

Bricker & Eckler

COLUMBUS . CLEVELAND

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Sally W. Bloomfield 614.227.2368 sbloomfield@bricker.com



July 16, 2008

#### **YIA HAND DELIVERY**

Ms. Renee Jenkins
Public Utilities Commission of Ohio
Administration/Docketing
180 East Broad Street, 13<sup>th</sup> 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

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)

July M Broomfield

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

OAWC District	2nd Quarter Levels	Non-Revenue Remediation Plan
Ashtabula	26.6%	<b>✓</b>
Blacklick	22.4%	Section 1997 and 1997
Huber Ridge	20.5%	A SECTION SECTION OF THE COLUMN AS A SECTION OF
Lake Darby	6.1%	
Timberbrook	10.2%	
Worthington Hills	15.1%	
Lake White	12.2%	C 100 C 10 C 10 C 10 C 10 C 10 C 10 C 1
Lawrence County	11.2%	et de la
Marion	21.4%	✓
Mansfield	28.6%	
Madison	28.6%	And the second of the second o
Beechcrest	2.6%	
East Aurora	25.7%	v
Tiffin	7.9%	

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

Year 2008

Count	12633	12640	12619	12678	12674	12673								18979	12678	12619
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0
Date of Low Flow	01/22/08	02/11/08	03/02/08	04/12/08	02/03/08	80/20/90										04/12/08
Low Flow [Gallons]	5,308,000	5,209,000	5,441,000	4,933,000	5,340,000	5,829,000			İ					5,343,333	5,829,000	4,933,000
Date of High Flow	01/28/08	02/03/08	80/80/E0	04/25/08	80/02/50	06/10/08									80/01/90	
High Flow [Gallons]	6,803,000	6,666,000	6,565,000	5,931,000	6,313,000	6,848,000								6,521,000	6,848,000	5,931,000
Avg Daily Flow [Gallons]	6,054,000	6,049,000	5,832,000	5,629,000	5,715,000	6,315,000								5,932,333	6,315,000	5,629,000
UFW %	21.7%	21.6%	20.8%	20.6%	20.1%	20.1%							2008	20.8%	21.7%	20.1%
Water Delivery [Gallons]	172,241,000	160,668,000	165,064,000	153,226,000	161,895,000	174,794,000								164,648,000	174,794,000	153,226,000
Month	-	2	3	4	2	9	7	8	6	10	11	12		Avg	High	Low
Quarter			1			7			က			4	ļ			

#### Ohio American Water Company Ashtabula District

# Routine (Annual/Semi-Annual) Flushing Information Year 2008 Quarter: 1

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Was the system flushed this quarter? Begin Date: End Da	Yes:	□ Notification Date:	No:	図	If yes: Notification  D D D D	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Da	Yes:	Quarter:	2 No:	図	If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Da	Yes:	Quarter:	No:		If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Da		Quarter: Notification Date: wkly newspaper ads	4 		If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert
						Marquee Other

					Number of				
	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Affected	Aware	Nate Problem Resolved Time	Time Problem Resolved	Boil Order issued by
	ASH TWP	12/31/2007	Non-Emergency	SERVICE	7 7	E 8	1/2/2008	Sam	0TO
	ASH CITY		Non-Emergency	MAIN	4.4		11472008	md[i	סדסו
	ASH CITY		Non-Emergency	MAIN	0		1/8/08	md f	
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	NK	ΙOO	Emergency	MAIN	15		1/16/08	md (	ото
	ASH CITY	O.	Non-Emergency	SERVICE	5		1/17/08	m <b>d</b> i	ото
	ASH CITY	1/25/2008	Emergency 5 1	MAIN	0		1725/08	md i	
}	ASH TWP	ΦI	Emergency	MAIN	٥		1/24/08	з рт	
,	ASH CITY	æι	Non-Emergency	SERVICE	0		1/26/08	b m	
LLTREES	ASH TWP	OΟΙ	Emergency	MAIN			1/26/08	am am	
	ASH CITY	XI:	Non-Emergency	MAIN	0		1/27/08	7/08 pm	
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	ASH CITY	1/25/2008	Emergency	MAIN	ō		1/25/08	ma.	
	ASH TWP	1/28/2008	Emergency	MAIN	12		1/28/08	g bw	OTO
	ASH CITY	1/28/2008	Emergency	MAJN	0		1/28/08	am	
WEST & W 41ST	ASH CITY		Non-Emergency	MAIN	50		1/30/08	an an	ото
	ASHCITY	1/30/2008	3 Emergency	SERVICE	0		1/30/08	bm S pm	
	ASH CITY		Non-Emergency	MAIN	0		2/6/2008	3 am	
T & WEST	ASH CITY		Non-Emergency	VALVE	0		2/8/2008	3 pm	
	ASH CITY		Non-Emergency	VALVE	0		2/1/2008	3 pm	
LAKE	ASH CITY		Emergency 5	MAIN	0		2/1/2008	3 am	
	SAYBROOK		Non-Emergency	MAIN	O		2/1/2008	ma 8	
	ASHCITY	2/3/2008	Emergency	MAIN	92		2/3/2008	am	gra
	ASH CITY	2/1/2008	Non-Emergency	MAIN	0		2/4/2008 1	wa s	
	ASHCITY	RODGING	Fmerciency	MAIN	-		2777008	l ma	
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	ASHCITY	BOOCIVIC	Emocropia.	SEDVICE			2/4/2008	40	
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	LIS LIGH	2/19/2008	Emergency	NAM	5		2712/2008	Liid 9	
	ASH I WP	2/22/2008	Emergency	MAIN	0		2/22/2008	m <b>d</b> t	
	SAYBROOK	2/23/2008	Non-Emergency	MAIN	0		2/23/2008	m <b>a</b>	
INCIDIO	ASH CILY	2/24/2008	Non-Emergency	MAIN			Z/24/2008 am	3 am	
	ASH CILY	2/2//2008	Non-Emergency	IMAIN	0		3/2//Z008	me n	
	ASH TWP	2/29/2008	Non-Emergency	SERVICE	0		2/29/2008	am	
H.	ASH TWP	3/3/2008	Non-Emergency	VALVE	0		3/3/2008	l am	
	NK	3/7/2008	Emergency	HYDRANT	0		3/7/2008	pm pm	
	ASH TWP	3/7/2008	Emergericy .	HYDRANT	0	am	3/8/2008 pm	ma s	
	ASH TWP	3/9/2008	Emergency 5	VALVE	0	ma	3/9/2008	рт	
	ASH TWP	3/8/2008	Non-Emergency	MAIN	0	am	3/10/2008	md s	
	ASH TWP	3/20/2008	Non-Emergency	MAIN	0	am	3/20/2008	3 pm	
	ASH CITY	3/20/2008	Non-Emergency	SERVICE	0	am	3/20/2008	am	
	ASH CITY	8002/02/8	Emergency 5	SERVICE	0	uid	3/20/2008	am	
	ASH TWP	4/1/2008	Non-Emergency	SERVICE	0	am	04/08/08	mals	
	ASH CITY	4/1/2008	Non-Emergency	MAIN	0	am	04/01/08	шав	
	ASHCITY	4/2/2008	Fmergency	VALVE		E	04/03/08	3 om	
	ASH TWP	A/3/2/DR	Non-Emergency	MAIN		- Wu	04/03/08 pm	# C 72	
	ACHCITY	4/4/2008	Emergency	MAIN			04/01/08 pm	Ec	
	VIII VIII	SOUCH	Alles Selley	CEDIVIDE		T Es	04/02/08	200	
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	ASH CITY	44 40000	Not - Filed Bellow	MICIAI		110			
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2008	7	REED	ASHCITY	4/17/2008 Non-Emergency	SERVICE	0	. E	04/18/08lpm	ma		Т
2008	2	AUSTINBURG	ASH CITY	4/24/2008 Non-Emergency	SERVICE	0	Шe	04/25/08lpm	wa		Т
2008	2	W 8TH	ASHCITY	4/24/2008 Non-Emergency	SERVICE	o	аш	04/25/08 pm	wa		т
2008	2	TRYON	ASH CITY	4/24/2008 Non-Emergency	SERVICE	C	We S	04/24/08 pm	щ		Γ-
2008	2	ASHBROOK	ASH CITY	4/21/2008 Non-Emergency	MAIN	15	am	04/29/08 pm	ma		г
2008	2	EDWARD	ASH CITY	4/23/2008 Non-Emergency	MAIN	O	ше	05/01/08jpm	Ea.		γ-
2008		BUNKER HILL	ASH CITY	4/25/2008 Non-Emergency	MAIN	0	am	04/26/08 pm	wd		Г
2008	2	W 9TH	ASH CITY	5/1/2008 Non-Emergency	SERVICE	0	Æ	05/01/08 pm	Æ		1
2008		N WOODWAN	ASH CITY	5/4/2008 Emergency	MAIN	19	lie e	05/04/08 am	ан		r
2008	2	RUNKLE	ASH CITY	4/23/2008 Non-Emergency	MAIN	0	we s	05/05/08 pm	md		Г
2008	2	AUSTINBURG	ASH CITY	4/25/2008 Non-Emergency		0	am	mg 80/92/08	ma		Т
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2008	2	E CENTER	NK	5/6/2008 Non-Emergency	VALVE	0	Ë	05/06/08 pm	ma		Т
2008	2	BROADWAY	ASH CITY	5/15/2008 Non-Emergency	MAIN	0	Ee	05/15/08 <sub>am</sub>	am		1-
2008	2	AUSTIN	ASH TWP	5/15/2008 Emergency	MAIN	0	am	05/15/08 pm	Ed.		Γ
2008	2	HARMON	ASH CITY	5/15/2008 Emergency	MAIN	0	me	05/15/08 pm	md		r
2008	2	THAYER	ASH CITY	5/21/2008 Non-Emergency	SERVICE	0	ш	05/21/08 am	am		Γ-
2008	2	LINCOLN	ASH TWP	5/21/2008 Non-Emergency	MAIN	0	am	05/21/08 am	E G		1-
2008	2	AUSTIN	ASH TWP	5/30/2008 Non-Emergency	VALVE	8	Шe	05/30/08 pm	Ed		Γ
2008		FOREST	ASHCITY	6/2/2008 Non-Emergency	SERVICE	ð	шd	06/06/08[am	am	1	Г
2008		W7TH	ASH CITY	6/12/2008 Non-Emergency	MAIN	Þ	шd	06/12/08 pm	md		ι
2008	2	COLUMBUS	ASHCITY	6/13/2008 Emergency	MAIN	90	arn	06/13/08 pm	ma		Γ
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2008	2	W 54TH	ASH CITY	6/18/2008 Emergency	SERVICE	O	am.	06/18/08 pm	Ea		r
2008	2	W 47TH	ASHCITY	6/18/2008 Non-Emergency	MAIN	Ō	E.	06/18/08 am	28Th		Γ-
2008	2	BLAIR	ASHTWP	6/19/2008 Non-Emergency	MAIN	O	am	06/19/08 am	am		Γ-
2008	7	HIGHLAND	ASHCITY	6/19/2008 Non-Emergency	MAIN	0	arn	md 80/61/90	ma	-	Ι
2008		LANE	ASH CITY	6/21/2008 Non-Emergency	SERVICE	0	am	06/21/08 pm	ma		Γ
2008	2		ASHCITY	6/25/2008 Non-Emergency	SERVICE	÷	am	06/25/08 am	an an		J
2008	2	NORWOOD	ASH CITY	6/21/2008 Non-Emergency	SERVICE	Б	am	06/21/08 am	am		[ - ]
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General Tree	Passed	Survey Tree	Tank to a second	order or Create County	6442300T	Date of Bread Office	CANCESOT	Date of Bread Outles	K-Mazzoot		
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Street Address	2004 Cook Rd	Street Address	3015 X Ridge E	Street Additions	44 17 Se manifile	Cream dedicate	tremma NO BY	Stead Address	C106 M Differ to		
Political Subdiv	Ash Twp	Pattical Subdit	Ash Twp	Palitical Subdiv	Anner	Political Subdiv	AACE	Pulitical Subdia	4.6		
Date of Break Owinge	Target T	Date of Break Outres	71907	Date of Breakl Outses	20002	Date of Fresh Direge	70/278	Date of Breatt Ordens	SECTION .	-	
General Type	Unplanned	General Type	Unplanned	General Type	Paraga	January Terrat	Upplanned	General Trees	Pi soonid		
Specific Type	Main Bresh	Specific Type	Nuin Dreak	Specific Type	Service Leak	Specific Tone	Service Last	See office Type	Carvier Leak		
Number of Services Affected	•	Number of Services	•	Number of Sorvices		Number of Services	•	Number of Services			
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the state of the s	19100 000	Street Address	Do.	Street Address	Maruba & Lake	Street Additions	2011 Highland	Street Address	3018 Blake		
Political Subdia	Kingeville	Pelifical Subdiv	Ach City	Political Subdit	Ash Twp	Political Sub-div	Ash City	Pelidest Subdiv	Ash Twy		
Oxfe of Bresk, Outage	CAZSIG 7	Date of Breakf Outage	64407	Date of Break! Outage	Costo	Date of Breatt Outage	Total	Date of Break Dutage	CHBro7		
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Ball Crear terms by											

#### Ohio American Water Company Ashtabula District

Quarter # 2 2008

#### **Total Customer Contacts** 11012

#### **Customer Services**

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

	Inquiries	Complaints
	5242	
	441	
	203	
	150	
	43	
	30	
	0	
	369	.=
	339	
	728	
	351	
	0	
	244	,
1	0	
	354	
	498	
	1904	
٦l	10896	0

# Tota

#### Metering

**Estimating** Meter Reading Meter Repair/Leak Meter Replacement Others: Metering

Inquiries Complaints 53 9 0 0 Total

#### **Water Quality**

Inquiries

**Discolored Water** Hardness Low Pressure Odor Particles in Water Scum/Oil in Water Taste

L	<u> </u>	
	0	
	24	
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Complaints

Other: Water Quality

Total

#### **Water Service**

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

	Inquiries	Complaints
	0	
	30	
ct		
Total	30	0

# Ohio American Water Company Ashtabula District

# Quarter #1

Year

2008

Quarter # 2

Year

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	

2008

Disconnections	
With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	383
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

v	_	2	٠

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		

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	20000000					PWSID	2502412
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days
		Delivery	%	Flow	Flow	of	Flow	of	Exceed
Quarter	Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
	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
	4	21.288	27.2%	602'0	0.868	04/09/08	0.593	04/11/08	0
	ξÇ.	22.750	25.5%	0.733	0.844	05/26/08	0.617	05/16/08	0
2	ဖ	22.897	26.3%	0.763	0.955	06/01/08	0.678	06/26/08	0
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	10								
	11				į			į	
4	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%	602.0			0.593	04/11/08	0

2008 **PWSID** 2502412 Year Routine (Annual/Semi-Annual) Flushing Information Quarter # 1 Was the system flushed this quarter? Yes: □
Begin Date: End Date: Notification Date: If yes: No: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter # 2 Was the system flushed this quarter? Yes: 

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

Year	2008	PWSID	2502412
Quarter # 1	NONE		
Quarter # 2	See PUCO 2008 Q2 Water Leak Log		l
Quarter # 4			

Quarter # 1

### Total Customer Contacts

5507

#### **Customer Services**

Account Information
Bad Debt/Bankruptcy
Bill Adjustment
Bill Information/Format
Consumption
<b>Customer Notices</b>
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

	Inquiries	Complaints
	3003	0
	194	0
	49	0
	20	0
	8	0
	8	0
	0	0
	184	0
	67	0
	213	. 0
	107	0
	0	0
	86	0
	0	0
	178	0
	159	0
	1224	0
Total	5500	0

M	ete	П	ıc

Estimating		
Meter Reading		
Meter Repair/Leak		
Meter Replacement		
Others: Metering		

	Inquiries	Complaints
	0	0
	1	0
	0	0
	0	0
	0	0
Total	1	0

#### **Water Quality**

Inquiries

Discolored Water
Hardness
Low Pressure
Odor
Particles in Water
Scum/Oil in Water
Taste

Other: Water Quality

. 0	Q
0	0
0	0
0	0
0	0
0	0
0	0
6	0
6	0

Complaints

#### Total

#### Water Service

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

Inquiries	Complaints
0	0
6	0
0	0
0	0
0	0
0	0
0	0
0	0

#### Quarter # 2

Total Customer Contacts 6480

#### **Customer Services**

Account Information
Bad Debt/Bankruptcy
Bill Adjustment
Bill Information/Format
Consumption
<b>Customer Notices</b>
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

	Inquiries	Complaints
1	3910	0
	188	0
	34	0
	28	0
'	10	0
	8	0
	0	0
	192	0
	73	0
	209	0
	114	0
	0	0
	100	0
	0	0
	194	0
	159	0
i	1252	0
Total	6471	0

#### Water Service

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

	Inquiries	Complaints
	O	0
	3	0
Ė	0	0
	0	0
	0	0
F	0	0
	0	0
<b>Fotal</b>	3	0

#### Metering

Estimating
Meter Reading
Meter Repair/Leak
Meter Replacement
Others: Metering

	Inguiries	Complaints
	0	0
	0	0
	2	0
	0	0
	0	0
Total	2	0

#### **Water Quality**

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

	Inquiries	Complaints_
	0	0
	0	0
	4	4
	0	0
	Ð	0
	0	0
	0	0
1	0	5
Total	4	9

Year

Outstan #4

Other

Other

Non-Payment

Access Denial

2008

**PWSID** 2502412 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

Quarter #1	
Disconnections	
Milato A.f. D M. aki	
With 14 Days Notice	196
Non-Payment	0
Non-Emergency Regulation Violation	<del></del>
Application Misrepresentation	0
Access Denial	0
Other	<u> </u>
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	· · · - <del>-</del>
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	· · · · · · · · · · · · · · · · · · ·
Other	
~ ·····	<b></b>
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	-
Access Denial	<del></del>
	<b> </b>

