	N/A
2008	1	80 Center	Tiffin City	2/22/2008	Service leak	Customer Leak	N/A	1:00 p.m.	02/22/08	N/A	N/A
2008	1	Teakwood Ct	Tiffin City	2/25/2008	Service leak	Contractor Leak	15	N/A	02/25/08	N/A	Kathy McClain
2008	1	42 Clinton	Tiffin City	2/26/2008	Service leak	Customer Leak	N/A	N/A	N/A	N/A	N/A
2008	1	241 First	Tiffin City	2/29/2008	Service leak	Company Leak	N/A	2:00 p.m.	03/04/08	12:00 p.m.	N/A
2008	1	119 Apple	Tiffin City	3/5/2008	Service leak	Customer Leak	N/A	9:15 a.m.	03/05/08	2:00 p.m.	N/A
2008	1	Willow Creek	Tiffin City	3/7/2008	Fire	customer Fire	N/A	N/A	N/A	N/A	N/A
2008	1	202 Hudson	Tiffin City	3/22/2008	Service leak	Company Leak	N/A	2:50 p.m.	03/24/08	2:30 p.m.	N/A
2008	1	350 Main	Tiffin City	3/24/2008	Service leak	Company Leak	N/A	3:20 p.m.	03/25/08	2:30 p.m.	N/A
2008	1	110 Sixth	Tiffin City	3/26/2008	Service leak	Customer Leak	N/A	N/A	N/A	N/A	N/A
2008	1	54 Apple	Tiffin City	3/27/2008	Service leak	Customer Leak	N/A	N/A	04/02/08	N/A	N/A
2008	2	1548 S St Rt 53 # 24	Tiffin City	4/1/2008	Service leak	Customer Leak	N/A	N/A	N/A	N/A	N/A
2008	2	369 W Perry	Tiffin City	4/10/2008	Service leak	Company Leak	N/A	9:05 a.m.	04/14/08	2:30 p.m.	N/A
2008	2	Elmer & Market	Tiffin City	4/15/2008	Service leak	Hydrant Leak	N/A	2:00 p.m.	04/17/08	3:45 p.m.	N/A
2008	2	Elwood & E Davis	Tiffin City	4/17/2008	Service leak	Company Leak	N/A	N/A	N/A	N/A	N/A
2008	2	61 Erie	Tiffin City	4/25/2008	Service leak	Company Leak	N/A	10:10 a.m.	04/29/08	4:00 p.m.	N/A
2008	2	259 Jefferson	Tiffin City	4/28/2008	Service leak	Customer Leak	N/A	N/A	05/09/08	N/A	N/A
2008	2	137 S Washington	Tiffin City	5/5/2008	Main	Company Leak	N/A	8:50 a.m.	05/07/08	2:00 p.m.	N/A
2008	2	106 E Market	Tiffin City	4/23/2008	Service leak	Hydrant Leak	4	9:30 a.m.	05/08/08	4:30 p.m.	Kathy McClain
2008	2	101 Douglas	Tiffin City	5/12/2008	Service leak	Company Leak	N/A	12:30 p.m.	05/12/08	5:30 p.m.	N/A
2008	2	W Market & Melissa	Tiffin City	5/13/2008	Service leak	Company Leak	43	9:30 a.m.	05/15/08	2:00 p.m.	Kathy McClain
2008	2	475 Goe St	Tiffin City	5/16/2008	Service leak	Replace Hydrant	N/A	1:35 p.m.	05/20/08	2:30 p.m.	N/A
2008	2	83 N Monroe	Tiffin City	5/16/2008	Main	Company Leak	N/A	1:35 p.m.	05/21/08	4:00 p.m.	N/A
2008	2	67 Oak	Tiffin City	5/29/2008	Service leak	Company Leak	N/A	3:40 p.m.	05/29/08	12:15 p.m.	N/A
2008	2	21 Tomb St	Tiffin City	6/2/2008	Repair Stop	Company Leak	N/A	10:00 a.m.	06/05/08	3:55 p.m.	N/A
2008	2	440 Sycamore	Tiffin City	3/17/2008	Kill Main	Company Main	N/A	11:05 a.m.	06/06/08	1:15 p.m.	N/A
2008	2	527 N Sandusky	Tiffin City	6/12/2008	Repair Stop	Company Leak	N/A	11:05 a.m.	6/16/2008	11:00 a.m.	N/A
2008	2	162 Coe	Tiffin City	6/16/2008	Service leak	Customer	N/A	N/A	6/16/2008	N/A	N/A
2008	2	119 Douglas	Tiffin City	6/17/2008	Service leak	Customer	N/A	N/A	6/25/2008	N/A	N/A
2008	2	37 Circular	Tiffin City	6/17/2008	Kill Service	Customer	N/A	9:30 a.m.	6/20/2008	2:00 p.m.	N/A
2008	2	40 Jackson	Tiffin City	6/23/2008	Service leak	Company	N/A	N/A	6/23/2008	N/A	N/A
2008	2	38 Circular	Tiffin City	6/23/2008	Replace Service	Customer	N/A	N/A	6/23/2008	12:00 p.m.	N/A
2008	2	41 Circular	Tiffin City	6/17/2008	Kill Service	Customer	N/A	9:30 a.m.	6/23/2008	3:00 p.m.	N/A

