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April 16, 2009

VIA HAND DELIVERY

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

Re: Case No. 08-1233-WS-UNC
Ohio American Water Company
Stipulation Page No. 7, ¶13 D 2

Dear Ms. Jenkins:

Pursuant to the Commission's November 12, 2008 Opinion and Order in Case No. 07-1112-WS-AIR and in compliance with Stipulation page 7, ¶13 D 2, Ohio American Water Company ("Ohio American") submits for filing its first quarter 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% in accordance with Ohio Administrative Code Rule 4901:1-15-20(C)(5).

Also attached is a summary chart, which lists the unaccounted-for-water rates for each of the Ohio American Districts. The chart also indicates those districts in which a non-revenue remedial report has been submitted. Lastly attached are copies of the 2009 first quarter unaccounted-for-water reports and the non-revenue remedial plans.

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

Sincerely,


Sally W. Bloomfield

Enclosures

cc: Parties of Record (w/Enclosure)

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OHIO AMERICAN WATER COMPANY

FIRST QUARTER 2009 UNACCOUNTED FOR WATER REPORTS

Pursuant to Stipulation p. 7 ¶13 D 2

OAWC District	1st Quarter Levels	Non-Revenue Remediation Plan
Ashtabula	23.1%	✓
Blacklick	22.5%	✓
Huber Ridge	17.0%	
Lake Darby	8.0%	
Timberbrook	7.9%	
Worthington Hills	27.2%	
Lake White	12.6%	
Lawrence County	15.9%	✓
Marion	20.9%	✓
Mansfield	30.0%	✓
Madison	30.0%	
Beechcrest	-7.7%	
East Aurora	0.4%	
Tiffin	9.7%	

**UNACCOUNTED-FOR-WATER REPORTS
FOR
FIRST QUARTER 2009**

By

**OHIO AMERICAN WATER COMPANY
Systems**

**Ohio American Water Company
Ashtabula District**

Year		2009										Customer Count
Quarter	Month	Water Delivery [Gallons]	UFW %	Avg Daily Flow [Gallons]	High Flow [Gallons]	Date of High Flow	Low Flow [Gallons]	Date of Low Flow	# Days Exceed Dsgn Cap		Customer Count	
1	1	197,592,000	17.7%	6,869,000	7,525,000	01/22/09	5,786,000	01/01/09	0		12599	
	2	180,826,000	26.8%	6,959,000	7,979,000	02/08/09	5,933,000	02/21/09	0		12587	
	3	184,726,000	24.7%	6,513,000	7,297,000	03/11/09	6,092,000	03/21/09	0		12587	
2	4								0			
	5								0			
	6								0			
3	7								0			
	8								0			
	9								0			
4	10								0			
	11								0			
	12								0			
2009												
	Avg	187,714,667	23.1%	6,780,333	7,600,333		5,937,000		0		9443	
	High	197,592,000	26.8%	6,959,000	7,979,000	02/08/09	6,092,000		0		12599	
	Low	180,826,000	17.7%	6,513,000	7,297,000		5,786,000	01/01/09	0		12587	

**Ohio American Water Company
Ashtabula District
Routine (Annual/Semi-Annual) Flushing Information**
Year 2009 Quarter: 1

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

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

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

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

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

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

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

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

In the process. Will complete in October

**Ohio American Water Company
Ashtabula District**

Year	Quarter	Street Address	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Boil Order Issued by
2009	1	RT. 20 & WOODMAN AVE.	SAYBROOK	3/4/2009	EMERGENCY	SERVICE	1	PM	3/4/2009	PM	
2009	1	2314 HARBOR AVE.	ASH. CITY	3/2/2009	NON. EMERG.	MAIN	16	AM	3/5/2009	AM	
2009	1	2528 WALNUT BLVD.	ASH. CITY	3/9/2009	EMERGENCY	SERVICE	1	AM	3/9/2009	AM	
2009	1	7680 STUCKEY DR.	N.K.	3/10/2009	EMERGENCY	MAIN	1	PM	3/10/2009	PM	
2009	1	1016 W. 55th ST.	ASH. CITY	3/11/2009	EMERGENCY	SERVICE	1	PM	3/11/2009	PM	
2009	1	RT. 20 (SAYBROOK PLAZA)	SAYBROOK	3/11/2009	EMERGENCY	OTHER	0	PM	3/12/2009	AM	
2009	1	1016 W. 54th ST.	ASH. CITY	3/12/2009	EMERGENCY	MAIN	0	AM	3/12/2009	PM	
2009	1	1501 E. 30th ST.	ASH. TWSP.	3/13/2009	NON. EMERG.	VALVE	1	AM	3/23/2009	PM	
2009	1	4006 SHI MAR	N.K.	3/24/2009	NON. EMERG.	SERVICE	1	AM	3/25/2009	PM	
2009	1	2535 HIGHLAND DR.	ASH. CITY	3/26/2008	NON. EMERG.	MAIN	0	AM	3/27/2008	AM	
2009	1	4815 STRONG AVE.	ASH. CITY	3/30/2008	NON. EMERG.	MAIN	0	AM	3/31/2008	AM	