Without Notice

Non-Emergency Regulation Violation
Application Misrepresentation

- 4-1-1	
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	ll.
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	<u> </u>
Access Denial	
Other	

Year

ſ												
%	32%	83%	%26	%09	%0	20%						
# of Days Exceeding Design Capacity	10	24	30	15	0	9					i	
Date of Low Flow	01/28/08	02/04/08	03/02/08	04/26/08	02/08/08	06/23/08						
Low Flow (MGD)	0.809	0.863	1.107	0.846	0.695	0.698						
Date of High Flow	01/11/08	02/06/08	03/19/08	04/06/08	05/11/08	06/26/08						
High Flow (MGD)	1.513	1.815	4.350	1,564	0.935	3.119						
Avg Daily Flow (MGD)	1.049	1.254	2.251	1.162	0.840	1.082						
Month	-	2	က	4	ro	9	7	8	6	10	11	12
Quarter			-			2			3			4

Totals	7.638					85
Avg	1.000	2.216		0.836		
Max	1.318	4.350	03/19/08	0.842		
Min	2.329	2.437		0,695	80/80/20	

Year 2008	Diagram		rato. Oyo	
Quarter # 1 Collection Main Cleaning	Yes □	No X	If yes:	
Quarter # 2 Collection Main Cleaning	Yes X	No □	If ves:	

Year 2008

Were there eny Sewarago Baskups this Custrary?  Street Address:					
Wire hare any Sewerage Backups his Cuerter?  Sirver Address: Sirver Address: Date/Time of Backup Date/Time of Backup Date/Time of Backup Date/Time of Backup Date/Time Resolved: 1/20/2008  Sirver Address: Date/Time		Number of Manholes inspected this quarter		32	2
DateTime of Backup Blockage Cause Bloc	ewerage Backups Were there any Sewa	rage Backups this Quarter?	Yes X	No 🖸	if yes: 8
DateTime of Backup Blockage Cause Bloc	Street Address:	4744 Crosscreek	Political Su	bdivision:	Madison Townshir
Dalet Time Resolved: 1/20/2008 Street Andriess: 3391 Latonia					
Street Addross: 2391 Latorials   Political Subdivision: # of Customers Afficient   July Unit   July Un	Blockage Cause:				Jet Unit
Date/Time of Backup   125/2008   # of Customers Affected: 1   141 Unit   14	Date/Time Resolved:	1/20/2008			
Bibckage Gause: Date/Time Resolved: Date/Time					•
Street Address: 3381 Latonia DatoTimo fi Backup Street Address: 3381 Latonia DatoTimo fi Backup Street Address: 3381 Latonia Court DatoTimo fi Backup Street Address: 3381 Latonia Court DatoTimo fi Backup Street Address: 3381 Latonia Court DatoTimo fi Backup Street Address: 3387 Everson Road 3/4/08 Political Studivision: 4 Court DatoTimo fi Backup Street Address: 3387 Everson Road 3/4/08 Political Studivision: 4 Court DatoTimo fi Backup Street Address: 3387 Everson Road 3/4/08 Political Studivision: 4 Court DatoTimo fi Backup Street Address: 347/2008 Political Studivision: 4 Left Unit 1					•
Date/Time of Backup Date/Time Resolved: 2/8/2008 Sireet Address: 3881 Latonia Court Date/Time Resolved: 2/20/2008 Blockage Cause: grease Blockary of Caustomers Affected: Repair Means: 1 del Unit Date/Time of Backup Blockage Cause: Grease Blockary of Caustomers Affected: Repair Means: 1 del Unit Date/Time of Backup Blockage Cause: Grease Date/Time Resolved: 4/1/2008 Blockage Cause: Grease Date/Time Resolved: 4			rtopun mot		5-1 B.IIK
Date/Time of Backup Date/Time Resolved: Date/Time Resolved: Date/Time of Backup Blockage Cause: Date/Time Resolved: Date/Time of Backup Blockage Cause: Date/Time of Backup Blockage Cause: Date/Time Resolved: Date/Time	Street Address:	3381 Latonia	Political Su	bdivisjon:	Madison Township
Date/Time Resolved:   2/81/2008   Street Address:   3381 Latonia Court   # of Customers Affected:   1 of Unit					1
Delet/Time of Backup Blockage Ceurse: Delet/Time Resolved: Dete/Time Resolved: Delet/Time of Backup Blockage Cause: Delet/Time Resolved: Delet/Time Of Backup Blockage Cause: Delet/Time Resolved:  ### Political Subdivision: ### ### ### ### ### ### ### ### ### ##			Repair Mea	ans:	Jet Unit
Delet/Time of Backup Blockage Ceurse: Delet/Time Resolved: Dete/Time Resolved: Delet/Time of Backup Blockage Cause: Delet/Time Resolved: Delet/Time Of Backup Blockage Cause: Delet/Time Resolved:  ### Political Subdivision: ### ### ### ### ### ### ### ### ### ##			Delition Co.	ta alla da fa un	Madiana Tarrantis
Blockage Cause: Date/Time Resolved: 22/2008  Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:  Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:  ### Address: ### Address: Date/Time Resolved: ### Address: Bate/Time Resolved: ### Addr					
Street Address: Date/Time of Backup Blockage Cause: Date/Time of Backup Blockage Cause: Date/Time of Backup Blockage Cause: Date/Time of Backup Sizea Address Date/Time Resolved: Date/Tim					
Date/Time of Backup Blockage Cause: Date/Time Resolved: 3/4/2008  Street Address: 3381 Latonia 3/7/2008  Street Address: Date/Time Resolved: 3/7/2008  Street Address: Date/Time of Backup Blockage Cause: Blockage Cause: Date/Time of Backup Blockage Cause: Date/Time of Backup Blockage Cause: Blockage Cause: Date/Time of Backup Blockage Cause: Blockage Ca	Date/Time Resolved;	2/2/2008			
Blockage Cause:					
Street Address: 3381 Latonia Political Subdivision: # of Customers Affected: 1 Jet Unit 2 Jet Unit					
Date/Time of Backup 3/7/2008 Bitcelage Cause: Grease Date/Time Resolved: 3/7/2008  Street Address: 5227 Harbor, 5010 Harbor, 5024 Wymore Date/Time of Backup High Flow Repair Means: #of Customers Affected: #of Customers Affected: Repair Means: #of Customers Affected:	-		Kehali Mes	ai 110.	SSI OIIR
Date/Time of Backup 3/7/2008 Bitceled Course: Grease Date/Time Resolved: 3/7/2008  Street Addrass: 5227 Harbor, 5010 Harbor, 5024 Wymore Date/Time of Backup High Flow Repair Means: 40 Customers Affected: Repair Means: 41 Unit Medican Township Medicange Cause: High Flow Repair Means: 41 Unit Medicange Cause: Grease Pate/Time of Backup Blockage Cause: Grease Date/Time Resolved: 678/2008  Guarter # 2 Number of Manholes inspected this quarter Were there any Sewarage Backups this Quarter? 40 Customers Affected: Repair Means: 41 Unit Medicange Cause: Grease Pate/Time of Backup Grispool Resolved: 678/2008  Street Addrass: 3381 Latonia Drive Political Subdivision: #0 Customers Affected: Repair Means: 41 Unit Medicange Cause: Grease Repair Means: 42 Unit Medicange Cause: Grease Repair Means: 44 Unit Medicange Cause: Grease Repair Means: 44 Unit Medicange Cause: Grease Repair Means: 45 Unit Medicange Cause: Grease Repair Means: 45 Unit Medicange Cause: Grease Repair Means: 46 Unit Medicange Cause: Grease Repair Means: 47 Unit Medicange Cause: Date/Time Resolved: 57 Unit Medicange Cause: Date/Time Res	Street Address:	3381 Latonia	Political Su	bdívision:	Madison Township
Street Address: 522 Harbor, 5010 Harbor, 5024 Wymore DeterTime of Backup Blockage Cause: High Flow Repair Means: 40 Customers Affected:	Date/Time of Backup	3/7/2008	# of Custor	ners Affected:	1
Street Address: 5227 Harbor, 5010 Harbor, 5024 Wymore Date/Time of Backup 3/20/2008  Street Address: 3275, 3247, 3233 Latonia Political Subdivision: # of Customers Affected: Repair Means: # of Customers Affected: # of Customers Affected: Repair Means: # of Customers Affected: # of Customers Affected: Repair Means: # of Customers Affected: # of Customers Affe			Repair Mea	ans:	Jet Unit
Date/Time of Backup Blockaps Cause: Date/Time Resolved: Date/Time	Date/Time Resolved:	3/1/2006			
Blockage Cause: High Flow Date/Time Resolved: 3/20/2008  Street Address: 32/5, 3247, 3233 Latonia Date/Time Resolved: 3/25/2008  Quarter # 2 Number of Manholes inspected this quarter West Address: 3381 Latonia Drive Obstacle Cause: Crease Date/Time Resolved: 5/19/2008  Street Address: 3381 Latonia Drive Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 3 Jet Unit Political Subdivision: # of Customers Affected: 3 Jet Unit Political Subdivision: # of Customers Affected: 3 Jet Unit Political Subdivision: # of Customers Affected: 3 Jet Unit Political Subdivision: # of Customers Affected: 3 Jet Unit Political Subdivision: # of Customers Affected: 3 Jet Unit Political Subdivision: # of Customers Affected: 3 Jet Unit Political Subdivision: # of Customers Affected: 3 Jet Unit Political Subdivision: # of Customers Affected: 3 Jet Unit Political Subdivision: # of Customers Affected: 3 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Customers Affected: 4 Jet Unit Political Subdivision: # of Cu		•			
Street Address: 3421, 347, 3233 Latonie # Political Subdivision: # of Customers Affected: 3 Jet Unit # Of Customers Affected: 4 Jet Unit # Of Customers Affected: 5 Jet Unit # Jet Unit # Of Customers Affected: 5 Jet Unit # Jet U	•				<b>ડ</b>
Date/Time of Backup 3/28/2008    Quarter # 2			Lohen Mee		
Date/Time of Backup 3/28/2008    Quarter # 2	Street Address:	3275, 3247, 3233 Latonia	Political Su	bdivision:	Madison Townshir
Quarter # 2   Number of Manholes inspected this quarter werage Backups   100   16   100   16   100   17   100   18   100   18   100   19   100   18   100   100   18   100   100   18   100   100   100   100   100   100	Date/Time of Backup	3/28/2008	# of Custor	ners Affected:	3
Quarter # 2 Number of Manholes inspected this quarter preriage Backups Were there any Sewarage Backups this Quarter?  Street Address: 3381 Latonia Drive Political Subdivision: 4 Customers Affected: First Property of Customers Affected: 5 Political Subdivision: 4 Political Subdivision: 5 Political Subdivision: 5 Political Subdivision: 7 Political Subdivision: 8 Political Subdivision: 9 Politic			Repair Mea	ans:	Jet Unit
### Were there any Sewarage Backups this Quarter?    Street Address:		College of the second of the second of		404	•
DeterTime of Backup 6/19/2008 Blockage Cause: Grease Grease Rapair Means: Jet Unit Determine Resolved: 6/19/2008  Street Address: 5145 Fullenton Drive Political Subdivision: Madison Township Date/Time of Backup 6/26/2008 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 Blockage Cause: Grease Repair Means: Jet Unit Date/Time of Backup 4/1/2008 Blockage Cause: Grease Repair Means: Jet Unit Date/Time of Backup 4/1/2008  Street Address: 5040 Wymore Drive Political Subdivision: Madison Township Date/Time of Backup 4/25/2008  Street Address: 5040 Wymore Drive Political Subdivision: Madison Township Date/Time of Backup 4/25/2008 Blockage Cause: Grease & high flow Repair Means: Jet Unit Date/Time of Backup 5/3/2008  Street Address: 5030 Sundale Place Political Subdivision: Madison Township Date/Time of Backup 5/3/2008  Street Address: 6300 Sundale Place Political Subdivision: Madison Township Date/Time of Backup 5/3/2008  Quarter # 3 Number of Manholes inspected this quarter Swerage Backups  Were there any Sewarage Backups this Quarter? Yes No No Notes Means: Date/Time of Backup Blockage Cause: Date/Time of Backup Blockage Cause: Date/Time Resolved: Number of Manholes inspected this quarter Swerage Backups  Were there any Sewarage Backups this Quarter? Yes No No If yes:  Cuarter # 4 Number of Manholes inspected this quarter Swerage Backups  Were there any Sewarage Backups this Quarter? Yes No No If yes:  Cuarter # 4 Number of Manholes inspected this quarter Swerage Backups  Were there any Sewarage Backups this Quarter? Yes No If Yes:  Street Address: Date/Time Resolved: Number of Manholes inspected this quarter Swerage Backups  Were there any Sewarage Backups this Quarter? Yes No If Yes:  Street Address: Political Subdivision: Polit	øwerage Backups	•	Yes X	_	
DeterTime of Backup 6/19/2008 Blockage Cause: Grease Grease Blockage Cause: Grease Blockage Cause: Grease Blockage Cause: Street Address: 5145 Fullerton Drive Political Subdivision: Madison Township DeterTime of Backup 6/26/2008 Blockage Cause: Grease Repair Means: Jet Unit Blockage Cause: Grease Aligh flow Repair Means: Jet Unit Blockage Cause: Grease Aligh flow Repair Means: Jet Unit Blockage Cause: Grease Aligh flow Repair Means: Jet Unit Blockage Cause: Grease Aligh flow Repair Means: Jet Unit Blockage Cause: Grease Repair Means: Jet Unit Blockage Cause: Blockag	Street Address:	3381 Latonia Drive	Political Su	bdivision:	Madison Township
Street Address: 5145 Fullerton Drive Political Subdivision: Madison Township Blockage Cause: Grease Repair Means: Jet Unit Political Subdivision: Addison Township Blockage Cause: Grease Repair Means: Jet Unit Political Subdivision: Madison Township Blockage Cause: Grease Repair Means: Jet Unit Political Subdivision: Madison Township Blockage Cause: Grease Repair Means: Jet Unit Political Subdivision: Madison Township Blockage Cause: Grease Repair Means: Jet Unit Political Subdivision: Madison Township Blockage Cause: Grease Repair Means: Jet Unit Political Subdivision: Madison Township Blockage Cause: Grease Repair Means: Jet Unit Political Subdivision: Madison Township Blockage Cause: Grease Aligh flow Repair Means: Jet Unit Political Subdivision: Madison Township Blockage Cause: Grease Repair Means: Jet Unit Political Subdivision: Madison Township Blockage Cause: Grease Repair Means: Jet Unit Political Subdivision: Madison Township Blockage Cause: Grease Repair Means: Jet Unit Political Subdivision: Madison Township Blockage Cause: Grease Repair Means: Jet Unit Political Subdivision: Madison Township Blockage Cause: Political Subdivision: Political					4
Date/Time of Backup 6/26/2008 # of Customers Affected: 3   Jet Unit   Date/Time Resolved: 6/26/2008   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   # of Customers Affected: 4   Blockage Cause: Grease   Repair Means: Jet Unit   Date/Time Resolved: 4/1/2008   # of Customers Affected: 4   Date/Time Resolved: 4/1/2008   # of Customers Affected: 2   Date/Time of Backup 4/25/2008   # of Customers Affected: 2   Date/Time Resolved: 4/25/2008   # of Customers Affected: 3   Date/Time Resolved: 4/25/2008   # of Customers Affected: 3   Date/Time Resolved: 6/3/2008   # of Customers Affected: 3   Date/Time Resolved: 5/3/2008   # of Customers Affected: Repair Means: Jet Unit   Date/Time Resolved: 6/3/2008   # of Customers Affected: Repair Means: Jet Unit   Date/Time Resolved: 7   Yes □ No □   If yes:   Street Address: Date/Time Resolved: Repair Means:   Political Subdivision: Repair Means:   Date/Time Resolved:   Number of Manholes inspected this quarter   Date/Time Resolved:   Political Subdivision: Repair Means:   Political Subdivision:   Date/Time Resolved:   Number of Manholes inspected this quarter   Date/Time Resolved:   Num			Repair Mea	ins:	Jet Unit
Date/Time of Backup 6/26/2008 # of Customers Affected: 3   Jet Unit   Date/Time Resolved: 6/26/2008   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   # of Customers Affected: 4   Blockage Cause: Grease   Repair Means: Jet Unit   Date/Time Resolved: 4/1/2008   # of Customers Affected: 4   Date/Time Resolved: 4/1/2008   # of Customers Affected: 2   Date/Time of Backup 4/25/2008   # of Customers Affected: 2   Date/Time Resolved: 4/25/2008   # of Customers Affected: 3   Date/Time Resolved: 4/25/2008   # of Customers Affected: 3   Date/Time Resolved: 6/3/2008   # of Customers Affected: 3   Date/Time Resolved: 5/3/2008   # of Customers Affected: Repair Means: Jet Unit   Date/Time Resolved: 6/3/2008   # of Customers Affected: Repair Means: Jet Unit   Date/Time Resolved: 7   Yes □ No □   If yes:   Street Address: Date/Time Resolved: Repair Means:   Political Subdivision: Repair Means:   Date/Time Resolved:   Number of Manholes inspected this quarter   Date/Time Resolved:   Political Subdivision: Repair Means:   Political Subdivision:   Date/Time Resolved:   Number of Manholes inspected this quarter   Date/Time Resolved:   Num	Pleast Address	Fo 45 Fallouson Drive	Dalitical Co.	andi. Interes	kindinas Tausskis
Blockage Cause: Grease					
Street Address: 3381 Latonia Road Political Subdivision: Madison Township Date/Time of Backup 4/1/2008 # of Customers Affected: 4 Jet Unit Date/Time Resolved: 4/1/2008 # of Customers Affected: 4 Jet Unit Date/Time Resolved: 4/1/2008 # of Customers Affected: 4 Jet Unit Date/Time Resolved: 4/25/2008 # of Customers Affected: 2 Jet Unit Date/Time Resolved: 4/25/2008 # of Customers Affected: 3 Jet Unit Date/Time Resolved: 4/25/2008 # of Customers Affected: 3 Jet Unit Date/Time Resolved: 5/3/2008 # of Customers Affected: 3 Jet Unit Date/Time Resolved: 5/3/2008 # of Customers Affected: 3 Jet Unit Date/Time Resolved: 5/3/2008 # of Customers Affected: 3 Jet Unit Date/Time Resolved: 5/3/2008 # of Customers Affected: 3 Jet Unit Date/Time Resolved: 5/3/2008 # of Customers Affected: 3 Jet Unit Date/Time Resolved: 5/3/2008 # of Customers Affected: 6/4 Unit Date/Time Resolved: 5/3/2008 # Of Customers Affected: 7/4 Unit Date/Time Resolved: 7/4 Number of Manholes Inspected this quarter 5/4 Date/Time Resolved: 8/4 Number of Manholes Inspected this quarter 5/4 Date/Time Resolved: 8/4 Number of Manholes Inspected this quarter 5/4 Date/Time Resolved: 8/4 Number of Manholes Inspected this quarter 5/4 Date/Time Resolved: 8/4 Number of Manholes Inspected this quarter 5/4 Date/Time Resolved: 8/4 Number of Manholes Inspected this quarter 5/4 Date/Time Resolved: 8/4 Number of Manholes Inspected this quarter 5/4 Date/Time Resolved: 8/4 Date/Time Affected: 8/4 Date/Tim	Blockage Cause:	Grease			
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  Quarter # 3 Number of Manholes inspected this quarter swerage Backups Were there any Sewarage Backups this Quarter? Yes \( Note of Customers Affected: Repair Means: Political Subdivision: Repair Means: Date/Time Resolved:  Quarter # 4 Number of Manholes inspected this quarter Date/Time Resolved:  Quarter # 4 Number of Manholes inspected this quarter Swerage Backups Were there any Sewarage Backups this Quarter? Yes \( \text{Note of Customers Affected: Repair Means: Political Subdivision: Powerage Backups Were there any Sewarage Backups this Quarter? Yes \( \text{Note of Customers Affected: Repair Means: Political Subdivision: Powerage Backups Were there any Sewarage Backups this Quarter? Yes \( \text{Note of Customers Affected: Repair Means: Political Subdivision:	Date/Time Resolved:	6/26/2008			
Blockage Cause: Grease A/1/2008  Street Address: 5040 Wymore Drive Political Subdivision: # of Customers Affected: Blockage Cause: Grease & high flow Repair Means: Jet Unit Date/Time Resolved: 4/25/2008  Street Address: 6300 Sundate Place Political Subdivision: # of Customers Affected: Blockage Cause: Grease & high flow Repair Means: Jet Unit Date/Time Resolved: 4/25/2008  Street Address: 6300 Sundate Place Political Subdivision: # of Customers Affected: Blockage Cause: Grease Repair Means: Jet Unit Date/Time Resolved: 5/3/2008  Quarter # 3 Number of Manholes inspected this quarter Swerage Backups  Were there any Sewarage Backups this Quarter? Yes \( Normal Manholes inspected this quarter Date/Time Resolved: Repair Means: Political Subdivision: # of Customers Affected: Repair Means: Date/Time Resolved: Repair Means: Political Subdivision: # of Customers Affected: #					
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 Jet Unit Date/Time Resolved: 4/25/2008  Street Address: 6300 Sundate Place Political Subdivision: Madison Township Date/Time Resolved: 5/3/2008 # of Customers Affected: 3 Jet Unit Date/Time of Backup 5/3/2008 # of Customers Affected: Repair Means: Jet Unit Date/Time Resolved: 5/3/2008 # of Customers Affected: Repair Means: Jet Unit Date/Time Resolved: 5/3/2008  Quarter # 3 Number of Manholes inspected this quarter Swerage Backups  Were there any Sewarage Backups this Quarter? Yes □ No □ If yes:  Street Address: Political Subdivision: # of Customers Affected: Repair Means:  Date/Time Resolved: Period Repair Means: Date/Time Resolved:  Quarter # 4 Number of Manholes inspected this quarter Date/Time Resolved:  Quarter # 4 Number of Manholes inspected this quarter Date/Time Resolved:  Street Address: Political Subdivision: # of Customers Affected: Repair Means:  Street Address: Political Subdivision: # of Customers Affected: Repair Means:  Street Address: Political Subdivision: # of Customers Affected: Repair Means:  Street Address: Political Subdivision: # of Customers Affected: Repair Means:		· · · · · · · ·			
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 swerage Backups Were there any Sewarage Backups this Quarter? Yes \( \text{Normal} \) No \( \text{Normal} \) If yes:  Street Address: Political Subdivision: Horizon Repair Means: Date/Time of Backup # of Customers Affected: Repair Means:  Quarter # 4   Number of Manholes inspected this quarter swerage Backups Were there any Sewarage Backups this Quarter? Yes \( \text{Normal} \) No \( \text{Normal} \) If yes:  Street Address: Political Subdivision: No \( \text{Normal} \) If yes:  Street Address: Political Subdivision: Horizon Resolved:  Quarter # 4   Number of Manholes inspected this quarter swerage Backups Were there any Sewarage Backups this Quarter? Yes \( \text{Normal} \) No \( \text{Normal} \) If yes:  Street Address: Political Subdivision: Horizon Repair Means:			isopail Mes		not Atur
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 swerage Backups Were there any Sewarage Backups this Quarter? Yes \( \text{Normal} \) No \( \text{Normal} \) If yes:  Street Address: Political Subdivision: Horizon Repair Means: Date/Time of Backup # of Customers Affected: Repair Means:  Quarter # 4   Number of Manholes inspected this quarter swerage Backups Were there any Sewarage Backups this Quarter? Yes \( \text{Normal} \) No \( \text{Normal} \) If yes:  Street Address: Political Subdivision: No \( \text{Normal} \) If yes:  Street Address: Political Subdivision: Horizon Resolved:  Quarter # 4   Number of Manholes inspected this quarter swerage Backups Were there any Sewarage Backups this Quarter? Yes \( \text{Normal} \) No \( \text{Normal} \) If yes:  Street Address: Political Subdivision: Horizon Repair Means:	Street Address	5040 Wymore Drive	Political Su	bdivision:	Madison Townshir
Date/Time Resolved: 4/25/2008  Street Address: 6300 Sundale Place	Date/Time of Backup	4/25/2008	# of Custor	ners Affected:	2
Street Address: 6300 Sundale Place Date/Time of Backup 5/3/2008 # of Customers Affected: 3 Blockage Cause: Grease Repair Means: Jet Unit  Quarter # 3 Number of Manholes inspected this quarter swerage Backups Were there any Sewarage Backups this Quarter? Yes \( \text{Normal Number of Manholes inspected this quarter} \) Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:  Quarter # 4 Number of Manholes inspected this quarter swerage Backups Were there any Sewarage Backups this Quarter?  Yes \( \text{Normal Normal Number of Manholes inspected this quarter} \)  Ves \( \text{Dilitical Subdivision:} \)  Repair Means:  Political Subdivision:  Guarter # 4 Number of Manholes inspected this quarter swerage Backups  Were there any Sewarage Backups this Quarter? Yes \( \text{D} \) No \( \text{D} \) If yes:  Street Address:  Date/Time of Backup Blockage Cause:  Political Subdivision: # of Customers Affected: Repair Means:			Repair Mea	ans:	Jet Unit
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 swerage Backups this Quarter? Yes   No   Willy yes:  Street Address: Political Subdivision: # of Customers Affected: Repair Means:  Date/Time of Backup # of Customers Affected: Repair Means:  Quarter # 4   Number of Manholes inspected this quarter swerage Backups  Were there any Sewarage Backups this Quarter? Yes   No   If yes:  Street Address: Political Subdivision: # of Customers Affected: # of Customer	Date/ time Resolved	4(23)2000			
Blockage Cause: Grease			Date: 10	de alluda ? = -	Madie T
Quarter # 3 Number of Manholes inspected this quarter  Swerage Backups  Were there any Sewarage Backups this Quarter?  Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:  Quarter # 4 Number of Manholes inspected this quarter  Swerage Backups  Were there any Sewarage Backups this Quarter?  Yes □ No □ If yes:  Street Address: Date/Time of Backup Blockage Cause:  Political Subdivision: # of Customers Affected: # of Customers	Street Address:	6300 Sundale Place			
Were there any Sewarage Backups this Quarter?  Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:  Quarter # 4 Number of Manholes inspected this quarter swarage Backups Were there any Sewarage Backups this Quarter?  Street Address: Political Subdivision: Folitical Subdivision: Date/Time of Backup Blockage Cause:  Political Subdivision: Bate/Time of Backup Blockage Cause:  # of Customers Affected: Repair Means:	Street Address: Date/Time of Backup Blockage Cause;	6300 Sundale Place 5/3/2008 Grease	# of Custor	ners Affected:	3
Were there any Sewarage Backups this Quarter?  Street Address: Date/Time of Backup Blockage Causa: Date/Time Resolved:  Quarter # 4 Number of Manholes inspected this quarter swarage Backups Were there any Sewarage Backups this Quarter?  Street Address: Date/Time of Backup Were there any Sewarage Backups this Quarter?  Political Subdivision: Date/Time of Backup Blockage Cause:  Political Subdivision: Repair Means:	Street Address: Date/Time of Backup Blockage Cause:	6300 Sundale Place 5/3/2008 Grease	# of Custor	ners Affected:	3
Date/Time of Backup Blockage Cause: Date/Time Resolved:  Quarter # 4 Number of Manholes inspected this quarter overage Backups Were there any Sewarage Backups this Quarter?  Street Address: Political Subdivision: Date/Time of Backup Blockage Cause:  # of Customers Affected: Repair Means:	Street Address: DaterTime of Backup Blockage Cause; DaterTime Resolved; Quarter # 3	6300 Sundale Place 5/3/2008 Grease 5/3/2008	# of Custor	ners Affected:	3
Date/Time of Backup Blockage Cause: Date/Time Resolved:  Quarter # 4 Number of Manholes inspected this quarter overage Backups Were there any Sewarage Backups this Quarter?  Street Address: Political Subdivision: Date/Time of Backup Blockage Cause:  # of Customers Affected: Repair Means:	Street Address: DaterTime of Backup Blockage Cause; DaterTime Resolved; Quarter # 3 swerage Backups	6300 Sundale Place 5/3/2008 Grease 5/3/2008 Number of Manholes inspected this quarter	# of Custor Repair Mea	ners Affected: ans:	3 ' Jet Unil
Date/Time Resolved:  Quarter # 4 Number of Manholes inspected this quarter swarage Backups Were there any Sewarage Backups this Quarter? Yes I No I If yes:  Street Address: Political Subdivision: Date/Time of Backup # of Customers Affected: Blockage Cause: Repair Means:	Sireet Address: Date/Time of Backup Blockage Cause: Date/Time Resolved: Quarter # 3 BWerage Backups Were there any Sewa	6300 Sundale Place 5/3/2008 Grease 5/3/2008 Number of Manholes inspected this quarter	# of Custor Repair Mea	ners Affected: ans: No 🖸	3 ' Jet Unil
Quarter # 4 Number of Manholes inspected this quarter  werage Backups  Were there any Sewarage Backups this Quarter?  Street Address:  Date/Time of Backup  Blockage Cause:  Political Subdivision:  # of Customers Affected:  Repair Means:	Sireet Address: DaterTime of Backup Blockage Cause: DaterTime Resolved: Quarter # 3 swerage Backups Were there any Sewa	6300 Sundale Place 5/3/2008 Grease 5/3/2008 Number of Manholes inspected this quarter	# of Custor Repair Mea Yes **D	ners Affected: ans: No Ci bdivision;	3 ' Jet Unil
Were there any Sewarage Backups this Quarter?  Street Address:  Date/Time of Backup Blockage Cause:  Political Subdivision: # of Customers Affected: Repair Means:	Street Address: DaterTime of Backup Blockage Cause: DaterTime Resolved: Quarter #3 swerage Backups Were there any Sewa Street Address: DaterTime of Backup Blockage Cause:	6300 Sundale Place 5/3/2008 Grease 5/3/2008 Number of Manholes inspected this quarter	# of Custor Repair Mea Yes **D  Political Su # of Custon	ners Affected: ans: No Cl abdivision; ners Affected:	3 ' Jet Unil
Were there any Sewarage Backups this Quarter?  Street Address:  Date/Time of Backup  Blockage Cause:  Political Subdivision:  # of Customers Affected:  Repair Means:	Street Address: DaterTime of Backup Blockage Cause: Date/Time Resolved: Quarter # 3 swerage Backups Were there any Sewa Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:	6300 Sundale Place 5/3/2008 Grease 5/3/2008 Number of Manholes inspected this quarter age Backups this Quarter?	# of Custor Repair Mea Yes **D  Political Su # of Custon	ners Affected: ans: No Cl abdivision; ners Affected:	3 ' Jet Unil
Date/Time of Backup # of Customers Affected: Blockage Cause: Repair Means:	Street Address: DaterTime of Backup Blockage Cause: DaterTime Resolved: Quarter # 3 swerage Backups Were there any Sewa Street Address: DaterTime of Backup Blockage Cause: DaterTime Resolved: Quarter # 4	6300 Sundale Place 5/3/2008 Grease 5/3/2008 Number of Manholes inspected this quarter age Backups this Quarter?	# of Custor Repair Mea Yes **D  Political Su # of Custon	ners Affected: ans: No Cl abdivision; ners Affected:	3 ' Jet Unil
Date/Time of Backup # of Customers Affected: Blockage Cause: Repair Means:	Street Address: DaterTime of Backup Blockage Cause: DaterTime Resolved:  Quarter # 3 swerage Backups Were there any Sewa Street Address: DaterTime of Backup Blockage Cause: DaterTime Resolved: Quarter # 4 swerage Backups	6300 Sundale Place 5/3/2008 Grease 6/3/2008 Number of Manholes inspected this quarter age Backups this Quarter? Number of Manholes inspected this quarter	# of Custor Repair Mea Yes Cl Political Su # of Custor Repair Mea	ners Affected: ans: No D bdivision: ners Affected:	3 · Jet Unit V yes:
Blockage Cause: Repair Means:	Sireet Address: DaterTime of Backup Blockage Cause: DaterTime Resolved: Quarter # 3 swerage Backups Were there any Sewa Street Address: DaterTime of Backup Blockage Cause: DaterTime Resolved: Quarter # 4 swerage Backups	6300 Sundale Place 5/3/2008 Grease 6/3/2008 Number of Manholes inspected this quarter age Backups this Quarter? Number of Manholes inspected this quarter	# of Custor Repair Mea Yes D Political Su # of Custon Repair Mea	ners Affected: ans:  No D  abdivision: ners Affected: ans:  No D	3 · Jet Unit V yes:
Date/Time Resolved:	Street Address: DaterTime of Backup Blockage Cause: DaterTime Resolved: Quarter # 3 Bwerage Backups Were there any Sewal Street Address: DaterTime of Backup Blockage Cause: DaterTime Resolved: Quarter # 4 Bowerage Backups Were there any Sewal	6300 Sundale Place 5/3/2008 Grease 6/3/2008 Number of Manholes inspected this quarter age Backups this Quarter? Number of Manholes inspected this quarter	# of Custor Repair Mea Yes II Political Su # of Custor Repair Mea	ners Affected: ans:  No 🖸  Ibdivision; ners Affected: ans:  No 🗖	3 · Jet Unit V yes:
	Street Address: DaterTime of Backup Blockage Cause: DaterTime Resolved: Quarter # 3 swerage Backups Were there any Sewa Street Address: DaterTime of Backup Blockage Cause: DaterTime Resolved: Quarter # 4 swerage Backups Were there any Sewa Street Address: DaterTime of Backup	6300 Sundale Place 5/3/2008 Grease 6/3/2008 Number of Manholes inspected this quarter age Backups this Quarter? Number of Manholes inspected this quarter	# of Custor Repair Mea Yes Cl Political Su # of Custor Repair Mea Yes Cl Political Su # of Custor	ners Affected: ans:  No D  ibdivision: ners Affected: ans:  No D	3 · Jet Unit V yes:

Year

2008

Quarter#1

**Total Customer Contacts** 

0

#### **Customer Services**

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	
	Tota

Inquiries	Complaints
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	C
0	0
O	0
0	0
0	0
0	0_
0	0
0	0

Sewer Service

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

Inquiries	Complaints
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0

Quarter#2

**Total Customer Contacts** 

0

#### **Customer Services**

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

	Inquiries	Complaints
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	00
	0	0
	0	0
	0	0
	_0	0
	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

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

Sewer Service		
Inquiries	Complaints	
0	0_	
0	0	
0	0	
0	0	
0	0	
0	0	
0	0	
0	0	

#### **Sewer Service**

Mark Sewer Lines Sewer Backup Sewer Odor Other:

'	Inquiries	Complaints
İ	0	0
	0	0
	0	0
	0	0
İ	0	0
Total	0	0

Sewer Service

Mark Sewer Lines Sewer Backup Sewer Odor Other:

	Inquiries	Complaints
	0	0
	0	0
	0	0
	0	0
	0	0
Total	G	0

Year

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
Ofher	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	G

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	0		
Non-Emergency Regulation Violation	0		
Application Misrepresentation	0		
Access Denial	ō		
Other	0		
Į.	<u></u>		
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	<del></del>
Access Denial	<u> </u>
Other	<del></del>
Cure	L
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Í	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	Γ
Access Denial	
Other	

