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FILE

July 16, 2008

VIA HAND DELIVERY

PUCO

2008 JUL 16 AM 10:47

RECEIVED-DOCKETING DIV

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, ¶ 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%.

While the first quarter unaccounted-for-water reports and the non-revenue remedial plans were provided to Staff via e-mail on April 15, 2008, the reports were not filed. Therefore, Ohio American submits for filing its first quarter unaccounted-for-water reports and the non-revenue remedial plans.

Also attached is a summary chart, which lists the unaccounted-for-water rates for each of the Ohio American Districts. The chart indicates those districts in which a non-revenue remedial report has been submitted.

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

Sincerely,

Sally W. Bloomfield

Enclosures

cc: Parties of Record (w/Enclosure)

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

OAWC District	1st Quarter Levels	Non-Revenue Remediation Plan
Ashtabula	21.4%	✓
Blacklick	26.9%	✓
Huber Ridge	20.4%	
Lake Darby	6.5%	
Timberbrook	11.5%	
Worthington Hills	12.8%	
Lake White	12.0%	
Lawrence County	10.2%	
Marion	21.4%	✓
Mansfield	24.7%	✓
Madison	24.7%	
Beechcrest	2.6%	✓
East Aurora	28.0%	
Tiffin	7.7%	

<sup>1</sup> 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  
FIRST QUARTER 2008**

**By**

**OHIO AMERICAN WATER COMPANY  
Systems**

Year

Quarter	Month	Water Delivery [Gallons]	UFW %	Avg Daily Flow [Gallons]	High Flow [Gallons]	Date of High Flow	Low Flow [Gallons]	Date of Low Flow	# Days Exceed
1	1	172,241,000	21.7%	6,054,000	6,803,000	01/28/08	5,308,000	01/22/08	0
	2	160,668,000	21.6%	6,049,000	6,666,000	02/03/08	5,209,000	02/11/08	0
	3	165,064,000	20.8%	5,832,000	6,565,000	03/08/08	5,441,000	03/05/08	0
	4								0
2	5								0
	6								0
	7								0
	8								0
3	9								0
	10								0
	11								0
	12								0
4									0
									0
									0
									0
2008									
	Avg	165,991,000	21.4%	5,978,333	6,678,000		5,319,333		0
	High	172,241,000	21.7%	6,054,000	6,803,000	01/28/08	5,441,000		0
	Low	160,668,000	20.8%	5,832,000	6,565,000		5,209,000	02/11/08	0

**Ohio American Water Company**  
**Ashtabula District**  
**Routine (Annual/Semi-Annual) Flushing Information**  
Year 2008 Quarter: 1

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

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

Quarter: 2  
Was the system flushed this quarter? Yes: ☐ No: ☐  
Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Notification Date: \_\_\_\_\_

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

Quarter: 3  
Was the system flushed this quarter? Yes: ☐ No: ☐  
Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Notification Date: \_\_\_\_\_

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

Quarter: 4  
Was the system flushed this quarter? Yes: \_\_\_\_\_ No: \_\_\_\_\_  
Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Notification Date: \_\_\_\_\_  
wkly newspaper ads

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

In the process. Will complete in October

Ohio American Water Company  
Ashtabula District

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

**Ohio American Water Company  
Ashtabula District**

**Quarter # 1**

**Year 2008**

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

**Quarter # 2**

**Year 2008**

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

**Quarter # 3**

**Year 2008**

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

**Quarter # 4**

**Year 2008**

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

**Ohio American Water Company  
Ashtabula District**

**Quarter #1  
2008**

**Total Customer Contacts  
4603**

**Customer Services**

	<b>Inquiries</b>	<b>Complaints</b>
Account Information	3344	
Bad Debt/Bankruptcy	547	
Bill Adjustment	222	
Bill Information/Format	100	
Consumption	28	
Customer Notices	18	
Customer Service Staff	0	
Disconnection for Non-Pay	238	
Final Service	298	
General Information	641	
New Service	276	1
NSF Check	0	
Payment Arrangements	181	
Rates	0	
Reconnection Non-Pay	252	
Service Order Appointment	502	
Other: Customer Service	1434	
<b>Total</b>	<b>8081</b>	<b>1</b>

**Water Service**

	<b>Inquiries</b>	<b>Complaints</b>
Disconnection for Repairs	0	
Main Breaks	29	
Mark Water Lines/Line Inspect	0	
Restoration	0	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
<b>Total</b>	<b>29</b>	<b>0</b>

**Metering**

	<b>Inquiries</b>	<b>Complaints</b>
Estimating	0	
Meter Reading	48	
Meter Repair/Leak	9	
Meter Replacement	0	
Others: Metering	0	
<b>Total</b>	<b>57</b>	<b>0</b>

**Water Quality**

	<b>Inquiries</b>	<b>Complaints</b>
Discolored Water	0	
Hardness	0	
Low Pressure	44	
Odor	0	
Particles in Water	0	
Scurm/Oil in Water	0	
Taste	0	
Other: Water Quality	0	
<b>Total</b>	<b>44</b>	<b>0</b>



Ohio American Water Company  
Franklin County District  
Blacklick Water System

Year	2008	PWSID	2502412					
Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	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								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	22.522	26.9%	0.743					0
High	23.178	27.5%	0.767	0.926	02/23/08			0
Low	22.164	26.5%	0.715			0.631	03/21/08	0

Ohio American Water Company  
Franklin County District  
Blacklick Water System

Year

2008

PWSID 2502412

Routine (Annual/Semi-Annual) Flushing Information

**Quarter # 1**

Was the system flushed this quarter?

Yes:

☐

No:

☒

Begin Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Notification Date: \_\_\_\_\_

If yes:

Notification Method:

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

**Quarter # 2**

Was the system flushed this quarter?

Yes:

☐

No:

☐

Begin Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Notification Date: \_\_\_\_\_

If yes:

Notification Method:

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

**Quarter # 3**

Was the system flushed this quarter?

Yes:

☐

No:

☐

Begin Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Notification Date: \_\_\_\_\_

If yes:

Notification Method:

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

**Quarter # 4**

Was the system flushed this quarter?

Yes:

☐

No:

☐

Begin Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Notification Date: \_\_\_\_\_

If yes:

Notification Method:

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

Ohio American Water Company  
Franklin County District  
Blacklick Water System

Year 2008

PWSID 2502412

Quarter # 1 NONE

Quarter # 2

Quarter # 3

Quarter # 4

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  
Franklin County District  
Blacklick Water System**

**Year** 2008

**PWSID** 2502412

**Quarter #** 1

**Total Customer Contacts**  
**5507**

**Customer Services**

	Inquiries	Complaints
Account Information	3003	0
Bad Debt/Bankruptcy	194	0
Bill Adjustment	49	0
Bill Information/Format	20	0
Consumption	8	0
Customer Notices	8	0
Customer Service Staff	0	0
Disconnection for Non-Pay	184	0
Final Service	67	0
General Information	213	0
New Service	107	0
NSF Check	0	0
Payment Arrangements	86	0
Rates	0	0
Reconnection Non-Pay	178	0
Service Order Appointment	159	0
Other: Customer Service	1224	0
<b>Total</b>	<b>5500</b>	<b>0</b>

**Water Service**

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	5	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
<b>Total</b>	<b>0</b>	<b>0</b>

**Metering**

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

**Water Quality**

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

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

Year 2008

PWSID 2502412

**Quarter # 1**

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

**Quarter # 3**

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

**Quarter # 2**

Disconnections	
With 14 Days Notice	
Non-Payment	
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  
Blacklick Wastewater System

Year 2008

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity
1	1	1.049	1.513	01/11/08	0.809	01/28/08	10
	2	1.254	1.815	02/06/08	0.863	02/04/08	24
	3	2.251	4.350	03/19/08	1.107	03/02/08	30
	4						
2	5						
	6						
	7						
	8						
3	9						
	10						
	11						
	12						
4							

Totals	4.554						64
Avg	2.000	2.559			0.926		
Max	1.753	4.350	03/19/08		0.985		
Min	2.935	3.455			0.809	01/28/08	

Ohio American Water Company  
Franklin County District  
Blacklick Wastewater System

Year	2008
Quarter # 1	
Collection Main Cleaning	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes:
Quarter # 2	
Collection Main Cleaning	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes:
Quarter # 3	
Collection Main Cleaning	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes:
Quarter # 4	
Collection Main Cleaning	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes:

