

Bricker & Eckler ATTORNEYS AT LAW COLUMBUS • CLEVELAND

BRICKER & ECKLER LLP 100 South Third Street Columbus, Ohio 43215-4291 MAIN: 614.227.2300 FAX: 614.227.2390

www.bricker.com info@bricker.com

Sally W. Bloomfield 614.227.2368 sbloomfield@bricker.com July 16, 2008

VIA HAND DELIVERY

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

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

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 Bloompule

Sally W. Bloomfield

Enclosures

cc: Parties of Record (w/Enclosure)

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business Fechnician $\Delta \omega$ Date Processed 7/16/08,

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

OAWC District	1st Quarter Levels	Non-Revenue Remediation Plan
Ashtabula	21.4%	\checkmark
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%	\checkmark
Mansfield	24.7%	
Madison	24.7%	
Beechcrest	2.6%	
East Aurora	28.0%	Ŧ
Tiffin	7.7%	

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^t 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

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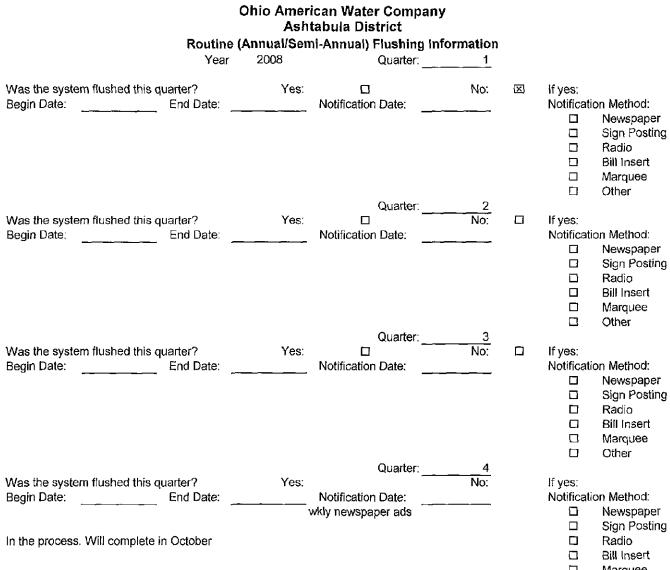
Ohio American Water Company Ashtabula District

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2008 Year

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1 E 25TH ASH TWP 368/2008 Non-Emergancy MAIN 0 am 3/10/208 7 E 29TH ASH TWP 3/20/2008 Non-Emergancy MAIN 0 am 3/10/208 7 E 29TH ASH TWP 3/20/2008 Non-Emergancy MAIN 0 am 3/10/208 7 I ANN ASH CITY 3/20/2008 Non-Emergancy SERVICE 0 am 3/20/2008 1 I ANE ASH CITY 3/20/2008 Non-Emergancy SERVICE 0 am 3/20/2008	2008	1 E 397H	ASH TWP			0	Ed	3/9/2008	ցբա	
1 E 25TH ASH TWP 3/20/2008 Non-Emergency MAIN 0 am 3/20/2008 1 ANN ASH CITY 3/20/2008 Non-Emergency SERVICE 0 am 3/20/2008 1 ANN ASH CITY 3/20/2008 Non-Emergency SERVICE 0 am 3/20/2008 1 I UAKE ASH CITY 3/20/2008 Emergency SERVICE 0 pm 3/20/2008	2008	_ 1 E 29TH	ASH TWP	3/8/2008 Non-Emerger		0	am	3/10/2006	s pm	
1 ANN ASH CITY 3/20/2008 Non-Emergency SERVICE 0 am 3/20/2008 1 I_UKE ASH CITY 3/20/2008 Emergency SERVICE 0 pm 3/20/2008	2008	1 'E 297H	ASH TWP	3/20/2008 Non-Emerger		0	am	3/20/2006		
ASH CITY 3/20/2008 Emergency SERVICE 0 pm 3/20/2008	2008	1 1 AUN	ASH CITY	3/20/2008 Non-Emerger		0	âm	3/20/2006	3 am	
	2008	1 LAKE	ASH CITY	3/20/2008 Emergency	-	0	ц	3/20/2005	3 am	

Ohio American Water Company Ashtabula District J

Ohio American Water Company Ashtabula District Quarter

Quarter # 1

Year

2008

Quarter # 2	
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 Deniai	
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	

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	
ĺ	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

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Total Customer Contacts 4603

Customer Services

		Inquiries	Complaints
Account Information		3344	1
Bad Debt/Bankruptcy		547	
Bill Adjustment		222	
Bill Information/Format		100	
Consumption		28	
Customer Notices		18	
Customer Service Staff		00	
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	
	Total	8081	1

Water Service

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

	Inquiries	Complaints
	0	
	29	
	0	
	0	
	0	
	0	
	0	
Total	29	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	48	
Meter Repair/Leak	9	
Meter Replacement	0	
Others: Metering	0	1
Tota	al 57	0

Water Quality

	inquiries	Complaints
Discolored Water	0	
Hardness	0	
Low Pressure	44	
Odor	0	
Particles in Water	0	
Scum/Oil in Water	0	
Taste	0	
Other: Water Quality	0	
Total	44	0

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2008
Year

PWSID 2502412

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	Water	UFW	Avg Daily	High	Date	Low	Date	# Days
	Delivery	%	Flow	Flow	of	Flow	of	Exceed
Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
-	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
8	22.164	26.8%	0.715	0.836	03/02/08	0.631	03/21/08	0
4								
5								
9								
7								
8								
6								
é								
11								
12								
Avg	22.522	26.9%	0.743					0
High	23.178	27.5%	0.767	0.926	02/23/08			0

0

03/21/08

0.631

0.715

26.5%

22.164

Low

1 ¹

		Diau	skilck water bys	lem			
Year	2008					PWSID	2502412
	Routine (An	nual/Semi	-Annual) Flushing	Information			
Quarter # 1							
Was the system flushed this of Begin Date:		Yes:	D Notification Date:	No:	Φ	If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Quarter # 2 Was the system flushed this of Begin Date: Quarter # 3	·	Yes:	D Notification Date:	No:	0	if yes: Notificatio	n Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Quarter # 3 Was the system flushed this of Begin Date: Quarter # 4	-	Yes:	D Notification Date:	No:		If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this of Begin Date:	· · - ·	Yes:	D Notification Date:	No:	0	If yes: Notificatio D D D D D D D D D D D	on Method: Newspaper Sign Posting Radio Biil Insert Marquee Other

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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	

Year 2008

Quarter # 1

Account Information Bad Debt/Bankruptcy **Bill Adjustment Bill Information/Format**

Customer Service Staff Disconnection for Non-Pay

Payment Arrangements

Reconnection Non-Pay

Other: Customer Service

Service Order Appointment

Consumption **Customer Notices**

Final Service General Information

New Service

NSF Check

Rates

Total Customer Contacts

5507

Customer Services

ſ	Inquiries	Complaints
Γ	3003	0
ſ	194	0
[49	0
ſ	20	0
ſ	8	0
ſ	8	0
ſ	0	0
ĺ	184	0
ſ	67	0
Į	213	0
ſ	107	0
5	0	0
Ī	86	0
ſ	0	0
Ī	178	0
ſ	159	0
ſ	1224	0
Total	5500	0

Water Service

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

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

Metering

PWSID

		Indi
Estimating		
Meter Reading		<u> </u>
Meter Repair/Leak		
Meter Replacement		
Others: Metering		-
	Total	

Inquiries	Complaints
0	0
1	0
0	0
0	0
0	0
u <u>1</u>	0

2502412

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	Ō	0
Other: Water Quality	6	0
Total	6	0

Other

Year 2008	DIGCKIICK
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	<u>}</u>
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

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Quarter # 2	
Disconnections]
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	1
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	1
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	L
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	

PWSID 2502412

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2008 Year

of Days Evreeding

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

	01/28/08	0.809		3.455	2.935	Min
		0.935	03/19/08	4.350	1.753	Max
		0.926		2.659	2.000	Avg
64					4.554	Totals

Year 2008 Quarter # 1			
Collection Main Cleaning	Yes 🛛	No X	If yes:
Quarter # 2 Collection Main Cleaning	Yes 🗆	No 🗖	lf yes:
Quarter # 3 Collection Main Cleaning	Yes 🗖	No 🗆	lf yes:
Quarter # 4 Collection Main Cleaning	Yes 🛛	No 🗆	lf yes:

۰ I

Year

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2008

Quarter # 1	1 Number of Manholes inspected this quarter		0	
Sewerage Backups Were there any Sewarag	ge Backups this Quarter?	Yes X N	0 🗆	If yes:
Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:	4744 Crosscreek 1/20/2008 Grease 1/20/2008	Political Subdivis # of Customers A Repair Means:		Madison Township 1 Jet Unit
Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:	3381 Latonia 1/25/2008 grease 1/25/2008	Political Subdivis # of Customers A Repair Means:	-	Madison Township 1 Jet Unit
Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved;	3381 Latonia 2/8/2008 grease 2/8/2008	Political Subdivis # of Customers A Repair Means:		Madison Township 1 Jet Unit
Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:	3381 Latonia Court 2/22/2008 grease 2/2/2008	Political Subdivis # of Customers A Repair Means:		Madison Township 1 Jet Unit
Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:	3367 Everson Road 3/4/08 3/4/2008 Grease 3/4/2008	Political Subdivis # of Customers A Repair Means:		Madison Township 1 Jet Unit
Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:	3381 Latonia 3/7/2008 Grease 3/7/2008	Political Subdivis # of Customers A Repair Means:	-	Madison Township 1 Jet Unit
Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:	5227 Harbor, 5010 Harbor, 5024 Wymore 3/20/2008 High Flow 3/20/2008	Political Subdivisi # of Customers A Repair Means:	-	Madison Township 3
Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved:	3275, 3247, 3233 Latonia 3/28/2008 Grease 3/28/2008	Political Subdivisi # of Customers A Repair Means:		Madison Township 3 Jet Unit

2008 Year

Quarter # 1

Total Customer Contacts 0

Customer Services

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

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

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

	Sewer Service			
	Inquiries	Complaints		
		+		
t	_	<u>+ </u>		
L		╂────┤		
	l			
Total	0	D		

Sewer Service

Mark Sewer Lines Sewer Backup Sewer Odor Other:

l	Inquiries	Complaints
	0	0
I	0	0
i	0	0
	0	0
	0	0
Total	0	0

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 #3

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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 Denia	
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	

2008
Year

PWSID 2502512

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	Water	UFW	Avg Daily	High	Date	Low	Date	# Days
	Delivery	%	Flow	Flow	of	Flow	of	Exceed
Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
-	17.026	20.6%	01/00/00	0.640	01/19/08	0.463	01/30/08	0
2	15.314	20.6%	0.528	0.630	02/23/08	0.452	02/22/08	0
m	16.474	20.1%	0.531	0.643	03/26/08	0.460	03/12/08	0
4								
ىي م				-				
9								
2					· · ·			
ø								
5								
10								
11						i		
12								
Avg	16.271	20.4%	0.536	1				0
Hinh	17 026	20 6%	0.549	0.643	#RFF!			~

0

02/22/08

0.452

0.528

20.1%

15.314

Low

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		riupe	r Riuge water o	ystem			
Year	2008					PWSID	2502512
	Routine	e (Annual/Sem	i-Annual) Flushin	g Information	l		
Quarter # 1							
Was the system flushed this q	uarter?	Yes:	æ	No:	α	If yes:	
Begin Date: <u>3/25/2008</u>	End Date:	4/2/2008	Notification Date:	3/20/2008			on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this q	warter?	Yes:		No:		If yes:	
Begin Date:	End Date:		Notification Date:				on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this q	uarter?	Yes:		No:		If yes:	
Begin Date:	End Date:		Notification Date:			•	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Hangers
Was the system flushed this q Begin Date:	uarter? End Date:	Yes:	□ Notification Date:	No:		If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

□ Other

	muber Riuge 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	РМ		
Boil Order issued by			
Quarter # 2			
Quarter # 3			
Quarter # 4			
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			

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2008 Year

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Quarter # 1 Total Customer Contacts 2938

Customer Services

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

	Inquiries	Complaints
	1635	0
	103	0
	28	0
	27	0
	7	0
	6	0
	0	0
	100	0
	43	0
i	109	0
	53	0
	0	0
	50	0
	0	0
	108	0
	89	0
	560	0
Fotal	2918	0