Ohio American Water Company Franklin County District Huber Ridge Water System

	Year	2008						PWSID	2502512
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days
		Delivery	%	Flow	Flow	of	Flow	of	Exceed
Quarter	Month			(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
	-	17.026	20.6%	01/00/00	0.640	01/19/08	0.463	01/30/08	0
	7	15.314	20.6%	0.528	0.630	02/23/08	0.452	02/22/08	0
1	က	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
	ည	17.127	20.4%	0.552	0.629	05/26/08	0.487	05/01/08	0
~	ဖ	17.056	20.2%	0.568	0.641	06/23/08	0.523	05/28/08	0
	_								
	ဆ								
က	6								
	10								
	11								
4	12								
	Avg	16.560	70.5%	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

Year 2008 PWSID 2502512

Routine (Annual/Semi-Annual) Flushing Information Quarter#1 Was the system flushed this quarter? Yes: No: If yes: Begin Date: 3/25/2008 End Date: 4/2/2008 Notification Date: 3/20/2008 Notification Method: Ŧ Newspaper ¥ Sign Posting Radio Ŧ Bill Insert Marquee Other Quarter # 2 Was the system flushed this quarter? Yes:
Begin Date: End Date: No: If yes: Notification Date: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter # 3 Was the system flushed this quarter? Yes:
Begin Date: End Date: No: If yes: Notification Date: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Hangers Quarter # 4 Was the system flushed this quarter? Was the system flushed this quarter? Yes:

Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_ No: If yes: Notification Date: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other 

	2502512
Quarter # 1 See PUCO 2008 Q1 Water Leak Log	
Quarter #2 See PUCO 2008 Q2 Water Leak Log	
Quarter # 3	Ì
Quarter # 4	ĺ

2008

**PWSID** 

2502512

## Quarter # 2

#### **Total Customer Contacts** 3357

#### **Customer Services**

		Inqui:
Account Information		21
Bad Debt/Bankruptcy		7
Bill Adjustment		3
Bill Information/Format		2
Consumption	'	1
Customer Notices		2
Customer Service Staff		(
Disconnection for Non-Pay		6
Final Service		4
General Information		12
New Service		5
NSF Check		
Payment Arrangements		3
Rates	'	
Reconnection Non-Pay		10
Service Order Appointment		10
Other: Customer Service		52
	Total	33

Inquiries	Complaints
2118	0
79	0
38	0
29	0
13	0
2	0
0	0
68	0
42	0
125	G
58	0
0	0
39	0
0	0
107	0
107	0
521	0
3346	0

#### Metering

Estimating
Meter Reading
Meter Repair/Leak
Meter Replacement
Others: Metering

	Inquiries	Complaints
	0	0
	5	0
	1	0
t	0	0
	0	0
Total	6	0

#### **Water Quality**

Discolored Water
Hardness
Low Pressure
Odor
Particles in Water
Scum/Oil in Water
Taste
Other: Water Qualit

	Inquiries	Complaints
	0	0
	0	0
	3	3
	0	0
	0	0
	0	0
	0	0
ity	0	6
Total	3	9

Water Service

Disconnection for Repairs	
Main Breaks	
Mark Water Lines/Line Inspec	t
Restoration	
Service line leak	
Water Sampling	
Others: Water Service	

	Inquiries	Complaints
	0	0
	2	0
ct	0	0
	0	0
	0	0
	0	0
	0	0
Total	2	0

2008 Year

Other

**PWSID** 2502512

rear 2008	
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
1	
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	L
Mist of Henry Nester	
With 24 Hours Notice	
Non-Payment Non-Emergency Regulation Violation	<del></del>
Application Misrepresentation	
Access Denial	
Other	
	L
Without Notice	1
Non-Payment	
Non-Emergency Regulation Violation	<del> </del>
Application Misrepresentation	<del>                                     </del>
Access Denial	<del>                                     </del>
Lycopo pellia	

Quarter # 2	10010,2
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	
bles Personal Demolation M. (42)	P .

Quarter #4	
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	F
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	<u> </u>
Application Misrepresentation	
Access Denial	
Other	

# of Days

Year 2008

Quarter

						Exceeding	
	Avg Daily	High Flow	High Flow Date of High Low Flow	Low Flow	Date of Low	Dsgn	
 Month	Flow (MGD)	(MGD)	Flow	(MGD)	Flow	Capacity	%
-	0.798	1.289	01/10/08	0.619	01/09/08	2	%9
2	1.113	2.505	02/05/08	0.708	02/03/08	11	38%
က	1.582	3.456	03/19/08	0.902	03/09/08	30	%26
4	0.907	1.418	04/04/08	0.469	04/25/08	6	30%
 ıs	0.643	1.118	05/11/08	0.475	05/02/08	1	%8
9	0.819	2.176	06/04/08	0.515	06/20/08	5	17%
7							
80							i
6							
10	!						

Totals	5.862				58	_
Avg	1.000	1,994		0.615		
Max	1.013	3.456	03/19/08	0.514		
Min	1.802	2.032		0.469	04/25/08	

1 2

Year 2008		9	
Quarter # 1 Collection Main Cleaning	Yes □	No X	If yes:
Quarter # 2 Collection Main Cleaning	Yes □	No X	If yes:
Quarter # 3 Collection Main Cleaning	Yes □	No □	If yes:
Guarter # 4 Collection Main Cleaning	Yes □	No □	If yes:

Year	2008				
Quarter # 1	Number of Manholes inspected	this quarter	See Note Be	low	
Sewerage Backups		·			
Were there any Sewara	age Backups this Quarter?	Yes X	No □	If yes: 1	
Street Address:	3701 Paris	Political Su	bdivision:	Blendon Tov	vnship
Date/Time of Backup	1/21/2008	# of Custor	ners Affected:	0	•
Blockage Cause:	Grease	Repair Mea	ans:	Jet Unit	
Date/Time Resolved:	1/21/2008	·			
Quarter # 2	Number of Manholes inspected	this quarter			
Sewerage Backups					
Were there any Sewara	age Backups this Quarter?	Yes X	No □	If yes: 3	
Street Address:	6034 Sunwood Place	Political Su	bdivision:	Blendon Tov	vnship
Date/Time of Backup	5/14/2008	# of Custor	ners Affected:	3	
Blockage Cause:	Grease	Repair Mea	ans:	Jet Unit	
Date/Time Resolved:	5/14/2008				
Street Address:	6009 Carnation	Political Su	bdivision:	Blendon Tov	vnship
Date/Time of Backup	4/13/2008	# of Custor	ners Affected:	2	
Blockage Cause:	Grease	Repair Mea	ans:	Jet Unit	
Date/Time Resolved:	4/13/2008	·			
Street Address:	5630 Copenhagen	Political Su	bdivision:	Blendon Tov	vnship
Date/Time of Backup	6/25/2008	# of Custor	ners Affected:	1	
Blockage Cause:	Grease	Repair Mea	ans:	Jet Unit	
Date/Time Resolved:	6/25/2008				
Quarter # 3	Number of Manholes inspected	this quarter			
Sewerage Backups					
Were there any Sewara	age Backups this Quarter?	Yes □	No □	If yes:	
Quarter # 4	Number of Manholes inspected	this quarter			
Sewerage Backups					
Were there any Sewara	age Backups this Quarter?	Yes □	No 🗖	If yes:	
Street Address:		Political Su	bdivision:		
Date/Time of Backup		# of Custor	ners Affected:		
Blockage Cause:		Repair Mea	ans:		
Date/Time Resolved:		- -			

Year

2008

Quarter#1

**Total Customer Contacts** 

#### **Customer Services**

**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

	Inquiries	Complaints
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	_ 0
	0	0
	0	0
	0	0
	0	0
	D	D
	0	0
	0	0
	0	0
Total	0	0

Sewer Service

**Mark Sewer Lines** Sewer Backup Sewer Odor Other:

	Inquiries	Complaints
	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

Sewer Service

Disconnection for Repairs Main Breaks Mark Water Lines/Line Inspect

Restoration Service line leak Water Sampling

Others: Water Service

Inquiries Complaints 0 0 0 0 0 ō 0 0 0 0 0 0 0 0

Total

Quarter#2

**Total Customer Contacts** 

0

#### **Customer Services**

Account Information
Bad Debt/Bankruptcy
Bill Adjustment
Bill Information/Format
Consumption
<b>Customer Notices</b>
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

	Inquiries	Complaints
	0	0
	0	0
	0	0
	Ö	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

Sewer Service

Mark Sewer Lines Sewer Backup Sewer Odor Other:

	Inquiries	Complaints
	0	0
	0	0
	0	0
	D D	0
	0	0
Total	0	0

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

Sewer Service				
Inquiries	Complaints			
0	0			
- 0	0			
0	0			
0	0			
0	0			
0	0			
Đ	0			
	n			

Total

Year

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#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	<u> </u>

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			
<u></u>				
Without Notice				
Non-Payment	0			
Non-Emergency Regulation Violation	0			
Application Misrepresentation	0			
Access Denial	0			
Other	0			

Guarter#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	<u> </u>
Application Misrepresentation	
Access Denial	
Other	<del> </del>

Ohio American Water Company Franklin County District Lake Darby Water System

	Year	2008						PWSID	2502612
		Water	UFW	Avg Daily	High	Date	Low	Date	
		Delivery	%	Flow	Flow	o	Flow	o	
Quarter	Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
	_	8.266	%6.9	0.267	0.362	01/13/08	0.232	01/10/08	⊢
	2	7.810	6.3%	0.269	0.395	02/24/08	0.228	02/13/08	⊢
-	က	8.713	6.3%	0.281	0.340	03/16/08	0.245	03/20/08	
	4	8.909	%6.9	0.296	0.391	04/16/08	0.248	04/11/08	<b>!</b>
	\$	9.340	5.4%	0.301	0.434	05/31/08	0.239	05/16/08	-
8	ဖ	9.393	4.8%	0.313	0.617	80/20/90	0.265	06/25/08	⊢
	7								⊢
	∞								╌
က	6								├─
	10								Η.
	11								⊢
4	12								<u> </u>
				-					
	Avg	8.739	6.1%	0.288					
	High	9.393	%6:9	0.313	0.617	80/20/90			
	Low	7.810	4.8%	0.267			0.228	02/13/08	

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

Year 2008	<b>.</b> "***)				<b>PWSID</b>	2502612	
Routin	e (Annual/Sem	Routine (Annual/Semi-Annual) Flushing Information	g Information				
Quarter #1							
Was the system flushed this quarter?	Yes:		So:	Ð	If yes:		
Begin Date: End Date:		Notification Date:			Notificatio	Notification Method:	
						Newspaper	
						Sign Posting	
					□	Radio	
						Bill insert	
					□	Marquee	
					□	Other	
Quarter#2							
Was the system flushed this quarter?	Yes:	æ	No:		If yes:		
Begin Date: 4/16/2008 End Date:	4/16/2008	Notification Date:	4/1/2008		Notificatio	Notification Method:	
					Æ	Newspaper	
					Æ	Sign Posting	
					□	Radio	
					Ð	Bill Insert	
						Marquee	
						Other	

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

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

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

Year

2008

**PWSID** 

2502612

#### Quarter # 2

#### **Total Customer Contacts** 1746

#### **Customer Services**

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
NSF Check Payment Arrangements
Rates Reconnection Non-Pay
Service Order Appointment Other: Customer Service

	<del>,</del>
Inquiries	Complaints
999	0
31	0
19	0
10	0
4	0
0	0
0	0
49	0
29	0
91	0
34	0
0	0
14	0
0	0
81	0
72	0
300	0
1733	0

Total

#### Metering

Estimating Meter Reading Meter Repair/Leak Meter Replacement Others: Metering

Inquiries Complaints 0 8 ō 2 0 0 0 ō 0 Total 10 0

#### **Water Quality**

**Discolored Water** Hardness Low Pressure Odor Particles in Water Scum/Oil in Water Taste

1		
	Inquiries	Complaints
	0	0
	0	0
	1	1
	0	0
	0	_0
	Ö	0
	0	0
у	0	6
Total	1	7

Other: Water Quality

Water Service

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

Inquiries	Complaints
0	0
2	0
0	0
0	0
0	0
0	0
0	0
	<u> </u>

**Total** 

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

Year

Quarter#1

2008

Guarter # 2

Disconnections

With 14 Days Notice

Non-Payment
Non-Emergency Regulation Violation

PWSID 2502612

102

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

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

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

Other	
Quarter # 4	
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	-
Access Denial	
Other	
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	
Other	

# of Days

Year

%	32%	%69	94%	%0£	32%	20%						
Exceeding Dsgn Capacity	10	20	29	6	10	15						
Date of Low Flow	1/23/2008	2/9/2008	3/29/2008	4/11/2008	5/29/2008	6/3/2008						
Low Flow (MGD)	0.267	0.399	0.449	0.327	0.307	0.319						
Date of High Flow	1/14/2008	2/6/2008	3/19/2008	4/4/2008	5/12/2008	6/14/2008						
High Flow (MGD)	0.686	1.190	1.750	0.711	0.559	1.008						
Avg Daily Flow (MGD)	0.484	0.609	0.808	0.466	0.435	0.570						
Month	-	2	3	4	5	9	7	8	6	10	11	12
Quarter	<b>-</b>	<b>-</b>	7-	•		2			ဗ			4

Totals	3.372					93
Avg	1.000	9.984		0.345		
Max	0.578	1.750	03/19/08	0.360		
Min	1,109	1.002		0.267	01/23/08	

Year 2008 Quarter # 1		,		
Collection Main Cleaning	Yes 🛘	No X	If yes:	
Quarter # 2 Collection Main Cleaning	Yes □	No X	If yes:	
Quarter # 3 Collection Main Cleaning	Yes □	No □	If yes:	
Quarter # 4 Collection Main Cleaning	Yes □	No □	If yes:	

Year	2008			
Manhole Inspection Program Quarter # 1 Sewerage Backups		this quarter	(	0
Were there any Sewers	ge Backups this Quarter?	Yes □	No X	If yes:
	Number of Manholes inspected	this quarter		
Were there any Sewera	ge Backups this Quarter?	Yes X	No □	If yes: 2
Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:	8691 Fairbrook Drive 6/4/2008 Grease 6/4/2008	Political Su # of Custo Repair Me	mers Affected:	Prairie Township 2 Jet Unit
Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:	355 Darby Court 6/9/2008 Grease 6/9/2008		ubdivision: mers Affected: ans:	Prairie Township 3 Jet Unit
Quarter # 3 Sewerage Backups	े Number of Manholes inspected	this quarter		
Were there any Sewera	ge Backups this Quarter?	Yes □	No □	If yes:
Quarter # 4 Sewerage Backups	Number of Manholes inspected	this quarter		
Were there any Sewera	ge Backups this Quarter?	Yes □	No □	If yes:

Year

2008

Quarter # 2

**Total Customer Contacts** 

0

#### **Customer Services**

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

Inquiries	Complaints
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0

Total

Sewer Service

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

	CCVIC	I OCI VIQU
	Inquiries	Complaints
	0	0
	0	0
ct	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

#### Sewer Service

Mark Sewer Lines Sewer Backup Sewer Odor Other:

	Inquiries	Complaints
	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

2008

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

Guarter #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		
IANIAL AA Duur Bladina		
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	
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Noπ-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

	Year	2008						PWSID	2502712
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days
		Delivery	%	Flow	Flow	of	Flow	of	Exceed
Quarter	Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
	1	1.882	11.6%	0.061	0.119	01/22/08	0.000	01/23/08	0
	7	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	80/80/20	0
	4	2.075	13.3%	690'0	0.201	04/22/08	0.000	04/23/08	0
	2	1.956	%8'9	0.063	0.155	05/04/08	0.000	05/07/08	0
2	9	2.048	6.8%	890'0	0.142	80/60/90	0.001	80/80/90	0
	2	;							
	ဆ								
3	6								
	10								
	11								
4	12								
	Avg	1.919	10.2%	690.0					0
	High	2.075	13.3%	690'0	0.201	04/22/08			0
	Low	1.636	%8.9	0.056			0.000	01/00/00	0

2008 Year **PWSID** 2502712 Routine (Annual/Semi-Annual) Flushing Information Quarter #1 Was the system flushed this quarter? Yes: If yes: No: ¥ 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: 4/15/2008 End Date: 4/15/2008 Notification Date: Begin Date: 4/15/2008 Notification Method: Newspaper Ŧ Sign Posting Radio Bill Insert ⊞  $\Box$ Marquee Other 

Year 2008	PWSID 2502712
Quarter #1 NONE	
Quarter # 2 See PUCO 2008 Q2 Water Leak Log	
Quarter # 3	
Quarter # 4	

Year

2008

**PWSID** 

2502712

### Quarter#1

**Total Customer Contacts** 

114

#### **Customer Services**

		Inquiries	Complaints
Account Information		45	D
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

Disconnection for Repairs	l
Main Breaks	
Mark Water Lines/Line Inspect	I
Restoration	I
Service line leak	Į
Water Sampling	
Others: Water Service	ĺ
Total	•

inquiries	Complaints
0	0
Ó	0
0	0
0	0
0	0
0	0
0	0

Quarter#2 Total Customer Contacts

157

#### **Customer Services**

		Inquiries	Complaints
Account Information		28	0
Bad Debt/Bankruptcy		3	٥
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	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	D

#### 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

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

	_	
	Inquiries	Complaints
	0	0
	1	0
ct	0	0
	0	0
	0	0
	0	0
	Ó	0
Total	1	Q

Year 2008			PWSID	2502712
Quarter # 1		Quarter # 2		
Disconnections		Disconnections		
141/41, 4.4 Photos \$1-42	- 1	18881- 4.4 Fb N -45		
With 14 Days Notice		With 14 Days Notice		
Non-Payment	6	Non-Payment		7
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation		0
Application Misrepresentation	0	Application Misrepresentation		0
Access Denial	0	Access Denial		0
Other	0	Other		0
With 24 Hours Notice	İ	With 24 Hours Notice		
Non-Payment	0	Non-Payment		0
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation		0
Application Misrepresentation	0	Application Misrepresentation		0
Access Denial	0	Access Denial		0
Other	0	Other		0
Without Notice		Without Notice		
Non-Payment	0	Non-Payment		0
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation		0
Application Misrepresentation	0	Application Misrepresentation		0
Access Denial	0	Access Denial		0
Other	0	Other		0
Quarter #3		Quarter # 4		
Disconnections		Disconnections		
With 14 Days Notice		With 14 Days Notice		