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

**Year**                      **2008**

<b>Quarter # 1</b>	<b>Number of Manholes Inspected this quarter</b>	0	
<b>Sewerage Backups</b>			
Were there any Sewerage Backups this Quarter?		Yes <input checked="" type="checkbox"/> X	No <input type="checkbox"/> If yes:
Street Address:	4744 Crosscreek	Political Subdivision:	Madison Township
Date/Time of Backup	1/20/2008	# of Customers Affected:	1
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	1/20/2008		
Street Address:	3381 Latonia	Political Subdivision:	Madison Township
Date/Time of Backup	1/25/2008	# of Customers Affected:	1
Blockage Cause:	grease	Repair Means:	Jet Unit
Date/Time Resolved:	1/25/2008		
Street Address:	3381 Latonia	Political Subdivision:	Madison Township
Date/Time of Backup	2/8/2008	# of Customers Affected:	1
Blockage Cause:	grease	Repair Means:	Jet Unit
Date/Time Resolved:	2/8/2008		
Street Address:	3381 Latonia Court	Political Subdivision:	Madison Township
Date/Time of Backup	2/22/2008	# of Customers Affected:	1
Blockage Cause:	grease	Repair Means:	Jet Unit
Date/Time Resolved:	2/2/2008		
Street Address:	3367 Everson Road 3/4/08	Political Subdivision:	Madison Township
Date/Time of Backup	3/4/2008	# of Customers Affected:	1
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	3/4/2008		
Street Address:	3381 Latonia	Political Subdivision:	Madison Township
Date/Time of Backup	3/7/2008	# of Customers Affected:	1
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	3/7/2008		
Street Address:	5227 Harbor, 5010 Harbor, 5024 Wymore	Political Subdivision:	Madison Township
Date/Time of Backup	3/20/2008	# of Customers Affected:	3
Blockage Cause:	High Flow	Repair Means:	
Date/Time Resolved:	3/20/2008		
Street Address:	3275, 3247, 3233 Latonia	Political Subdivision:	Madison Township
Date/Time of Backup	3/28/2008	# of Customers Affected:	3
Blockage Cause:	Grease	Repair Means:	Jet Unit
Date/Time Resolved:	3/28/2008		



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

**Year 2008**

**Quarter # 1**

**Total Customer Contacts**

**0**

**Customer Services**

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

**Sewer Service**

	Inquiries	Complaints
Mark Sewer Lines	0	0
Sewer Backup	0	0
Sewer Odor	0	0
Other:	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

**Sewer Service**

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

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

**Year 2008**

**Quarter # 1**

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

**Quarter # 2**

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

**Quarter # 3**

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

**Quarter # 4**

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

Ohio American Water Company  
Franklin County District  
Huber Ridge Water System

Year	2008	PWSID	2502512					
Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	17.026	20.6%	01/00/00	0.640	01/19/08	0.463	01/30/08	0
2	15.314	20.6%	0.528	0.630	02/23/08	0.452	02/22/08	0
3	16.474	20.1%	0.531	0.643	03/26/08	0.460	03/12/08	0
4								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	16.271	20.4%	0.536					0
High	17.026	20.6%	0.549	0.643	#REF!			0
Low	15.314	20.1%	0.528			0.452	02/22/08	0

Ohio American Water Company  
Franklin County District  
Huber Ridge Water System

Year

2008

PWSID 2502512

Routine (Annual/Semi-Annual) Flushing Information

**Quarter # 1**

Was the system flushed this quarter? Yes: \* No: ☐  
Begin Date: 3/25/2008 End Date: 4/2/2008 Notification Date: 3/20/2008

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

**Quarter # 2**

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

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

**Quarter # 3**

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

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

**Quarter # 4**

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

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

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

**Year**      **2008**

**PWSID**    2502512

**Quarter # 1**

Street Address                      3580 Panama  
Political Subdiv                      Blendon Township  
Date of Break/ Outage              1/30/2008  
General Type                          fracture  
Specific Type  
Number of Services Affected      0  
Time Became Aware                  AM  
Date Problem Resolved              1/31/2008  
Time Problem Resolved              PM  
Boil Order issued by

Street Address                      6337 Sunbury Road  
Political Subdiv                      Blendon Township  
Date of Break/ Outage              1/18/08  
General Type                          fracture  
Specific Type  
Number of Services Affected      0  
Time Became Aware                  AM  
Date Problem Resolved              1/23/08  
Time Problem Resolved              PM  
Boil Order issued by

Street Address                      3570 Carthage Court  
Political Subdiv                      Blendon Township  
Date of Break/ Outage              3/6/08  
General Type                          fracture  
Specific Type  
Number of Services Affected      0  
Time Became Aware                  AM  
Date Problem Resolved              3/6/08  
Time Problem Resolved              PM  
Boil Order issued by

**Quarter # 2**

**Quarter # 3**

**Quarter # 4**

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  
Franklin County District  
Huber Ridge Water System**

**Year 2008**

**PWSID 2502512**

**Quarter # 1**

**Total Customer Contacts  
2938**

**Customer Services**

	Inquiries	Complaints
Account Information	1635	0
Bad Debt/Bankruptcy	103	0
Bill Adjustment	28	0
Bill Information/Format	27	0
Consumption	7	0
Customer Notices	6	0
Customer Service Staff	0	0
Disconnection for Non-Pay	100	0
Final Service	43	0
General Information	109	0
New Service	53	0
NSF Check	0	0
Payment Arrangements	50	0
Rates	0	0
Reconnection Non-Pay	108	0
Service Order Appointment	89	0
Other: Customer Service	560	0
<b>Total</b>	<b>2918</b>	<b>0</b>

**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
<b>Total</b>	<b>1</b>	<b>0</b>

**Metering**

	Inquiries	Complaints
Estimating	0	0
Meter Reading	9	0
Meter Repair/Leak	1	0
Meter Replacement	0	0
Others: Metering	0	0
<b>Total</b>	<b>10</b>	<b>0</b>

**Water Quality**

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

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

Year **2008**

PWSID 2502512

**Quarter # 1**

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

**Quarter # 2**

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

**Quarter # 3**

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

**Quarter # 4**

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

Ohio American Water Company  
Franklin County District  
Huber Ridge Wastewater System

Year 2008

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity	
1	1	0.798	1.289	01/10/08	0.619	01/09/08	2	
	2	1.113	2.505	02/05/08	0.708	02/03/08	11	
	3	1.582	3.456	03/19/08	0.902	03/09/08	30	
2	4							
	5							
	6							
3	7							
	8							
	9							
4	10							
	11							
	12							

Totals	3.493						43
Avg	1.000	2.417			0.743		
Max	1.348	3.456	03/19/08		0.805		
Min	2.025	2.936			0.619	01/09/08	



Ohio American Water Company  
Franklin County District  
Huber Ridge Wastewater System

Year 2008

Quarter # 1

Collection Main Cleaning

Yes ☐

No ☒

If yes:

Quarter # 2

Collection Main Cleaning

Yes ☐

No ☐

If yes:

Quarter # 3

Collection Main Cleaning

Yes ☐

No ☐

If yes:

Quarter # 4

Collection Main Cleaning

Yes ☐

No ☐

If yes:

## Huber Ridge Wastewater System

Year

2008

Quarter # 1

Number of Manholes inspected this quarter

See Note Below

### Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes X

No ☐

If yes:

Street Address: 3701 Paris

Political Subdivision:

Blendon Township

Date/Time of Backup 1/21/2008

# of Customers Affected:

0

Blockage Cause: Grease

Repair Means:

Jet Unit

Date/Time Resolved: 1/21/2008

Quarter # 2

Number of Manholes inspected this quarter

### Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☐

No ☐

If yes:

Quarter # 3

Number of Manholes inspected this quarter

### Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☐

No ☐

If yes:

Quarter # 4

Number of Manholes inspected this quarter

### Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☐

No ☐

If yes:

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

Year **2008**

Quarter # **1**

Total Customer Contacts

0

**Customer Services**

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

**Sewer Service**

Mark Sewer Lines  
Sewer Backup  
Sewer Odor  
Other:

	Inquiries	Complaints
Mark Sewer Lines	0	0
Sewer Backup	0	0
Sewer Odor	0	0
Other:	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

**Sewer Service**

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

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

**Year 2008**

**Quarter # 1**

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

**Quarter # 2**

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

**Quarter # 3**

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

**Quarter # 4**

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

Ohio American Water Company  
Franklin County District  
Lake Darby Water System

Year 2008 PWSID 2502612

Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	8.266	6.9%	0.267	0.362	01/13/08	0.232	01/10/08	0
2	7.810	6.3%	0.269	0.395	02/24/08	0.228	02/13/08	0
3	8.713	6.3%	0.281	0.340	03/16/08	0.245	03/20/08	0
4								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	8.263	6.5%	0.272					0
High	8.713	6.9%	0.281	0.395	02/24/08			0
Low	7.810	6.3%	0.267			0.228	02/13/08	0

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

**Year**

**2008**

**PWSID**

**2502612**

**Routine (Annual/Semi-Annual) Flushing Information**

**Quarter #1**

Was the system flushed this quarter?

Yes:

☐

No:

☒

Begin Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Notification Date: \_\_\_\_\_

If yes:

Notification Method:

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

**Quarter #2**

Was the system flushed this quarter?

Yes:

☐

No:

☐

Begin Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Notification Date: \_\_\_\_\_

If yes:

Notification Method:

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

**Quarter #3**

Was the system flushed this quarter?