Water Service

Į	nquiries	Complaints
Γ	0	0
Г	1	0
Γ	0	0
F	0	0
Γ	0	0
Γ	0	0
F	0	0
otal	1	0

Metering

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

Water Quality

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

PWSID 2502512

2502512

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	nuber Ridge Male	a oystem	
Year 2008			PWSID
Quarter # 1		Guarter # 2	
Disconnections		Disconnections	
[(
With 14 Days Notice		With 14 Days Notice	
Non-Payment	136	Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	
Application Misrepresentation	0	Application Misrepresentation	
Access Denial	0	Access Denial	
Other	0	Other	
With 24 Hours Notice		With 24 Hours Notice	
Non-Payment	0	Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial	0	Access Denial	
Other	0	Other	
Without Notice	Į	Without Notice	
Non-Payment	0	Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	
Application Misrepresentation	0	Application Misrepresentation	
Access Denial		Access Denial	
Other		Other	
Quarter#3		Quarter#4	
Disconnections	······	Disconnections	
		Diotennesiens	
With 14 Days Notice		With 14 Days Notice	
Non-Payment		Non-Payment	
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial		Access Denial	
Other		Other	
With 24 Hours Notice		With 24 Hours Notice	
Non-Payment	_	Non-Payment	
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial	├	Access Denial	
Other		Other	
Without Notice		Without Notice	
Non-Payment		Non-Payment	
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial		Access Denial	
Other		Other	

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2008 Year

of Days Exceeding

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

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	

Year 2008		ige wasi	ewaler
Quarter # 1 Collection Main Cleaning	Yes 🛛	No X	lf yes:
Quarter # 2 Collection Main Cleaning	Yes 🛛	No 🗖	lf yes:
Quarter # 3 Collection Main Cleaning	Yes 🗖	No 🗖	lf yes:
Quarter # 4 Collection Main Cleaning	Yes 🛙	No 🗆	If yes:

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Year	2008	-		
Quarter # 1	Number of Manholes inspected t	this quarter	See Note Be	low
Sewerage Backups				
Were there any Sewar	age Backups this Quarter?	Yes X	No 🗖	if yes:
Street Address:	3701 Paris	Political Su	ubdivision:	Blendon Township
Date/Time of Backup	1/21/2008	# of Custor	mers Affected:	0
Blockage Cause:	Grease	Repair Me	ans:	Jet Unit
Date/Time Resolved:	1/21/2008	•		
Quarter # 2 Sewerage Backups	Number of Manholes inspected	this quarter		
	age Backups this Quarter?	Yes 🗆	No 🗆	lf yes:
Quarter # 3	Number of Manholes inspected	this quarter		
Sewerage Backups				
Were there any Sewar	age Backups this Quarter?	Yes 🗆	No 🗆	If yes:
Quarter # 4	Number of Manholes inspected	this quarter		
Sewerage Backups				
Were there any Sewar	age Backups this Quarter?	Yes 🗆	No 🗆	If yes:

Huber Ridge Wastewater System

2 **1**

2008 Year

Quarter # 1

3

Total Customer Contacts 0

Customer Services

Sewer Service	Sewer	Service
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		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
NSF Check		0	0
Payment Arrangements		0	0
Rates		0	0
Reconnection Non-Pay		0	0
Service Order Appointment		0	0
Other: Customer Service		0	0
	Total	0	0

	Sewer Service			
	Inquiries	Complaints		
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		

Mark Sewer Lines Sewer Backup Sewer Odor Other:

	Inquiries	Complaints
	0	0
	0	0
	0	0
1	0	0
	0	0
Totai	D	0

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 #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	

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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 Water System

Year 2008

PWSID 2502612

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	Water	UFW	Avg Daily	High	Date	Low	Date	# Days
	Delivery	%	Flow	Flow	of	Flow	of	Exceed
Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
*	8.266	6.9%	0.267	0.362	80/21/10	0.232	01/10/08	0
5	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								
S								
ى								
7								
ø								
6								
10								
11								
12								
		:						
Avg	8.263	6.5%	0.272					0
High	8.713	6.9%	0.281	0.395	02/24/08			0

0

02/13/08

0.228

0.267

6.3%

7.810

No

Ohio American Water Company Franklin County District Lake Darby Water System

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	Year	2008					PWSID	2502612
		Routine	(Annual/Semi	-Annual) Flushing	g Information			
Quarter #1								
Was the sys Begin Date:	tem flushed th	nis quarter? End Date:	Yes:	D Notification Date:	No:	*	If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Begin Date:	tem flushed th		Yes:	☐ Notification Date:	No:		If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Begin Date:	tem flushed th	iis quarter? End Date:	Yes:	D Notification Date:	No:		If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Quarter #4 Was the sys Begin Date:	tem flushed th	is quarter? End Date:	Yes:	D Notification Date:	No:		If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

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

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

Ohio American Water Company Franklin County District Lake Darby Water System

2008

PWSID

2502612

Quarter #1 **Total Customer Contacts**

Year

t.

1629

Customer Services

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

	Inquiries	Complaints
	847	0
	48	0
	17	0
	16	0
	5	0
	3	0
	0	0
	43	0
	26	0
	78	0
	36	0
	0	0
	23	0
	0	0
	71	0
	64	0
	345	0
al	1622	0

Water Service

	Inquiries	C
Disconnection for Repairs	0	Τ
Main Breaks	0	
Mark Water Lines/Line Inspect	0	Т
Restoration	0	T
Service line leak	0	1
Water Sampling	0	Τ-
Others: Water Service	0	
Total	0	

	Inquiries	Complaints
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
al	0	0

Metering

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

Inquiries	Complaints
0	0
3	0
0	0
0	0
0	0
al <u>3</u>	0

Water Quality

Inquiries Complaints **Discolored Water** 0 0 0 Hardness 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	
Quarter # 1	
Disconnections	
With 14 Days Notice	<u>07</u>
Non-Payment Non-Emergency Regulation Violation	87
Application Misrepresentation	0
Access Denial	0
Other	0
	L
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial Other	0
Other	L
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	r
Non-Payment	
Non-Emergency Regulation Violation	·
Application Misrepresentation	}
Other	
	L
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

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	PWSID	2502612
Quarter # 2 Disconnections		
Disconnections		
With 14 Days Notice		
Non-Payment		
Non-Emergency Regulation Violation		
Application Misrepresentation		
Access Denial		
Other		L
With 24 Hours Notice		
Non-Payment		
Non-Emergency Regulation Violation		· · · · · · · · · · · · · · · · · · ·
Application Misrepresentation		
Access Denial		
Other		[
Without Natice		
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		

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2008 Year

of Days Exceeding

Exceeding w Dsgn Canacity	┣	-	nz	29											
Date of Lov Flow	1/23/2008	0/0/000		3/29/2008											
Low Flow (MGD)	0.267	0 399	0110	C++.0											
High Flow Date of High Low Flow Date of Low (MGD) Flow (MGD) Flow	1/14/2008	2/6/2008	3/19/2008												
High Flow (MGD)	0.686	1.190	1.750												
Avg Daily Flow (MGD)	0.484	0.609	0.808												
Month	-	8	3	¥	 	5	u		7	ŝ	6	n 	10	7	12
Quarter			-				~	-				,		ł	4

Avg 1.000 1.263 Max 0.709 1.750 03/19/08 Min 1.236 1.479 0	101013	1.901	
0.709 1.750 1.236 1.479		000	1.283
1.236 1.479		60,	
		36	
			01/23/08

Year 2008		-	
Quarter #1 Collection Main Cleaning	Yes 🖸	Νο Χ	lf yes:
Quarter # 2 Collection Main Cleaning	Yes 🛛	No 🗆	lf yes:
Quarter # 3 Collection Main Cleaning	Yes 🛛	No 🗖	If yes:
Quarter # 4 Collection Main Cleaning	Yes 🛛	No 🗖	lf yes:

а – Э-

	Lake Dalby W	ustemater bystem		
Year	2008			
Manhole Inspection Pro	gram			
Quarter # 1	Number of Manholes inspected	this quarter		0
Sewerage Backups				
Were there any Set	warage Backups this Quarter?	Yes 🗖	No X	lf yes:
Quarter # 2	Number of Manholes inspected	this quarter		-
Sewerage Backups		-		
Were there any Se	warage Backups this Quarter?	Yes 🗆	No 🗆	If yes:
	3 1 1 1 1 1			
-	Number of Manholes inspected	this quarter		
Sewerage Backups				
Were there any Se	warage Backups this Quarter?	Yes 🗆	No 🗆	If yes:
····· · ··· · ···· · ···· · ····· · ······				,,
	Number of Manholes Inspected	this quarter		
Sewerage Backups				
Were there any Se	warage Backups this Quarter?	Yes 🗆	No 🗆	If yes:
trole there ally be	Handgo paonapo ano Quantor:			ir yes.

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Ohio American Water Company Franklin County District Lake Darby Wastewater System

Year 2008

Quarter #1

Total Customer Contacts

0

Customer Services

Sewer Service

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

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

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

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

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

Ohio American Water Company Franklin County District Lake Darby Wastewater System

Year 2008	
Quarter # 1	
Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #3

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.

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

2008 Year

2502712 DISWA

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		·	-					r								
# Days Exceed	Dsgn Cap	0	0	0										0	0	0
Date of	Low Flow	01/23/08	02/21/08	03/08/08												01/00/00
Low Flow	(MG)	0.000	0.000	0.000												0.000
Date of	High Flow	01/22/08	02/23/08	03/09/08											03/09/08	
High Flow	(MG)	0.119	0.130	0.140											0.140	
Avg Daily Flow	(MG)	0.061	0.056	0.062										0.060	0.062	0.056
UFW %		11.6%	11.7%	11.2%										11.5%	41.7%	11.2%
Water Delivery	(MG)	1.882	1.636	1.915										1.811	1.915	1.636
	Month	1	2	3	4	2	9		8	6	10	11	12	Avg	High	Low

• · · · ·

				01			
	Year 2008					PWSID	2502712
	Routine	(Annual/Semi	-Annual) Flushing	g Information			
Quarter #1 Was the syst	tem flushed this quarter?	Yes:		No:	Ð	If yes:	
Begin Date:	End Date:		Notification Date:		-	-	n Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the syst Begin Date:	em flushed this quarter? End Date:	Yes:	D Notification Date:	No:		If yes: Notificatio	n Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Begin Date:	em flushed this quarter? End Date:	Yes:	D Notification Date:	No:		If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Quarter #4 Was the syst Begin Date:	em flushed this quarter? End Date:	Yes:	D Notification Date:	No:		If yes: Notificatio	n Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

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		Deiniouk water		
Year	2008	PWSID	2502712	
Quarter # 1	NONE			
Quarter # 2				
Quarter # 3				
Quarter # 4				
Street Address				
Political Subdiv				
Date of Break/ Ou	Itage			
General Type				
Specific Type				
Number of Servic	es Affected			
Time Became Aw	are			
Date Problem Re	solved			
Time Problem Re	solved			
Boil Order issued	l by	······		

2008

Quarter # 1

Year

Total Customer Contacts

114

Customer Services

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

	Inquiries	Complaints
	45	0
	4	0
1	2	0
	2	0
	0	0
I	0	0
	0	0
	5	0
I	0	0
	10	0
	1	0
	0	0
	4	0
	0	0
	5	0
l	28	0
	8	0
otal	114	0

Metering

PWSID

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

· · · · · · · · · · · · · · · · · · ·	
Inquiries	Complaints
0	0
0	0
0	0
0	0
0	0
<u>1 0</u>	0

2502712

Water Quality

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

Inquiries	Complaints
0	0
0	0
0	0
0_	0
0	0
0	0
0	0
0	0
0	0

Water Service

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

	Inguiries	Complaints
	0	0
	0	0
ct	00	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

Year 2008	
Quarter #1	
Disconnections	
Distormetions	
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-Fayment Non-Emergency Regulation Violation	
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	ļ
Access Denial	
Other	L
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
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	PWSID	2502712
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-Fayment Non-Emergency Regulation Violation		
Application Misrepresentation		
Access Denial		<u> </u>
Other		
Without Notice		
Non-Payment		
Non-Emergency Regulation Violation		
Application Misrepresentation		
Access Denial		
Other		

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

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Low Flow Dsgn Cap # Days Exceed 0 0 0 0 o 02/24/08 03/23/08 01/29/08 Date of 0.174 Low Flow 0.205 0.169 (MG) High Flow 02/05/08 03/22/08 01/04/08 02/05/08 Date of 0.355 0.467 0.467 0.328 High Flow (MG) Avg Daily Flow 0.266 0.261 0.268 0.268 (MG) 12.8% 14.8% UFW % 10.9% 12.8% 14.8% Water Delivery 8.314 7.721 7.747 8.314 (MG) 7.927 Month High Avg 10 1 2 00 2 3 4 ŝ G 1 თ •