**Ohio American Water Company
Ashtabula District**

Quarter # 1

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	227
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 2009

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

Quarter # 3

Year 2009

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 2009

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

**Ohio American Water Company
Ashtabula District**

**Quarter # 2
2009**

**Total Customer Contacts
0**

Customer Services

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

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	0	
Mark Water Lines/Line Inspect		
Restoration		
Service line leak		
Water Sampling		
Others: Water Service		
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		
Particles in Water		
Scum/Oil in Water		
Taste		
Other: Water Quality		
Total	0	0

Ohio American Water Company
Franklin County District
Blacklick Water System

Year 2009 PWSID 2502412

Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	21.997	22.2%	0.709	0.894	01/18/09	0.602	01/09/09	0
2	19.783	22.0%	0.706	0.845	02/08/09	0.631	02/27/09	0
3	21.553	23.2%	0.695	0.805	03/22/09	0.619	03/06/09	0
4								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	21.111	22.5%	0.703					0
High	21.997	23.2%	0.709	0.894	01/18/09			0
Low	19.783	22.0%	0.695			0.602	01/09/09	0

Ohio American Water Company
Franklin County District
Blacklick Water System

Year 2009

PWSID 2502412

Quarter # 1 See PUCO 2009 Q1 Water Leak Log

Quarter # 2

Quarter # 3

Quarter # 4

Ohio American Water Company
Franklin County District
Blacklick Water System

Year

2009

PWSID

2502412

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

Was the system flushed this quarter?

Yes:

☐

No:

*

If yes:

Notification Method:

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

Begin Date:

End Date:

Notification Date:

Quarter #2

Was the system flushed this quarter?

Yes:

☐

No:

☐

If yes:

Notification Method:

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

Begin Date:

End Date:

Notification Date:

Quarter #3

Was the system flushed this quarter?

Yes:

☐

No:

☐

If yes:

Notification Method:

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

Begin Date:

End Date:

Notification Date:

Quarter #4

Was the system flushed this quarter?

Yes:

☐

No:

☐

If yes:

Notification Method:

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

Begin Date:

End Date:

Notification Date:

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

Year 2009

PWSID 2502412

Quarter # 1

Total Customer Contacts

8042

Customer Services

	Inquiries	Complaints
Account Information	4950	0
Bad Debt/Bankruptcy	190	0
Bill Adjustment	73	0
Bill Information/Format	88	0
Consumption	28	0
Customer Notices	23	0
Customer Service Staff	0	0
Disconnection for Non-Pay	141	0
Final Service	59	0
General Information	229	0
New Service	87	0
NSF Check	0	0
Payment Arrangements	146	0
Rates	0	0
Reconnection Non-Pay	106	0
Service Order Appointment	119	0
Other: Customer Service	1795	0
Total	8034	0

Water Service

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

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	1	0
Meter Repair/Leak	4	0
Meter Replacement	0	0
Others: Metering	0	0
Total	5	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	2	2
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	9
Total	2	11

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

Year 2009

PWSID 2502412

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	137
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

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

Quarter # 2

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Blacklick Wastewater System

Year 2009

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity		%
							Flow	Capacity	
1	1	0.845	1.062	1/10/2009	0.704	1/27/2009		0	0%
	2	1.011	1.690	2/12/2009	0.751	2/3/2009		8	29%
	3	0.809	0.974	3/1/2009	0.508	3/24/2009		0	0%
2	4								
	5								
	6								
3	7								
	8								
	9								
4	10								
	11								
	12								

Totals	2.665							8
Avg	1.000	1.242			0.654			
Max	0.910	1.690	02/12/09		0.530			
Min	1.491	1.108			0.508	03/24/09		

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

Year **2009**

Quarter # 1

Collection Main Cleaning **Yes** ☐ **No** ☒ **If yes:**

Quarter # 2

Collection Main Cleaning **Yes** ☐ **No** ☐ **If yes:**

Quarter # 3

Collection Main Cleaning **Yes** ☐ **No** ☐ **If yes:**

Quarter # 4

Collection Main Cleaning **Yes** ☐ **No** ☐ **If yes:**

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

Year

2009

Manhole Inspection Program

Quarter #1

Number of Manholes Inspected this quarter

200

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☒

No ☐

If yes:

Street Address: 5300 Sundale Place
Date/Time of Backup: 2/2/2009
Blockage Cause: Grease
Date/Time Resolved: 2/2/2009

Political Subdivision: Madison
of Customers Affected: 1
Repair Means: Sewer Jetter

Street Address: 3636 Arnsby Road
Date/Time of Backup: 2/13/2009
Blockage Cause: Grease
Date/Time Resolved: 2/13/2009

Political Subdivision: Madison
of Customers Affected: 0
Repair Means: Sewer Jetter

Street Address: 3431 Beachworth Drive
Date/Time of Backup: 3/12/2009
Blockage Cause: Grease
Date/Time Resolved: 3/12/2009

Political Subdivision: Madison
of Customers Affected: 0
Repair Means: Sewer Jetter

Street Address: 4642 Harbor
Date/Time of Backup: 3/12/2009
Blockage Cause: Grease
Date/Time Resolved: 3/12/2009