Yes:

☐

No:

☐

Begin Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Notification Date: \_\_\_\_\_

If yes:

Notification Method:

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

**Quarter #4**

Was the system flushed this quarter?

Yes:

☐

No:

☐

Begin Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Notification Date: \_\_\_\_\_

If yes:

Notification Method:

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

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

Year	2008	PWSID 2502612
Quarter # 1	NONE	
Quarter # 2		
Quarter # 3		
Quarter # 4		

Ohio American Water Company  
Franklin County District  
Lake Darby Water System

Year **2008**

PWSID **2502612**

Quarter # **1**

Total Customer Contacts  
1629

Customer Services

	Inquiries	Complaints
Account Information	847	0
Bad Debt/Bankruptcy	48	0
Bill Adjustment	17	0
Bill Information/Format	16	0
Consumption	5	0
Customer Notices	3	0
Customer Service Staff	0	0
Disconnection for Non-Pay	43	0
Final Service	26	0
General Information	78	0
New Service	36	0
NSF Check	0	0
Payment Arrangements	23	0
Rates	0	0
Reconnection Non-Pay	71	0
Service Order Appointment	64	0
Other: Customer Service	345	0
Total	1622	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	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	1	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	3	0
Total	4	0



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

**Year 2008**

**PWSID 2502612**

**Quarter # 1**

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

**Quarter # 3**

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

**Quarter # 2**

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

**Quarter # 4**

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

Ohio American Water Company  
Franklin County District  
Lake Darby Wastewater System

Year 2008

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity
1	1	0.484	0.686	1/14/2008	0.267	1/23/2008	10
	2	0.609	1.190	2/6/2008	0.399	2/9/2008	20
	3	0.808	1.750	3/19/2008	0.449	3/29/2008	29
2	4						
	5						
	6						
3	7						
	8						
	9						
4	10						
	11						
	12						

Totals	1.901						59
Avg	1.000	1.203			0.372		
Max	0.709	1.750	03/19/08		0.424		
Min	1.236	1.479			0.267	01/23/08	

Ohio American Water Company  
Franklin County District  
Lake Darby Wastewater System

Year

2008

Quarter # 1

Collection Main Cleaning

Yes ☐

No ☒

If yes:

Quarter # 2

Collection Main Cleaning

Yes ☐

No ☐

If yes:

Quarter # 3

Collection Main Cleaning

Yes ☐

No ☐

If yes:

Quarter # 4

Collection Main Cleaning

Yes ☐

No ☐

If yes:

Ohio American Water Company  
Franklin County District  
Lake Darby Wastewater System

Year 2008

Manhole Inspection Program

Quarter # 1 Number of Manholes inspected this quarter 0

Sewerage Backups

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

Quarter # 2 Number of Manholes inspected this quarter

Sewerage Backups

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

Quarter # 3 Number of Manholes inspected this quarter

Sewerage Backups

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

Quarter # 4 Number of Manholes inspected this quarter

Sewerage Backups

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

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

**Year** 2008

**Quarter #1**

**Total Customer Contacts**

0

**Customer Services**

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

**Sewer Service**

	Inquiries	Complaints
Mark Sewer Lines	0	0
Sewer Backup	0	0
Sewer Odor	0	0
Other:	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

**Sewer Service**

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

Ohio American Water Company  
Franklin County District  
Lake Darby Wastewater System

Year 2008

Quarter # 1

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

Quarter # 2

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

Quarter # 3

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

Quarter # 4

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

Ohio American Water Company  
Franklin County District  
Timberbrook Water

Year 2008 PWSID 2502712

Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	1.882	11.6%	0.061	0.119	01/22/08	0.000	01/23/08	0
2	1.636	11.7%	0.056	0.130	02/23/08	0.000	02/21/08	0
3	1.915	11.2%	0.062	0.140	03/09/08	0.000	03/08/08	0
4								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	1.811	11.5%	0.060					0
High	1.915	11.7%	0.062	0.140	03/09/08			0
Low	1.636	11.2%	0.056			0.000	01/00/00	0

Ohio American Water Company  
Franklin County District  
Timberbrook Water

Year 2008

PWSID 2502712

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

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

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

Quarter #2

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

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

Quarter #3

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

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

Quarter #4

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

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



Ohio American Water Company  
Franklin County District  
Timberbrook Water

Year

2008

PWSID 2502712

Quarter # 1

NONE

Quarter # 2

Quarter # 3

Quarter # 4

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  
Franklin County District  
Timberbrook Water

Year **2008**

PWSID 2502712

Quarter # **1**

Total Customer Contacts

114

Customer Services

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

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
<b>Total</b>	<b>0</b>	<b>0</b>

Metering

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

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
<b>Total</b>	<b>0</b>	<b>0</b>

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

Year **2008**

PWSID 2502712

**Quarter # 1**

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

**Quarter # 3**

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

**Quarter # 2**

Disconnections	
With 14 Days Notice	
Non-Payment	
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 PWSID 2502812

Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	8.314	10.9%	0.268	0.355	01/04/08	0.205	01/29/08	0
2	7.721	12.8%	0.266	0.467	02/05/08	0.174	02/24/08	0
3	7.747	14.8%	0.250	0.328	03/22/08	0.169	03/23/08	0
4								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	7.927	12.8%	0.261					0
High	8.314	14.8%	0.268	0.467	02/05/08			0
Low	7.721	10.9%	0.250			0.169	03/23/08	0

Ohio American Water Company  
Franklin County District  
Worthington Hills Water System

Year 2008

PWSID 2502812

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

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

Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Notification Date: \_\_\_\_\_

If yes:

Notification Method:

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

Quarter #2

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

Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Notification Date: \_\_\_\_\_

If yes:

Notification Method:

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

Quarter #3

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

Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Notification Date: \_\_\_\_\_

If yes:

Notification Method:

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

Quarter #4

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

Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Notification Date: \_\_\_\_\_

If yes:

Notification Method:

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

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

**Year**      **2008**

**PWSID**      **2502812**

**Quarter # 1**

**Total Customer Contacts**

**233**

**Customer Services**

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

**Water Service**

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

**Metering**

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

**Water Quality**

	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>7</b>	<b>0</b>

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

Year **2008**

PWSID **2502812**

**Quarter # 1**

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

**Quarter # 2**

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

**Quarter # 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  
Lake White

[www.ohio.gov](http://www.ohio.gov)

Year 2008

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	2,641	11.0%	0.085	0.193	24	0.068	14	0
	2	2,658	12.9%	0.092	0.109	25	0.074	19	0
	3	2,552	12.2%	0.081	0.117	5	0.065	25	0
2	4								0
	5								0
	6								0
3	7								0
	8								0
	9								0
4	10								
	11								
	12								

Avg	2,617	12.0%	0.086	0.140		0.069		0.000
High	2,658	12.9%	0.092	0.193		0.074		0
Low	2,552	11.0%	0.081	0.109		0.065		0

Total Customer Count

Jan	218
Feb	202
Mar	218
Apr	
May	
June	
July	
Aug	
Sep	
Oct	
Nov	
Dec	



## Ohio American Water

Year 2008

### Quarter # 1

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

## 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

## Ohio American Water Lake White

### Quarter # 3

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 Lake White

### Quarter # 4

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 Lake White

**Quarter # 1  
2008**

**Total Customer Contacts  
138**

**Total Customer Complaints  
0**

Customer Services		
	Inquiries	Complaints
Account Information	46	
Bad Debt/Bankruptcy	5	
Bill Adjustment	8	
Bill Information/Format	1	
Consumption	2	
Customer Notices	0	
Customer Service Staff	0	
Disconnection for Non-Pay	5	
Final Service	6	
General Information	24	
New Service	6	
NSF Check	0	
Payment Arrangements	3	
Rates	0	
Reconnection Non-Pay	5	
Service Order Appointment	5	
Other: Customer Service	22	
<b>Total</b>	<b>138</b>	<b>0</b>

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

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	
<b>Total</b>	<b>0</b>	<b>0</b>

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

**Ohio American Water  
Lake White**

**Quarter # 1**

Year                      2008

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

**Quarter # 2**

Year                      2008

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

**Quarter # 3**

Year                      2008

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

**Quarter # 4**

Year                      2008

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

# Spring Flushing Program

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

Total hours actual flushing this day 0.0

Type	Year	Address	Date	Minutes to Clear
	2007		Flushed	
Mueller	1953	2617 Rt 551		
Mueller	1958	2465 Rt 551		
FV		178 Rittenour Road		
Mueller	1953	Begining of Virginia		
FV		Crumer Mt. Road		
FV		State Park Bricker		
Mueller	1953	278 Virginia		
M&H	1954	252 Skyline		
M&H	1954	131 Skyline		
M&H	1954	110 Barker Lane		
FV		Alpine Road		
FV		Lucerne Road		
Mueller	1958	bottom of Virginia		
FV		1063 Rt 551		
FV		41 Bevens		
FV		405 Bevens		
FV		end of Baywood		
FV		end of Nye		
FV		end of Wells Jones		
FV		Bors House Rt 551		
FV		141 Harbor		
FV		573 Rt 551		