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03/23/08

0.169

0.250

10.9%

7.721

Low

2502812

DISWG

2008 Year

Ohio American Water Company Franklin County District Worthington Hills Water System

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					oyatam			
	Year	2008					PWSID	2502812
		Routine ((Annual/Semi	-Annual) Flushing	g Information			
Quarter #1 Was the syste Begin Date:	m flushed this quart Er	er? nd Date:	Yes:	D Notification Date:	No:	æ	lf yes: Notificatio	n Method:
Quarter #2								Newspaper Sign Posting Radio Bill Insert Marquee Other
	m flushed this quart	er?	Yes:		No:		If yes:	
Begin Date:		nd Date:		Notification Date:				n Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Quarter #3								
Was the syste Begin Date:	m flushed this quart Er	er? nd Date: _	Yes:	D Notification Date:	No:		If yes: Notificatio	n Method:
								Newspaper Sign Posting Radio Bill Insert Marquee Other
Quarter #4	: m flushed this quart	er?	Yes:		No:		If yes:	
Begin Date:		nd Date:	,	Notification Date:]		n Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

Ohio American Water Company Franklin County District Worthington Hills Water System

2008

Quarter # 1

Year

Total Customer Contacts

233

Customer Services

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

1		
	Inquiries	Complaints
	89	
	3	1
	7	
	6	
	2	
	Ð	
	Ö	1
ĺ	5	
	10	1
	30	
	6	
	0	
	4	
	0	· · · · · · · · · · · · · · · · · · ·
	5	1
	25	<u></u>
	28	+

Water Service

Disconnection for Repairs
Main Breaks
March Md. And I have all the schemes and
Mark Water Lines/Line Inspect
Restoration
Restoration
Service line leak
Service line leak
Water Sempling
Water Sampling
Others: Water Service
Uners, water Service

	Inquiries	Complaints
	0	0
	3	0
ct	0	0
	0	0
	0	0
	0	0
	0	0
Total	3	0

Metering

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

Inquiries	Complaints
0	0
3	0
0	0
0	0
0	0
1 3	n

Water Quality

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

Total

Ohio American Water Company Franklin County District Worthington Hills Water System

Other

Year 2008	
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 Deniał 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	L
SARAT and BLATA	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	}
Application Misrepresentation Access Denial	
Other	┣

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

PWSID 2502812

Ohio American Water Lake White

2008 Year

	Total Customer Count				Mar 218	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
# Days	Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0			
Date Of	Low	Flow	14	19	25									
Low	Flow	(MG)	0.068	0.074	0.065									
Date Of	High	Flow	24	25	5									
			0.193		1 (
Avg Daily	Flow	(MG)	0.085	0.092	0.081									
UFW	%		11.0%	12.9%	12.2%									
Water	Delivery	(MG)	2,641	2.658	2.552	-								
		Month	1	2	3	4	5	9	2	ω	6	10	11	12
		Quarter			1			2			3			4

λg	2.617	12.0%	0.086	0.140	0.069	Care States	0.000
ligh	2.658	12.9%	0.092	0.193	0.074		0
Low	2.552	11.0%	0.081	0.109	0.065		9

Gree.Dewhurst@pue.state.oh.us

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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 Boll 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

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

Year

2008

Ohio American Water Lake White

Quarter #4

 Year
 2008

 Street Address
 Political Subdiv

 Date of Break/ Outage
 General Type

 Specific 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

Custome	r Serv	vices	
		Inquiries	Complaints
Account Information		46	
Bad Debt/Bankruptcy		5	
Bill Adjustment		8	
Bill Information/Format		1	
Consumption	1	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	1	0	
Reconnection Non-Pay		5	
Service Order Appointment		5	
Other: Customer Service		22	
	Total	138	0

Water Service

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

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

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

Ohio American Water Lake White

Quarter #1

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Year 2008

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

Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice Non-Payment 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 #4

Year

Die	
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

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Type	Year	Address	Date	Minutes to Clear
	2007		Flushed	
Clow	2006	315 Little Theatre		
Mueller	1953	34 Little Theatre		
Mueller	1955	108 Crestview		
F		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		
5		Waverly Gables going down		
F		Rt 104 Tennis Road		
Mueller	1954	1237 Rt 552		
Mueller	1953	14 Shady Lane		
Clow	2005	Ripley Road		
Mueller	1953	37 Ripley Road		
F		394 Rt 552		
F		1490 Rt 552		
2		Vallerv		

Total hours actual flushing this day.

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		
۲۷		Lucerne Road		
Mueller	1958	bottom of Virginia		
F۷		1063 Rt 551		
Ę		41 Bevens		
F		405 Bevens		
FV		end of Baywood		
Ϋ́		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.	lushing this day	. 0.0

Total hours actual flushing for 2 days

4

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Fall Flushing Program

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	Tear	Address	Date	Minutes to Clear
	2007		Flushed	
F		Crestwood & Forest Hills	· · · · · ·	
FV		Waverly Gables going down		
FV		Rt 104 Tennis Road		
FV		394 Rt 552		
F۷		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		
F		Lucerne Road		
FV		1063 Rt 551		
FV		41 Bevens		
F		405 Bevens		
FV		end of Baywood		
Ę		end of Nye		
F	-	end of Wells Jones		
FV		141 Harbor		
FV		573 Rt 551		

Total hours actual flushing this day.

	· ·	<u> </u>									<u> </u>	<u> </u>								- 1				
Depth																								
Box Maint	ok	ok	ok	ok	ok	ok	ok	ok	ok	ok	o <mark>k</mark>	ok	ok	ok	ok	ok	ok	ok	ok	ok	ok Vo			
Turns																								
Fall 08																						21	22	0
Spring 08																i I						21	22	0
Type	pvc	pvc	pvc	pvc	pvc	pvc	pvc	pvc	pvc	pvc	pvc	pvc	pvc	pvc	pvc	pvc	AC	pvc	pvc	pvc	pvc	Blowoff Valves	d to be worked	orked this year
Blowoffs (Twice per year)	Crestwood Forest Hills	Behind 273 Little Theatre	Hospital Hill	Rt 104deadend	394 Rt 552	1490 Rt 552	537 Vallery	178 Rittenour Rd	154 Bricker	State Park on Bricker	1063 Rt 551	41 Bevens	405 Bevens	126 Baywood	171 Nye	14 Wells Jones	1895 Rt 551	Harbor Rd.	573 Rt 551	174 Alpine	267 Lucerne	Total Number of Blowoff Valves	Total valves Reguired to be worked	Total Number Valves Actually worked this year
Size	2	2	2	6	2	2	2	2	2	2	2	2	2	2	2	2	4	2	2	2	2			
	-	2	e	4	ß	9	7	8	6	10	11	12	13	14	15	16	17	18	19	20	21	1		

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2007	

80	Number of Valves
44	Number of Valves to be operated
99%	Percent of Valves Operated
0	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

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2008	
Number of Valves	80
Number fo 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 🖗	Туря	2007	2008	Turns	Box 🕥	Valve
Critical Valves (once per year)	C. AND STA	A Line C	Worked	Worked		A Maint 76	Depths 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 Theatreright (isolates whole system)	6	AC	16-Mar		21	ok	10
Little Theatremiddle(isolates sytem to tank)	6	AC	16-Mar		20	ok	14
Little Theatreleft (Isolate system towards lake)	6	AC	16-Mar		20	ok	21
	tal Number of 0	Fitical Valves	7	7			

Total valves Required to be worked

7

7

7 0

Total Number Valves Actually worked this year

Distribution Valves (once every 2 years)	Size 👘	Туре	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 Gablesmiddle of road	6	AC			19	ok	30
Waverly Gables from Pinehurst Apts	6	AC			17	ok	32
Waverly Gablesmiddle of roadright of valve #5	8	AC	······		22	ok	33
Waverly Gablesmiddle of roadleft of valve #5	6	AC			19	ok	35
119 Valleyviewmiddle of road	6	AG			20	ok	31
119 Valleyviewleft of driveway	6	AC			19	ok	32
119 Valleyviewright of driveway	6	AC			19	ok	32
139 Valleyviewmiddle of road	6	AC			20	ok	29
139 Valleyviewedge of road	6	AC			20	øk	31
141 Valleyview45ft up towards hospital in road	6	AC		i		ok	
Emerg Room at hospital	6	PVC			21	ok	33
100 Dawnmiddle of road to Hilltop Med Center	6	AG	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 hilldown to Rt 104	2	pvc				ok	
In front field of 315 Little Theatre	6	AC			21	ok	30
In yard across from 314 Crestwood	2	PVC	10-Sep		21	ok	20
To Overlook Dr.	2	PVC	10-Sep	í	_20	ok	26
609 Ripleymiddle of road	6	AC				ok	
Ripley & Shady Lane., before Shady	6	AC	15-Oct			ok	
Ripley & Shady Laneafter 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	рус	13-Sep			ok	
601 Vallery	2	pvc	13-Sep			ok	
1294 Rt 552	2	рус	13-Sep	6-Mar		ok	
449 Vallery	2	pvc				ok	
Before Lake Crossing 289 Vallery	6	ac			L	ok	
beside # 43loops Vallery	2	pvc	13-Sep			ok	
Mid Field on Vallery	2	рус		L		ok	
Rt 551up from Drennanunder guardrail	6	ac				ok	
514 Virginialoops to Bricker4" valve	6	ac	18-Oct	l		ok	
By sample station #12" valve	2	pvc				ok	
190 Brickeron turn	2	pvc	17-Apr			ok	
end of Bricker by old concrete building	2	рус	17-Sep	l		ok	
278 Virginia	6	ac	17-May	ĺ		ok	

Distribution Valves (once every 2 years)	Size	Type	2007	2008	Turns	Box Maint	Depth
51 Skyline	6	ac				ok	
61 Skyline to loop Barker	6	ac				ok	
174 Skyline to loop Barker	6	ac				ok	
252 Skylineclose by hydrant	6	ac				ok	
252 SkylineIn driveway	2	pvc				ok	
252 Skylineup from driveway	2	рус				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	рус	17-Sep	24-Jan		ok	
81 Bevens	4	pvc	17-May			ok	
427 Bevens: Sector States and Sector States	4	pvc	17-Oct			ok	
Rt 551/Skylineleft one facing over hillto Baywood	2	pvc	18-Oct		8	ok	36
Rt 551/Skylinemiddle valve	4	рус	18-Oct			ok	22
Rt 661/Skylineright one facing over hillto Wells Jones	4	pvc	18-Oct		12	ok	36
226 Wells Jones	2	pvc				ok	
267 Lucerne Lucernein field	2	pvc	18-Oct	_		ok	
Lucernein field	2	pvc	18-Oct			ok	
Corner of Lucerne and Woodland	2	pvc	18-Oct			ok	
278 Rt 551/Marco Polo	2	рус	17-May			ok	
Nye/661	4	pvc	17-Oct			ok	
1489 Rt 561	4	рус	17-Oct			ok	
1489 Rf 561	4	рус	17-Oct			ok	
	2	рус	17-Oct			ok	
enterance to Bevens from Rt 551. Past Nye Rd.	4	pvc	17-Oct			ok	