Political Subdivision: Madison
of Customers Affected: 0
Repair Means: Sewer Jetter

Street Address: 3381 Latonia
Date/Time of Backup: 3/19/2009
Blockage Cause: Grease
Date/Time Resolved: 3/19/2009

Political Subdivision: Madison
of Customers Affected: 0
Repair Means: Sewer Jetter

Street Address: 3431 Beachworth Drive
Date/Time of Backup: 3/26/2009
Blockage Cause: Grease
Date/Time Resolved: 3/26/2009

Political Subdivision: Madison
of Customers Affected: 0
Repair Means: Sewer Jetter

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

Year 2009

Quarter # 1

Total Customer Contacts

0

Customer Services

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

Sewer Service

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

Sewer Service

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

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

Year 2009
Quarter # 1

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

Quarter # 2

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

Quarter # 3

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

Quarter # 4

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

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

Year 2009 **PWSID** 2502512

Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	16.685	17.4%	0.538	0.749	01/20/09	0.484	01/29/09	0
2	14.298	16.8%	0.510	0.601	02/20/09	0.409	02/21/09	0
3	14.916	16.7%	0.481	0.541	03/22/09	0.428	03/17/09	0
4								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	15.300	17.0%	0.510					0
High	16.685	17.4%	0.538	0.749	01/20/09			0
Low	14.298	16.7%	0.481			0.409	02/21/09	0

Ohio American Water Company
Franklin County District
Huber Ridge Water System

Year

2009

PWSID 2502512

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

Was the system flushed this quarter?

Yes:

☐

No:

*

If yes:

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

Notification Method:

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

Quarter #2

Was the system flushed this quarter?

Yes:

☐

No:

☐

If yes:

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

Notification Method:

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

Quarter #3

Was the system flushed this quarter?

Yes:

☐

No:

☐

If yes:

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

Notification Method:

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

Quarter #4

Was the system flushed this quarter?

Yes:

☐

No:

☐

If yes:

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

Notification Method:

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

Ohio American Water Company
Franklin County District
Huber Ridge Water System

Year 2009

PWSID 2502512

Quarter # 1	See PUCO 2009 Q1 Water Leak Log
Quarter # 2	
Quarter # 3	
Quarter # 4	

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

Year 2009

PWSID 2502512

Quarter # 1
Total Customer Contacts
4454

Customer Services

	Inquiries	Complaints
Account Information	2829	0
Bad Debt/Bankruptcy	68	0
Bill Adjustment	55	0
Bill Information/Format	45	0
Consumption	19	0
Customer Notices	9	0
Customer Service Staff	0	0
Disconnection for Non-Pay	63	0
Final Service	39	0
General Information	122	0
New Service	48	0
NSF Check	0	0
Payment Arrangements	51	0
Rates	0	0
Reconnection Non-Pay	60	0
Service Order Appointment	114	0
Other: Customer Service	919	0
Total	4441	0

Water Service

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

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	2	0
Meter Repair/Leak	3	0
Meter Replacement	0	0
Others: Metering	0	0
Total	5	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	7	7
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	26
Total	7	33

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	84
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

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

Quarter # 2

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System

Year 2009

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity		%
							Flow	Capacity	
1	1	0.539	0.712	1/10/2009	0.384	1/14/2009		0	0%
	2	0.756	1.695	2/11/2009	0.464	2/24/2009		2	7%
	3	0.510	0.703	3/1/2009	0.331	3/13/2009		0	0%
2	4								
	5								
	6								
3	7								
	8								
	9								
4	10								
	11								
	12								

Totals	1.805							2
Avg	1.000	1.037			0.393			
Max	0.633	1.695	02/11/09		0.398			
Min	1.105	0.870			0.331	03/13/09		

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

Year 2009

Quarter # 1

Collection Main Cleaning **Yes** ☐ **No** ☒ **If yes:**

Quarter # 2

Collection Main Cleaning **Yes** ☐ **No** ☐ **If yes:**

Quarter # 3

Collection Main Cleaning **Yes** ☐ **No** ☐ **If yes:**

Quarter # 4

Collection Main Cleaning **Yes** ☐ **No** ☐ **If yes:**

**Franklin County District
Huber Ridge Wastewater System**

Year

2009

Manhole Inspection Program

Quarter # 1

Number of Manholes inspected this quarter

200

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes X

No ☐

If yes:

Street Address: 5955 Bengasi

Date/Time of Backup 1/2/2009

Blockage Cause: Grease

Date/Time Resolved: 1/2/2009

Political Subdivision:

Blendon

of Customers Affected:

1

Repair Means:

Sewer Jetter

Street Address: 3666 E Dublin Grandville Road

Date/Time of Backup 2/14/2009

Blockage Cause: Unknown

Date/Time Resolved: 2/14/2009

Political Subdivision:

Blendon

of Customers Affected:

1

Repair Means:

Sewer Jetter

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

Year 2009

Quarter # 1

Total Customer Contacts

0

Customer Services

Sewer Service

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

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

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

Sewer Service

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

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

Year 2009

Quarter # 1

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

Quarter # 2

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

Quarter # 3

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

Quarter # 4

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

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

Year 2009 **PWSID** 2502612

Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	7.865	8.5%	0.253	0.311	01/07/09	0.188	01/30/09	0
2	6.855	8.0%	0.245	0.356	02/06/09	0.098	02/05/09	0
3	6.246	7.6%	0.266	0.362	03/15/09	0.153	03/10/09	0
4								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	7.655	8.0%	0.255					0
High	8.246	8.5%	0.266	0.362	03/15/09			0
Low	6.855	7.6%	0.245			0.098	02/05/09	0

Ohio American Water Company
Franklin County District
Lake Darby Water System

Year 2009

PWSID 2502612

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

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

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

If yes:

Notification Method:

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

Quarter #2

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

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

If yes:

Notification Method:

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

Quarter #3

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

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

If yes:

Notification Method:

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

Quarter #4

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

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

If yes:

Notification Method:

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

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

Year **2009**

PWSID 2502612

Quarter # 1 See PUCO 2009 Q1 Water Leak Log

Quarter # 2

Quarter # 3

Quarter # 4

Ohio American Water Company
Franklin County District
Lake Darby Wastewater System

Year 2009

Quarter # 1

Collection Main Cleaning Yes ☐ No X If yes:

Quarter # 2

Collection Main Cleaning Yes ☐ No ☐ If yes:

Quarter # 3

Collection Main Cleaning Yes ☐ No ☐ If yes:

Quarter # 4

Collection Main Cleaning Yes ☐ No ☐ If yes:

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

Year 2009

PWSID 2502612

Quarter # 1

**Total Customer Contacts
2680**

Customer Services

	Inquiries	Complaints
Account Information	1648	0
Bad Debt/Bankruptcy	36	0
Bill Adjustment	56	0
Bill Information/Format	38	0
Consumption	13	0
Customer Notices	10	0
Customer Service Staff	0	0
Disconnection for Non-Pay	26	0
Final Service	28	0
General Information	65	0
New Service	23	0
NSF Check	0	0
Payment Arrangements	30	0
Rates	0	0
Reconnection Non-Pay	15	0
Service Order Appointment	57	0
Other: Customer Service	625	0
Total	2670	0

Water Service

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

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	5	0
Meter Repair/Leak	3	0
Meter Replacement	0	0
Others: Metering	0	0
Total	8	0

Water Quality

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

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

Year 2009

PWSID 2502612

Quarter # 1

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	31
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

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

Quarter # 3

Quarter # 4

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

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

Ohio American Water Company
Franklin County District
Lake Darby Wastewater System

Year 2009

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity		%
							Flow	Capacity	
1	1	0.385	0.556	1/7/2009	0.283	1/30/2009		3	10%
	2	0.526	0.920	2/11/2009	0.345	2/6/2009		13	46%
	3	0.438	0.617	3/5/2009	0.310	3/23/2009		6	19%
2	4								
	5								
	6								
3	7								
	8								
	9								
4	10								
	11								
	12								

Totals	1.349							22
Avg	0.000	0.698			0.313			
Max	0.482	0.920	0.2/11/09		0.328			
Min	0.596	0.657			0.283	01/30/09		

Ohio American Water Company
Franklin County District
Lake Darby Wastewater System

Year 2009

Manhole Inspection Program

Quarter #1 Number of Manholes Inspected this quarter 0

Sewerage Backups

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

Quarter #2 Number of Manholes Inspected this quarter

Sewerage Backups

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

Quarter #3 Number of Manholes Inspected this quarter

Sewerage Backups

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

Quarter #4 Number of Manholes Inspected this quarter

Sewerage Backups

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

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

Year **2009**

Quarter # **1**

Total Customer Contacts

0

Customer Services

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

Sewer Service

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

Sewer Service

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

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

Year 2009

Quarter # 1

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

Quarter # 2

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

Quarter # 3

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Timberbrook Water System

Year		2009		PWSID		2502712			
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	1	1.706	7.8%	0.055	0.139	01/20/09	0.001	01/08/09	0
	2	1.516	8.3%	0.054	0.193	02/13/09	0.001	02/14/09	0
	3	1.600	7.6%	0.051	0.094	03/15/09	0.005	03/26/09	0
2	4								
	5								
	6								
3	7								
	8								
	9								
4	10								
	11								
	12								
Avg		1.607	7.9%	0.053					0
High		1.706	8.3%	0.055	0.193	02/13/09			0
Low		1.516	7.6%	0.051			0.001	02/14/09	0

Ohio American Water Company
Franklin County District
Timberbrook Water System

Year

2009

PWSID

2502712

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

Was the system flushed this quarter?

Yes:

☐

No:

*

If yes:

Notification Method:

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

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

Quarter #2

Was the system flushed this quarter?

Yes:

☐

No:

☐

If yes:

Notification Method:

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

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

Quarter #3

Was the system flushed this quarter?

Yes:

☐

No:

☐

If yes:

Notification Method:

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

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

Quarter #4

Was the system flushed this quarter?