**Ohio American Water Company
Tiffin District**

**Quarter # 1
2008**

**Total Customer Contacts
3410**

Customer Services

	Inquiries	Complaints
Account Information	1492	
Bad Debt/Bankruptcy	192	
Bill Adjustment	83	
Bill Information/Format	40	
Consumption	10	
Customer Notices	8	
Customer Service Staff	0	
Disconnection for Non-Pay	105	
Final Service	176	
General Information	335	
New Service	162	
NSF Check	0	
Payment Arrangements	87	
Rates	0	
Reconnection Non-Pay	71	
Service Order Appointment	205	
Other: Customer Service	430	
Total	3396	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	5	
Meter Repair/Leak	2	
Meter Replacement	0	
Others: Metering	0	
Total	7	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	
Hardness	0	
Low Pressure	5	5
Odor	0	
Particles in Water	0	
Scum/Oil in Water	0	
Taste	0	
Other: Water Quality	0	3
Total	5	8

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	7	
Mark Water Lines/Line Inspect	0	
Restoration	0	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	7	0

**Ohio American Water Company
Tiffin District**

**Quarter # 2
2008**

**Total Customer Contacts
4739**

Customer Services

	Inquiries	Complaints
Account Information	2404	
Bad Debt/Bankruptcy	186	
Bill Adjustment	137	
Bill Information/Format	35	
Consumption	10	
Customer Notices	4	
Customer Service Staff	0	
Disconnection for Non-Pay	111	
Final Service	239	
General Information	331	
New Service	232	
NSF Check	0	
Payment Arrangements	86	
Rates	0	
Reconnection Non-Pay	99	
Service Order Appointment	192	
Other: Customer Service	657	
Total	4723	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	11	
Meter Repair/Leak	5	
Meter Replacement	0	
Others: Metering	0	
Total	16	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	0

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	0

**Ohio American Water Company
Tiffin District**

Quarter # 1

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	131
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	142
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

**NON-REVENUE REMEDIATION PLANS
FOR
SECOND QUARTER 2008**

By

**OHIO AMERICAN WATER COMPANY
Systems**

**Ohio American Water Company
Ashtabula District
Unaccounted for Water Report
January thru June 2008**

- 1) Leak Detection. 230 hours were devoted to leak detection in the first quarter of 2008, 95 hours in the second.
- 2) Inactive Account Survey: Field Service Representatives (FSR's) have rechecked 15 accounts listed as inactive in the first quarter and 18 in the second. 0 were found using water.
- 3) Zero Consumption Accounts. FSR's checked 39 accounts in the first quarter, and 73 in the second. Two accounts were found with stopped or disabled meters. Efforts to check inactive accounts and accounts with zero consumption in the first quarter, were hampered by inclement weather.
- 4) Fire Service Accounts Meter readers check fire service detector check meters monthly.
- 5) Draw Down Test We are unable to do a draw down test at this time because of ongoing work at the treatment plant.
- 6) Review Large Users. No significant trends up or down, have been identified.
- 7) Large Meter Testing. Testing was conducted in December 2008.
- 8) Physically Inspect mains in remote areas & easements. Scheduled in August when flushing is complete.
- 9) Obtain actual readings on meters 3" and larger. 100% compliant.
- 10) Purchase a leak correlator. The Company purchased a leak correlator from Fluid Conservation Systems in January. The unit proved to be defective. We are awaiting a replacement.