Total Number of Distribution Valves 73 73 37

Total valves Required to be worked

Total Number Valves Actually worked this year 36

Percentage of required Inline Valves Acually Worked this year 39%

Total Number of System Valves 80

Total Number of System Valves Required to be worked each year 44 43

Total Number of System Valves Acually Worked this year

Percentage of required critical and inline Valves Acually Worked this year 99%

80 43 4

36

2007 2008 Turns Box Maint Depth 9-May 20 ok 16" ok 16" 9-May 20 ok 16" ok 30" 24-Apr 21 ok 36" 36" 24-Apr 21 ok 36" 36" 24-Apr 21 ok 36" 36" 31-May 21 ok 36" 36" 22-May 21 ok 36" 36" 22-May 21 ok 30" 36" <	Type 2007 2008 Turns Box Maint Deptit Box Maint AC 9-May 20 ok 16" ok ok AC 9-May 20 ok 16" ok ok PVC 24-Apr 21 ok 36" ok 56" ok PVC 24-Apr 21 ok 36" ok 56" ok PVC 24-Apr 21 ok 37" ok 37" ok PVC 24-Apr 21 ok 37" ok 37" ok 37" PVC 24-Apr 21 ok 37" ok 37" </th <th>2007 and 2008</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	2007 and 2008									
Hay Col Col <th>6 AC PMBay 0 1 0 1 6 AC 24Apr 21 0k 30" 0k 0k 6 PVC 24Apr 21 0k 30" 0k 0k 8 AC 31/May 21 0k 30" 0k 0k 6 PVC 24Apr 21 0k 30" 0k 0k 6 PVC 31/May 21 0k 20" 0k 0k 6 AC 21/May 21 0k 23" 0k 0k 6 AC 22/May 21 0k 30" 0k 0k 6 AC</th> <th>ł</th> <th>Size</th> <th>Type</th> <th>2007</th> <th>2008</th> <th>Turns</th> <th>Box Maînt</th> <th>Depth</th> <th>Box Maint</th> <th>Painted</th>	6 AC PMBay 0 1 0 1 6 AC 24Apr 21 0k 30" 0k 0k 6 PVC 24Apr 21 0k 30" 0k 0k 8 AC 31/May 21 0k 30" 0k 0k 6 PVC 24Apr 21 0k 30" 0k 0k 6 PVC 31/May 21 0k 20" 0k 0k 6 AC 21/May 21 0k 23" 0k 0k 6 AC 22/May 21 0k 30" 0k 0k 6 AC	ł	Size	Type	2007	2008	Turns	Box Maînt	Depth	Box Maint	Painted
9-May 20 0k 15" 0k 0k 24-Apr 21 0k 36" 0k 0k 24-Apr 20 0k 36" 0k 0k 24-Apr 21 0k 36" 0k 0k 24-Apr 21 0k 36" 0k 0k 31-May 21 0k 39" 0k 0k 31-May 21 0k 30" 0k 0k 24-May 21 0k 30" 0k 0k 22-May 20 0k 30" 0k 0k 23-May 20 0k 30" 0k 0k 23-May </td <td>6 AC 9May 20 0k 16" 0k 16" 0k 0k 0k 6 PVC 24Apr 20 0k 38" 0k 0k</td> <td></td> <td>9</td> <td>AC</td> <td></td> <td></td> <td></td> <td>ok</td> <td></td> <td>_ ok _</td> <td>2007</td>	6 AC 9May 20 0k 16" 0k 16" 0k 0k 0k 6 PVC 24 Apr 20 0k 38" 0k		9	AC				ok		_ ok _	2007
24-Apr 21 0K 30" 0K 24 Apr 20 0K 36" 0K 24 Apr 20 0K 36" 0K 24 Apr 21 0K 36" 0K 30-May 21 0K 36" 0K 31-May 21 0K 30" 0K 31-May 21 0K 30" 0K 21-May 21 0K 30" 0K 31-May 21 0K 30" 0K 24-Apr 21 0K 36" 0K 31-May 21 0K 36" 0K 24-Apr 21 0K 36" 0K 21-May 21 0K 36" 0K 22-May 21 0K 36" 0K 22-May 20 0K 30" 0K 22-May 20 0K 30" 0K 23-May 20	6 AC 24-Apr 21 0 k 30" 0 k <td></td> <td>9</td> <td>AC</td> <td>9-May</td> <td></td> <td>20</td> <td>ok</td> <td>16"</td> <td> ok</td> <td>2007</td>		9	AC	9-May		20	ok	16"	ok	2007
24-Apr 20 0K 36** 0K 24-Apr 19 0K 38** 0K 24-Apr 21 0K 38** 0K 30-May 21 0K 38** 0K 31-May 21 0K 39** 0K 31-May 21 0K 39** 0K 24-Apr 21 0K 39** 0K 21-May 21 0K 36** 0K 21-May 21 0K 36** 0K 21-May 21 0K 36** 0K 22-May 21 0K 30 0K 22-May 20 0K 30 0K 22-May 20 0K 31** 0K 22-May 20 0K 31** 0K 22-May 20 0K 31** 0K 23-May 20 0K 31** 0K 34 0	6 PVC 24-Apr 20 0k 38" 0k 6 PVC 24-Apr 19 0k 38" 0k 6 PVC 24-Apr 21 0k 37" 0k 8 AC 24-Apr 21 0k 37" 0k 6 PVC 24-Apr 21 0k 37" 0k 6 AC 24-Apr 21 0k 36" 0k 6 AC 24-Apr 21 0k 36" 0k 6 AC 24-Apr 21 0k 36" 0k 6 AC 21 0k 36" 0k 36" 6 Ductilie 21 0k 31" 0k 31" 8 AC 22-May 0k 31" 0k 31" 6 AC 23-May 0k 31" 0k 31" 6 AC 23-May <t< td=""><td></td><td>9</td><td>AC</td><td>24-Apr</td><td></td><td>21</td><td>ъ,</td><td>30"</td><td>ok</td><td>2005</td></t<>		9	AC	24-Apr		21	ъ,	30"	ok	2005
24 Apr 19 0k 38" 0k	6 PVC 24.Apr 19 0k 38" 0k 6 pvc 30.May 21 0k 37" 0k 6 pvc 24.Apr 21 0k 37" 0k 8 AC 24.Apr 21 0k 37" 0k 6 pvc 24.Apr 21 0k 37" 0k 6 AC 24.Apr 21 0k 36" 0k 6 AC 21.May 21 0k 36" 0k 6 AC 21.May 21 0k 36" 0k 6 AC 21.May 21 0k 36" 0k 6 AC 22.May 21 0k 37" 0k 6 AC 23.May 20 0k 37" 0k 6 AC 23.May 20 0k 37" 0k 6 AC 23.May		9	PVC	24-Apr		20	ok	36"	ok	2007
30-May 21 0k 30" 0k 0k 31-May 21 0k 43" 0k 0k 0k 24-Apr 21 0k 30" 0k 0k 0k 31-May 21 0k 30" 0k 0k 0k 31-May 21 0k 30" 0k 0k 0k 31-May 21 0k 30" 0k 0k 0k 21-May 21 0k 31 0k 0k 0k 22-May 21 0k 30" 0k 0k 0k 22-May 22-May 20 0k 30" 0k 0k 22-May 20 0k 30" 0k 30" 0k 0k 23-May 20 0k 30" 0k 30" 0k 0k 23-May 20 0k 30" 0k 30" 0k 0k 23-May <td>6 pvc 30-May 21 ock 43° ock 43° ock $abcle ock ock$</math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></math></td> <td></td> <td>9</td> <td>PVC</td> <td>24-Apr</td> <td></td> <td>19</td> <td>ok</td> <td>38"</td> <td>ok</td> <td>2005</td>	6 pvc 30-May 21 ock 43° ock 43° ock $abcle ock abcle ock ock $		9	PVC	24-Apr		19	ok	38"	ok	2005
31-May 21 0k 43" 0k 6k 6k 6k 6k 50" 0k 50" 50	6 pvc 31-May 21 0k 43" 0k 60 <		9	pvc	30-May		21	yo O	30"	×0	2006
24-Apr 21 0k 39" 0k 24-Apr 21 0k 30" 0k 24-Apr 21 0k 36" 0k 31-May 21 0k 36" 0k 31-May 21 0k 36 0k 21 21 0k 36 0k 21 0k 31 0k 0k 21 0k 31 0k 0k 22-May 21 0k 30 0k 22-May 21 0k 30 0k 22-May 21 0k 30 0k 23-May 20 0k 30 0k 23-May 20 0k 31" 0k 310 10 0k <t< td=""><td>6 pvc 24-Apr 21 ok 33^{-1} ok 33^{-1} ok 30^{-1} ok 30^{-1} 30^{-1</td><td></td><td>9</td><td>pvc</td><td>31-May</td><td></td><td>21</td><td>yo Yo</td><td>43"</td><td>ð</td><td>2006</td></t<>	6 pvc 24 -Apr 21 ok 33^{-1} ok 33^{-1} ok 30^{-1} 30^{-1		9	pvc	31-May		21	yo Yo	43"	ð	2006
24-Apr 0k 30" 0k 0k <t< td=""><td>8 AC 24.4pr 0 21 0 $30^{}$ 0 0 6 AC 31.4my 21 0 21 0 $22^{}$ 0 0 6 AC 7 0 21 0 21 0 0 0 6 Ductile 21 0 21 0 20 0 0 8 AC 22.4my 0 0 0 0 0 0 8 AC 22.4my 0 0 0</td><td></td><td>9</td><td>pvc</td><td>24-Apr</td><td></td><td>21</td><td>ok</td><td>39"</td><td>8 V</td><td>2007</td></t<>	8 AC 24.4pr 0 21 0 $30^{}$ 0 0 6 AC 31.4my 21 0 21 0 $22^{}$ 0 0 6 AC 7 0 21 0 21 0 0 0 6 Ductile $ 21$ 0 21 0 20 0 0 8 AC 22.4my $ 0$ 0 0 0 0 0 8 AC 22.4my $ 0$ 0		9	pvc	24-Apr		21	ok	39"	8 V	2007
31-May 21 ok 26" ok ok <t< td=""><td>6 AC 31-May 21 ock 26 AC 0 0</td><td></td><td>8</td><td>AC</td><td>24-Apr</td><td></td><td></td><td>ð</td><td>30"</td><td>×</td><td>2005</td></t<>	6 AC 31-May 21 ock 26 AC 0		8	AC	24-Apr			ð	30"	×	2005
Z1 OK 36 OK OK<	6 AC AC C 21 0k 36 0k 0k 6 AC 7 0k 21 0k 36 0k 0k 6 Ductile 7 0k 21 0k 20 0k 0k 8 AC 22-May 21 0k 35° 0k 0k 8 AC 22-May 21 0k 30° 0k 0k 8 AC 22-May 21 0k 30° 0k 0k 6 AC 23-May 20° 0k 30° 0k 0k 6 AC 23-May 20° 0k 30° 0k 0k 6 AC 23-May 20° 0k 31° 0k 0k 6 AC 23-May 20° 0k 31° 0k 0k 6 AC 24° 30° 0k 0k 31°		9	AC	31-May	;	21	ok	26"	ek	2007
21 $0k$ 31 $0k$ 34 $0k$ $0k$ 34 $0k$ <t< td=""><td>6 AC AC 21 $0k$ 30 $0k$ $0k$</td><td></td><td>9</td><td>AC</td><td></td><td></td><td>21</td><td>ok</td><td>36</td><td>ok</td><td>2006</td></t<>	6 AC AC 21 $0k$ 30 $0k$		9	AC			21	ok	36	ok	2006
21 $0k$ 34 $0k$ <t< td=""><td>6 AC C 21 0k 34 0k 0k 6 Ductile 21 0k 20 0k 20 0k 0</td><td></td><td>9</td><td>AC</td><td></td><td></td><td>21</td><td>4 o</td><td>30 30</td><td>× 8</td><td>2006</td></t<>	6 AC C 21 0k 34 0k 0k 6 Ductile 21 0k 20 0k 20 0k 0		9	AC			21	4 o	30 30	× 8	2006
21 May 21 ok 20 ok 0 k	6 Ductile \sim 21 0k 20 0k <		9	AC			21	ok	34	ok	2007
Z2-May Z1 0k 0k <th< td=""><td>6 Ductile \circ \circ<!--</td--><td></td><td>9</td><td>Ductile</td><td></td><td></td><td>21</td><td>ok</td><td>20</td><td>ok</td><td>2006</td></td></th<>	6 Ductile \circ </td <td></td> <td>9</td> <td>Ductile</td> <td></td> <td></td> <td>21</td> <td>ok</td> <td>20</td> <td>ok</td> <td>2006</td>		9	Ductile			21	ok	20	ok	2006
22-May 21 0k 35" 0k 0k <t< td=""><td>8 AC 22-May 21 $0k$ 35° $0k$ 36° $0k$ $0k$</td><td></td><td>9</td><td>Ductile</td><td></td><td></td><td></td><td>ok</td><td></td><td>ok</td><td>2006</td></t<>	8 AC 22-May 21 $0k$ 35° $0k$ 36° $0k$		9	Ductile				ok		ok	2006
22-May 20 0k 30 0k 0k 23-May 20 0k 30 0k	8 AC 22-May 20 $0k$ 30 $0k$ <		8	AC	22-May		21	ok	35"	ok	2007
20 ok 30 ok 23-May 20 ok 24" ok 23-May 20 ok 24" ok 7-Jun 20 ok 31" ok 9-May 20 ok 31" ok 9-May 21 ok 31" ok 9-Jul 18-Jul 0 0 ok 18-Jul 20 ok 32 ok 18-Jul 20 ok 32 ok 27-Jun 0 ok 0 ok 2-Jun 21 ok 24 ok	6 AC 23-May 20 $0k$ 30 $0k$ <		8	AC	22-May		20	¢	30	8 V	2006
23-May 0k 24" 0k 0k <t< td=""><td>6 AC 23-May C 24^{m} $0k$ 24^{m} $0k$ 24^{m} $0k$ 30^{m} $0k$ 30^{m} $0k$ 31^{m} $0k$ 31^{m} $0k$ 31^{m} $0k$ $0k$</td><td></td><td>9</td><td>AC</td><td></td><td></td><td>20</td><td>ok</td><td>30</td><td>ok</td><td>2006</td></t<>	6 AC 23-May C 24^{m} $0k$ 24^{m} $0k$ 24^{m} $0k$ 30^{m} $0k$ 30^{m} $0k$ 31^{m} $0k$ 31^{m} $0k$ 31^{m} $0k$		9	AC			20	ok	30	ok	2006
23-May 20 0k 30 0k 7-Jun 20 0k 31" 0k 9-May 21 0k 31" 0k 9-May 21 0k 31" 0k 9-May 21 0k 31" 0k 9-May 20 0k 30" 0k 9-May 20 0k 32 0k 18-Jul 20 0k 32 0k 17-Jul 20 0k 32 0k 18-Jul 0k 0k 0k 0k 27-Jun 0k 0k 0k 0k 2-Jun 21 0k 24 0k	6 AC 23-May 20 ok 30 ok ok 6 AC $7.Jun$ 20 ok 31^{n} ok 0^{k}		9	AC	23-May			ok	24"	ok	2005
7-Jun 20 ok 31" ok 9-May 21 0k 31" 0k 0k 9-May 21 0k 31" 0k 0k 0k 9-May 20 0k 21 0k 0k 0k 0k 9-May 20 0k 20 0k 0k 0k 0k 9-May 13 0k 20 0k 32 0k 0k 18-Jul 20 0k 32 0k 0k 0k 0k 18-Jul 20 0k 32 0k 0k 0k 23-Jun 23-Jun 0k 0k 0k 0k 0k 2-Jun 24 0k 0k 0k 0k 0k	6 AC $7.Jur$ 20 ok $31^{}$ ok $31^{ ok 31^{$		9	AC	23-May		20	ok	30	ok	2007
9-May 21 0k 31" 0k 0k <th< td=""><td>6 AC 9-May 21 ok 31" ok 6 AC 9-May 20 ok 20 ok 0K <t< td=""><td></td><td>9</td><td>AC</td><td>7-Jun</td><td></td><td>20</td><td>ok</td><td>31"</td><td>ok</td><td>2005</td></t<></td></th<>	6 AC 9-May 21 ok 31" ok 6 AC 9-May 20 ok 20 ok 0K 0K <t< td=""><td></td><td>9</td><td>AC</td><td>7-Jun</td><td></td><td>20</td><td>ok</td><td>31"</td><td>ok</td><td>2005</td></t<>		9	AC	7-Jun		20	ok	31"	ok	2005
9-May 20 0k 20 0k	6 AC 9-May 20 ok 20 ok 20 ok 20 ok 10 ok		9	AC	9-May		21	ok	31"	ok	2006
9-Jul 19 0k 40 0k	6 AC $9 error 19 0k 40 0k $		9	AC	9-May		20	ok	20	ok	2007
18-Jul 0k 0k <th< td=""><td>6 AC 18-Jul 0k 0k</td><td></td><td>9</td><td>AC</td><td>1n76</td><td></td><td>19</td><td>ok</td><td>40</td><td>ok</td><td>2007</td></th<>	6 AC 18-Jul 0k		9	AC	1n76		19	ok	40	ok	2007
17-Jul 20 ok 32 ok 18-Jul 0K 0K 0K 0K 0K 27-Jun 0K 0K 0K 0K 0K 27-Jun 0K 0K 0K 0K 0K 2-Jun 0K 0K 0K 0K 0K 7-Jun 21 0K 24 0K	6 AC 17-Jul 20 ok 32 ok		9	AC	18-Jul			ok		ok	2007
18-Jui ok ok ok ok 27-Jun ok ok ok ok ok 2-Jun ok ok ok ok ok ok 2-Jun ok ok ok ok ok ok ok 7-Jun 21 ok 24 ok	6 AC 18-Jul ok		9	AC	17-Jul		20	ok	32	ok	2007
27-Jun ok ok <th< td=""><td>6 AC 27-Jun ork ork</td></th<> <td></td> <td>9</td> <td>AC</td> <td>18-Jul</td> <td></td> <td></td> <td>ok</td> <td></td> <td>ok</td> <td>2005</td>	6 AC 27-Jun ork		9	AC	18-Jul			ok		ok	2005
27-Jun ok ok <th< td=""><td>6 AC 27-Jun ok <tho< td=""><td></td><td>9</td><td>AC</td><td></td><td></td><td></td><td>ok</td><td></td><td>ok</td><td>2007</td></tho<></td></th<>	6 AC 27-Jun ok ok <tho< td=""><td></td><td>9</td><td>AC</td><td></td><td></td><td></td><td>ok</td><td></td><td>ok</td><td>2007</td></tho<>		9	AC				ok		ok	2007
2-Jun ok ok 7-Jun 21 ok 24 ok	6 AC 2-Jun ok o		9	AC	27-Jun			ok		ok	2007
7-Jun 21 ok 24 ok	6 AC 7-Jun 21 ok 24 ok Imber of Hyrant Valves 31 31 31 31 Required to be worked 15 16 Hydrants Painted tually worked in 07 and 08 23 0 2005 2005 Ny worked in 07 and 08 23 6 9 16		9	AC	2-Jun			Å		ok	2007
	mber of Hyrant Valves 31 31 Required to be worked 15 16 tually worked this year 23 0 2005 Hydrants Painted by worked in 07 and 08 23 6 9 16		9	AC	un-2		21	ok	24	ok	2007
	tuality worked this year 23 D 2005 2006 2007 by worked in 07 and 08 23 6 9 16					2 0	-		-		
2	ly worked in 07 and 08 23 6 9 16		ves Actually wo	rked this year	_	a		iydrants Paint 2006			21
23 D Hydrants Painted 2005 2006 2007		ഗ	Actually worker	d in 07 and 08			9	, or	. 9		ł