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 Worthington Hills Water System

	Year	2008	838888	ı				PWSID	2502812	
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days	
		Delivery	%	Flow	Flow	of	Flow	οţ	Exceed	
Quarter	Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap	
	-	8.314	10.9%	0.268	0.355	01/04/08	0.205	01/29/08	0	
	7	7.721	12.8%	0.266	0.467	02/05/08	0.174	02/24/08	0	
<b>,</b>	3	7.747	14.8%	0.250	0.328	03/22/08	0.169	03/23/08	o	
	4	8.358	16.1%	0.278	0.444	04/17/08	0.201	04/11/08	0	
	ĸ	9.695	18.0%	0.312	0,415	05/26/08	0.235	05/31/08	0	
2	9	10.427	18.0%	0.347	0.454	06/01/08	0.288	80/08/90	0	
	7									
	œ									
က	6									
	10									
	11									
4	12	:								
	Avg	8.710	15.1%	0.287					0	
	High	10.427	18,0%	0.347	0.467	02/02/08			0	
	Low	7.721	10.9%	0.250			0.169	03/23/08	0	
	ĺ									

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

			TO CHILLING TO STATE OF STATE	System			
Year	2008					PWSID	2502812
	Routin	e (Annual/Ser	Routine (Annual/Semi-Annual) Flushing Information	g Information			
Quarter #1							
Was the system flushed this quarter?	: quarter?	Yes:		.oX	Ħ	If yes:	
Begin Date:	End Date:		Notification Date:			Notification	Notification Method:
	I						Newspaper
							Sign Posting
							Radio
							Bill Insert
						□	Marquee
							Other
Quarter#2							
Was the system flushed this quarter?	: quarter?	Yes:	Æ	No:		If yes:	
Begin Date: 4/17/2008	8 End Date:	4/17/2008	4/17/2008 Notification Date:	4/10/2008		Notificatio	Notification Method:
						Ð	Newspaper
						Ð	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 QI Water Leak Log		-
Quarter # 2 See PUCO 2008 Q2 Water Leak Log		ļ
Quarter # 3		
Quarter # 4		

Year

2008

**PWSID** 

2502812

#### Quarter # 1

**Total Customer Contacts** 

233

#### **Customer Services**

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	
	1

Inquiries	Complaints
89	0
3	0
7	0
6	0
2	0
٥	0
٥	0
5	0
10	0
30	0
6	0
0	0
4	0
0	0
5	0
25	0
28	0
220	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

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

Inquiries	Complaints
0	0
3	0
ō	0
0	0
0	0
0	0
0	0
3	٥

#### Quarter#2

**Total Customer Contacts** 

362

#### **Customer Services**

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

	Inquiries	Complaints
	194	0
	2	0
	8	0
	2	0
	0	0
	0	0
	0	0
	2	0
	14	0
	29	0
	13	. 0
	0	0
	4	0
	0	0
	3	0
	53	0
	29	0
Total	353	0

#### Water Service

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

inquiries	Complaints
0	0
1	0
0	0
0	0
0	0
Q	0
D	0
1	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	Complaint
Discolored Water	0	0
Hardness	Ö	0
Low Pressure	0	0
Odor	0	Ö
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	3
Total	0	3

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

Year

2008

PWSID 2502812

Disconnections							
With 14 Days Notice							
Non-Payment	5						
Non-Emergency Regulation Violation 0							
Application Misrepresentation 0							
Access Denial (							
Other 0							
With 24 Hours Notice							
Non-Payment	0						
Non-Emergency Regulation Violation	0						
Application Misrepresentation	0						
Access Denial							
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	
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						
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	<u> </u>
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	8088888							
		Water	UFW	Avg Daily	High	Date Of	Low	Date Of	# Days	
		Delivery	%	Flow	Flow	High	Flow	Low	Exceed	Customer
Quarter	Month	(MG)		(MG)	(MG)	Flow	(MG)	Flow	Dsgn Cap	Count
	γ	18.681	10.3%	0.603	0.759	01/07/08	0.542	01/14/08	0	3345
	7	18.133	10.0%	0.625	999.0	02/25/08	0.572	02/19/08	0	3332
7	က	18,999	10.5%	0.613	0.663	03/02/08	0.530	03/27/08	0	3335
	4	20.244	11.9%	0.675	0.883	04/24/08	0.542	04/06/08	0	3338
	2	21.163	11.8%	0.683	0.849	80/08/50	0.535	05/18/08	0	3333
7	မ	21.378	12.8%	0.713	0.864	06/11/08	0.554	06/22/08	0	3341
	7				:				0	
	œ								0	
	6								0	
	10								o	
	11								0	
4	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

			<u>.</u>		
Was the system flushed this quarter? Begin Date: End Da	Yes:	☐ Notification Date: _	No:	区	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?  Begin Date: 22-Apr End Da	Yes: <u>26-Apr</u>		No:		If yes: Notification Method:  IN Newspaper  IN Sign Posting IN Radio IN Bill Insert IN Marquee IN Other
Was the system flushed this quarter? Begin Date: End Da	Yes:	Quarter: _  Notification Date: _  Quarter:	3 No:		If yes: Notification Method:
Was the system flushed this quarter? Begin Date: End Da	Yes:	Notification Date:	No:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

# Ohio American Water Company Lawrence County District

		Т	1	Τ	Τ	Υ_	_	_	Ι	Г	Π	Г	Г	Г	Г	Т	Γ.	Г	Γ	Г		г	_
								Í															
	Boil Order issued by	N/A	N/A	AIN	NA	WA	MA	N/A	NA	ΑN													
	Time Problem Resolved	18:00	17:00	17:00	18:00	12:10	3:40	15:30	12:30	2:30													
	Date Problem Resolved	Г	ĺ	1			l	06/04/08		06/26/08													
	Time Became Aware	16:30	15:00	14:00	14:00	8:00	0:30	13:00	9:00	1:30 AM													
Number of	Services	3	15	75	9	10	4	9	9	0													
	Specific Type	Main	Main	Main	Main	Main	Main	Main	Valve	Hydrant													
	General Type	Unscheduled	Unscheduled	l	ŀ	l	ŀ	ı		Unscheduled													
	Date of Break/ Outage	1/8/2008						6/4/2008		6/26/2008													
	Political Subdiv	Union	Chesapeake Vill.	Fayette	Fayette	Unfon	Union	Fayette	Fayette	Fayette									1				
	Quarter Street Address	Thompson Rd.	417 Riverside Dr.	6816 County Rd. 1	8148 County Rd. 15	33 Twsp. Rd. 1342	Twsp. Rd. 1202	318 County Rd, 276	318 County Rd. 276	Monroe At Burton Streets													
	Quarter	-	-	1	1	2	2	_ 2	2	2													
	Year	2008	2008	2008	2008	2008	2008	2008	2008	2008	-					<u> </u>							-
		<b></b> .	ш	L	Ш			لبا	Ļ.,	Ш				L	ட	L.	L				L		

#### **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

Street Address **Political Subdiv** Date of Break/ Outage General Type Specific Type

Boil Order issued by

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

#### Ohlo American Water Company **Lawrence County District**

#### Quarter # 2 2008

#### **Total Customer Contacts** 3194

#### **Customer Services**

Account Information
Bad Debt/Bankruptcy
Bill Adjustment
Bill Information/Format
Consumption
<b>Customer Notices</b>
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

	_
Inquiries	Complaints
1590	
129	
65	
28	
5	
7	
0	
88	
100	
174	
142	
0	
84	
0	
82	
86	
572	
3152	0

Total	3152	0

#### Metering

Estimating Meter Reading Meter Repair/Leak Meter Replacement Others: Metering

	Inquiries	Complaints
	0	
	0	
	2	
	0	
	0	
Total	2	0

#### **Water Quality**

**Discolored Water** Hardness Low Pressure Odor Particles in Water Scum/Oil in Water Taste Other: Water Quality

	Inquiries	Complaints
	0	
	0	
	8	
	0	
	D	
	0	
	0	
1	0	
Total	8	0

#### **Water Service**

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

	Inquiries	Complaints
	0	
	4	T
	28	
	0	
	0	1
	0	
	0	
Total	32	0

#### Ohio American Water Company Lawrence County District

#### Quarter#1

Year 2008

#### Quarter # 2

Year

	Disconnections
	With 14 Days Notice
Non-Payment	
Non-Emergency	y Regulation Violation
Application Mis	representation
Access Denial	•
Other	
	With 24 Hours Notice
Non-Payment	
Non-Emergency	y Regulation Violation
Application Mis	representation
Access Denial	
Other	
	Without Notice
Non-Payment	
•	y Regulation Violation
Application Mis	
Access Denial	•
Other	

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

Disconnections

Quarter # 3

Year

2008

Quarter#4 Year

2008

2008

0 0 0

0 0

0

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	

Ohio American Water Lake White

Year 2008

	'n.		1	1		ſ	ł	}		l	ł	ì		!
	Total Customer Coun		218	202	218	206	218	213						
	Total C		Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	<u>8</u>	Dec
# Days	Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0			
Date Of	Low	Flow	14	19	25	15	_	20					i	
Low	Flow	(MG)	0.068	0.074	0.065	0.059	0.062	0.067						
Date Of	High	Flow	24	52	9	22	27	26						
High	Flow	(MG)	0.193	0.109	0.117	0.138	0.144	0.119						
<b>Avg Daily</b>	Flow	(MG)	0.085	0.092	0.081	0.082	980.0	0.083						
UFW	%		11.0%	12.9%	12.2%	12.4%	12.6%	12.4%						
Water	Delivery	(MG)	2.641	2.658	2.552	2.458	2.660	2.500						
		Month	1	2	က	4	2	9	7	80	6	10	11	12
		Quarter			<b>-</b>			2			ဗ			4

0.000

0.066 0.074 0.059

0.137 0.193 0.109

0.085 0.092 0.081

12.2% 12.9% 11.0%

2.578 2.660 2.458

Avg High Low

#### Ohio American Water Lake White

#### 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
Restorations Made. Type & Size

**Boil Order Information** 

None this quarter

#### **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	i	
Service Order Appointment		8		
Other: Customer Service		24		
	Total	169	0	

Water Servi	ce	<u> </u>
	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	11	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

#### Ohio American Water Lake White

#### 400 Quarter # 1

Year

2008

Quarter #2

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	<b>\</b>
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	i
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	11
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
	0
Non-Payment	
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	
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

Туре	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-Арг	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-Арг	5
M&H	1954	101 Dawn Lane	21-Арг	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-Арг	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 hou	rs actual fi	ushina this	dav	2.6

Туре	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-Арг	4
F۷		State Park Bricker	22-Apr	21
Mueller	1953	278 Virginia	22-Apr	4
м&н	1954	252 Skyline	22-Арг	3
м&н	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 Bevens	22-Apr	7
F۷		405 Bevens	22-Apr	7
FV		end of Baywood	22-Apr	3
FV		end of Nye	22-Арг	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

r t

Total hours actual flushing this day.	2.7
Total hours actual flushing for 2 days	5,3

2007 and 2008

2007 and 2008									
Hydrant Valves	Size	Type	2007	2008	Turns	Box Maint	Depth	Box Maint	Painted
34 Little Theatre	9	ΥC				ķ		ş	2007
315 Little Theatre	9	AC	9-May		20	ķ	16"	ķ	2007
108 Crestwood	ဗ	AC	24-Apr		21	ok	30.	ok	2005
1106 Pinehurst Apt	9	PVC	24-Apr		20	ð	36"	š	2007
500 Pinehurst Apt	. 9	PVC	24-Apr		19	ok	38	ok	2005
Lof 13 Pinehurst Blvd	6	bAc	30-May		21	ok	30.	οķ	2006
Lot 17 Pinehurst Blvd	9	bvc	31-May		21	ok	43"	ok	2006
Lot 21 Waverly Woods Dr.	9	bvc	24-Apr		21	ð	39"	š	2007
125 Waverly Gables	8	ΥC	24-Apr			ð	30.	ð	2005
104 Valleyview	9	V	31-May		21	λ	26"	중	2007
129 Valleyview	9	AC			21	ok	36	ŏ	2006
229 Valleyview	9	AC			21	yo	30	ð	2006
229 Valleyviewparking lot	9	AC			21	ok	45	ð	2007
100 Dawnemerg. Entrance to Hospital	9	Ductile			21	ok	20	ø	2006
100 Dawnwest of hospital	9	Ductile				ě		ě	2006
115 Dawn	8	ΥC	22-May		77	ş	35"	ð	2007
101 Dawn	8	ΥC	22-May		20	Å	30	ŏ	2006
111 Sunrise	9	OV			20	ok	30	ð	2006
100 Sunrise	9	ΥC	23-May			ķ	24"	š	2005
1237 Rt 552	9	ΥC	23-May		20	γ	30	¥	2007
14 Shady Ln	9	AC	7-Jun		20	ok	31"	ok	2005
Ripley Rd	9	AC	9-May		21	ok	31"	ok	2006
37 Ripley Rd	9	AC	9-May		70	ok	20	ýo	2007
2617 Rt 551	9	AC	lnt-6		19	ok	4	ð	2007
2465 Rt 551	9	AC	18-Jul			οk		ð	2007
577 Virginia	9	AC	17-Jul		20	ok	32	ok	2007
278 Virginia	9	AC	18-JuJ			ok		) ok	2005
252 Skyline	9	AC				ok		ok	2007
131 Skyline	9	AC	27~Jun			ok		ok	2007
110 Barker Ln	9	AC	2-Jun		!	ok		ok	2007
13 Virginia	9	AC	7-Jun		21	ok	24	ok	2007
Hydrant at Tank	В	Ductile		1-May					2008
ISOL TO THE REPORT OF THE PROPERTY OF THE PROP	Number of E	Total Number of Hyram Valves	32	32					
Total valve	ss Required	Total valves Required to be worked	92	<u>9</u>					
Total Number Valves Actual		y worked this year	23	<b>v-</b>		Hydrants Painted			
m vilenta A souteV and mind lets	bodaoss vilea	Of Park 20 as booken	76		2002	2006	Z002		32
JUIGI MUITINEL YALVES AND	udliy worken	שום אום וח	<b>4</b> 7		P	ח	ĈĮ.		

2008	Ticket No.	Work Date	Address	dol
Ohio Utilities Protection Service	or spoke to		Company ID# 51171	press 4
OUPS 800 362 2764	A815401590	un(~9	14 Shady Ln	service leak in rd
Pike Gas	15709			:
947,6121 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			
	Ticket No.	Work Date	Address	Job
Ohio Utilities Protection Service	or spoke to		Company ID# 51171	press 4
OUPS 800 362 2764	A817600748	26~Jun	365 Bevens Ln	service leak in rd
Pike Gas	No Gas lines			
847.5121 837.393.4602.or 937.393.1991	!			
800 276 4006 Emergency #				
Pilke 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	%66	
Number of Valves Requiring Maintenance	0	Numbe
Percent of Valves Requiring Maintenance	%0	Percen
Number of Boxes Requiring Maintenance	0	Numbe
Percent of Boxes Requiring Maintenance	%0	Percer
Number of Valves Requiring Replacement	0	Number
Percent of Valves Requiring Replacement	%0	Percen

Number of Valves 80	be Operated 44	ves Operated 35%	Maintenance 0	Maintenance 0%	Maintenance 0	Maintenance 0%	Replacement 0	Replacement 0%
 MUN Num	Number to Valves to be Operated	Percent of Valves Operated	Number of Valves Requiring Maintenance	Percent of Valves Requiring Maintenance	Number of Boxes Requiring Maintenance	Percent of Boxes Requiring Maintenance	Number of Valves Requiring Replacement	Percent of Valves Requiring Replacement

	A STATE OF THE PERSON NAMED IN	Contraction of the Contraction of	Carry Commence of the Commence	Albert and an industrial and an industrial and industrial	No. of P. Colony, men terrons, one	Committee of the second second second second	The second of the second second second second
Lake White	Size	Type	2007	2008	Tums	Box	Valve
Critical Valves (once per year)		E S. Line 😤	- Worked		<b>电影影响</b>	■ Maint	Depths in:
At wells sytem valve. (isolates wells from system)	9	AC	16-Mar	2-Apr	19.5	уо	
#1 well house. (isolates #1 from system)	9	ΥC	16-Mar	unr-2	19	yo	inside
Valve beside generator (isolates #2 well from system)	9	AC	16-Mar	unr-s	19.5	ok	
#2 well house. (isolates #2 well from system)	9	AC	16-Mar	26-Mar	20	ok	inside
Little Theatreright (isolates whole system)	9	YC	16-Mar		21	уо	10
Little Theatremiddle(isolates sytem to tank)	9	YC	16-Mar		20	ok	14
Little Theatreleft (isolate system towards lake)	9	AC	16-Mar		20	ok	21
= 1 × 1 ± 1	T-4-1 11 (	1 6 6 6 6 6 6	•	1			