During the first half of 2008 crews repaired:

	1 st Quarter		2 nd Quarter	
Mains	2"	10	2"	10
	2 ½"	4	2 ½"	0
	4"	1	4"	0
	6"	11	6"	5
	8"	2	8"	2
	10"	3	10"	0
	12"	2	12"	1
Valves	4		3	
Hydrants	2		0	

Ohio American Water
Ashtabula District
3rd Quarter Plan
2008

Leak detection

1. Investigate the possibility of using an outside contractor to do a more in depth leak survey.
2. Continue to re-check all inactive accounts to ensure water is off.
3. Continue to recheck all zero consumption meters to ensure they are working properly.
4. Survey all private fire service accounts to check for leaks or unmetered connections.
5. Review the consumption of large users to spot trends that would indicate a meter is slowing down.
6. Contract testing of large meters suspected of slowing down.
7. Physically inspect mains in remote areas and easements.
8. Continue to get actual readings on all meters 3" and larger, each month.
10. Utilize the new leak correlator to pin point leaks for quicker repair.
11. Devote a minimum of 80 hours a month to leak detection, surveying valves, hydrants, and services.
12. Investigate the possibility of using "mag meters" at the plant to confirm system delivery.

**Ohio American Water Company
Franklin County District**

**Remedial Report for Unaccounted for Water
Actions/Progress Made in 2008 2nd Quarter**

- 1) Continue to examine all reported "zero consumption" accounts for more than three (3) consecutive months for a working water meter.
 - a. Zero consumption meter readings have been verified that they are vacant, closed or no active accounts.
 - b. Consecutive estimate estimates are down to less than 3 for any single account. Therefore water accounting by actual reading of meters appears correct.
- 2) Continue to obtain actual readings on all water service meters 1" and larger.
 - a. All 1" and large meters have been read.
 - b. All large meters requiring testing under the 2008 Length of Service Program have been tested and passed.
- 3) Conduct a survey with the American Water Works Company's in-house leak detection specialist and to perform an on site leak correlator program.
 - a. Pending
- 4) Complete the development of a two year usage history for customers for comparison between water service areas with < 15% to >15% unaccounted-for-water.
 - a. In progress – preliminary data indicates that both Blacklick and Huber Ridge service areas have lower usage rates than the national gallons per day per capita usage.
- 5) Completed an in-house Leak Investigation Training Program for field personnel.
 - A. Delayed due to time
- 6) Check calibration of Service Delivery water meters.
 - a. Treatment facilities' system delivery meters attested OK.
- 7) Establish a Large Meter Field Testing Program.
 - a. Done
- 8) Change out 100% of Timberbrook water service area water meters.
 - a. 96.5% of the water meters have been changed out. There are 10 meters remaining.

**Ohio American Water Company
Franklin County District**

Remedial Report for Unaccounted for Water

Action Plan for 2008 3rd Quarter

- 1) Conduct a survey with the American Water Works Company's in-house leak detection specialist and to perform an on site leak correlator program.
- 2) Complete the development of a two year usage history for customers for comparison between water service areas with < 15% to >15% unaccounted-for-water.
- 3) Completed an in-house Leak Investigation Training Program for field personnel.
- 4) Complete change out 100% of Timberbrook water service area water meters.
- 5) Complete change out of 75% of Length of Service (LOS) meter required.
- 6) Initiate cost / benefit study on Leak removal for Blacklick and Huber Ridge service areas.
- 7) Review Worthington Hills UFW to check for seasonal variation and changes.

**Ohio American Water Company
Marion County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2008 2nd Quarter

1. Leak Detection: Three hundred hours were dedicated to leak detection. Thirteen Leaks were found and repaired
2. Sounding Mains: Sounded 75 total miles of water main in the Marion system. This included 2, 6 and 8 inch lines.
3. Review Open leak Numbers: Open leaks were reviewed. Progress is being made on repairs
4. Zero consumption: 180 zero consumption accounts were reviewed with 0 found faulty.
5. Meter readings: All large meters were read this quarter.
6. Large meter test: Large meters were tested on 4/23 and 4/24 /2008
7. Inactive accounts: 180 Inactive accounts were reviewed and verified as inactive.
8. 910 feet of 2" main was replaced with 8" water main on Madison Ave, 620 feet of 2" water main was replaced with 8" water main on Midlam Ave., 720 feet of 2" water main was replaced with 8" water main on Adams Street and 480 feet of 2" water main was replaced with 8" water main on Benton Place.
9. Began reviewing water accounting practices to ensure that all water that is used in non-revenue generating activities is captured, reported, and tracked accurately.