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Ohio American Water Company Lawrence County District

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2008 Year

																	-1
Customer	Count	3345	3332	3335											3337	3345	3332
# Days Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0
Date Of Low	Flow	01/14/08	02/19/08	03/27/08													03/27/08
Low Flow	(MG)	0.542	0.572	0.530											0.548	0.572	0.530
Date Of High	Flow	01/07/08	02/25/08	03/05/08												01/07/08	
High Flow	(MG)	0.759	0.666	0.663											0.696	0.759	0.663
Avg Daily Flow	(MG)	0,603	0.625	0.613											0.614	0.625	0.603
UFW %		10.3%	10.0%	10.5%										2008	10.2%	10.5%	10.0%
Water Delivery	(MG)	18.681	18.133	18,999											18.604	18.999	18.133
	Month	1	2	3	4	5	9	2	ω	6	10	11	12		Avg	High	Low
	Quarter			~			2			ę			4				

Routine (Year		ce County District ni-Annual) Flushing Inform Quarter:	nation		
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Notification Date:	No:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Quarter:	2 No:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Quarter: D Notification Date:	3 No:		If yes: Notiiîcation Method: ☑ Newspaper ☑ Sign Posting ☑ Radio □ Bill Insert □ Marquee ☑ Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Quarter: D Notification Date:	4 No:	٥	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

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Boil Order issued by N/A N/A N/A Time Problem Resolved 18:00 17:00 17:00 18:00 Date Problem Resolved 01/07/08 01/28/08 02/25/08 Time Became Aware 16:30 14:00 14:00 Number of Services 2.#fected 3 15 75 60 General Type Specific Type Unscheduled Main Unscheduled Main Unscheduled Main Unscheduled Main Unscheduled Main Date of Break/ Outage G 1/8/2008 U 1/7/2008 U 1/28/2008 U 2/25/2008 U Political Subdiv Union Chesapeake Vill. Fayette Fayette Quarter Street Address 1 Thompson Rd. 1 417 Riverside Dr. 1 8816 County Rd. 15 1 8148 County Rd. 15 Year 2008 2008 2008 2008

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Ohio American Water Company Lawrence County District

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Ohio American Water Company

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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

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		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	
	Total	2725	0

Water Service

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

Inquiries	Complaints
0	
8	
0	
0	
0	
0	
8	0

Metering <u>___</u>

	Inquiries	Complaints
Estimating	0	
Meter Reading	0	1 1
Meter Repair/Leak	4	
Meter Replacement	0	
Others: Metering	0	
Total	4	0

Water Quality

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

Ohio American Water Company Lawrence County District

Quarter #1

Year

2008

Year

Quarter # 2

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 # 3

Other

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

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denia	
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

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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	L
Access Denial	
Other	

Ohio American Water Company Marion District

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Year 2008

Customer	Count				16954													1220	RCN1	16954	16954
# Days Exceed	Dsgn Cap	0	c		2	0	6	ľ	0	0	6	0	0	0				6		5	
Date Of Low	FIOW	01/19/08	02/08/08	03/22/08																04/40/00	
Low Flow		5.608	6.274	5.748														5.877	6 274	5 608	
Date Of Hìgh Flow	04104100	80/12/10	02/25/08	03/03/08															01/21/08		
High Flow (MG)	7 824	470.7	R01-1	7.162													7 275	270.1	7.624	7.162	
Avg Daily Flow (MG)	6.759	6 792	3	6.530													6 601		0./83	6.530	
UFW %	21.3%	21.8%		%L'.17												2008	21.4%	100 10	e. 0. 9	21.1%	
Water Delivery (MG)	210.641	197.702	203 RAD	Zonionz													204.002	210 EA1		19/./02	
Month	-	8	~		4	ŝ	9		~	8	бл Сл	10	7	12	-		Avg	High		LOW	
Quarter			Ļ		_		2	Ĭ			ς.			4		L		<u> </u>	1	_	

		ican Water Compa arion District	ny		
Routine Year		ni-Annual) Flushing I Quarter:	nformation		
Was the system flushed this quarter? Begin Date: End Date: None this quarter.	Yes:	Notification Date:	No:	X	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Notification Date:	2 No:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Quarter: Notification Date: Quarter:	<u>3</u>		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Notification Date:	No:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee

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□ Other

				-	 		Γ								-		Γ		
		Boil Order issued by	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	News Release	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag	Door Tag					
		Time Problem Resolved	2:15 p.m.	9:30 a.m.	1:20 p.m.	12:50 p.m.	11:53 а.т.	4:00 p.m.	5:30 p.m.	6:30 p.m.	5:17p.m.	3:00 p.m.	2:29 p.m.	12:23 p.m.					
	Date Problem	Resolved	01/02/08	01/06/08	01/10/08	1	01/22/08	01/26/08	01/30/08	02/03/08	02/13/08	03/03/08	03/06/08	03/20/08					
	Time Became	Aware	12:00 p.m.	12:30 a.m.	10:08 a.m.	11:00 a.m.	10:10 a.m.	10:00 a.m.	11:15 a.m.	4:30 p.m.	10:00 a.m.	2:45 p.m.	1:15 p.m.	11:47 a.m.					
Number of	Services	Affected	10	30	50	30	16	500	5	35	25		9	9	 				
		Specific Type	12" C.I.	12" C.I.	6" C.I.	6" C.I.	6" C.I.	12" HDPE	12" HDPE	3/4 Service	12" HDPE	Pressure Fluctul Hydrant Flushing	6" C.I.	2" C.I.					
		General Type	Main Break	Main Break	Valve Repair	Í	Main Break	Valve Install	Main Break	Replace Service 3/4" Service	Main Break	Pressure Fluctu	Main Break	Main Break					
		Date of Break/ Outage	1/2/2008	1/5/2008	1/10/2008			1/26/2008	1/30/2008	2/3/2008	2/13/2008	8	3/6/2008	3/20/2008					
		Political Subdiv	Marion	Marion	Marion	Marion	Marion	Marion/Prospect	Marion/Prospect	Marion	Marion/Prospect	Marion	Marion/Caledonia	Marion					
		Quarter Street Address	State route 309	Delaware Ave. (by Smith Clinic)	Bennett St. at Latourette	St at Glad	226 Tully	Gooding Rd & Kiingel	Farnum St & Orchard Dr	1068 Barbados Dr.	Water St. & Farnum		Across from 136 N Water St						
		Quarte		t.	-			-	-	-	-	-	-	-					
		Year	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008					