Total hours actual flushing this day.	0.0
Total hours actual flushing for 2 days	0.0

# Fall Flushing Program

Type	Year	Address	Date	Minutes to Clear
	2007		Flushed	
FV		Crestwood & Forest Hills		
FV		Waverly Gables going down		
FV		Rt 104 Tennis Road		
FV		394 Rt 552		
FV		1490 Rt 552		
FV		Vallery		
Mueller	1958	2465 Rt 551		
FV		178 Rittenour Road		
FV		Crumer Mt. Road		
FV		State Park Bricker		
M&H	1954	110 Barker Lane		
FV		Alpine Road		
FV		Lucerne Road		
FV		1063 Rt 551		
FV		41 Bevens		
FV		405 Bevens		
FV		end of Baywood		
FV		end of Nye		
FV		end of Wells Jones		
FV		141 Harbor		
FV		573 Rt 551		

Total hours actual flushing this day.	0.0
---------------------------------------	-----

	Size	Blowoffs (Twice per year)	Type	Spring 08	Fall 08	Turns	Box Maint	Depth
1	2	Crestwood ..Forest Hills	pvc				ok	
2	2	Behind 273 Little Theatre	pvc				ok	
3	2	Hospital Hill	pvc				ok	
4	2	Rt 104...deadend	pvc				ok	
5	2	394 Rt 552	pvc				ok	
6	2	1490 Rt 552	pvc				ok	
7	2	537 Vallery	pvc				ok	
8	2	178 Rittenour Rd	pvc				ok	
9	2	154 Bricker	pvc				ok	
10	2	State Park on Bricker	pvc				ok	
11	2	1063 Rt 551	pvc				ok	
12	2	41 Bevans	pvc				ok	
13	2	405 Bevans	pvc				ok	
14	2	126 Baywood	pvc				ok	
15	2	171 Nye	pvc				ok	
16	2	14 Wells Jones	pvc				ok	
17	4	1895 Rt 551	AC				ok	
18	2	Harbor Rd.	pvc				ok	
19	2	573 Rt 551	pvc				ok	
20	2	174 Alpine	pvc				ok	
21	2	267 Lucerne	pvc				ok	

Total Number of Blowoff Valves	21	21
Total valves Required to be worked	22	22
Total Number Valves Actually worked this year	0	0

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

2008	
Number of Valves	80
Number of Valves to be Operated	44
Percent of Valves Operated	9%
Number of Valves Requiring Maintenance	0
Percent of Valves Requiring Maintenance	0%
Number of Boxes Requiring Maintenance	0
Percent of Boxes Requiring Maintenance	0%
Number of Valves Requiring Replacement	0
Percent of Valves Requiring Replacement	0%

Lake White	Size	Type	2007	2008	Turns	Box	Valve
Critical Valves (once per year)		Line	Worked	Worked		Maint	Depth in.
At wells sytem valve. (isolates wells from system)	6	AC	16-Mar		19.5	ok	
#1 well house. (isolates #1 from system)	6	AC	16-Mar		19	ok	inside
Valve beside generator (isolates #2 well from system)	6	AC	16-Mar		19.5	ok	
#2 well house. (isolates #2 well from system)	6	AC	16-Mar		20	ok	inside
Little Theatre..right (isolates whole system)	6	AC	16-Mar		21	ok	10
Little Theatre..middle..(isolates sytem to tank)	6	AC	16-Mar		20	ok	14
Little Theatre..left (isolate system towards lake)	6	AC	16-Mar		20	ok	21
Total Number of Critical Valves			7	7			
Total valves Required to be worked			7	7			
Total Number Valves Actually worked this year			7	0			

Distribution Valves (once every 2 years)	Size	Type	2007	2008	Turns	Box Maint	Depth
109 Waverly Gables	8	AC			24	ok	33
109 Waverly Gables/Dawn Lane	8	AC				ok	
Sunrise/Waverly Gables	8	AC			22	ok	30
Sunrise/Waverly Gables...middle of road	6	AC			19	ok	30
Waverly Gables from Pinehurst Apts	6	AC			17	ok	32
Waverly Gables...middle of road...right of valve #5	8	AC			22	ok	33
Waverly Gables...middle of road...left of valve #5	6	AC			19	ok	35
119 Valleyview...middle of road	6	AC			20	ok	31
119 Valleyview...left of driveway	6	AC			19	ok	32
119 Valleyview ...right of driveway	6	AC			19	ok	32
139 Valleyview ...middle of road	6	AC			20	ok	29
139 Valleyview...edge of road	6	AC			20	ok	31
141 Valleyview...45ft up towards hospital in road	6	AC				ok	
Emerg Room at hospital	6	PVC			21	ok	33
100 Dawn...middle of road to Hilltop Med Center	6	AC	6-Apr		20	ok	33
By Stop sign on Dawn...	6	Ductile Iron	6-Apr		20	ok	27
Upper valve to Pinehurst loop	6	PVC				ok	
Lower valve to Pinehurst loop	6	PVC				ok	
on turn to hospital hill...down to Rt 104	2	pvc				ok	
In front field of 316 Little Theatre	6	AC			21	ok	30
In yard across from 314 Crestwood	2	PVC	10-Sep		21	ok	20
To Overlook Dr.	2	PVC	10-Sep		20	ok	28
609 Ripley...middle of road	6	AC				ok	
Ripley & Shady Lane...before Shady	6	AC	15-Oct			ok	
Ripley & Shady Lane...after Shady	6	AC	15-Oct			ok	
620 Rt 552	2	PVC	13-Sep			ok	
Ripley	2	AC	12-Sep			ok	26
Tank #1	6	AC				ok	
Tank #2	6	AC				ok	
Tank #3	6	ac	24-Jul			ok	
706 Rt 552	2	pvc	12-Sep			ok	30
602 Rt 552	2	pvc				ok	
177 Gregg	2	pvc				ok	
140 Gregg	2	pvc				ok	
Field across from Shady Lane	2	pvc	13-Sep			ok	
601 Vallery	2	pvc	13-Sep			ok	
1294 Rt 552	2	pvc	13-Sep	6-Mar		ok	
449 Vallery	2	pvc				ok	
Before Lake Crossing 289 Vallery	6	ac				ok	
beside # 43...loops Vallery	2	pvc	13-Sep			ok	
Mid Field on Vallery	2	pvc				ok	
Rt 551...up from Drennan...under guardrail	6	ac				ok	
514 Virginia...loops to Bricker...4" valve	6	ac	18-Oct			ok	
By sample station #1...2" valve	2	pvc				ok	
190 Bricker ...on turn	2	pvc	17-Apr			ok	
end of Bricker by old concrete building	2	pvc	17-Sep			ok	
278 Virginia	6	ac	17-May			ok	



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

Total Number of Distribution Valves	73	73
Total valves Required to be worked	37	36
Total Number Valves Actually worked this year	36	4
Percentage of required inline Valves Actually Worked this year	99%	11%

Total Number of System Valves	80	80
Total Number of System Valves Required to be worked each year	44	43
Total Number of System Valves Actually Worked this year	43	4
Percentage of required critical and inline Valves Actually Worked this year	99%	9%

# 2007 and 2008

Hydrant Valves										2008	Turns	Box Maint	Depth	Box Maint	Painted
1	34 Little Theatre	6	AC									ok		ok	2007
2	315 Little Theatre	6	AC	9-May							20	ok	16"	ok	2007
3	108 Crestwood	6	AC	24-Apr							21	ok	30"	ok	2005
4	1106 Pinehurst Apt	6	PVC	24-Apr							20	ok	36"	ok	2007
5	500 Pinehurst Apt	6	PVC	24-Apr							19	ok	38"	ok	2005
6	Lot 13 Pinehurst Blvd	6	pvc	30-May							21	ok	30"	ok	2006
7	Lot 17 Pinehurst Blvd	6	pvc	31-May							21	ok	43"	ok	2006
8	Lot 21 Waverly Woods Dr.	6	pvc	24-Apr							21	ok	39"	ok	2007
9	125 Waverly Gables	8	AC	24-Apr								ok	30"	ok	2005
10	104 Valleyview	6	AC	31-May							21	ok	26"	ok	2007
11	129 Valleyview	6	AC								21	ok	36"	ok	2006
12	229 Valleyview	6	AC								21	ok	30"	ok	2006
13	229 Valleyview..parking lot	6	AC								21	ok	34"	ok	2007
14	100 Dawn..emerg. Entrance to Hospital	6	Ductile								21	ok	20"	ok	2006
15	100 Dawn...west of hospital	6	Ductile									ok		ok	2006
16	115 Dawn	8	AC	22-May							21	ok	35"	ok	2007
17	101 Dawn	8	AC	22-May							20	ok	30"	ok	2006
18	111 Sunrise	6	AC								20	ok	30"	ok	2006
19	100 Sunrise	6	AC	23-May								ok	24"	ok	2005
20	1237 Rt 552	6	AC	23-May							20	ok	30"	ok	2007
21	14 Shady Ln	6	AC	7-Jun							20	ok	31"	ok	2005
22	Ripley Rd	6	AC	9-May							21	ok	31"	ok	2006
23	37 Ripley Rd	6	AC	9-May							20	ok	20"	ok	2007
24	2617 Rt 551	6	AC	9-Jul							19	ok	40"	ok	2007
25	2465 Rt 551	6	AC	18-Jul								ok		ok	2007
26	577 Virginia	6	AC	17-Jul							20	ok	32"	ok	2007
27	278 Virginia	6	AC	18-Jul								ok		ok	2005
28	252 Skyline	6	AC									ok		ok	2007
29	131 Skyline	6	AC	27-Jun								ok		ok	2007
30	110 Barker Ln	6	AC	2-Jun								ok		ok	2007
31	13 Virginia	6	AC	7-Jun							21	ok	24"	ok	2007