**Ohio American Water Company
Marion County District**

Remedial Report for Unaccounted for Water

Action Plan for 2008 3rd Quarter

1. Perform leak detection on 75 miles of water mains and all associated fire hydrants and services lines.
2. Sound 2, 6, and 8 inch water mains as well as fire services and domestic service lines.
3. Investigate the leak noise detection program and make changes as necessary to increase effectiveness.
4. Regularly review open Leak numbers regularly with the Network staff.
Develop strategies to reduce the amount of unaccounted for water as a team.
5. Continue to devote planned time to review zero consumption accounts to insure accuracy
6. Continue to complete a monthly water audit and water balance using the AWWA water audit software.
7. Continue to get accurate meter reading on large meters.
9. Physically inspect mains for leaks
10. Verify that inactive accounts are still inactive

**Ohio American Water Company
Richland County District
Remedial Report for Unaccounted for Water**

Actions/Progress Made in 2007 4th Quarter

- 1) Leak Detection: No activity to report.
- 2) Inactive Account Survey: No activity to report.
- 3) Zero Consumption Accounts: No activity to report.
- 4) Fire Service Accounts: N/A
- 5) Draw Down Test: No activity to report.
- 6) Review Large Users: N/A
- 7) Large Meter Testing: N/A
- 8) Physically Inspect mains in remote areas & easements: No activity to report.
- 9) Obtain actual readings on meters 3" and larger: N/A
- 10)

**Ohio American Water
Richland County District**

Remedial Report for Unaccounted for Water

Action Plan for 1st Quarter 2008

Water Loss

Leak Detection

1. Continue to survey water main via visual inspection.
2. Continue to re-check all inactive accounts to ensure water is off.
3. Continue to recheck all zero consumption meters to ensure they are working properly.
4. Survey all meter pit installations for leaks.
5. Review daily well logs to spot trends.
6. Physically inspect mains in remote areas and easements.
7. Continue to get actual readings on all meters .
11. Devote a minimum of 4 hours a month to leak detection, surveying valves, and services.

**Ohio American Water
Richland County District**

Remedial Report for Unaccounted for Water

Action Plan for 2nd Quarter 2008

Water Loss

Leak Detection

- 1 Continue to survey water main via visual inspection.
A) Have walked all mains in system
- 2 Continue to re-check all inactive accounts to ensure water is off.
A) Report run to identify any inactive accounts. Verified that water was off.
- 3 Continue to recheck all zero consumption meters to ensure they are working properly.
A) All meters a functioning properly
- 4 Survey all meter pit installations for leaks.
A) Meter pits have been inspected for leaks
- 5 Review daily well logs to spot trends.
A) Daily well logs are checked daily for increase in pumpage.
- 6 Physically inspect mains in remote areas and easements.
A) Mains have been walked by local field personnel.
B) Leak was identified and repaired on a blow off valve.
- 7 Continue to get actual readings on all meters.
A) Meters are read on a bi-monthly schedule for billing purposes
- 8 Devote a minimum of 4 hours a month to leak detection, surveying valves, and services.
A) Continued a minimum of 4 hours monthly to inspect mains.

Date: July 8, 2008

Ohio American Water – Portage County's Non-Revenue Water Remediation Plan (OAW NRWRP)

Two leaks that were determined to be the source of the NRW have been located and repaired back in late August of 2007 but the residual NRW is still showing due to the average. Recent pumpage to sales comparisons show that NRW is now down in the single digits but changes relative to the meter reading/billing date. As a district when both water systems are taken as a combined whole, NRW is below 15%. I have surveyed and sounded the Aurora East water system and can find no UFW. That being said however, I will continue to implement the following listed activities.

OAW is pleased to report that many of the activities implemented in OAW-Portage County's 2007 NRWRP are continued into the 2008 Plan. Those activities are:

- Continued NRW Team
I, Steve Cheline will continue to take a proactive approach to formulate ideas that could potentially reduce NRW.
- Continued Leak Detection Program
OAW will "sound" fire hydrants and valves in systems that exceed 15% Unaccounted For Water. 36 hydrants and 4 valves and 15 curb stops sounded to date since Jan 1, 2008.
- Continued Meter Replacement
Continue replacing of Length-Of-Service (LOS) meters. Some will have radio Read capability. 50 meters replaced to date since program started this year. Nearly 47% completed overall.
- Continued Meter Reading Efficiencies
Continue to mitigate estimated meter readings and potential unrecorded usage.

OAW-Portage Co. 2008 NRWRP includes the addition of the following:

- Unauthorized water use
Prohibit contractors from flushing new mains. Have a developed relationship with police officer residents in the neighborhood and asked them to keep an eye on unauthorized use of fire hydrants, especially in the summer when there is a tendency to fill swimming pools.