Ohio American Water Company Marion District

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Ohio American Water Company

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Quarter # 1	
Year	2008
Street Address	
Political Subdiv	
Date of Break/ Outag	
General Type	
Specific Type	
Number of Services	ifected
Time Became Aware	
Date Problem Resolv	
Time Problem Resolu	ed
Boil Order issued by	
Cture at 0 ald	
Street Address	
Political Subdiv Date of Break/ Outag	
General Type	
Specific Type	
Number of Services /	ffected
Time Became Aware	liecteu
Date Problem Resolv	d
Time Problem Resolv	
Boil Order issued by	
boli order issued by	
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	
Street Address	
Political Subdiv	
Date of Break/ Outag	
General Type	
Specific Type	
Number of Services /	ifected
Time Became Aware	
	4
Date Problem Resolv Time Problem Resolv	
Boil Order issued by	
Don order issued by	
Street Address	
Political Subdiv	
Date of Break/ Outag	
General Type	
Specific Type Number of Services #	Feated
	Jeoley
Time Became Aware	
Time Became Aware Date Problem Resolv	
Time Became Aware	

### Quarter # 1 2008

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**Total Customer Contacts** 

14833

### **Customer Services**

		Inquiries	Com
Account information		6484	
Bad Debt/Bankruptcy		1104	
Bill Adjustment		329	
Bill Information/Format		109	
Consumption		84	
Customer Notices		48	1
Customer Service Staff		0	1
Disconnection for Non-Pay		505	1
Final Service		580	
General Information		1210	1
New Service		528	
NSF Check		0	1
Payment Arrangements		354	1
Rates		0	1
Reconnection Non-Pay		409	1
Service Order Appointment		576	1
Other: Customer Service		2434	1
	Total	14754	•

Inquiries	Complaints
6484	0
1104	0
329	0
109	0
84	0
48	0
0	0
505	0
580	0
1210	0
528	0
0	0
354	0
0	0
409	0
576	0
2434	0
14754	0

### Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	33	0
Meter Repair/Leak	13	0
Meter Replacement	0	0
Others: Metering	0	0
Tot	ai 46	0

### Water Quality

	Inquiries	Complaints
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
Total	10	0

### Water Service

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

	Inquiries	Complaints
	0	0
	33	0
;t	0	0
	_0	0
	0	0
	0	0
	0	0
Total	33	0

### Ohio American Water Company Marion District

Quarter # 1

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### 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 # 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 # 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 # 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	

Greg. Dewhurst@pue.state.oh.us

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# Ohio American Water Mansfield Madison System #1

2008 Year

			}						i					i			
					Total Count 333			Total Count			Total Count			Total Count			
# Days	Exceed	Dsgn Cap	0	0	0	-	0	0	•	0	0	0	•	0	0.000	0	0
Date Of	Low	Flow	1/17/08	2/26/08	3/27/08							1					
Low	Flow	(MG)	0.054	0.048	0.052										0.051	0.054	0.048
Date Of	High	Flow	1/28/08	2/28/08	3/26/08												
High	Flow	(MG)	0.070	0.088	0.097										0.085	0.097	0.070
Avg Daily	Flow	(MG)	0.060	0.070	0.072										0.067	0.072	0.060
UFW			22.6%	24.5%	27.1%										24.7%	27.1%	22.6%
Water	Delivery	(MG)	1.851	1.894	2.220										1.988	2.220	1.851
		Month	1	2	3	4	5	9	1	80	6	10	11	12	Avg	High	Low
		Quarter			-			2			3			4	I		<b>—</b> 1

### Ohio American Water Mansfield Madison #1

Quarter # 1	
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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

 General Type
 Specific Type

 Number of Services Affected
 Time Became Aware

 Date Problem Resolved
 Time Problem Resolved

 Time Problem Resolved
 Bestorations Made. Type & Size

 Boil Order Information
 Size

### Ohio American Water Mansfield Madison #1

Quarter # 1 2008

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Total Customer Contacts 292

Total Customer Complaints 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			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			

Water Servi	ce	
	Inquiries	Complaints
Disconnection for Repairs	0	_0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak		0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

Mete	ring				
	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 în Water	0	0			
Taste	0	0			
Other: Water Quality	0	0			
Total	0	0			

### Ohio American Water Mansfield Madison #1

Quarter #1

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### Quarter # 2

Year 2008	
Disconnections	
With 14 Days Notice	
Non-Payment	21
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	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	
Quarter # 3	
Year 2008	

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Disconnections

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

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

2008

### Quarter #4

2008 Year

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	
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

Gree Dewhurst@puc.state.oh.us

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## Ohio American Water Mansfield Biscayne System #2

Year 2008

			Total Count 213			Total Count			Total Count			Total Count			
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0	0.000	0	0
	1/30/08	2/26/08	3/10/08	-	-										
Low Flow (MG)	0.088	0.070	0.078										0.051	0.088	0.070
Date Of High Flow	1/28/08	2/7/08	3/3/08											and the second second	
High Flow (MG)	0.106	0.129	0.120										0.085	0.129	0.106
Avg Daily Flow (MG)	0.097	0.095	0.099										0.067	0.099	0.095
UFW %	8.8%	8.8%	8.8%										24.7%	8.8%	8.8%
Water Delivery (MG)	3.012	2.752	3.082										1.988	3.082	2.752
Month	1	2	9	4	5	9		8	6	10	1	12	Avg	High	Low
Quarter		L				~		<u> </u>	ņ			4	<u> </u>	<b>L_</b>	<u> </u>

### 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

> 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

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Total Customer Contacts	Total Customer Complaints
88	0

Customer Services					
	Inquiries	Complaints			
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			
Total	82	0			

Water Serv	lce	
	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
	0	0

Met	ering	
	Inquiríes	Complaint
Estimating	0	0
Meter Reading		0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Water Quality					
	Inquiries	Complaint			
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			
Tota)	6	0			

### Ohio American Water Mansfield Biscayne #2 Quarter # 2

Quarter	#1	
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Year

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2008

### Year 2008

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

### Quarter # 3

Year 2008

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

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

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

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# Ohio American Water Mansfield Biscayne System #2

2008 Year

/ Date Of # Days	Low		-	0 2/26/08 0		0	0	0 Total Count	0	0	0 Total Count	0	0	0 Total Count	1 0.000	Sector Sector	
Date Of Low	High Flow		1/28/08 0.088	2/7/08 0.070	3/3/08 0.078										0.051		
High	Flow	(MG)	0.106	0.129	0.120										0.085		0.123
Avg Daily	Flow	(MG)	0.097	0.095	0.099										0.067	0000	0.000
UFW			8.8%	8.8%	8.8%										24.7%	000	0.00
Water	Delivery	(MG)	3.012	2.752	3.082										1.988	000 c	200.0
		Month	-	2	ę	4	2 C	9	7	œ	6	<del>1</del> 0	11	12	Avg	4411	
		Quarter			-			5			ۍ ۳		•	4			

### Quarter #1

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### 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

**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

2008

Year 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

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Total Customer Contacts	Total Customer Complaints
57	0

Customer Ser	vices	
	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

Water Servi	ice	
	Inquiries	Complaint
Disconnection for Repairs	0	0
Main Breaks	0	00
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	Complaint				
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	Complaint					
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	٥					
Other: Water Quality	0	0					
Total	3	ß					

### Ohio American Water Mansfield Bryonaire #3

Quarter # 1

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Year 2008

Quarter # 2

Year

2008

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

### Quarter # 3

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Othe <b>r</b>	0
With 24 Hours Notice	<u> </u>
Non-Payment Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

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

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

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

Gree. Dewhurst@pue.state.oh.us

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Ohio American Water Mansfield Halabrien System #4

2008 Year

			21												
			Total Count 21			Total Count			Total Count			Total Count			
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0	0.000	0	0
Date Of Low Flow	1/29/08	2/15/08	3/6/08										開始資料設計		
Low Flow (MG)	0.002	0.002	0.002										0.051	0.002	0.002
Date Of High Flow	1/22/08	2/7/08	3/3/08										新会社の意識が		
High Flow (MG)	0.013	0.003	0.003										0.085	0.013	0.003
Avg Daily Flow ( <u>M</u> G)	0.003	0.003	0.003										0.067	0.003	0.003
UFW %	10.0%	10.0%	10.0%										24.7%	10.0%	10.0%
Water Delivery (MG)	0.105	0.084	0.086										1.988	0.105	0.084
Month	1	2	3	4	5	9	7	8	6	10	11	12	Avg	High	Low
Quarter			1			2			3			4			

### 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

 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

Quarter #1

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Year 2008

Year

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

### Quarter # 3

Year 2008

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

Disconnections	-
With 14 Days Notice	
Non-Payment	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

2008

Quarter # 4

Year 2008

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	00
With 24 Hours Notice	, <u> </u>
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	00
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

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Total Customer Contacts	Total Customer Complaints
4	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	Q	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			
Total	_4	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				
Others: Water Service	0	0				
Total	0	0				

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

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

Ohio American Water Mansfield Walcrest System #5

2008 Year

				Total Count 42			Total Count			Total Count			Total Count				
# Days Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0		0.000	0	0
Date Of Low	Flow	1/29/08	2/26/08	3/27/08											· · · · · · · · · · · · · · · · · · ·		
Low Flow	(MG)	0.004	0.004	0.003											0.051	0.004	0.003
Date Of High	Flow	1/24/08	2/20/08	3/26/08													
High Flow	(MG)	0.007	0.007	0.007										!	0.085	0.007	0.007
Avg Daily Flow	(DM)	0.006	0.006	0.006											0.067	0.006	0.006
UFW %	ĺ	10.0%	10.0%	10.0%											24.7%	10.0%	10.0%
Water Delivery	(MG)	0.181	0.177	0.172											1.988	0.181	0.172
	Month	<b>e</b>	7	3	4	2	9	7	8	6	10	11	12		Avg	high	Low
	Quarter			۲			2			ñ			4				

Greg. Dewhurst @puc.state.oh.us

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### 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

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

Customer Services						
	Inquiries	Complaints				
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	D				
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				
Tota	20	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 Complaint							
Estimating	0	0					
Meter Reading	0	00					
Meter Repair/Leak	0	0					
Meter Replacement	0	0					
Others: Metering	0	0					
Total	0	00					

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

### Ohio American Water Mansfield Walcrest #5

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Quarter #1

Non-Payment

Access Denial

Non-Payment

Access Denial

Non-Payment

Other

Other

Other

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Quarter # 2

Year	2008

With 14 Days Notice

With 24 Hours Notice

Without Notice

Non-Emergency Regulation Violation Application Misrepresentation Access Denial

Non-Emergency Regulation Violation Application Misrepresentation

Non-Emergency Regulation Violation Application Misrepresentation

Disconnections

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

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

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

Greg.Dewhurst@puc.state.oh.us

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Ohio American Water Mansfield Greenridge System #6

2008 Year

			İ												
			164												
			Total Count 164			Total Count			Total Count			Total Count			
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0	0.000	0	0
Date Of Low Flow	1/22/08	2/13/08	3/4/08												
Low Flow (MG)	0.019	0.017	0.018										0.051	0.019	0.017
Date Of High Flow	1/21/08	2/27/08	3/24/08												
High Flow (MG)	0.023	0.023	0.025										0.085	0.025	0.023
Avg Daily Flow (MG)	0.023	0.022	0.022										0.067	0.023	0.022
UFW %	10.0%	10.0%	10.0%										24.7%	10.0%	10.0%
Water Delivery (MG)	0.698	0.649	0.683										1.988	0.698	0.649
Month		2	3	4	Ś	9	7	8	6	10	11	12	BvA	High	Low
Quarter			۲			7			n			4			

### 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

 General Type
 Specific Type

 Specific Type
 Number of Services Affected

 Time Became Aware
 Date Problem Resolved

 Date Problem Resolved
 Time Problem Resolved

 Bestorations Made. Type & Size
 Boil Order Information

### Ohio American Water Mansfield Greenridge #6

Quarter # 1 2008

a (

Total Customer Contacts	Total Customer Complaints
35	0

Customer Services						
	Inquiries	Complaints				
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				
Total	35	0				