Total Number of Hyrant Valves

31

Total valves Required to be worked

16

Total Number Valves Actually worked this year

0

Total Number Valves Actually worked in 07 and 08

23

Hydrants Painted

2005 6

2006 9

2007 16

31

Ohio American Water Company  
Lawrence County District

Year 2008

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	18.681	10.3%	0.603	0.759	01/07/08	0.542	01/14/08	0	3345
	2	18.133	10.0%	0.625	0.666	02/25/08	0.572	02/19/08	0	3332
	3	18.999	10.5%	0.613	0.663	03/05/08	0.530	03/27/08	0	3335
2	4								0	
	5								0	
	6								0	
3	7								0	
	8								0	
	9								0	
4	10								0	
	11								0	
	12								0	
2008										
Avg		18.604	10.2%	0.614	0.696		0.548		0	3337
High		18.999	10.5%	0.625	0.759	01/07/08	0.572		0	3345
Low		18.133	10.0%	0.603	0.663		0.530	03/27/08	0	3332

**Lawrence County District**  
**Routine (Annual/Semi-Annual) Flushing Information**  
Year      2008      Quarter: 1

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

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

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

Quarter: 2

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

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

Quarter: 3

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

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

Quarter: 4

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

[illegible]

Ohio American Water Company

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  
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

### Customer Services

	Inquiries	Complaints
Account Information	1135	
Bad Debt/Bankruptcy	160	
Bill Adjustment	64	
Bill Information/Format	38	
Consumption	8	
Customer Notices	7	
Customer Service Staff	0	
Disconnection for Non-Pay	122	
Final Service	88	
General Information	247	
New Service	120	
NSF Check	0	
Payment Arrangements	86	
Rates	0	
Reconnection Non-Pay	99	
Service Order Appointment	85	
Other: Customer Service	466	
<b>Total</b>	<b>2725</b>	<b>0</b>

### Water Service

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

### Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	0	
Meter Repair/Leak	4	
Meter Replacement	0	
Others: Metering	0	
<b>Total</b>	<b>4</b>	<b>0</b>

### Water Quality

	Inquiries	Complaints
Discolored Water		
Hardness		
Low Pressure	7	
Odor		
Particles in Water		
Scum/Oil in Water		
Taste		
Other: Water Quality	13	
<b>Total</b>	<b>20</b>	<b>0</b>

**Ohio American Water Company  
Lawrence County District**

**Quarter # 1**

Year 2008

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

**Quarter # 2**

Year 2008

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

**Quarter # 3**

Year 2008

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

**Quarter # 4**

Year 2008

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



Ohio American Water Company  
Marion District

Year 2008

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	210.641	21.3%	6.759	7.624	01/21/08	5.608	01/19/08	0	16954
	2	197.702	21.8%	6.783	7.189	02/25/08	6.274	02/08/08	0	
	3	203.662	21.1%	6.530	7.162	03/03/08	5.748	03/22/08	0	
	4								0	
2	5								0	
	6								0	
	7								0	
	8								0	
3	9								0	
	10								0	
	11								0	
	12								0	
4									0	
									0	
									0	
									0	
2008										
	Avg	204.002	21.4%	6.691	7.325		5.877		0	4239
	High	210.641	21.8%	6.783	7.624	01/21/08	6.274		0	16954
	Low	197.702	21.1%	6.530	7.162		5.608	01/19/08	0	16954

**Ohio American Water Company**  
**Marion District**  
**Routine (Annual/Semi-Annual) Flushing Information**  
Year 2008 Quarter: 1

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

None this quarter.

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

Quarter: 2

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

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

Quarter: 3

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

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

Quarter: 4

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

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

[illegible]

Ohio American Water Company

**Quarter # 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  
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  
Marion District**

**Quarter # 1**

**2008**

**Total Customer Contacts**

**14833**

**Customer Services**

	<b>Inquiries</b>	<b>Complaints</b>
Account Information	6484	0
Bad Debt/Bankruptcy	1104	0
Bill Adjustment	329	0
Bill Information/Format	109	0
Consumption	84	0
Customer Notices	48	0
Customer Service Staff	0	0
Disconnection for Non-Pay	505	0
Final Service	580	0
General Information	1210	0
New Service	528	0
NSF Check	0	0
Payment Arrangements	354	0
Rates	0	0
Reconnection Non-Pay	409	0
Service Order Appointment	576	0
Other: Customer Service	2434	0
<b>Total</b>	<b>14754</b>	<b>0</b>

**Water Service**

	<b>Inquiries</b>	<b>Complaints</b>
Disconnection for Repairs	0	0
Main Breaks	33	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
<b>Total</b>	<b>33</b>	<b>0</b>

**Metering**

	<b>Inquiries</b>	<b>Complaints</b>
Estimating	0	0
Meter Reading	33	0
Meter Repair/Leak	13	0
Meter Replacement	0	0
Others: Metering	0	0
<b>Total</b>	<b>46</b>	<b>0</b>

**Water Quality**

	<b>Inquiries</b>	<b>Complaints</b>
Discolored Water	0	0
Hardness	0	0
Low Pressure	10	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
<b>Total</b>	<b>10</b>	<b>0</b>

**Ohio American Water Company  
Marion District**

**Quarter # 1**

Year 2008

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

**Quarter # 2**

Year 2008

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

**Quarter # 3**

Year 2008

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

**Quarter # 4**

Year 2008

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

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

[Greg.Dewhurst@mc.state.oh.us](mailto:Greg.Dewhurst@mc.state.oh.us)

Year 2008

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	1.851	22.6%	0.060	0.070	1/28/08	0.054	1/17/08	0
	2	1.894	24.5%	0.070	0.088	2/28/08	0.048	2/26/08	0
	3	2.220	27.1%	0.072	0.097	3/26/08	0.052	3/27/08	0
	4								0
	5								0
2	6								0
	7								0
	8								0
3	9								0
	10								0
	11								0
4	12								0
Total Count									333
Total Count									
Total Count									
Total Count									

  

Avg	1.988	24.7%	0.067	0.085			0.051		0.000
High	2.220	27.1%	0.072	0.097			0.054		0
Low	1.851	22.6%	0.060	0.070			0.048		0

Ohio American Water  
Mansfield Madison #1

Quarter # 1

Year 2008

Street Address	Imperial Estates Well House
Political Subdiv	Mansfield Mifflin Twp., System 2
Date of Break/ Outage	29-Feb
General Type	Power Outage
Specific Type	Power Outage at Imperial Estates Well House
Number of Services Affected	250
Time Became Aware	6:30 a.m.
Date Problem Resolved	29-Feb
Time Problem Resolved	4:00 p.m.
Restorations Made. Type & Size	
Boil Order Information	News Media

Ohio American Water  
Mansfield Madison #1

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 Madison #1

Quarter # 3

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 Madison #1

Quarter # 4

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 Madison #1

Quarter # 1  
2008

Total Customer Contacts	Total Customer Complaints
292	0

Customer Services		
	Inquiries	Complaints
Account Information	106	0
Bad Debt/Bankruptcy	12	0
Bill Adjustment	2	0
Bill Information/Format	3	0
Consumption	1	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	14	0
Final Service	5	0
General Information	18	0
New Service	14	0
NSF Check	0	0
Payment Arrangements	5	0
Rates	0	0
Reconnection Non-Pay	17	0
Service Order Appointment	15	0
Other: Customer Service	80	0
Total	292	0