Yes:

☐

No:

☐

If yes:

Notification Method:

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

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

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

Year 2009

PWSID 2502712

Quarter # 1 See PUCO 2009 Q1 Water Leak Log

Quarter # 2

Quarter # 3

Quarter # 4

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

Year 2009

PWSID 2502712

Quarter # 1

Total Customer Contacts

167

Customer Services

	Inquiries	Complaints
Account Information	114	0
Bad Debt/Bankruptcy	6	0
Bill Adjustment	2	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	1	0
Final Service	2	0
General Information	5	0
New Service	3	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	4	0
Other: Customer Service	29	0
Total	167	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 Company
Franklin County District
Timberbrook Water System**

Year 2009

PWSID 2502712

Quarter # 1

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

Quarter # 3

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

Quarter # 2

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Worthington Hills Water System

Year 2009 PWSID 2502812

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	1	9.419	26.4%	0.303	0.390	01/14/09	0.260	01/25/09	0
	2	7.931	27.1%	0.283	0.355	02/06/09	0.220	02/20/09	0
	3	8.719	28.1%	0.281	0.329	03/01/09	0.228	03/18/09	0
2	4								
	5								
	6								
3	7								
	8								
	9								
4	10								
	11								
	12								
Avg		8.690	27.2%	0.289					0
High		9.419	28.1%	0.303	0.390	01/14/09			0
Low		7.931	26.4%	0.281			0.220	02/20/09	0

Ohio American Water Company
Franklin County District
Worthington Hills Water System

Year 2009

PWSID 2502812

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

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

If yes:

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

Quarter #2

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

If yes:

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

Quarter #3

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

If yes:

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

Quarter #4

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

If yes:

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

Ohio American Water Company
Franklin County District
Worthington Hills Water System

Year 2009

PWSID 2502812

Quarter # 1	See PUCO 2009 Q1 Water Leak Log
Quarter # 2	
Quarter # 3	
Quarter # 4	

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

Year 2009

PWSID 2502812

Quarter # 1

**Total Customer Contacts
389**

Customer Services

	Inquiries	Complaints
Account Information	184	0
Bad Debt/Bankruptcy	9	0
Bill Adjustment	16	0
Bill Information/Format	11	0
Consumption	2	0
Customer Notices	1	0
Customer Service Staff	0	0
Disconnection for Non-Pay	2	0
Final Service	7	0
General Information	32	0
New Service	4	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	40	0
Other: Customer Service	76	0
Total	385	0

Water Service

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

Metering

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

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	1	1
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	5
Total	1	6

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

Year 2009

PWSID 2502812

Quarter # 1

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

Quarter # 3

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

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
Lake White

Greg.Dewhurst@puc.state.oh.us

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	2.468	12.0%	0.080	0.100	15	0.058	5	0
	2	2.640	11.9%	0.094	0.114	1	0.076	27	0
	3	2.203	13.1%	0.071	0.123	3	0.047	22	0
2	4								0
	5								0
	6								0
3	7								0
	8								0
	9								0
4	10								0
	11								0
	12								0
Avg		2.598	12.6%	0.085	0.127		0.085		0.000
High		2.761	13.9%	0.092	0.193		0.074		0
Low		2.382	11.0%	0.077	0.097		0.058		0

Total Customer Count

Jan	202
Feb	203
Mar	219
Apr	
May	
June	
July	
Aug	
Sep	
Oct	
Nov	
Dec	

Ohio American Water

Year 2009

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 &

Boil Order Information

Ohio American Water Lake White

Quarter # 1
2009

Total Customer Contacts
297

Total Customer Complaints
0

Customer Services		
	Inquiries	Complaints
Account Information	153	
Bad Debt/Bankruptcy	9	
Bill Adjustment	7	
Bill Information/Format	7	
Consumption	1	
Customer Notices	1	
Customer Service Staff	0	
Disconnection for Non-Pay	3	
Final Service	7	
General Information	9	
New Service	4	
NSF Check	0	
Payment Arrangements	3	
Rates	0	
Reconnection Non-Pay	6	
Service Order Appointment	17	
Other: Customer Service	68	
Total	295	0

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

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

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

**Ohio American Water
Lake White**

Quarter #1

Year 2009

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

Quarter #2

Year 2009

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

Quarter #3

Year 2009

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 2009

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	

CBL = Company Service Leak; CWM = Company Water Main; HYD = Hydrant; VLV = Valve; CO = Company Other; PSL = Private Service Leak; PWM = Private Water Main; PO = Private Other DR= Door Tag; DTO = Door to Door

[illegible]