Total Number of Critical Valves
Total valves Required to be worked
Total Number Valves Actually worked this year

tion Valves (once every 2 years)	Size	∵≳∜Type # ⊗	\$\$\$ 2007   S		S	Box Maint	Depth
109 Waverly Gables	8	ΑC			24	ø	33
109 Waverly Gables/Dawn Lane	88	ΑC				ok	
Sunrise/Waverly Gables	80	ΥC			22	ok	30
Sunrise/Waverly Gablesmiddle of road	9	AC		1	19	ok	30
Waverly Gables from Pinehurst Apts	9	AC			17	ok	32
Waverly Gablesmiddle of roadright of valve #5	8	AC		İ	22	ok	33
verly Gablesmiddle of roadleft of valve #5	6	AC			19	ok	38
Valleyviewmiddle of road	9	AC			20	¥	31
119 Valleyviewleft of driveway	9	AC			19	ğ	32
119 Valleyviewright of driveway	9	ΥC			19	Å	32
139 Valleyviewmiddle of road	9	AC			20	ş	29
139 Valleyviewedge of road	9	AC			82	γ̈́	31
141 Valleyview45ft up towards hospital in road	9	AC				ok	
Emerg Room at hospital	6	PVC			21	ok	33
100 Dawnmiddle of road to Hilltop Med Center	9	AC	6-Apr		20	ok	33
By Stop sign on Dawn,	6	<b>Ductile Iron</b>	6-Apr		20	ok	72
Upper valve to Pinehurst loop	6	PVC				ok	
Lower valve to Pinehurst loop	9	PVC				ok	
on turn to hospital hilldown to Rt 104	2	pvc				ok	
n front field of 315 Little Theatre	9	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	충	56
609 Ripleymiddle of road	6	AC				ok	
Ripley & Shady Lane, before Shady	9	AC	15-Oct	e-Jun		yo	
Ripley & Shady Laneafter Shady	9	AC	15-Oct	6-Jun		ok	
620 Rt 552	2	PVC	13-Sep			ø	
Ripley	2	AC	12-Sep			ķ	92
Tank#1	9	AC				ok	
Tank #2	9	AC				ķ	
Tank #3	9	ac	24-Jul			š	
706 Rt 552	2	pvc	12-Sep			충	ဂ္ဂ
602 Kt 552	7	byc				*	
440 Credge	7	2 6				5 7	
Field across from Shady I and	4 6		13.Con			5 8	
601 Vallery	1	240	13.500			5 3	
1294 Rt 552	2	DAC	13-Sep	6-Mar		¥	
449 Vallery	2	pvc				ş	
Before Lake Crossing 289 Vallery	9	ac		5-Jun		ķ	
beside # 43loops Vallery	2	bac	13-Sep			ok	
Mid Field on Vallery	2	bac				ok	
	6	ac				ok	
514 Virginialoops to Bricker,4" valve	9	ac	18-Oct			ρķ	
By sample station #12" valve	7	pvc				øk	
190 Brickeron turn	7	byc	17-Apr			š	
end of Bricker by old concrete building	2	pvc	17-Sep			Ą	
278 Virginia	9	30	17-May	22-Apr		č	

,

	Size	Type	**************************************	2008 Turns	Turns	Box Maint	Depth
51 Skyline	9	ac				оķ	
51 Skyline to loop Barker	9	ac				ok	
174 Skyline to loop Barker	9	ac				оk	
252 Skylineclose by hydrant	ø	ac				ŏ	
252 Skylinein driveway	2	pvc				ok	
252 Skylineup from driveway	2	bvc				ok	
Top of Alpine	2	bvc				ok	
23 Woodland	2	bvc	17-May	24-Jan		уo	
13 Virginia	2	bvc	17-Oct			Ą	25
11 Bevens/Rt 551	4	bvc	17-May	24-Jan		ak	:
63 Bevens	2	bvc	17-Sep	24-Jan		ķ	:
81 Bevens	4	pvc	17-May	26~Jun		쓩	
427 Bevens	4	bvc	17-Oct	26-Jun		ð	
Rt 551/Skyline; left one facing over hill. to Baywood	2	bvc	18-Oct		ω	쓩	36
Rt 551/Skylinemiddle Yalve	4	byc	18-Oct			ş	22
Rt 551/Skyline Light one facing over hillto Wells Jones	4	bvc	18-Oct		12	쓩	36
226 Wells Jones	_ 2	bvc				ok	
267 Luceme	2	bvc	18-Oct			ok	
Lucerneindiald	2	bac	18-Oct			ok	
Comer of Lucerne and Woodland	2	ond	18-Oct			ok	
	2	bac	17-May			ok	
Nye/551 - 10 - 10 - 10 - 10 - 10 - 10 - 10 -	4	oAd	17-Oct			ok	
1489 Rt 651	4	bvc	17-Oct			ok	
1489 Rt 551 元 《《皇子》、《《副》:《《《古》:《《古》:《《西》:《《西》:《《西》:《《西》:《《西》:《《	4	pvc	17-Oct			ø	
1489 Rt 551 to Baywood	2	bvc	17-Oct			ok	
enterance to Bevens from Rt 551 Past Nye Rd	4	oAd	17-Oct			ok	
Total Numbe	er of Distrit	Total Number of Distribution Valves	73	73			
	s Required	Total valves Required to be worked	37	36			
Total Number Valves Actually worked this year	ctually wor	ked this year	36	<del>-</del>			
Percentage of required mine Valves Acually Worked this year	coally Wo	ked this year	%66	31%			

			<b>V</b> (20 ~~
80	43	15	32%
90	4	43	<b>%66</b>
Total Number of System Valves	Total Number of System Valves Required to be worked each year	Total Number of System Valves Acually Worked this year	Percentage of required critical and inline Valves Acually Worked this year

Ohio American Water Company Marion District

2008

Year

		Water	UFW	Avg Daily	High	Date Of	Low	Date Of	# Days	
		Delivery	%	Flow	Flow	High	Flow	Low	Exceed	Custor
Quarter	Month	(MG)		(MG)	(MG)	Flow	(MG)	Flow	Dsgn Cap	Cour
	7-	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	
_	က	203.662	21.1%	6.530	7.162	03/03/08	5.748	03/22/08	0	1695
	4	195.005	21.4%	6.448	7.018	7.018	5.840	04/27/08	0	
	ιΩ	202.613	21.3%	6.486	7.363	7.363	5.606	05/03/08	0	
7	y.	204.295	21.6%	6.759	7.442	7.442	5.831	06/22/08	•	1701
	7								0	
	60								0	
က	တ								0	
:	10			;					0	
	11								0	
4	12								0	
			2008	i i						
	Avg	202.320	21.4%	6.628	7.300		5.818		0	1698
	High	210.641	21.8%	6.783	7.624	01/21/08	6.274		0	1701
	Low	195.005	21.1%	6.448	7.018		5.606	80/80/90	0	1695

### Marion District Routine (Annual/Semi-Annual) Flushing Information

	Year	2008	Quarter:	1		
Was the system flushed this Begin Date:	·	Yes:	☐ Notification Date:	No:	X	If yes: Notification Method:
None this quarter.						☐ Newspaper ☐ Sign Posting ☐ Radio ☐ Bill Insert ☐ Marquee ☐ Other
			Quarter:			
Was the system flushed this of Begin Date: 27-May		Yes: 17-Jul	■ Notification Date:	No:		If yes: Notification Method:
begin bate zr thay		17 001	Notification Bate.			■ Newspaper
						☐ Sign Posting
						■ Radio
						☐ Bill Insert
						□ Marquee □ Other
			Quarter:	3		Li Ottiei
Was the system flushed this o	quarter?	Yes:		No:		If yes:
Begin Date:	•		Notification Date:			Notification Method:
				_		Newspaper
						☐ Sign Posting
						⊠ Radio □ Bill Insert
						☐ Marquee
						□ Other
			Quarter:			
Was the system flushed this o		Yes:		No:		If yes:
Begin Date:	End Date:		Notification Date:			Notification Method:
						<ul><li>☐ Newspaper</li><li>☐ Sign Posting</li></ul>
						☐ Radio
						☐ Bill Insert
						□ Marquee
						□ Other

# Ohio American Water Company Marion District

				Г	l -	г	Г	•	Г		П		Γ-		Ι,			П		П	·	_	П			_
	Boil Order is sued by	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	News Release	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag
	Time Problem Resolved	2:15 p.m.	9:30 a.m.	1:20 p.m.	12:50 p.m.	11:53 a.m.	4:00 p.m.	5:30 p.m.	6:30 p.m.	5:17 p.m.	3:00 p.m.	2:29 p.m.	12:23 p.m.	3:30 p.m.	1:50 p.m.	12:20 p.m.	2:20 p.m.	2:15 p.m.	4:30 p.m.	No Info.	11:30 a.m.	11:20 a.m.	1:15 p.m.	4:10 р.т.	2:00 p.m.	43:20 m
Oate Problem	Resolved	01/02/08	01/06/08	01/10/08	01/11/08	01/22/08	01/26/08	01/30/08		02/13/08	03/03/08	03/06/08	03/20/08	04/02/08	04/02/08	04/07/08	04/08/08	04/17/08	04/23/08	04/25/08	02/06/08	05/15/08	06/09/08	80/60/90	06/14/08	90796790
Time Became	Aware	12:00 p.m.	12:30 а.т.	10:08 a.m.	11:00 a.m.	10:10 a.m.	10:00 a.m.	11:15 a.m.	4:30 p.m.	10:00 a.m.	2:45 p.m.	1:15 p.m.	11:47 a.m.	1:30 p.m.	11:50 a.m.	9:20 a.m.	12:20 p.m.	1:50 p.m.	1:30 p.m.	9:00 a.m.	11:00 a.m.	10;15 a.m.	12:00 p.m.	1:30 p.m.	9:00 a.m.	44-45 am
Number of Services	Affected	10	30	9	30	16	500	20	35	25	-	9	9	31	25	30	2	20	30	30	40	40	20	25	23	ç
	Specific Type	12" C.I.	12" C.I.	6" C.J.	6" C.I.	6" C.I.	12" HDPE	12" HDPE	3/4" Service	12" HDPE	ressure Fluctu Hydrant Flushing	6" C.I.	2" C.I.	6" C.I.	8" A.C.	6" C.J.	8" C.1.	8" C.I.	8" C.L.	8" C.I.	6" A.C.	6" C.I.	/alve Removal   2" C.1. Valve and 6" C	/alve Removal 2" C.1. Valve and 6" C	6" A.C. Valve	14,2
	General Type	Main Break	Main Break	Valve Repair	Valve Repair	Main Break	Valve Install	Main Break	Replace Service 3/4" Service	Main Break	Pressure Fluctu	Main Break	Main Break	Valve Repair	Main Break	Valve Replace	Valve Replace		Valve Replace	Valve Replace		Valve Replace	Valve Removal	Valve Removal	Valve Replace	Main Broat
	Date of Break/ Outage	1/2/2008	1/5/2008	1/10/2008	11112008	1/22/2008	1/26/2008	1/30/2008	2/3/2008	2/13/2008	3/3/2008	3/6/2008	3/20/2008	4/2/2008	4/2/2008	4772008	4/8/2008	4/17/2008	4/23/2008	4/25/2008	5/6/2008	5/15/2008	6/9/2008	6/9/2008	6/14/2008	8748/2008
	Political Subdiv	Marion	Marion	Marion	Marion	Marion	Marion/Prospect	Marion/Prospect	Marion	Marion/Prospect	Marion	Marion/Caledonia	Marion	Marion	Marion	Marion	Marion	Marion	Marion	Marion	Marion	Marion	Marion	Marion	Marion	Marion
	Quarter Street Address	State route 309	Delaware Ave. (by Smith Clinic)	Bennett St. at Latourette	Bennett St at Glad		Gooding Rd & Klingel	Dr.		Water St. & Farnum		Across from 136 N Water St	993 Normandy Circle	N Main St. (betw. Fairgrnd & Hazen)   Marion	Underwood Ave.	Mark St.(betw. Park & Greenwood) Marion	Oak St. & Tully St	Greenwood & Mark St	Oak St. & Tully Ave.	Tully and Oak St	Universal Ave.	Main St. (Betw. Fairground& Hazen) Marion	Garfield (betw. Barnhart, Lincoln & Marion	Wilson & Benton betw. Barnhart & Marion	Barnhart and Wilson	Procedale betw.   Ihler & Mt Vernon Marion
	Quarter	1	-	1	-	1	1	-	1	-	1	-	1	2	2 _	2	_ 2		2	2	2	2	-2	2	2	٠
	Year	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	8000

#### **Ohio American Water Company Marion District**



#### **Total Customer Contacts** 20003

#### **Customer Services**

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

Inquiries	Complaints
10170	0
1023	0
324	0
118	0
35	0
40	0
0	0
440	0
637	0
1107	C
582	0
0	0
547	0
0	Ó
287	0
856	0
3767	0
19933	0

### Tota

Water Service

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

	Inqui <u>ries</u>	Complaints
	0	0
	30	0
:t	0	0
	0	0
	0	0
	0	0
	0	0
Total	30	0

#### Metering

**Estimating** Meter Reading Meter Repair/Leak Meter Replacement Others: Metering

	Inquiries	Complaints
	0	0
	12	0
	8	0
	0	0
	0	0
Total	20	0

#### **Water Quality**

**Discolored Water** Hardness Low Pressure Odor Particles in Water Scum/Oil in Water Taste Other: Water Quality

Inquiries	Complaints
0	0
0	0
20	0
0	0
0	0
0	Ö
0	0
0	0
20	0

Total

#### Ohio American Water Company Marion District

#### Quarter #1

Year

Quarter # 2

Year

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

Quarter #3

Year

	MANNET.	
	84 PA DH	2000 XX N
200000000000000000000000000000000000000	(65 sees 500)	(0.0000 (0.000)

Year

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  With 24 Hours Notice
Application Misrepresentation  Access Denial  Other  With 24 Hours Notice
Access Denial Other With 24 Hours Notice
Other  With 24 Hours Notice
With 24 Hours Notice
<del></del>
<del></del>
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	

## Mansfield Madison System #1 Ohio American Water

Year

2008

**Quarter Month** ω 4 N 10 ဖ 0 (J) (C) 4 Ç N Delivery Water 2.220 1.459 1.186 2.204 1.894 1.851 (MG) 32.8% 31.5% 27.1% 24.5% 33.2% 22.6% UFW \vg Dail High % 0.072 0.073 | 0.080 | 4/24/08 | 0.069 | 4/10/08 0.070 0.049 0.038 0.060Flow (MG) 0.097 | 3/26/08 | 0.052 | 3/27/08 0.088 2/28/08 0.048 2/26/08 0.070 0.084 5/6/08 0.052 Flow (MG) 1/28/08 6/6/08 Date Of High Flow 0.054 0.038 0.040 Flow (MG) LOW 5/14/08 1/17/08 6/3/08 Date Of # Days Flow )sgn Cap **WO** Exceed 0 0 0 0 0 0 0 0 0 0 0 0 **Total Count** Total Count **Total Count Total Count** 333 333

ų – i

Low High Avg

1.186

22.6%

0.0380.073 0.060

0.052 0.097

2.220

33.2% 28.6%

1.802

0.079

0.050 0.069 0.038

0.000

0

Greg.Dewhurst@puc.state.oh

### Ohio American Water Mansfield Madison #1

### Quarter # 2

Year

2008

Street Address
Political Subdiv
Date of Break/ Outs

c/o Hanna and Trimle Road Mansfield Madison Twp

Date of Break/ Outage

5/13/08 leak

General Type Specific Type

flush hydrant leaking ,never

Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved

10:30am 5/13/08 12:00pm

Restorations Made. Type & Size Boil Order Information

yard 4ft x 4ft no

### Ohio American Water Mansfield Madison #1

### Quarter # 2 2008

Total Customer Contacts 265

Total Customer Complaints

Custome	r Serv	vices	
		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	i	8	0
Rates		0_	0
Reconnection Non-Pay		10	0
Service Order Appointment		6	0
Other: Customer Service		54	0
	Total	265	0

Water Servi	ce	
	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

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				

### Ohio American Water Mansfield Madison #1

### Quarter # 1

Year

2008

Quarter#2

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	Ö
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	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 #4

Year

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	O O
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	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

ar 2008

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

0.136	<del>                                     </del>	0.166
0.166		
	0.120	9.120 9.070
	0.120 0.070	0.120

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### 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 Specific Type

Power Outage at Imperial Estates Well House

**Number of Services Affected** Time Became Aware

6:30 a.m.

**Power Outage** 

Date Problem Resolved

29-Feb

Time Problem Resolved

4:00 p.m.