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

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

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

**Ohio American Water  
Mansfield Madison #1**

**Quarter # 1**

Year 2008

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

**Quarter # 2**

Year 2008

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

**Quarter # 3**

Year 2008

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

**Quarter # 4**

Year 2008

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

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

Greg.Dewhurst@puc.state.oh.us

**Year      2008**

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	
1	1	3.012	8.8%	0.097	0.106	1/28/08	0.088	1/30/08	0	Total Count    213
	2	2.752	8.8%	0.095	0.129	2/7/08	0.070	2/26/08	0	
	3	3.082	8.8%	0.099	0.120	3/3/08	0.078	3/10/08	0	
2	4								0	Total Count
	5								0	
	6								0	
3	7								0	Total Count
	8								0	
	9								0	
4	10								0	Total Count
	11								0	
	12								0	

Avg	1.988	24.7%	0.067	0.085		0.051		0.000
High	3.082	8.8%	0.099	0.129		0.088		0
Low	2.752	8.8%	0.095	0.106		0.070		0

Ohio American Water  
Mansfield Biscayne #2

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 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 # 3

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 # 4

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 # 1  
2008**

<b>Total Customer Contacts</b>	<b>Total Customer Complaints</b>
<b>88</b>	<b>0</b>

<b>Customer Services</b>		
	<b>Inquiries</b>	<b>Complaints</b>
Account Information	27	0
Bad Debt/Bankruptcy	2	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	2	0
Final Service	1	0
General Information	8	0
New Service	6	0
NSF Check	0	0
Payment Arrangements	2	0
Rates	0	0
Reconnection Non-Pay	4	0
Service Order Appointment	4	0
Other: Customer Service	26	0
<b>Total</b>	<b>82</b>	<b>0</b>

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

<b>Water Quality</b>		
	<b>Inquiries</b>	<b>Complaints</b>
Discolored Water	3	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	0	0
<b>Total</b>	<b>6</b>	<b>0</b>

<b>Water Service</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>

**Ohio American Water  
Mansfield Biscayne #2**

**Quarter # 1**

**Year 2008**

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

**Quarter # 2**

**Year 2008**

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

**Quarter # 3**

**Year 2008**

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

**Quarter # 4**

**Year 2008**

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

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

[Greg.Dewhurst@puc.state.oh.us](http://puc.state.oh.us)

**Year      2008**

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	3.012	8.8%	0.097	0.106	1/28/08	0.088	1/30/08	0
	2	2.752	8.8%	0.095	0.129	2/7/08	0.070	2/26/08	0
	3	3.082	8.8%	0.099	0.120	3/3/08	0.078	3/10/08	0
2	4								0
	5								0
	6								0
3	7								0
	8								0
	9								0
4	10								0
	11								0
	12								0
Total Count									213
Total Count									
Total Count									
Total Count									

Avg	1.988	24.7%	0.067	0.085		0.051		0.000
High	3.082	8.8%	0.099	0.129		0.088		0
Low	2.752	8.8%	0.095	0.106		0.070		0

Ohio American Water  
Mansfield Bryonaire #3

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 Bryonaire #3

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 Bryonaire #3

Quarter # 3

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 Bryonaire #3

Quarter # 4

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 Bryonaire #3

Quarter # 1  
2008

Total Customer Contacts	Total Customer Complaints
57	0

Customer Services		
	Inquiries	Complaints
Account Information	23	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	1	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	2	0
Customer Service Staff	0	0
Disconnection for Non-Pay	1	0
Final Service	1	0
General Information	4	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	1	0
Other: Customer Service	18	0
Total	54	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	1	0
Hardness	0	0
Low Pressure	1	0
Odor	1	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	3	0

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

**Ohio American Water  
Mansfield Bryonaire #3**

**Quarter # 1**

Year 2008

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

**Quarter # 2**

Year 2008

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

**Quarter # 3**

Year 2008

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

**Quarter # 4**

Year 2008

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

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

[Greg.Dewhurst@puc.state.oh.us](mailto:Greg.Dewhurst@puc.state.oh.us)

**Year      2008**

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

Avg	1.988	24.7%	0.067	0.085			0.051		0.000
High	0.105	10.0%	0.003	0.013			0.002		0
Low	0.084	10.0%	0.003	0.003			0.002		0

Ohio American Water  
Mansfield Halabrien #4

Quarter # 1

Year 2008

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

Ohio American Water  
Mansfield Halabrien #4

Quarter # 2

Year 2008

Street Address  
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 # 3

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 # 4

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 # 1**

**Year 2008**

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

**Quarter # 2**

**Year 2008**

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

**Quarter # 3**

**Year 2008**

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

**Quarter # 4**

**Year 2008**

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

**Ohio American Water  
Mansfield Halabrien #4**

**Quarter # 1  
2008**

<b>Total Customer Contacts</b>	<b>Total Customer Complaints</b>
<b>4</b>	<b>0</b>

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

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

<b>Water Quality</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>

<b>Water Service</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>

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

[Greg.Dewhurst@mac.state.oh.us](mailto:Greg.Dewhurst@mac.state.oh.us)

Year		2008									
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap		
1	1	0.181	10.0%	0.006	0.007	1/24/08	0.004	1/29/08	0	Total Count	42
	2	0.177	10.0%	0.006	0.007	2/20/08	0.004	2/26/08	0		
	3	0.172	10.0%	0.006	0.007	3/26/08	0.003	3/27/08	0		
2	4								0	Total Count	
	5								0		
	6								0		
3	7								0	Total Count	
	8								0		
	9								0		
4	10								0	Total Count	
	11								0		
	12								0		
Avg		1.988	24.7%	0.067	0.085		0.051		0.000		
High		0.181	10.0%	0.006	0.007		0.004		0		
Low		0.172	10.0%	0.006	0.007		0.003		0		

Ohio American Water  
Mansfield Walcrest #5

Quarter # 1

Year 2008

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

Ohio American Water  
Mansfield Walcrest #5

Quarter # 2

Year 2008

Street Address  
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 # 3

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 # 4

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 # 1  
2008**

<b>Total Customer Contacts</b>	<b>Total Customer Complaints</b>
<b>21</b>	<b>0</b>

<b>Customer Services</b>		
	<b>Inquiries</b>	<b>Complaints</b>
Account Information	7	0
Bad Debt/Bankruptcy	1	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	3	0
General Information	3	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	6	0
<b>Total</b>	<b>20</b>	<b>0</b>

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

<b>Water Quality</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>1</b>	<b>0</b>

<b>Water Service</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>

**Ohio American Water  
Mansfield Walcrest #5**

**Quarter # 1**

**Year 2008**

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

**Quarter # 2**

**Year 2008**

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

**Quarter # 3**

**Year 2008**

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

**Quarter # 4**

**Year 2008**

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

**Ohio American Water  
Mansfield Greenridge System #6**

[Greg.Dewhurst@opw.state.oh.us](mailto:Greg.Dewhurst@opw.state.oh.us)

**Year 2008**

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	0.698	10.0%	0.023	0.023	1/21/08	0.019	1/22/08	0
	2	0.649	10.0%	0.022	0.023	2/27/08	0.017	2/13/08	0
	3	0.683	10.0%	0.022	0.025	3/24/08	0.018	3/4/08	0
									<b>Total Count 164</b>
2	4								0
	5								0
	6								0
									<b>Total Count</b>
3	7								0
	8								0
	9								0
									<b>Total Count</b>
4	10								0
	11								0
	12								0
									<b>Total Count</b>

Avg	1.988	24.7%	0.067	0.085		0.051	0.000
High	0.698	10.0%	0.023	0.025		0.019	0
Low	0.649	10.0%	0.022	0.023		0.017	0

Ohio American Water  
Mansfield Greenridge #6

Quarter # 1

Year 2008

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

Ohio American Water  
Mansfield Greenridge #6

Quarter # 2

Year 2008

Street Address  
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 # 3

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 # 4

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 # 1  
2008**

<b>Total Customer Contacts</b>	<b>Total Customer Complaints</b>
<b>35</b>	<b>0</b>

<b>Customer Services</b>		
	<b>Inquiries</b>	<b>Complaints</b>
Account Information	15	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	1	0
Bill Information/Format	1	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	2	0
General Information	6	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	4	0
Other: Customer Service	4	0
<b>Total</b>	<b>35</b>	<b>0</b>

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

<b>Water Quality</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>

<b>Water Service</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>

**Ohio American Water  
Mansfield Greenridge #6**

**Quarter # 1**

Year 2008

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

**Quarter # 2**

Year 2008

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

**Quarter # 3**

Year 2008

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

**Quarter # 4**

Year 2008

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

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

[Greg.Dewhurst@pic.state.oh.us](mailto:Greg.Dewhurst@pic.state.oh.us)

**Year      2008**

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

Avg	1.988	24.7%	0.067	0.085		0.051		0.000
High	1.884	10.0%	0.061	0.079		0.049		0
Low	1.614	10.0%	0.052	0.060		0.036		0

Ohio American Water  
Mansfield Harprest #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 Harprest #7

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 Harprest #7

Quarter # 3

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 Harprest #7

Quarter # 4

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 Harprest #7**

**Quarter # 1  
2008**

<b>Total Customer Contacts</b>	<b>Total Customer Complaints</b>
<b>110</b>	<b>0</b>