2009			Blowoffs		Deadend Blowoffs	
Type	Year	Address	Spring Flush		Fall Flush	
			Date Flushed	Minutes to Clear	Date Flushed	Minutes to Clear
Clow	2006	315 Little Theatre				
Mueller	1953	34 Little Theatre				
Mueller	1955	108 Crestview				
FV		Crestwood & Forest Hills				
Mueller	1981	1106 Pinehurst Apt.				
Mueller	1981	600 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	1964	115 Dawn Lane				
M&H	1964	101 Dawn Lane				
M&H	1954	111 Sunrise				
M&H	1954	100 Sunrise				
FV		Waverly Gables going down				
FV		Rt 104 Tennis Road				
Mueller	1954	1237 Rt 552				
Mueller	1953	14 Shady Lane				
Clow	2005	Ripley Road				
Mueller	1953	37 Ripley Road				
FV		394 Rt 552				
FV		1490 Rt 552				
FV		Vallery				
Mueller	1953	2617 Rt 551				
Mueller	1958	2465 Rt 551				
FV		178 Rittenour Road				
Mueller	1953	Begining of Virginia				
FV		Crumer Mt. Road				
FV		State Park Bricker				
Mueller	1953	278 Virginia				
M&H	1954	252 Skyline				
M&H	1954	131 Skyline				
M&H	1954	110 Barker Lane				
FV		Alpine Road				
FV		Lucerne Road				
Mueller	1958	bottom of Virginia				
FV		1063 Rt 551				
FV		41 Bevans				
FV		405 Bevans				
FV		end of Baywood				
FV		end of Nye				
FV		end of Wells Jones				
FV		Bors House Rt 551				
FV		141 Harbor				
FV		573 Rt 551				
			Total hours actual flushing		0.0	0.0

Hydrants 30
Blowoffs 20

During fall flushing some flushing valves were left on a slow flow throughout the night. All valves showing 20 minutes. This had been done previously, however, we only counted the actual time of hard flushing before. I normally takes 2 full days to complete a good flush of the system, both spring and fall.

2009		
Number of Valves	88	
Number of Valves to be Operated	44	
Percent of Valves Operated	15%	
Number of Valves Requiring Maintenance	0	
Percent of Valves Requiring Maintenance	0%	
Number of Boxes Requiring Maintenance	0	
Percent of Boxes Requiring Maintenance	0%	
Number of Valves Requiring Replacement	0	
Percent of Valves Requiring Replacement	0%	

2008		
Number of Valves	88	
Number of Valves to be Operated	44	
Percent of Valves Operated	100%	
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								
Valve No.	Critical Valves (once per year)	Size	Type	2008	2008	Turns	Box Maint	Depth ft.
1	At well system valve, (isolates wells from system)	6	AC	Worked	Worked	2-Apr	19.5	ok
2	#1 well house, (isolates #1 from system)	6	AC			7-Jun	19	ok
3	Valve beside generator (isolates #2 well from system)	6	AC			5-Jan	19.5	ok
4	#2 well house, (isolates #2 well from system)	6	AC			26-Mar	26	ok
5	Little Theatre, right (isolates whole system)	6	AC			30-Oct	21	ok
6	Little Theatre, middle (isolates system to tank)	6	AC			30-Oct	26	ok
7	Little Theatre, left (isolates system towards lake)	6	AC			30-Oct	30	ok
Total Number of Critical Valves				7	7			
Total valves Required to be worked				7	7			
Total Number Valves Actually worked this year				0	7			