None

Restorations Made. Type & Size

Boil Order Information

News Media

Ohio American Water Mansfield Biscayne #2

### 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

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	11	0			
Bill Adjustment	3	0			
Bill Information/Format	1_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			

Water Ser	vice	
	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

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

### Ohio American Water Mansfield Biscayne #2

### Quarter # 1

Year

2008

### Quarter # 2

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 # 3

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 # 4

Year

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	1 0
Access Denial	0
Other	0
	<del></del>
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	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

Year 2008

Quarter Month 4 ယ N 12 6 二 ဖ  $\infty$ တ ĊΊ W 4 N Delivery Water 0.8550.760 0.581 1.563 0.784 (MG) 1.899 10.2% 10.0% 10.0% 7.5% 7.5% 7.4% UFW lvg Dail 0.0650.0250.025 0.050 0.029 0.019 Flow (MG) High Flow 0.028 5/23/08 0.061 3/25/08 0.023 4/23/08 0.185 0.026 0.034 (MG) 2/25/08 6/6/08 1/21/08 Date Of High Flow 0.020 0.016 0.017 0.017 0.0230.022 (MG) Flow Low 5/21/08 3/31/08 2/13/08 4/2/08 6/3/08 Date Of # Days 1/9/08 Low Flow )sgn Cap Exceed 0 0 0 0 0 0 0 0 0 0 0 0 **Total Count Total Count** Total Count 144 Total Count 144

Avg High

1.899

28.6% 10.2%

0.065

0.185

0.023

0.050

0.000

0

0.060

0.079

1.802

Low

0.581

7.4%

0.019 0.023

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### Ohio American Water Mansfield Bryonaire #3

### Quarter #1

Year

2008

Street Address

Reedstone

Political Subdiv

Mansfield Mifflin Twp

Date of Break/ Outage

28-Mar main break

General Type Specific Type

Number of Services Affected

Δ

Time Became Aware

28-Mar

Date Problem Resolved
Time Problem Resolved

3:00pm 4ft x 4ft yard

Restorations Made. Type & Size Boil Order Information

nο

Ohio American Water Mansfield Bryonaire #3

### Quarter # 2

Year

2008

Street Address Political Subdiv Date of Break/ Outage None

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 Total Customer Complaints 50 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	

Water Serv	/ice	-
	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

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

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

### Quarter # 1

Non-Payment

Access Denial

Non-Payment

Access Denial

Non-Payment

Access Denial

Other

Other

Other

Year

2008

### Disconnections With 14 Days Notice Non-Emergency Regulation Violation 0 Application Misrepresentation 0 0 0 With 24 Hours Notice 0 Non-Emergency Regulation Violation 0 Application Misrepresentation 0 0 0 **Without Notice** 0 Non-Emergency Regulation Violation 0

0

0

0

### Quarter #3

Year

**Application Misrepresentation** 

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	
Non-Emergency Regulation Violation	
Application Misrepresentation	0
Access Denial	0
Other	0

### Quarter # 2

Year

2008

Disconnections	· <u></u>
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#4

Year

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

## Greg.Dewhurst@puc.state.oh.

### Ohio American Water Mansfield Halabrien System #4

Year 20

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

Avg	1.802	28.6%	0.060	0.079	0.050		0.000
High	0.105	10.0%	0.003	0.013	0.005	1 to 1 to 1	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

None

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 2008

<b>Total Customer Contacts</b>	Total Customer Complaints
0	0

Customer Se	rvicos	
Customer Se	HAICES	
	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

Water Ser	vice	
	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

Met	ering	
	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 Mansfield Halabrien #4

### Quarter #1

Year

2008

Quarter # 2

Year

2008

Disconnections	
With 14 Days Notice	i
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

Disconnections	
With 14 Days Notice	
Non-Payment	3
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
INCAL OA IV NIGATOR	
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

Disconnections	
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	00
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

# Mansfield Walcrest System #5

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Ohio American Water

Year 2008

4			3			2			->			Quarter Month		
12	11	10	9	œ	7	6	51	4	ယ	2		Month		
						0.198	0.261	0.185	0.172	0.177	0.181	(MG)	Delivery	Water
						8.5%	8.5%	8.2%	10.0%	10.0%	10.0%		%	UFW
						0.007	0.008	0.006	0.006	0.006	0.006	(MG)	Flow	UFW lvg Dail High
						0.007	0.012	0.009	0.007	0.007	0.007	(MG)	Flow	High
						6/3/08	5/22/08	4/30/08	0.006 0.007 3/26/08	2/20/08	1/24/08	Flow	High	Date Of
						0.005	0.006	0.004	0.003	0.004	0.004	(MG)	Flow	Low
						5/9/08	5/28/08	4/7/08	3/27/08	2/26/08	1/29/08	Flow	Low	Date Of
0	0	0	0	0	0	0	0	0	0	0	0	)sgn Cap	Exceed	# Days
Total Count			Total Count			Total Count 42			Total Count 42					

Avg High Low

1.802 0.261 0.172

10.0% 8.2%

0.008

0.079 0.012 0.007

0.050 0.006 0.003

0.000

28.6% 0.060

### 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

None

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 2008

Total Customer Contacts | 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	0	0					
Customer Notices	0	0					
Customer Service Staff	0	0					
Disconnection for Non-Pay	O	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					

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						

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							
	Inquirles	Complaints					
Discolored Water	0	0					
Hardness	0	0					
Low Pressure	0	_ 0					
Odor	0	00					
Particles in Water	0	0					
Scum/Oil in Water	0	0					
Taste	0	0					
Other: Water Quality	0	0					
Total	0	0					

### Ohio American Water Mansfield Walcrest #5

### Quarter #1

Year

2008

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

Disconnections	<del>-</del>
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

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

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Mansfield Greenridge System #6 Ohio American Water

Year 2008

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

Avg High Low

1.802 0.824 0.649

10.0% 8.9%

0.060 0.079 0.027 0.034 0.022 0.023

0.050 0.021 0.012

0.000

0

28.6%

### 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

None

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 2008

Total Customer Contacts Total Customer Complaints 116

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						

Water Ser	vice	
	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

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			

### Ohio American Water Mansfield Greenridge #6

Quarter # 1

Year

2008

Quarter # 2

Year

2008

Disconnections	
With 14 Days Notice	<del></del>
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

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	<u> </u>
Non-Emergency Regulation Violation	0
Application Misrepresentation	<del></del>
Access Denial	<u>}</u>
Other	0

Quarter # 4

Year

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

Year

2008

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

Avg High Low

1.802 1.884 1.322

28.6% 10.0% 9.3%

0.060 0.061 0.043

0.079 0.079 0.048

0.050 0.049 0.028

0.000

Greg.Dewhurst@puc.state.oh.

### 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

None

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 2008

Total Customer Contacts | Total Customer Complaints

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			

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				

Metering							
Inquiries Complaints							
Estimating	0	0					
Meter Reading	0	0					
Meter Repair/Leak	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				

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

### Quarter #1

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

Discouncitions	
Disconnections	
With 44 Days Nation	
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	İ
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

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	
1	0
Non-Payment	
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

Disconnections	
Milith 44 Days Nation	
With 14 Days Notice	0
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

### Ohio American Water Mansfield Mohican System #8

Year 2008

4		:	3			2						Quarter Month		
12	11	10	9	8	7	6	5	4	ယ	2	)  -> 	Month		
						0.369	0.360	0.262	0.259	0.251	0.276	(MG)	Delivery	Water
						8.8%	8.8%	9.0%	10.0%	10.0%	10.0%		%	UFW
						0.012	0.012	0.009	0.008	0.009	0.009	(MG)	Flow	UFW \vg Dail High
						0.024	0.016	0.014	0.010	0.012	0.011	(MG)	Flow	High
						6/9/08	5/23/08	4/2/08	3/24/08	2/5/08	1/8/08	Flow	High	Date Of
						0.008	0.007	0.007	0.005	0.007	0.007	(MG)	Flow	Low
						6/19/08	5/1/08	4/7/08	3/27/08	2/7/08	1/3/08	Flow	Low	Date Of
0	0	0	0	0	0	0	0	0	0	0	0	)sgn Cap	Exceed	# Days
Total Count		;	Total Count			Total Count 64			Total Count 64					

Avg High Low

1.802 0.369 0.251

28.6% 10.0% 8.8%

0.060 0.012 0.008

0.079 0.024 0.010

0.050 0.008 0.005

0.000

### 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

\_\_\_

None

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



Total Customer Contacts Total Customer Complaints 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			

Water Ser	vice	
	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	00	0
Total	0	0

Me	tering	
	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					
į.	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_			

### Ohio American Water Mansfield Mohican #8 Quarter #2

### Quarter #1

Year

2008

Year 2

Disconnections	1
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	i
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

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 # 4

Year

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

Year 2008

4		į	ယ		Í	2						Quarter Month		
12	11	10	9	œ	7	6	Ċì	4	ω	2	حـ	Month		
						0.145	0.187	0.168	0.153	0.137	0.145	(MG)	Delivery	Water
						9.1%	9.2%	9.0%	10.0%	10.0%	10.0%	<b>1</b>	%	UFW
!						0.005 0.006	0.006	0.006	0.005	0.005 0.010	0.005	(MG)	Flow	UFW (vg Dail High
						0.006	0.008	0.007	0.006	0.010	0.007	(MG)	Flow	High
						6/5/08	5/8/08	4/30/08	0.005   0.006   3/27/08   0.004	2/7/08	1/29/08	Flow	High	Date Of
						0.003	0.004	0.004	0.004	0.004	0.003	(MG)	Flow	Low
						6/18/08	5/13/08	4/1/08	3/3/08	2/1/08	1/23/08	Flow	¥o∆	Date Of
0	0	0	0	0	0	0	0	0	0	0	0	)sgn Cap	Exceed	# Days
Total Count			Total Count			Total Count 37			Total Count 37					
						37			37					

Avg High Low

0.187

10.0% 9.0%

0.006

0.010

0.004

0.000

Greg.Dewhurst@puc.state.oh

### 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

None

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 2008

Total Customer Contacts

Total Customer Complaints

0

Customer Se	rvices	, <del>, , , , , , , , , , , , , , , , , , </del>
Į.	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

Water Ser	vice	<del></del>
	Inquiries	Complaints
Disconnection for Repairs	0_	0
Main Breaks	Ö	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				
Meter Reading	_0	0				
Meter Repair/Leak	0	0				
Meter Replacement	0	0				
Others: Metering	0	0				
Total 0 0						

Wate	r 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

### Ohio American Water Mansfield Little Valley #9

### Quarter #1

Quarter # 2

Year

2008

Year

2008

Disconnections		Disconnections	
With 14 Days Notice		With 14 Days Notice	
Non-Payment	0	Non-Payment	2
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	0
Application Misrepresentation	0	Application Misrepresentation	0
Access Denial	0	Access Denial	0
Other	0	Other	0
With 24 Hours Notice	1	With 24 Hours Notice	
Non-Payment		Non-Payment	0
Non-Emergency Regulation Violation	Ō	Non-Emergency Regulation Violation	0
Application Misrepresentation	0	Application Misrepresentation	0
Access Denial	0	Access Denial	0
Other	0	Other	0
Without Notice		Without Notice	
Non-Payment	0	Non-Payment	0
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	0
Application Misrepresentation	0	Application Misrepresentation	0
Access Denial	0	Access Denial	0
Other	0	Other	0

- N. Quarter #3 ₽

Year

2008

Year

Quarter#4

<del></del>	
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	ĺ
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	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

Year

2008

4		;	ယ			2	1			<del>,</del> -	,	Quarter Month		
12	11	10	9	တ	7	6	(J)	4	ဒ	2	->	Month		
						0.077	0.069	0.119	0.146	0.118	0.111	(MG)	Delivery	Water
						9.8%	9.8%	%8.6	10.0%	10.0%	10.0%		%	UFW
						0.003	0.002	0.003	0.005	10.0% 0.004	0.004	(MG)	Flow	UFW lvg Dail High
						0.005	0.003	0.010	0.005	0.004	0.004	(MG)	Flow	High
						6/6/08	5/12/08 0.001	4/14/08	3/25/08	2/1/08	1/7/08	Flow	High	Date Of
						0.001	0.001	0.001	0.003	0.003	0.002	(MG)	Flow	Low
						6/2/08	5/1/08	4/24/08	3/27/08	0.003   2/27/08	1/14/08	Flow	Low	Date Of
0	0	0	0	0	0	0	0	0	0	0	0	)sgn Cap	Exceed	# Days
Total Count			Total Count			Total Count			Total Count					
						15			15					

Avg High Low

1.802 0.146 0.069

28.6% 10.0% 9.8%

0.060 0.005 0.002

0.079 0.010 0.003

0.050 0.003 0.001

0.000

Greg.Dewhurst@puc.state.oh.

#### **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 Date of Break! Outage

4/14/08

Ford Road Mifflin Twp

General Type

Break

Specific Type

Number of Services Affected

Time Became Aware

Date Problem Resolved

1 low pressure 08:00am 4/15/08 12:00pm

Time Problem Resolved Restorations Made. Type & Size

yard 4ft x 4ft

Boil Order Information

No

# Ohio American Water Mansfield Ford Rd #10



**Total Customer Contacts** 

**Total Customer Complaints** 

4

	•	
Customer Se	ervices	
	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

Water Ser	vice	
	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

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			

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

# Quarter # 1

Quarter # 2

Year

2008

Year

2008

0 0

0 0 0

0

0

0 Ō 0

0

0

0 0 0

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

Quarter # 4

Year

Quarter#3

2008

Year

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

Year 2008	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	Ö
Access Denial	0
Other	0
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	0 0 0 0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Ohio American Water Company

**Dsgn Cap** # Days Exceed 00 0 0 0 0 0 0 Low Flow 01/19/08 02/16/08 03/29/08 Date 52,000 48,000 58.000 Flow (MG) High Flow 01/26/08 02/29/08 03/17/08 Date Flow (MG) 162.000 143,000 123.000 Beechcrest Avg Daily Flow 98.370 84.330 91.960 (MG) 2.8% 1.9% UFW 3.2% 2008 Delivery Water 2.614 3.050 (MG) Year Month 10 11 က 4 13 9 œ ത Quarter N m 4

Customer

Count

	451	602	601
	0	0	0
	2/20/2008	01/00/00	1/19/2008
	52.667	03/29/08	48.000
	2/23/2008	01/26/08	1/26/2008
	142.667	162,000	123.000
	91.553	048.370	84.330
	7.6%	3.2%	1.9%
	2.838	3.050	2.614
I	Avg	High	Low

## Ohio American Water Company Beechcrest

# Routine (Annual/Semi-Annual) Flushing Information Year 2008 Quarter: \_\_\_\_\_1

i ea	11 2000	Quarte	· <del>-</del>		
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
Was the system flushed this quarter?  Begin Date: 4/15/2008 End Date:	Yes: 4/17/2008	₩ Notification Date:	No: 4/8/2008		If yes: Notification Method:    Newspaper  Sign Posting  Radio  Bill Insert  Marquee  Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	□ Notification Date:	No:	æ	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
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

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



#### Total Customer Contacts 14

#### **Customer Services**

**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

	Inquiries	Complaints
	,	
	-1	
Total	0	0

# Water Service

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

	inquirles	Complaints
	D	
	1	
;	0	
	8	
	0	
	0	
	0	
Total	9	0

#### Metering

Estimating Meter Reading Meter Repair/Leak Meter Replacement Others: Metering

	Inquiries	Complaints
	Ð	
	0	
	0	
	0	
	0	
Total	0	0

#### **Water Quality**

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

	Inquiries	Complaints
	5	
	0	
	0	
	0	
	0	
	0	
	0	
	0	
Total	5	0

## **Ohio American Water Company** Beechcrest

Quarter # 1

Year

2008

Quarter#2

Year

2008

Disconnections	Disconnections	
With 14 Days Notice	With 14 Days Notice	
Non-Payment	Non-Payment	
Non-Emergency Regulation Violation	Non-Emergency Regulation Violation	0
Application Misrepresentation	Application Misrepresentation	0
Access Denial	Access Denial	0
Other	Other	0
With 24 Hours Notice	With 24 Hours Notice	
Non-Payment	Non-Payment	0
Non-Emergency Regulation Violation	Non-Emergency Regulation Violation	0
Application Misrepresentation	Application Misrepresentation	0
Access Denial	Access Denial	0
Other	Other	0
Without Notice	Without Notice	
Non-Payment	Non-Payment	0
Non-Emergency Regulation Violation	Non-Emergency Regulation Violation	0
Application Misrepresentation	Application Misrepresentation	0
Access Denial	Access Denial	0
Other	Other	0
Quarter#3	Quarter#4	
	www.co.co.co.co.co.co.co.co.co.co.co.co.co.	

Quarter #3

Year

2008

Year

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	<u></u>
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Company East Aurora

2008

Year

į,

Customer 289 289 289 289 289 289 Count 289 **Dsgn Cap** # Days Exceed 0 0 o 0 Low Flow 04/19/08 01/08/08 02/29/08 03/19/08 05/11/08 06/25/08 Date 23.000 33.000 38,000 47.000 42.000 Flow (<u>§</u> High Flow 01/22/08 02/25/08 04/18/08 03/22/08 05/10/08 80/60/90 04/18/08 Date 71.000 69.000 89.000 95,000 79.000 95,000 (MG) Flow **Avg Daily** 84.330 56.270 98.370 98.370 806'29 53.600 58.270 56,610 Flow (MG) 25.7% 29.9% 26.3% 29.9% 22.6% 21.1% 26.5% UFW % Delivery Water 1.530 1.679 1.755 1.662 1.806 1.696 1.806 (SMG) Month High Avg 7 9 40 11 ᠬ ဖ σ 2 œ Quarter N 3

289

0

05/11/08

23.000

53.600

1.530

Po

# Ohio American Water Company East Aurora

# Routine (Annual/Semi-Annual) Flushing Information Year 2008 Quarter: 1st

	100.	2000	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~				
Was the system flushed this qua Begin Date: E	irter? End Date:	Yes:	☐ Notification Date:	No:	¥	If yes: Notification Method: Newspape Sign Posti Radio Bill Insert Marquee	
Was the system flushed this qua Begin Date: <u>4/14/2008</u> E	Year irter? End Date:	2008 Yes: 4/14/2008	Quarter:   **  Notification Date:	2nd No: 4/8/2008		If yes: Notification Method:  Mewspape Mestion Posti Radio Bill Insert Marquee Other	
Was the system flushed this qua Begin Date: E	Year inter? End Date: Year	2008 Yes:	Quarter:  Notification Date:  Quarter:	No:	斑	If yes: Notification Method: Newspape Sign Posti Radio Bill Insert Marquee	ing
Was the system flushed this qua Begin Date: E		Yes:	☐ Notification Date:	No:	ษ	If yes: Notification Method:  Newspape Sign Posti Radio Bill Insert Marquee Other	er ing

## **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

No breaks this quarter

#### Ohio American Water Company East Aurora



# 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		16	
Other: Customer Service		66	
	Total	355	0

#### Water Service

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

Inquiries	Complaints
0	
0	
0	T
0	
0	
0	
0	
0	0

## Metering

	Inquiries	Complaints
Estimating	0	Ţ
Meter Reading	0	
Meter Repair/Leak	0	
Meter Replacement	0	<u> </u>
Others: Metering	0	1
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

# Guarter #1

Year 2007

# Quarter#2

Year

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

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

2007

Quarter #3

Year

2007

Quarter#4 Year

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	L
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	<u> </u>
Other	ļ ————