<b>Customer Services</b>		
	<b>Inquiries</b>	<b>Complaints</b>
Account Information	33	0
Bad Debt/Bankruptcy	6	0
Bill Adjustment	1	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	5	0
Final Service	5	0
General Information	13	0
New Service	4	0
NSF Check	0	0
Payment Arrangements	3	0
Rates	0	0
Reconnection Non-Pay	10	0
Service Order Appointment	6	0
Other: Customer Service	22	0
<b>Total</b>	<b>108</b>	<b>0</b>

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

<b>Water Quality</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>

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

**Ohio American Water  
Mansfield Harprest #7**

**Quarter # 1**

**Year 2008**

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

**Quarter # 2**

**Year 2008**

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

**Quarter # 3**

**Year 2008**

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

**Quarter # 4**

**Year 2008**

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

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

Greg.Dewhurst@apuc.state.oh.us

**Year      2008**

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	
1	1	0.276	10.0%	0.009	0.011	1/8/08	0.007	1/3/08	0	
	2	0.251	10.0%	0.009	0.012	2/5/08	0.007	2/7/08	0	
	3	0.259	10.0%	0.008	0.010	3/24/08	0.005	3/27/08	0	Total Count    64
2	4								0	
	5								0	
	6								0	Total Count
3	7								0	
	8								0	
	9								0	Total Count
4	10								0	
	11								0	
	12								0	Total Count

Avg	1.988	24.7%	0.067	0.085			0.051		0.000
High	0.276	10.0%	0.009	0.012			0.007		0
Low	0.251	10.0%	0.008	0.010			0.005		0

Ohio American Water  
Mansfield Mohican #8

Quarter # 1

Year 2008

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

Ohio American Water  
Mansfield Mohican #8

Quarter # 2

Year 2008

Street Address  
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 # 3

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 # 4

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 # 1  
2008**

<b>Total Customer Contacts</b>	<b>Total Customer Complaints</b>
<b>16</b>	<b>0</b>

<b>Customer Services</b>		
	<b>Inquiries</b>	<b>Complaints</b>
Account Information	3	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	1	0
General Information	0	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	4	0
Other: Customer Service	3	0
<b>Total</b>	<b>13</b>	<b>0</b>

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

<b>Water Quality</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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	0	0
<b>Total</b>	<b>3</b>	<b>0</b>

<b>Water Service</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>

**Ohio American Water  
Mansfield Mohican #8**

**Quarter # 1**

**Year 2008**

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

**Quarter # 2**

**Year 2008**

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

**Quarter # 3**

**Year 2008**

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

**Quarter # 4**

**Year 2008**

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

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

[Greg.Dewhurst@pw.state.oh.us](mailto:Greg.Dewhurst@pw.state.oh.us)

**Year      2008**

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	
1	1	0.145	10.0%	0.005	0.007	1/29/08	0.003	1/23/08	0	
	2	0.137	10.0%	0.005	0.010	2/7/08	0.004	2/1/08	0	
	3	0.153	10.0%	0.005	0.006	3/27/08	0.004	3/3/08	0	Total Count    37
2	4								0	
	5								0	
	6								0	Total Count
3	7								0	
	8								0	
	9								0	Total Count
4	10								0	
	11								0	
	12								0	Total Count
Avg									0.000	
High		0.153	10.0%	0.005	0.010		0.004		0	
Low		0.137	10.0%	0.005	0.006		0.003		0	

Ohio American Water  
Mansfield Little Valley #9

Quarter # 1

Year 2008

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

Ohio American Water  
Mansfield Little Valley #9

Quarter # 2

Year 2008

Street Address  
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 # 3

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 # 4

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



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

**Quarter # 1  
2008**

<b>Total Customer Contacts</b>	<b>Total Customer Complaints</b>
<b>10</b>	<b>0</b>

<b>Customer Services</b>		
	<b>Inquiries</b>	<b>Complaints</b>
Account Information	5	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	2	0
New Service	2	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	1	0
<b>Total</b>	<b>10</b>	<b>0</b>

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

<b>Water Quality</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>

<b>Water Service</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>

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

**Quarter # 1**

**Year 2008**

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

**Quarter # 3**

**Year 2008**

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

**Quarter # 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 # 4**

**Year 2008**

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

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

[Greg.Dewhurst@opuc.state.oh.us](mailto:Greg.Dewhurst@opuc.state.oh.us)

**Year      2008**

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

  

Avg	1.988	24.7%	0.067	0.085		0.051		0.000
High	0.146	10.0%	0.005	0.005		0.003		0
Low	0.111	10.0%	0.004	0.004		0.002		0

Ohio American Water  
Mansfield Ford Rd. #10

Quarter # 1

Year 2008

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

Ohio American Water  
Mansfield Ford Rd. #10

Quarter # 2

Year 2008

Street Address  
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 # 3

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 # 4

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 # 1  
2008**

<b>Total Customer Contacts</b>	<b>Total Customer Complaints</b>
<b>12</b>	<b>0</b>

<b>Customer Services</b>		
	<b>Inquiries</b>	<b>Complaints</b>
Account Information	2	0
Bad Debt/Bankruptcy	3	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	1	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	6	0
<b>Total</b>	<b>12</b>	<b>0</b>

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

<b>Water Quality</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>

<b>Water Service</b>		
	<b>Inquiries</b>	<b>Complaints</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>

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

**Quarter # 1**

**Year 2008**

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

**Quarter # 2**

**Year 2008**

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

**Quarter # 3**

**Year 2008**

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

**Quarter # 4**

**Year 2008**

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

Ohio American Water Company  
Beechcrest

Year

2008

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

Ohio American Water Company

Beechcrest

Routine (Annual/Semi-Annual) Flushing Information

Year 2008

Quarter: 1

Was the system flushed this quarter?

Yes:

☐

No:

✱

If yes:

Begin Date:

End Date:

Notification Date:

Notification Method:

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

Was the system flushed this quarter?

Yes:

☒

No:

☐

If yes:

Begin Date:

4/15/2008

End Date:

4/17/2008

Notification Date:

4/8/2008

Notification Method:

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

Was the system flushed this quarter?

Yes:

☐

No:

✱

If yes:

Begin Date:

End Date:

Notification Date:

Notification Method:

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

Was the system flushed this quarter?

Yes:

☐

No:

✱

If yes:

Begin Date:

End Date:

Notification Date:

Notification Method:

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



**Ohio American Water Company**

<b>Quarter # 1</b>	
<b>Year</b>	<b>2008</b>
Street Address	3547 Ivanhoe
Political Subdiv	Brimfield
Date of Break/ Outage	1/16/2008
General Type	Shear Break
Specific Type	
Number of Services Affected	27
Time Became Aware	1600
Date Problem Resolved	1/16/2008
Time Problem Resolved	1830
Boil Order issued by	Steve Cheline
Street Address	3547 Ivanhoe
Political Subdiv	Brimfield
Date of Break/ Outage	1/17/2008
General Type	Shear Break
Specific Type	
Number of Services Affected	27
Time Became Aware	1600
Date Problem Resolved	1/17/2008
Time Problem Resolved	1830
Boil Order issued by	Steve Cheline
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**

<b>Quarter # 1</b>	
<b>Year</b>	<b>2008</b>
Street Address	3547 Ivanhoe
Political Subdiv	Brimfield
Date of Break/ Outage	1/16/2008
General Type	Shear Break
Specific Type	
Number of Services Affected	27
Time Became Aware	1600
Date Problem Resolved	1/16/2008
Time Problem Resolved	1830
Boil Order issued by	Steve Cheline
Street Address	3547 Ivanhoe
Political Subdiv	Brimfield
Date of Break/ Outage	1/17/2008
General Type	Shear Break
Specific Type	
Number of Services Affected	27
Time Became Aware	1600
Date Problem Resolved	1/17/2008
Time Problem Resolved	1830
Boil Order issued by	Steve Cheline
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	

**Ohio American Water Company  
Beechcrest**

**Quarter # 1  
2007**

**Total Customer Contacts  
169**

**Customer Services**

	<b>Inquiries</b>	<b>Complaints</b>
Account Information	109	
Bad Debt/Bankruptcy	1	
Bill Adjustment	10	
Bill Information/Format	1	
Consumption	0	
Customer Notices	0	
Customer Service Staff	0	
Disconnection for Non-Pay	0	
Final Service	1	
General Information	10	
New Service	3	
NSF Check	0	
Payment Arrangements	1	
Rates	0	
Reconnection Non-Pay	0	
Service Order Appointment	3	
Other: Customer Service	30	
<b>Total</b>	<b>169</b>	<b>0</b>

**Water Service**

	<b>Inquiries</b>	<b>Complaints</b>
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	
<b>Total</b>	<b>0</b>	<b>0</b>