Distribution Valves (once every 2 years)								
		Size	Type	2008	2008	Turns	Box Maint	Depth ft.
1	109 Waverly Gables	6	AC			24	ok	33
2	109 Waverly Gables/Down Lane	6	AC				ok	
3	Sunrise/Waverly Gables	6	AC			22	ok	30
4	Sunrise/Waverly Gables...middle of road	6	AC			19	ok	30
5	Waverly Gables from Pinehurst Apts	6	AC		21-Nov	17	ok	32
6	Waverly Gables...middle of road...right of valve #5	6	AC		10-Sep	22	ok	33
7	Waverly Gables...middle of road...left of valve #5	6	AC		10-Sep	19	ok	36
8	115 Valleyview...middle of road	6	AC		10-Sep	20	ok	31
9	115 Valleyview...left of driveway	6	AC		10-Sep	18	ok	32
10	115 Valleyview...right of driveway	6	AC		10-Sep	18	ok	33
11	139 Valleyview...middle of road	6	AC			20	ok	26
12	139 Valleyview...edge of road	6	AC			20	ok	31
13	141 Valleyview...45ft up towards hospital in road	6	AC		18-Sep		ok	
14	Emerg Room at hospital	6	PVC			21	ok	33
15	100 Dawn...middle of road to Hilltop Med Center	6	AC			20	ok	33
16	By Stop sign on Dawn...	6	Ductile Iron		21-Nov	20	ok	27
17	Upper valve to Pinehurst loop	6	PVC		18-Sep		ok	
18	Lower valve to Pinehurst loop	6	PVC		18-Sep		ok	
19	on turn to hospital hill...down to Rt 184	2	pvc		18-Sep		ok	
20	In front field of 315 Little Theatre	6	AC		18-May	21	ok	30
21	In yard across from 314 Crestwood	2	PVC		18-May	21	ok	20
22	To Overlook Dr.	2	PVC			20	ok	28
23	606 Ripley...middle of road	6	AC				ok	
24	Ripley & Shady Lane...before Shady	6	AC		5-Jun		ok	
25	Ripley & Shady Lane...after Shady	6	AC		5-Jun		ok	
26	620 Rt 552	2	PVC				ok	
27	Ripley	2	AC				ok	26
28	Tank #1	6	AC	6-Mar	11-Sep		ok	
29	Tank #2	6	AC	6-Mar	11-Sep		ok	
30	Tank #3	6	ac	6-Mar	11-Sep		ok	
31	708 Rt 552	2	pvc				ok	30
32	602 Rt 552	2	PVC		18-Sep		ok	
33	177 Gregg	2	pvc		18-Sep		ok	
34	140 Gregg	2	pvc		18-Sep		ok	
35	Field across from Shady Lane	2	PVC				ok	
36	601 Valley	2	PVC				ok	
37	1294 Rt 552	2	pvc		8-Mar		ok	
38	449 Valley	2	pvc				ok	
39	Before Lake Crossing 286 Valley	6	ac		5-Jun		ok	
40	beside # 43...Joops Valley	2	PVC				ok	
41	M/M Field on Valley	2	pvc				ok	
42	Rt 551...up from Drennan...under guardrail	6	ac				ok	
43	514 Virginia...loops to Bricker...4" valve	6	ac				ok	
44	By sample station #1...2" valve	2	PVC				ok	
45	190 Bricker...on turn	2	pvc				ok	
46	end of Bricker by old concrete building	2	PVC				ok	
47	278 Virginia	6	ac		22-Apr		ok	
48	51 Skyline	6	ac		12-Sep		ok	
49	51 Skyline to loop Barker	6	ac		12-Sep		ok	
50	174 Skyline to loop Barker	6	ac		12-Sep		ok	
51	252 Skyline...close by hydrant	6	ac		12-Sep		ok	
52	252 Skyline...in driveway	2	pvc		12-Sep		ok	
53	252 Skyline...up from driveway	2	pvc		12-Sep		ok	
54	Top of Alpine	2	PVC				ok	
55	23 Woodland	2	pvc		24-Jan		ok	
56	13 Virginia	2	pvc			6	ok	25
57	11 Bevans/Rt 551	4	pvc		24-Jan		ok	
58	63 Bevans	4	pvc		24-Jan		ok	
59	81 Bevans	4	pvc		26-Jun		ok	
60	427 Bevans	4	pvc		26-Jun		ok	
61	Rt 551/Skyline...left one facing over hill to Baywood	2	pvc			6	ok	36
62	Rt 551/Skyline...middle valve	4	pvc				ok	22
63	Rt 551/Skyline...right one facing over hill to Wells Jones	4	pvc			12	ok	36
64	224 Wells Jones	2	pvc				ok	
65	267 Lucerne	2	PVC				ok	
66	Lucerne...in field	2	PVC				ok	
67	Corner of Lucerne and Woodland	2	PVC				ok	
68	278 Rt 551/Marco Polo	2	PVC				ok	
69	Nym 551	4	PVC	7-Mar			ok	
70	1489 Rt 551...LT of valve 72	4	PVC	7-Mar	30-Oct		ok	
71	1489 Rt 551...Rt of valve 72	4	PVC	7-Mar	30-Oct		ok	
72	1489 Rt 551 to Baywood	2	pvc	7-Mar	30-Oct		ok	
73	entrance to Bevans from Rt 551, Post Joye Rd.	4	PVC				ok	
Total Number of Distribution Valves				73	73			
Total valves Required to be worked				37	36			
Total Number Valves Actually worked this year				7	36			
Percentage of required In-line Valves Actually Worked this year				10%	100%			

Total Number of System Valves	80	80
Total Number of System Valves Required to be worked each year	44	43
Total Number of System Valves Actually Worked this year	7	46
Percentage of required critical and In-line Valves Actually Worked this year	16%	100%

2009

Hydrant Valves											
		Size	Type	2007	2008	2009	Turns	Box Maint	Depth	Box Maint	Painted
1	34 Little Theatre	6	AC					ok		ok	2007
2	315 Little Theatre	6	AC	9-May			20	ok	16"	ok	2007
3	108 Crestwood	6	AC	24-Apr			21	ok	30"	ok	2008
4	1106 Pinehurst Apt	6	PVC	24-Apr			20	ok	36"	ok	2007
5	500 Pinehurst Apt	8	PVC	24-Apr			19	ok	38"	ok	2006
6	Lot 13 Pinehurst Blvd	6	pvc	30-May			21	ok	30"	ok	2006
7	Lot 17 Pinehurst Blvd	6	pvc	31-May			21	ok	43"	ok	2006
8	Lot 21 Waverly Woods Dr.	6	pvc	24-Apr			21	ok	39"	ok	2007
9	125 Waverly Gables	8	AC	24-Apr				ok	30"	ok	2005
10	104 Valleyview	6	AC	31-May			21	ok	26"	ok	2007
11	129 Valleyview	6	AC				21	ok	35	ok	2008
12	229 Valleyview	6	AC				21	ok	30	ok	2008
13	229 Valleyview..parking lot	6	AC				21	ok	34	ok	2007
14	100 Dawn..emerg. Entrance to Hospital	6	Ductile				21	ok	20	ok	2006
15	100 Dawn...weet of hospital	6	Ductile					ok		ok	2009
16	115 Dawn	8	AC	22-May			21	ok	35"	ok	2007
17	101 Dawn	8	AC	22-May			20	ok	30	ok	2006
18	111 Sunrise	8	AC				20	ok	30	ok	2006
19	100 Sunrise	6	AC	23-May				ok	24"	ok	2005
20	1237 Rt 552	6	AC	23-May			20	ok	30	ok	2007
21	14 Shady Ln	6	AC	7-Jun			20	ok	31"	ok	2005
22	Ripley Rd	6	AC	9-May			21	ok	31"	ok	2006
23	37 Ripley Rd	6	AC	9-May			20	ok	20	ok	2007
24	2617 Rt 551	6	AC	9-Jul			19	ok	40	ok	2007
25	2465 Rt 551	6	AC	18-Jul				ok		ok	2007
26	577 Virginia	6	AC	17-Jul	18-Jul		20	ok	32	ok	2007
27	278 Virginia	6	AC	18-Jul				ok		ok	2003
28	262 Skyline	6	AC					ok		ok	2007
29	131 Skyline	6	AC	27-Jun				ok		ok	2007
30	110 Barker Ln	6	AC	2-Jun				ok		ok	2007
31	13 Virginia	6	AC	7-Jun			21	ok	24	ok	2007
32	Hydrant at Tank	6	Ductile		1-May						2008