Ohio American Water Company Tiffin District

Year

Flow         High         Flow         Low         Exceed           (MG)         Flow         (MG)         Flow         Dsgn Cap           1.707         01/29/08         1.374         01/05/08         0           1.721         02/18/08         1.574         02/03/08         0           1.693         03/13/08         1.502         03/09/08         0           1.981         04/09/08         1.459         04/19/08         0           1.822         05/06/08         1.398         05/16/08         0           1.833         06/09/08         1.457         06/03/08         0           1.833         06/09/08         1.457         06/03/08         0           1.793         1.761         0         0           1.981         04/09/08         1.574         01/05/08         0			Water	UFW	Avg Daily	High	Date Of	Low	Date Of	# Days	
Month         (MG)         (MG)         Flow         Flow         Degn Cap           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         1.552         03/09/08         0           4         51.161         9.2%         1.705         1.981         04/19/08         0           5         48.997         7.7%         1.645         1.833         06/09/08         1.457         06/03/08         0           6         49.361         7.2%         1.645         1.833         06/09/08         1.457         06/03/08         0           7         8         8         9         8         9         8         9<			Delivery	%	Flow	Flow	High	Flow	Low	Exceed	Custom
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         1.562         03/03/08         0           4         51.161         9.2%         1.706         1.981         04/09/08         1.459         04/19/08         0           5         48.997         7.7%         1.645         1.832         05/06/08         1.457         06/03/08         0           7         8         8         9         8         9         9         8         9	Quarter	Month	(MG)		(MG)	(MG)	Flow	(MG)	Flow	Dsgn Cap	Count
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           4         51.161         9.2%         1.705         1.981         04/09/08         1.459         04/19/08         0           5         48.997         7.7%         1.645         1.832         05/09/08         1.457         06/03/08         0           6         49.361         7.2%         1.645         1.833         06/09/08         1.457         06/03/08         0           7         8         8         9         8         9         8         9		-	49.059	7.2%	1.583	1.707	01/29/08	1.374	01/05/08	0	
3         50.209         8.7%         1.620         1.693         03/13/08         1.502         03/09/08         0           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           7         7         1.645         1.833         06/09/08         1.457         06/03/08         0           8         8         1.645         1.833         06/09/08         1.457         06/03/08         0           9         10         10         1.0         1.0         1.457         06/03/08         0           10         11         1.208         1.631         1.793         1.461         0           Avg         45.458         7.9%         1.631         1.793         1.461         0           Low         47.961         7.1%         1.581         1.693         1.374         01/05/08         0		2	47.961	7.1%	1.654	1.721	02/18/08	1.574	02/03/08	0	
4         51.161         9.2%         1.705         1.981         04/09/08         1.459         04/19/08         0           5         48.997         7.7%         1.645         1.833         06/09/08         1.398         05/16/08         0           6         49.361         7.2%         1.645         1.833         06/09/08         1.457         06/03/08         0           7         8         8         1.645         1.833         06/09/08         1.457         06/03/08         0           9         9         8         8         8         8         8         8         8         8         8         9         8         8         9         8         9	_	63	50.209	8.7%	1.620	1.693	03/13/08	1.502	80/60/20	0	2099
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           7         7         1.645         1.833         06/09/08         1.457         06/03/08         0           8         9         1.645         1.833         06/09/08         1.457         06/03/08         0           10         10         10         10         10         10         10         10           Avg         49.458         7.9%         1.631         1.793         1.461         0         0           High         51.161         9.2%         1.705         1.981         04/09/08         1.574         01/05/08         0		4	51.161	9.2%	1.705	1.981	04/09/08	1.459	04/19/08	0	
6         49.361         7.2%         1.645         1.833         06/09/08         1.457         06/03/08         0           7         8         9         8         8         8         8         8         8         9         8         9		2	48.997	7.7%	1.581	1.822	05/06/08	1.398	05/16/08	0	
7         8         9         6         6         6         6         6         6         6         6         6         7         8         9         8         9         8         9	2	9	49.361	7.2%	1.645	1.833	80/60/90	1.457	90/03/08	0	6247
8         9         9         6         6         6         7         7         7         7         7         7         7         7         7         7         7         8         8         8         8         8         8         8         8         8         8         8         8         9         8         9		2									
9     9       10     10       11     2008       Avg     49.458     7.9%     1.631     1.793     1.461     0       High     51.161     9.2%     1.705     1.981     04/09/08     1.574     0       Low     47.961     7.1%     1.581     1.693     1.374     01/05/08     0		8									
10         10         11         2008         1.631         1.793         1.461         0           Avg         49.458         7.9%         1.631         1.793         1.461         0           High         51.161         9.2%         1.705         1.981         04/09/08         1.574         0           Low         47.961         7.1%         1.581         1.693         1.374         01/05/08         0	ဗ	6									
11         2008         1.631         1.793         1.461         0           Avg         49.458         7.9%         1.631         1.793         1.461         0           High         51.161         9.2%         1.705         1.981         04/09/08         1.574         0           Low         47.961         7.1%         1.581         1.693         1.374         01/05/08         0		10									
Avg         49.458         7.9%         1.631         1.793         1.461         0           High         51.161         9.2%         1.705         1.981         04/09/08         1.574         0           Low         47.961         7.1%         1.581         1.693         1.374         01/05/08         0		11									
2008         1.631         1.793         1.461         0           51.161         9.2%         1.705         1.981         04/09/08         1.574         0           47.961         7.1%         1.581         1.693         1.374         01/05/08         0	4	12									
49.458         7.9%         1.631         1.793         1.461         0           51.161         9.2%         1.705         1.981         04/09/08         1.574         0           47.961         7.1%         1.581         1.693         1.374         01/05/08         0				2008							
51.161         9.2%         1.705         1.981         04/09/08         1.574         0           47.961         7.1%         1.581         1.693         1.374         01/05/08         0		Avg	49.458	7.9%	1.631	1.793		1.461		0	3214
47.961 7.1% 1.581 1.693 0.1/05/08 0		High	51.161	9.2%	1.705	1.981	04/09/08	1.574		0	2099
		Low	47.961	7.1%	1.581	1.693		1.374	01/05/08	•	6247

# Routine (Annual/Semi-Annual) Flushing Information Year 2008 Quarter: 1

•	Ou. 2000		<del></del>			
Was the system flushed this quarter? Begin Date: End Date	Yes:	☐ Notification Date:	No:	X	If yes:	on Method:
Degiti bate Enti bate	<del>-</del>	Notification Date.				Newspaper
					<u> </u>	Sign Posting
						Radio
						Bill Insert
						Marquee
						Other
		Quarter:	2			
Was the system flushed this quarter?	Yes:	<b>X</b>	No:		If yes:	B. A. 10:1
Begin Date: 4/7/2008 End Date	e: <u>5/6/2008</u>	Notification Date:	4/4/2008			n Method:
					☒	Newspaper Sign Posting
					X	Radio
						Bill Insert
						Marquee
						Other
		Quarter:	3			
Was the system flushed this quarter?	Yes:		No:		If yes:	
Begin Date: End Date	e:	Notification Date:			Notification	n Method:
						Newspaper
						Sign Posting
						Radio
						Bill Insert
					<b>a</b>	Marquee Other
		Quarter:	4		ш	Other
Was the system flushed this quarter?	Yes:	⊠ Quarter	No:		If yes:	
Begin Date: End Date		Notification Date:	110.			n Method:
						Newspaper
						Sign Posting
						Radio
						Bill Insert
						Marquee
						Other

<u> </u>		_		,	r-		r	1	_	_	-	т-	_	_	τ-		_	_	<u></u>		, 	_	·	_	_	_	,		-	,		_,	_	-,	_	-1	-,-	<del>,</del>		_	_	_	۰,	_,	_,	<del>-,</del>	۰,	_,	<b>—</b> ,
	Boil Order issued by	NIA	AIN	NIA	N/A	NA	AZ	NA	N/A	Kathy McClain	N/A	NA	NA	N/A	MA	NA	WA	NA	Kathy McClain	NA	INA	N/A	IWA	N/A	IWA	N/A	N/A	N/A	WA	NIA	NA	NIA	N/A	NIA	Kathy McClain	NIA	Kathy McClain	NA	NA	NA	NA	N/A	NIA	NIA	NIA	NIA	NIA	NA	NA
; ;	Time Problem Resolved	N/A	2:00 p.m.	2:30 p.m.	2;00 р.т.	2:00 p.m.	N/A	3:00 p.m.	5:30 p.m.	5:00 p.m.	1:30 p.m.	NA	NIA	10:00 p.m.	12:00 p.m.	NA	3:00 p.m.	N/A	N/A	NA	12:00 p.m.	2:00 p.m.	N/A	2:30 p.m.	2:30 p.m.	WA	N/A	WA	2:30 р.т.	3:45 p.m.	N/A	4:00 p.m.	N/A	2:00 p.m.	4:30 p.m.	5:30 p.m.	2:00 p.m.	2:30 p.m.	4:00 p.m.	12:15 p.m.	5:55 p.m.	1:15 p.m.	11:00 a.m.	N/A	N/A	2:00 p.m.	NA	12:00 p.m.	3:00 p.m.
Date Problem	Resolved	NA	01/03/08	01/02/08	01/09/08	01/18/08	NA	01/23/08	01/22/08	01/25/08	01/27/08	02/01/08	02/02/08	02/02/08	02/11/08	02/19/08	02/13/08	02/22/08	02/25/08	N/A	03/04/08	03/02/08	A/N	03/24/08	03/25/08	N/A	04/02/08	04/02/08	04/14/08	04/17/08	ΑN	04/29/08	02/08/08	02/01/08	05/08/08	05/12/08	05/15/08	02/20/08	90/17/50 00/00/30	00/23/00	on/co/so	06/06/08	6/15/2008	6/16/2008	6/25/2008	6/20/2008	6/23/2008	6/23/2008	6/23/2008
Time Became	Aware	N/A	3:18 p.m.	3:30 p.m.	3:15 p.m.	2:00 p.m.	AN	2:40 p.m.	1:53 p.m.	8:00 a.m.	8:59 p.m.	ANA	AN	10:58 a.m.	6:25 p.m.	N/A	10:50 a.m.	1:00 p.m.	N/A	NA	2:00 p.m.	9:15 a.m.	ΝΆ	2:50 p.m.	3:20 p.m.	NA	N/A	N/A	9:05 a.m.	2:00 p.m.	A/N	10:10 a.m.	ΑN	8:50 a.m.	9:30 a.m.	12:30 p.m.	9:30 a.m.	1:35 p.m.	1:35 p.m.	40.00 p.m.	10.00 4.10.	11:05 a.m.	11:05 a.m.	A/A	AN N	9:30 a.m.	NIA	N/A	9:30 a.m.
Services	Affected	N/A	N/A	NVA	ΝΆ	AW.	N/N	N/A	ΝΑ	40	ΝΑ	NA	N/A	N/A	N/A	NIA	N/A	N/A	15	N/A	N/A	ΝΆ	N/A	NA	N/A	N/A	N/A	ΝΑ	A/A	ΝΆ	MA	ΜN	ΝΆ	AM.	4	NA.	43	W.	Y S	AWA.	¥.	NA	¥.	ΥN	¥.	AIN	NA	NIA	NA
	Specific Type	Customer Fire	Company Main	Company Leak	Company Leak	Company Leak	Customer Leak	Company Leak	Customer	Company Main	Company Main	Test FS Customer	Customer Fire	Company Main	Company Leak	Customer Leak	Contractor Leak	Customer Leak	Contractor Leak	Customer Leak	Company Leak	Customer Leak	customer Fire	Company leak	Company Leak	Customer Leak	Customer Leak	Customer Leak	Company Leak	Hydrant Leak	Company Leak	Company Leak	Customer Leak	Company Leak	Hydrant Leak	Company Leak	Company Leak	Replace Hydrant	Company Leak	Company Leak	Company Leak	Company Main	Company Leak	Custmer	Customer	Customer		Customer	
!	General Type	Fire	Main	Service leak	Service leak	Main	FS Froze	Service leak	Kill Service	Main	Main	Test FS	Fire	Main	Service leak	Repair Stop	Repair Stop	Service leak	Service leak	Service leak	Service leak	Service leak	Fire	Service leak	Service leak	Service leak	Service leak	Service leak	Service leak	Service leak	Service leak	Service leak	Service leak	Main	Service leak	Service leak	Service leak	Service leak	Maun	Service leax	Repair Stop	Kill Main	Repair Stop	Service leak	Service leak	Kill Service	Service leak	Replace Service	Kill Service
	Outage		1/2/2008			1/16/2008	1/20/2008	1/21/2008	1/22/2008	1/25/2008	1/27/2008		2/2/2008	֓֞֓֓֓֓֓֓֓֓֓֓֓֓֓֓֓֓֟֝֓֓֓֓֓֓֓֓֓֓֡֓֓֡֓֓֓֡֓֡֓֡֓֡			2/13/2008													į					1					BUDGETIC	İ							6/23/2008	
	Political Subdiv	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Title City		THE CITY	Tittle City	Similar City	Time City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City	Tiffin City
	-	31 Miami	46-52 Braden	32 Hall Street	198 Second	40 Huss	928 W Market	235 Sandusky	411 - 415 S Washington	115 Ohio	9 Main	Test Fire Service TMD	683 S Sandusky	14 Ash	711 N Sandusky	157 Wentz	735 W Market	80 Center	Teakwood Ct	42 Clinton	241 First	119 Apple	Willow Creak	202 Hudson	350 Main	110 Sixth	54 Apple	1548 S St Rt 53 # 24	369 W Perry	Elmer & Market	Elwood & E Davis	61 Erle	259 Jefferson	137 S Washington	106 E Market	101 Douglas	W Market & Melissa	475 Coe St	SS N Monroe	of Oak	A LOUID SE	440 Sycamore	527 N Sandusky	162 Coe	119 Douglas	37 Circular	40 Jackson	38 Circular	41 Circular
	Cuarter	-	-	-	-	-	-	-	-	-	-	-	-			-	1	-		-	-	-		-	-	-		2	~	7	7	4	1	4	1	+	4	7 6	1	+	1	4	-	7	7	-	7	4	_
}	rear	2008	808 80	2008 2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	80Z	2008 2008	2008	2008	2008	2008	2008	2008 2008	808	2008 7008	808 20	2008	2008	2008	2008	8082	2002	808	2007	200	2000	2007	2008	887	2002	808 808	88	2008	2008	2008



**Total Customer Contacts** 3410

#### **Customer Services**

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

	Inquiries	Complaints
- (	1492	
	192	<u> </u>
	83	
	40	
- 1	10	
i	- 8 -	
	0	
i	105	
	176	[
	335	
	162	
	0	
	87	
i	0	
	71	
ĺ	205	
	430	
al	3396	0

Tota

## Metering

	Inquiries	Complaint
Estimating	0	Ţ ·
Meter Reading	5	
Meter Repair/Leak	2	
Meter Replacement	0	1
Others: Metering	0	1
Total	7	0

#### Water Quality

	inquirles	Complaints
Discolored Water	0	
Hardness	Ö	
Low Pressure	5	5
Odor	Ò	1
Particles in Water	0	[
Scum/Oil in Water	0	
Taste	0	T
Other: Water Quality	0	3
Total		8

Water Service

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

	Inquiries	Complaints
	0	
	7	
ect .	 	
	0	
	0	L
	0	
i		
Total	7	0

Ohio American Water Company Tiffin District



**Total Customer Contacts** 4739

# **Customer Services**

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 Appointmen
Other: Customer Service

Inquiries	Complaints
2404	
186	
137	ì
35	
10	L
4	
0	L
111	L
239	L
331	
232	
0	
86	
0	L
99	
192	
657	

#### Water Service

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

	2404	
	186	
,	137	· · · · · · · · · · · · · · · · · · ·
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	232	
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	99	
	192	
1	657	
Totaf	4723	0

Inquiríes Complaints

0 0

#### Metering

	Inquiries	Complaints
Estimating	D	L
Meter Reading	11	
Meter Repair/Leak	5	1
Meter Replacement	0	L
Others: Metering	0	I
Total	16	0

#### Water Quality

	Inquiries	Complaints
Discolored Water	0	
Hardness	0	
Low Pressure	0	}
Odor	0	L "'
Particles in Water	0	1
Scum/Oil in Water	0	
Taste	0	
Other: Water Quality	0	
Totai	0	0

# Quarter # 1

Year

2008

Quarter#2

Year

2008

0 0 0

0 0 0

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

Quarter #3

Year

2008

Quarter # 4

Year

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	<del></del>
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	<u> </u>
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) <u>Leak Detection</u>. 230 hours were devoted to leak detection in the first quarter of 2008, 95 hours in the second.
- 2) <u>Inactive Account Survey:</u> 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) <u>Fire Service Accounts</u> Meter readers check fire service detector check meters monthly.
- 5) <u>Draw Down Test</u> 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 r when flushing is complete.
- 9) Obtain actual readings on meters 3" and larger. 100% compliant.
- 10) <u>Purchase a leak correlator</u>. 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 <sup>st</sup> Quarter		2 <sup>nd</sup> Quarter	
	2"	10	2"	10
	2 ½"	4	2 ½"	0
	4"	1	4"	0
Mains	6"	11	6"	5
	8"	2	8"	2
	10"	3	10"	0
	12"	2	12"	1
Valves		4		3
Hydrants	2		(	)

# Ohio American Water Ashtabula District 3<sup>rd</sup> 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 2<sup>nd</sup> 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-forwater.
  - 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 2<sup>nd</sup> Quarter

- Leak Detection: Three hundred hours were dedicated to leak detection.
   Thirteen Leaks were found and repaired
- 2. <u>Sounding Mains</u>: 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. <u>Zero consumption</u>: 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. <u>Inactive accounts</u>: 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.
- 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.