**Metering**

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

**Water Quality**

	<b>Inquiries</b>	<b>Complaints</b>
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	
<b>Total</b>	<b>0</b>	<b>0</b>

**Ohio American Water Company  
Beechcrest**

**Quarter # 1**

**Year 2008**

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

**Quarter # 2**

**Year 2008**

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

**Quarter # 3**

**Year 2008**

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

**Quarter # 4**

**Year 2008**

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

Ohio American Water Company  
East Aurora

Year

2008

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	1.679	27.7%	98.370	71.000	01/22/08	47.000	01/08/08	0	289
	2	1.530	26.3%	84.330	69.000	02/25/08	38.000	02/29/08	0	289
	3	1.744	29.9%	56.270	79.000	03/22/08	42.000	03/19/08	0	289
2	4								0	
	5								0	
	6								0	
3	7								0	
	8								0	
	9								0	
4	10								0	
	11								0	
	12								0	
Avg		1.651	28.0%	79.657					0	
High		1.744	29.9%	98.370	79.000	03/22/08			0	289
Low		1.530	26.3%	56.270			38.000	02/29/08	0	289

**Ohio American Water Company  
East Aurora**  
**Routine (Annual/Semi-Annual) Flushing Information**

Year      2008                      Quarter: 1st

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

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

Year      2008                      Quarter: 2nd

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

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

Year      2008                      Quarter: 3rd

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

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

Year      2008                      Quarter: 4th

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

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

Note: Expand form and copy lines as needed to list all main break outages during each quarter.

Ohio American Water Company

Quarter # 1	
Year	2008
No breaks this quarter	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	
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	4:00pm
Boil Order issued by	None

**Ohio American Water Company  
East Aurora**

**Quarter # 1  
2007**

**Total Customer Contacts  
169**

**Customer Services**

	<b>Inquiries</b>	<b>Complaints</b>
Account Information	109	
Bad Debt/Bankruptcy	1	
Bill Adjustment	10	
Bill Information/Format	1	
Consumption	0	
Customer Notices	0	
Customer Service Staff	0	
Disconnection for Non-Pay	0	
Final Service	1	
General Information	10	
New Service	3	
NSF Check	0	
Payment Arrangements	1	
Rates	0	
Reconnection Non-Pay	0	
Service Order Appointment	3	
Other: Customer Service	30	
<b>Total</b>	<b>169</b>	<b>0</b>

**Water Service**

	<b>Inquiries</b>	<b>Complaints</b>
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	
<b>Total</b>	<b>0</b>	<b>0</b>

**Metering**

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

**Water Quality**

	<b>Inquiries</b>	<b>Complaints</b>
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	
<b>Total</b>	<b>0</b>	<b>0</b>



**Ohio American Water Company  
East Aurora**

**Quarter # 1**

Year 2007

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

**Quarter # 2**

Year 2007

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

**Quarter # 3**

Year 2007

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

**Quarter # 4**

Year 2007

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

Ohio American Water Company  
Tiffin District

Year		2008									
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Customer Count	
1	1	49.059	7.2%	1.583	1.707	01/29/08	1.374	01/05/08	0	6607	
	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		
2	4										
	5										
	6										
3	7										
	8										
	9										
4	10										
	11										
	12										
2008											
	Avg	49.076	7.7%	1.619	1.707		1.483		0	1652	
	High	50.209	8.7%	1.654	1.721	02/18/08	1.574		0	6607	
	Low	47.961	7.1%	1.583	1.693		1.374	01/05/08	0	6607	

**Ohio American Water Company**  
**Tiffin District**  
**Routine (Annual/Semi-Annual) Flushing Information**  
Year 2008 Quarter: 1

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

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

Quarter: 2  
Was the system flushed this quarter? Yes: ☐ No: ☐  
Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Notification Date: \_\_\_\_\_

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

Quarter: 3  
Was the system flushed this quarter? Yes: ☒ No: ☐  
Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Notification Date: \_\_\_\_\_

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

In the process. Will complete during 4th quarter.

Quarter: 4  
Was the system flushed this quarter? Yes: ☒ No: ☐  
Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Notification Date: \_\_\_\_\_

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

Continued from 3rd Quarter

[illegible]

**Ohio American Water Company  
Tiffin District**

**Quarter # 1  
2008**

**Total Customer Contacts  
3410**

**Customer Services**

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

**Water Service**

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

**Metering**

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

**Water Quality**

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

# Ohio American Water Company Tiffin District

Quarter # 1

Year	2008
Disconnections	131
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 14 Days Notice	0
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	0
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Year

2008

Quarter # 1

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

Quarter # 2

Year	2008
Disconnections	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 14 Days 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	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 14 Days 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	

Year

2008

**NON-REVENUE REMEDIATION PLANS  
FOR  
FIRST QUARTER 2008  
By  
OHIO AMERICAN WATER COMPANY  
Systems**

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

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

During the first half of 2008 crews repaired:

Mains	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter		
	2"	10	2"	10
	2 1/2"	4	2 1/2"	0
	4"	1	4"	0
	6"	11	6"	5
	8"	2	8"	2
	10"	3	10"	0
	12"	2	12"	1
	4		3	
	2		0	
Valves				
Hydrants				



**Ohio American Water Company  
Franklin County District  
Remedial Report for Unaccounted for Water  
Actions/Progress Made in 2008 1<sup>st</sup> Quarter**

- 1) Pump out all fire hydrants for the winter season and monitored them for leakage.
- 2) Continued to examine all reported "zero consumption" accounts for more than three (3) consecutive months for a working water meter.
- 3) Continued to obtain actual readings on all water service meters 1" and larger.
- 4) Continued to collect raw data to develop a two year usage history for customers for comparison between water service areas with < 15% to > 15% unaccounted-for-water. This will be completed in the 2<sup>nd</sup> quarter of 2008.
- 5) Did not complete an in-house Leak Investigation Training Program for field personnel. This will be done in the 2<sup>nd</sup> quarter of 2008.

**Ohio American Water Company  
Franklin County District**

**Remedial Report for Unaccounted for Water**

**Action Plan for 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.
- 2) Continue to obtain actual readings on all water service meters 1" and larger.
- 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.
- 4) Complete the development of a two year usage history for customers for comparison between water service areas with < 15% to >15% unaccounted-for-water.
- 5) Completed an in-house Leak Investigation Training Program for field personnel.
- 6) Check calibration of Service Delivery water meters.
- 7) Establish a Large Meter Field Testing Program.
- 8) Change out 100% of Timberbrook water service area water meters.

## Ohio American Water Company Marion County District

### Remedial Report for Unaccounted for Water

#### Actions/Progress Made in 2008 1<sup>st</sup> Quarter

1. Leak Detection: 300 Hours were dedicated to leak detection. 12 Leaks were found, and repaired
2. Sounding Mains: Sounded 75 total miles of water main in the Marion system. This included 2, 6 and 8 inch lines.
3. Review Open leak Numbers: Open leaks were reviewed. Progress is being made on repairs
4. Zero consumption: 180 zero consumption accounts were reviewed with 0 found faulty.
5. Meter readings: All large meters were read this quarter.
6. Large meter test: Large meters will be tested on 4/23/2008
7. Inactive accounts: 180 Inactive accounts were reviewed and verified as inactive.
8. 1605 feet of 8" main was replaced on Fountain street, 1742 feet of 8" water main was replaced on Nye / Curve and Glad Street, 448 feet of 8" water main was replaced on Olney street and 1087 feet of 8" water main was replaced on York Street

**Ohio American Water Company  
Marion County District**

**Remedial Report for Unaccounted for Water**

**Action Plan for 2008 2<sup>nd</sup> Quarter**

1. Perform leak detection on 100 miles of water mains and all associated fire hydrants and services lines.
2. Sound 2" lines, 6 and 8 inch water mains as well as fire services and domestic service lines.
3. Review water accounting practices to ensure that all used unbilled water is being accounted for
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. Complete a monthly water audit and water balance using the AWWA water audit software.
7. Continue to get accurate meter reading on large meters.
8. Outside contractor is scheduled to test large meters for accuracy
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 2008 1<sup>st</sup> Quarter**

1) Leak Detection:

2) Inactive Account Survey:

3) Zero Consumption Accounts: :

4) Draw Down Test:

5) Review Large Users:

6) Physically inspect mains in remote areas & easements:

**Actions taken during the first quarter 2008 Madison System # 1**

1) System has been physically inspected.

2) Sounding equipment has been used on all large valves on distributions mains

3) Was able to identify customer leak located at the corner of Trimble Rd and  
Hanna. Customer repaired service line.

4) Contacted Richland County Sewer Dept. to inquire if they have noticed any  
high consumption users in this system.

**Ohio American Water**  
**Richland County District**  
**Remedial Report for Unaccounted for Water**  
**Action Plan for 1<sup>st</sup> 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.

Date: April 14, 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 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. 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 Chelline 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. 10 hydrants and 7 valves and 24 curb stops sounded last year.

- 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 30% 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.