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

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

Water Quality					
	Inquiries	Complaints			
Discolored Water	0	0			
Hardness	0	0			
Low Pressure	0	0			
Odor	0	0			
Particles in Water	0	_0			
Scum/Oil in Water	0	0			
Taste	0	0			
Other: Water Quality	0	0			
Total	0	0			

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

Quarter #1

Year

4

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Quarter # 2

Year

2008

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

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 Year

2008

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

Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other No

Ouler	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	

Other

Greg.Dewhurst@puc.state.oh.us

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# Ohio American Water Mansfield Harpcrest System #7

2008 Year

								-							
			Total Count 287			Total Count			Total Count			Total Count			
# Days Exceed Dsgn Cap	0	0	0	o	0	0	0	0	0	0	0	0	0.000	0	0
Date Of Low Flow	1/15/08	2/29/08	3/27/08										영화 가슴 가슴		
Low Flow (MG)	0.045	0.049	0.036										0.051	0.049	0.036
Date Of High Flow	1/22/08	2/28/08	3/26/08				;								
High Flow (MG)	0.060	0.079	0.077										0.085	0.079	0.060
Avg Daily Flow (MG)	0.052	0.061	0.061										0.067	0.061	0.052
UFW %	10.0%	10.0%	10.0%										24.7%	10.0%	10.0%
Water Delivery (MG)	1.614	1.775	1.884										1.988	1.884	1.614
Month	-	2	3	4	S	9	7	80	6	10	11	12	Avg	High	Low
Quarter			-			7			с			4			

### Ohio American Water Mansfield Harpcrest #7

### Quarter #1

### Year 2008

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

### Ohio American Water Mansfield Harpcrest #7

### Quarter # 2

Year 2008

Street Address 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 Boll Order Information

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

### Quarter #4

## Year 2008 Street Address Political Subdiv Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Restorations Made. Type & Size Boil Order Information

### Ohio American Water Mansfield Harpcrest #7

Quarter # 1 2008

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

Customer Services					
	Inquiries	Complaints			
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			
Total	108	0			

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

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

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

### Ohio American Water Mansfield Harpcrest #7

Quarter # 1

Year

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2008

### Quarter # 2

Year

2008

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

### Quarter # 3

Year 2008

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

Quarter # 4

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### 2008

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

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

Greg. Dewhurst@puc.state.oh.us

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### Ohio American Water Mansfield Mohican System #8

Year 2008

					64												
					Total Count			Total Count			Total Count			Total Count			
# Days	Exceed	Dsgn Cap	0	0	0	0	0		0	٥	0	0	0	0	0.000	0	0
Date Of	Low	Flow	1/3/08	2/7/08	3/27/08												
Low	Flow	(MG)	0.007	0.007	0.005										0.051	0.007	0.005
Date Of	High	Flow	1/8/08	2/5/08	3/24/08												
High	Flow	(MG)	0.011	0.012	0.010										0.085	0.012	0.010
Avg Daily	Flow	(MG)	600'0	0.009	0.008										0.067	0.009	0.008
UFW	%		10.0%	10.0%	10.0%										24.7%	10.0%	10.0%
Water	Delivery	( <u>MG</u> )	0.276	0.251	0.259										1.988	0.276	0.251
		Month	1	5	e	4	5	9	7	8	6	10	11	12	Avg	High	Low
		Quarter			1			2			3			4		_	_

### 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 Boll Order Information

> Ohio American Water Mansfield Mohican #8

### Quarter # 4

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

Year

### Ohio American Water Mansfield Mohican #8

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 Total Customer Contacts
 Total Customer Complaints

 16
 0

Customer Se	rvices	]		
	Inquiries	Complaints		
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		
Total	13	0		

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

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

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

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

### Quarter #1

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Year	2008
Year	2008

### 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

2008

Year

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

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

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

Greg. Dewhurst@pue.state.oh.us

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# Ohio American Water Mansfield Little Valley System #9

2008 Year

			37												
			Total Count			Total Count			Total Count			Total Count			
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0	0.000	0	0
Date Of Low Flow	1/23/08	2/1/08	3/3/08											<b>建立的转移 中国</b> 际	guige air thigh ig
Low Flow (MG)	0.003	0.004	0.004											0.004	0.003
Date Of High Flow	1/29/08	2/7/08	3/27/08										A ALTER OF A CONTRACT OF A		
High Flow ( <b>M</b> G)	0.007	0.010	0.006											0.010	0.006
Avg Daily Flow (MG)	0.005	0.005	0.005											0.005	0.005
UFW %	10.0%	10.0%	10.0%											10.0%	10.0%
Water Delivery (MG)	0.145	0.137	0.153											0.153	0.137
Month	÷	7	3	4	so	9	7	8	σ	10	11	12	Avg	High	Low
Quarter			-			2			ຕ			4			

### Ohio American Water Mansfield Little Valley #9

### Quarter # 1

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 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

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Total Customer Contacts	Total Customer Complaints
10	0

Customer Services									
	Inquiries	Complaints							
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							
Total	10	0							

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

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

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

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

Quarter #1

Year

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2008

Quarter # 2 ę

Non-Payment

Access Denial

Non-Payment

Access Denial

Non-Payment

Access Denial

Quarter # 4

Other

Other

Other

Year 2008

With 14 Days Notice

With 24 Hours Notice

Without Notice

Non-Emergency Regulation Violation

Non-Emergency Regulation Violation Application Misrepresentation

Non-Emergency Regulation Violation

Application Misrepresentation

Disconnections

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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

2008 Year

Application Misrepresentation

2008 Year

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

### onnections s Notice 0 ation Violation 0 Intation 0 0 0 rs Notice 0 ation Violation 0 ntation 0 0 Ō otice 0 ation Violation 0 ntation 0 0 0

Ohio American Water Mansfield Ford Rd System #10

2008 Year

				15												
				Total Count			Total Count			Total Count			Total Count			
# Days Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0	0.000	0	0
Date Of Low	Flow	1/14/08	2/27/08	3/27/08												
Low Flow	(DM)	0.002	0.003	0.003										0.051	£00'0	0.002
Date Of Hinh	Flow	1/7/08	2/1/08	3/25/08												
High Flow	(MG)	0.004	0.004	0.005										0.085	0.005	0.004
Avg Daily Flow	(MG)	0.004	0.004	0.005										0.067	0.005	0.004
UFW %	2	10.0%	10.0%	10.0%										24.7%	10.0%	10.0%
Water Delíverv	(MG)	0.111	0.118	0.146										1.988	0.146	0.111
	Month		2	3	4	2	9	7	8	6	10	L L	12	Avg	High	Low
	Quarter			4			2			3			4			

Greg.Dewhurst@puc.state.oh.us

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### 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

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Total Customer Contacts	Total Customer Complaints
12	0

Customer Services						
Guatamer Gervicea						
	Inquiries	Complaints				
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				
Total	12	0				

Water Ser	vice			
	Inguiries	Complaints		
Disconnection for Repairs	0	0		
Main Breaks	0	0		
Mark Water Lines/Line Inspect	0			
Restoration	0	0		
Service line leak	0	0		
Water Sampling	0	0		
Others: Water Service	0	_0		
Total	0	0		

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

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

### Ohio American Water Mansfield Ford Rd #10 Quarter # 2

Quarter #1

Year

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2008

#### 2008 Year

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

#### Quarter # 3

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

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Linux Nation	
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

2008 Year

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

**Ohio American Water Company** Beechcrest

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2008 Year

													1		l	
Customer Count	602	601	601											451	602	601
# Days Exceed Dsgn Cap	0	0	0	0	0	0	•	0	0	0	0	0		0	0	0
Date of Low Flow	01/19/08	02/16/08	03/29/08											2/20/2008	01/00/00	1/19/2008
Low Flow (MG)	52.000	58.000	48,000											52.667	03/29/08	48.000
Date of High Flow	01/26/08	02/29/08	03/17/08											2/23/2008	01/26/08	1/26/2008
High Flow (MG)	162.000	143.000	123.000											142.667	162.000	123.000
Avg Daily Flow (MG)	98.370	84.330	91.960											91.553	98.370	84.330
UFW %	3.2%	2.8%	1.9%											2.6%	3.2%	1.9%
Water Delivery (MG)	3.050	2.614	2.851											2.838	3.050	2.614
Month	1	2	3	4	5	9	2	8	9	10	11	12		Avg	High	Low
Quarter			1			2			3			4				

		ican Water Com Beechcrest	pany		
Ro	utine (Annual/Ser	ni-Annual) Flushin	g Information		
	Year 2008	Quarter	r: <u> </u>		
Was the system flushed this quarter? Begin Date: End Da	Yes: ate:	D Notification Date:	No:	Ð	If yes: Notification Method: Newspaper Sign Posting Radio Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: <u>4/15/2008</u> End Da	Yes: ate: <u>4/17/2008</u>	₽ Notification Date:	No: <u>4/8/2008</u>		If yes: Notification Method:
Was the system flushed this quarter? Begin Date: End Da	Yes:	☐ Notification Date:	No:	¥	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Da	Yes: ate:	D Notification Date:	No:	æ	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

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Ohio Ame	rican W	later Col	mpany
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3547 Ivanhoe			
	<i>*</i> ,		
			<u> </u>
Daisso fi - Lal			
Bumneid			
1/16/2008			
Shear Break			
27			
1600			
1/16/2008			
1830			
Steve Cheline			
3547 Ivanhoe			
Brimfield			
1/17/2008			
Shear Break			
27			
1600			
1/17/2008			
1830			
Steve Cheline			
	Shear Break 27 1600 1/16/2008 1830 Steve Cheline 3547 Ivanhoe Brimfield 1/17/2008 Shear Break 27 1600 1/17/2008 1830	1/16/2008 Shear Break 27 1600 1/16/2008 1830 Steve Cheline 3547 Ivanhoe Brimfield 1/17/2008 Shear Break 27 1600 1/17/2008 1830	1/16/2008 Shear Break 27 1600 1/16/2008 1830 Steve Cheline 3547 Ivanhoe Brimfield 1/17/2008 Shear Break 27 1600 1/17/2008 1830

#### **Ohio American Water Company**

т **н** 

Quarter # 1	
Year 2008	
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
5	Shear Break
General Type Specific Type	onear break
Specific Type Number of Services Affected	27
Time Became Aware	27
•••••	1/17/2008
Date Problem Resolved	
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	
Boll order issued by	······································

#### **Ohio American Water Company** Beechcrest

#### Quarter # 1 88) 1 2007

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**Total Customer Contacts** 

169

#### **Customer Services**

		Inquiries	Complaints
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		Ō	
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	
	Total	169	0

#### Water Service

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

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

#### Metering

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

#### Water Quality

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

# Ohio American Water Company Beechcrest Quarter # 2

# Quarter # 1

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#### 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	1

# Quarter # 3

Year

2008

Disconnections	
With 14 Days Notice	j
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	

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

**Ohio American Water Company** 

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2008 Year

Customer Count	289	289	289											289	289
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Date of Low Flow	80/80/10	02/29/08	03/19/08											-	02/29/08
Low Flow (MG)	47.000	38.000	42.000												38.000
Date of High Flow	01/22/08	02/25/08	03/22/08											03/22/08	
High Flow (MG)	71.000	69.000	79.000											79.000	
Avg Daily Flow (MG)	98.370	84.330	56.270								· · · · · ·		79.657	98.370	56.270
UFW %	27.7%	26.3%	29.9%										28.0%	29.9%	26.3%
Water Delivery (MG)	1.679	1.530	1.744										1.651	1.744	1.530
Month	1	2	3	4	S	9	7	œ	6	10	11	12	Avg	High	Low
Quarter			1			2			<b>က</b>			4			

East Aurora

	Ohio Ame	erican Water Company East Aurora				
Ro	utine (Annual/Se	mi-Annual) Flushing Infor	mation			
	/ear 2008	Quarter: 1st				
Was the system flushed this quarter? Begin Date: End Dat	Yes:	Notification Date:	No:	極	If yes: Notificatio □ □ □	on Method: Newspaper Sign Posting Radio Bill Insert Marquee
、 、	(ear 2008	Quarter: 2nd				Other
Was the system flushed this quarter? Begin Date: <u>4/14/2008</u> End Dat	Yes:	<u></u>	No: /8/2008		If yes: Notificatio ⊮ ⊡ □ □	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?	ear 2008 Yes:	Quarter: <u>3rd</u>	No:	æ	If yes:	
Begin Date: End Dat		Notification Date:		-		on Method: Newspaper Sign Posting Radio Bill Insert Marquee
٢	/ear 2008	Quarter: 4th				Other
Was the system flushed this quarter? Begin Date: End Dat	Yes:	Notification Date:	No:	坯	If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

