



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

September 5, 2008

RECEIVED-DOCKETING DIV

2008 SEP -5 PM 1:27

PUCO

VIA HAND DELIVERY

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

Re: **Ohio American Water Company**
Case No. 07-1112-WS-AIR

Dear Ms. Jenkins:

On September 4, 2008, Ohio American Water Company filed a Stipulation and Recommendation in the above-referenced proceeding. It was brought to our attention that Page 1 of 4 to Attachment 1 of Stipulation Exhibit B contained an error in the third paragraph.

Attached is an updated version of Page 1 of 4 to Attachment 1 of Stipulation Exhibit B which adds the word "weekdays" to the third paragraph referencing the contact information for the Office of the Ohio Consumers' Counsel.

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

Sincerely,

Sally W. Bloomfield

Enclosure

cc: Parties of Record (w/Enclosure)

Notification of Customer Rights

Our office representatives are available to assist you with any questions you may have about your service. Each Customer inquiry is handled in a responsible manner with attention and care. Every effort is made to provide you with a prompt response to your inquiry. If you are not satisfied with your situation please contact the Customer Service Center at 1-800-673-5999, 24 hours a day, 7 days a week. You may also contact Ohio American in writing at the following address: Ohio American Water Company, P.O. Box 578, Alton, Illinois 62002-0578.

If your complaint is not resolved, after you have contacted Ohio American, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826 or 1-614-466-3292, or for TDD/TTY toll free at 1-800-686-1570 or 1-614-466-8180, from 8:00 a.m. to 5:00 p.m. weekdays, or visit the PUCO website at www.PUCO.ohio.gov.

The Office of the Ohio Consumers' Counsel (OCC) represents utility customers in matters before the PUCO. The OCC can be contacted, toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit the OCC website at www.pickocc.org

The PUCO has adopted a comprehensive set of standards for water and sewer disposal system companies. A copy of these standards is available by contacting the Ohio American Water Company or the Public Utilities Commission of Ohio. A copy of Ohio American Water Company's rates and tariff provisions are available for review upon request at our offices or from the Public Utilities Commission of Ohio.

The Customer has a right to see a proper Company photo identification and to know the reason(s) for the visit whenever a Company employee(s) or agent(s) seek access to the Customer's premises.

As always, we welcome your comments and suggestions on how we can serve you better. Call our local number 1-800-673-5999.

ARRANGING FOR SERVICE

Establishing Credit

The Company will establish a residential Customer's credit worthiness, as set forth in chapter 4901:1-17 of the Ohio Administrative Code.

Ohio American Water Company will require, in accordance with PUCO rules, new Customers to establish financial responsibility prior to receiving service. Financial responsibility may be established if: a) the Customer owns the property being served or other real estate in the service territory; or b) the Customer demonstrates that he/she is a satisfactory credit risk; or c) the Customer has a history of timely paying the bills of a similar utility; or d) the Customer provides a guarantor; or e) the Customer provides a security deposit.

Deposits

Deposits may be required from any Customer in an amount not to exceed 1/12 of the estimated charge for all service for the ensuing 12 months, plus 30 percent of the monthly estimated charge.