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

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Quarter # 1		No breaks this quarter
Year	2008	
Street Address		
Political Subdiv		
Date of Break/ Outag	je	
General Type		
Specific Type		
Number of Services	Affected	
Time Became Aware	r	
Date Problem Resol		
Time Problem Reso	,	
Boll Order issued by	<u>,                                     </u>	
Street Address		
Political Subdiv		
Date of Break/ Outag	e	
General Type		
Specific Type		
Number of Services	Affected	
Time Became Aware		
Date Problem Resol	ved	
Time Problem Resol		:00pm
Boil Order issued by	r	lone

#### **Ohio American Water Company**

#### Ohio American Water Company East Aurora

#### Quarter # 1 2007

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**Total Customer Contacts** 

169

#### **Customer Services**

		Inquiries	Complaints
Account Information		109	
Bad Debt/Bankruptcy		1	
Bill Adjustment		10	
Bill Information/Format		1	
Consumption	i	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	
	Total	169	0

# Water Service

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

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

#### Metering

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

#### Water Quality

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

# Ohio American Water Company East Aurora

# Quarter #1

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#### Year

2007

# Year

Quarter # 2

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 # 3

Year

2007

Disconnections	
With 14 Days Notice	
Non-Payment	11
Non-Emergency Regulation Violation	
Application Misrepresentation	<b>⊢</b> −−−−− <b>1</b>
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Disconnections	
With 14 Days Notice	
Non-Payment	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	

2007

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

**Ohio American Water Company** 

2008
Year

-																
Customer Count			6607											1652	6607	6607
# Days Exceed Dsgn Cap	0	0	0											0	0	0
Date Of Low Flow	01/05/08	80/03/08	03/09/08													01/05/08
Low Flow (MG)	1.374	1.574	1.502				.							1.483	1.574	1.374
Date Of High Flow	01/29/08	02/18/08	03/13/08												02/18/08	
High Flow (MG)	1.707	1.721	1.693											1.707	1.721	1.693
Avg Daily Flow (MG)	1.583	1.654	1.620											1.619	1.654	1.583
UFW %	7.2%	7.1%	8.7%										2008	7.7%	8.7%	7.1%
Water Delivery (MG)	49.059	47.961	50.209											49.076	50.209	47.961
Month	ſ	2	3	4	5	9	7	80	6	10	11	12		Avg	High	Low
Quarter			Ţ			2			e			4				

# **Tiffin District**

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# Ohio American Water Company Tiffin District - Informatio

, I

	Routine (a	Annual/Sen	ni-Annual) Flushing Inf	ormation			
	Year	2008	Quarter:				
Was the system flushed this qu	uarter?	Yes:		No:	X	If yes:	
Begin Date:	End Date:		Notification Date:			Notificatio	on Method:
							Newspaper
							Sign Posting
							Radio
							Bill Insert
							Marquee
			<b>.</b> .	-			Other
		24	Quarter:	2	_		
Was the system flushed this que		Yes:		No:		lf yes:	I I - Hood
Begin Date:	End Date:		Notification Date:	<u> </u>			on Method:
							Newspaper Sign Posting
							Radio
							Bill Insert
							Marquee
							Other
			Quarter:	3			
Was the system flushed this qu	uarter?	Yes:	×	No:		If yes:	
Begin Date:	End Date:		Notification Date:				on Method:
						X	Newspaper
In the process. Will complete	during 4th quart	er.					Sign Posting
						X	Radio
							Bill Insert
							Marquee Other
			Quarter:	1			Une
Was the system flushed this qu	uarter?	Yes:				If yes:	
Begin Date:	End Date:	100.	Notification Date:	NQ.			on Method:
	<u></u>	······				X	Newspaper
Continued from	3rd Quarter						Sign Posting
						X	Radio
							Bill Insert
						<b>m</b>	Maraulaa

- Marquee Other

<b>-</b>		<b>Boil Order issued by</b>	N/A	NIA	NIA	NIA	N/A	N/A	NIA	N/A	Kathy McClain	NIA	NIA	NIA	N/A	N/A	NIA	N/A	NIA	Kathy McClain	NIA	NA													
		Time Problem Resolved	N/A	2:00 p.m.	2:30 p.m.	2:00 p.m.	2:00 p.m.	NIA	3:00 p.m.	5:30 p.m.	5:00 p.m.	1:30 p.m.	N/A	NIA	10:00 p.m.	12:00 p.m.	NIA	3:00 p.m.	NIA	NIA	NIA	12:00 p.m.													
	Date Problem	B		01/03/08 2	01/02/08 2	01/09/08	01/18/08 2	N/A	01/23/08	01/22/08 5	01/25/08 5		02/01/08	02/02/08	02/02/08 1	111108 1	02/19/08	02/13/08 3	02/22/08 N	02/26/08	N/A IV	03/04/08 1								-					
     	Time Became	Aware	NIA	3:18 p.m.	3:30 p.m.	3:15 p.m.	2:00 p.m.	NIA	2:40 p.m.	1:53 p.m.	8:00 a.m.	8:59 p.m.	N/A	N/A	10:58 a.m.	6:25 p.m.	NA	10:50 a.m.	1:00 p.m.	NIA	NIA	2:00 p.m.					 ! !								
Number of	Services	Affected	NIA	NIA	N/A	AIN	NIA	N/A	NIA	NIA	40	NiA	NIA	N/A	N/A	N/A	N/A	N/A	NIA	15	N/A	N/A													
		Specific Type	Customer Fire	Company Main	Company Leak	Company Leak	Company Leak	Customer Leak	Company Leak	Customer	Company Main	Company Main	Test FS Customer	Customer Fire	Company Main	Company Leak	Customer Leak	Contractor Leak	Customer Leak	Contractor Leak	Customer Leak	Company Leak													
		eral Type	Fire	Main	Service leak	Service leak	Main	FS Froze	Service leak	Kill Service	Main	Main	Test FS	Fire	Main	Service leak	Repair Stop	Repair Stop	Service leak	Service leak	Service leak	Service leak													
_		Dutage	1/1/2008	1/2/2008	12/31/2007	1/4/2008	1/16/2008	1/20/2008	1/21/2008	1/22/2008	1/25/2008	1/27/2008	2/1/2008	2/2/2008	2/2/2008	2/9/2008	2/12/2008	2/13/2008	2/22/2008	2/25/2008	2/26/2008	2/29/2008													
		Political Subdiv	Tittin City	Titfin City	Tiffin City	Tiffin City	Tittin City	Tiffin City	Tiffin City	Tittin City	Tiffin City	Thin City	Tiffin City	Tiffin City	Tittlin City	Tittin City	Tittin City	Tittin City	Tiffin City	Tiffin City	Tittin City	Tiffin City													
		Quarter Street Address	31 Miami	46-52 Braden	32 Hall Street	198 Second	40 Huss	1928 W Market	235 Sandusky	411 - 415 S Washington	115 Ohio	(9 Main	Test Fire Service TMD	683 S Sandusky	14 Ash	711 N Sandusky	157 Wentz	735 W Market	80 Center	Teakwood Ct	42 Clinton	241 First													
		Quarter	-		L.	-			Ļ	-	-	<b>-</b>	1	-	-	<u>د</u>	-	-	-	÷	τ-	-													
   	_	Year	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008

Ohio American Water Company Tiffin District

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# Ohio American Water Company Tiffin District

# Quarter # 1

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2008

Total Customer Contacts 3410

#### **Customer Services**

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

	Inquiries	Complaints
	1492	
	192	
[	83	
	40	
	10	
ſ	8	
	0	
	105	
	176	
	335	
	162	
	0	
	87	
	D	
	71	
	205	
	430	
otal [`]	3396	0

#### Water Service

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

	Inquiries	Complaints
	0	
	7	
ct	0	
	0	
	0	
	0	
	0	
Total	7	0

#### Metering

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

# Water Quality

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

# Tiffin District VnsqmoD nater Company

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# guarter # 2

Year

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Other
Access Denial
Application Misrepresentation
Non-Emergency Regulation Violation
Von-Payment
Without Notice
Other
Access Denial
Application Misrepresentation
Von-Emergency Regulation Violation
Von-Payment
With 24 Hours Notice
Dther
leineg zeenal
Application Misrepresentation
von-Emergency Regulation Violation
Von-Payment
With 14 Days Notice
Disconnections

Year

8002

#### Disconnections

Non-Emergency Regulation Violation
Non-Payment
With 24 Hours Notice
Other
IsinaQ zaabaA
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Non-Emergency Regulation Violation
Non-Payment
With 14 Days Notice

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Non-Emergency Regulation Violation

#### Without Notice

Other leine<u>d</u> zeecoA Application Misrepresentation Non-Emergency Regulation Violation Non-Payment

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Year

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

8002

# C # 1ettenD

Access Denial

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Year

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<del></del>	Other
	Renes Denial Acted
	Application Misrepresentation
	Non-Emergency Regulation Violation
	Non-Payment
	Without Notice
	Other
	Access Denial
	Application Misrepresentation
	Non-Emergency Regulation Violation
	Non-Payment
	With 24 Hours Notice
	Other
	Isinad eeasa A
	Application Misrepresentation
	Non-Emergency Regulation Violation
	Non-Payment
	With 14 Days Notice
	Disconnections

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# Systems OHIO AMERICAN WATER COMPANY

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# EIRST QUARTER 2008 FOR NON-REVENUE REMEDIATION PLANS

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

- 1) <u>Leak Detection</u>. 230 hours were devoted to leak detection in the first quarter
- 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.
- 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) <u>Review Large Users.</u> No significant trends up or down, have been identified.
- 7) Large Meter Testing. Testing was conducted in December 2008.
- 8) Physically Inspect mains in remote areas & easements. Scheduled in August r when flushing is complete.
- 9) Obtain actual readings on meters 3" and larger. 100% compliant.
- 10)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:

0		5		Hydrants
3		▼		SavibV
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0	40"	3	J0"	
5	"8	5	8	
G	<i>"</i> 9	11	"9	anisM
0	<b>4</b> »	<b>l</b>	4.,	
0	5 1/3"	4	5 1/3"	
10		10	<b>5</b> "	
2 nd Quarter		1 st Quarter		

# Ohio American Water Company Franklin County District

# Remedial Report for Unaccounted for Water

# Actions/Progress Made in 2008 1st Quarter

- 1) Pump out all fire hydrants for the winter season and monitored them for leakage.
- 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.
- Continued to collected 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 2nd quarter of 2008.
- 5) Did not complete an in-house Leak Investigation Training Program for field personnel. This will be done in the 2nd quarter of 2008.

# Ohio American Water Company Franklin County District

# Remedial Report for Unaccounted for Water

# Action Plan for 2008 2nd 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.
- 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-forwater.
- 5) Completed an in-house Leak Investigation Training Program for field personnel.
- e) Check calibration of Service Delivery water meters.
- .mergense 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 1st 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.
- Review Open leak Numbers: Open leaks were reviewed. Progress is being made on repairs
- A. Zero consumption: 180 zero consumption accounts were reviewed with 0 found faulty.
- 5. Meter readings: All large meters were read this quarter.
- Large meter test: Large meters will be tested on 4/23/2008
- 7. <u>Inactive accounts</u>: 180 Inactive accounts were reviewed and verified as inactive.
- 3. 1605 feet of 8" main was replaced on Tourtain 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 2nd Quarter

- 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.
- 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
- 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 1st 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.

snism anothed the solution of large values on distributions and set the solution of the soluti

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

A) 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 1st Quarter 2008

# Water Loss

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# Leak Detection

- 1. Continue to survey water main via visual inspection.
- 2. Continue to re-check all inactive accounts to ensure water is off.
- Continue to recheck all zero consumption meters to ensure they are working
- 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.
- Continue to get actual readings on all meters.
- 11. Devote a minimum of 4 hours a month to leak detection, surveying valves, and services.

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

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 <u>NRW</u> Team
   Continue to take a
- I, Steve Cheline will continue to take a proactive approach to formulate ideas that could potentially reduce NRW.
- Continued Leak Detection Program
   Continued Leak Detection Program
   ADW will "sound" fire hydrants and valves in systems that exceed
   15%Unaccounted For Water. 10 hydrants and 7 valves and 24 curb stops
- Continued 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:

Onauthorized 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.