Total Number of Hydrant Valves

Total valves Required to be worked

Total Number Valves Actually worked this year

Total Number Valves Actually worked in 07 and 08

Hydrants Painted

32

2005 6 2008 9 2007 16

32

2009	Ticket No.	Work Date	Address	Job
Ohio Utilities Protection Service	or spoke to		Company ID# 51171	press 4
OUPS 800 362 2764				
Pike Gas				
947 5121 937 393 4602 or 937 393 1991				
800 276 4006 Emergency #				
Pike County Engineers 947 4259				
Emergency # 970 0148				
Pike County Sewer 740 708 9038				
Ohio Utilities Protection Service				
OUPS 800 362 2764				
Pike Gas				
947 5121 937 393 4602 or 937 393 1991				
800 276 4006 Emergency #				
Pike County Engineers 947 4259				
Emergency # 970 0148				
Pike County Sewer 740 708 9038				
Ohio Utilities Protection Service				
OUPS 800 362 2764				
Pike Gas				
947 5121 937 393 4602 or 937 393 1991				
800 276 4006 Emergency #				
Pike County Engineers 947 4259				
Emergency # 970 0148				
Pike County Sewer 740 708 9038				

**Ohio American Water Company
Lawrence County District**

Year		2009										Customer Count
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap			
1	1	21.318	15.9%	0.688	0.871	01/20/09	0.606	01/01/09	0		3322	
	2	18.307	15.7%	0.654	0.755	02/09/09	0.613	02/18/09	0		3320	
	3	19.381	16.1%	0.625	0.696	03/03/09	0.572	03/13/09	0		3320	
2	4								0			
	5								0			
	6								0			
3	7								0			
	8								0			
	9								0			
4	10								0			
	11								0			
	12								0			
2009												
Avg		19.669	15.9%	0.656	0.774		0.597		0		3321	
High		21.318	16.1%	0.688	0.871	01/20/09	0.613		0		3322	
Low		18.307	15.7%	0.625	0.696		0.572	03/13/09	0		3320	

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

Year 2009 Quarter: 1

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

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

Quarter: 2

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

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

Quarter: 3

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

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

Quarter: 4

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

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

Ohio American Water Company
Lawrence County District

Year	Quarter	Street Address	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Boil Order issued by
2009	1	Overlook Dr.	Chees. Village	1/1/2009	Leak	Split	2	9:00	01/02/09	13:00	N/A
		Fayette Fire Station	Fayette	1/13/2009	Leak	Split	0	4PM	01/14/09	12AM	N/A
		Sandusky @ US 52	Fayette	1/20/2009	Leak	Break	0	9AM	01/20/09	11:15AM	N/A
		375 CR 3	Union	1/24/2009	Leak	Split	0	9AM	01/24/09	2PM	N/A
		Madison Street	Fayette	2/5/2009	Leak	Saddle	0	3PM	02/05/09	7PM	N/A
		Robertson Rd.	Union	2/2/2009	Leak	Split	0	4PM	02/06/09	1PM	N/A
		Twp. Rd. 1011	Fayette	2/23/2009	Leak	Break	2	2PM	02/25/09	15:45	N/A
		Comfort Inn	Fayette	3/3/2009	Leak	Slip	0	9AM	03/05/09	11AM	N/A
		Tutwiler Dr.	Union	Unk	Leak	Slip	6	11AM	03/06/09	15:30	N/A

**Ohio American Water Company
Lawrence County District**

**Quarter # 1
2009**

**Total Customer Contacts
4510**

Customer Services

	Inquiries	Complaints
Account Information	2509	
Bad Debt/Bankruptcy	126	
Bill Adjustment	121	
Bill Information/Format	58	
Consumption	26	
Customer Notices	12	
Customer Service Staff	0	
Disconnection for Non-Pay	63	
Final Service	87	
General Information	168	
New Service	88	
NSF Check	0	
Payment Arrangements	87	
Rates	0	
Reconnection Non-Pay	31	
Service Order Appointment	152	
Other: Customer Service	967	
Total	4495	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	11	
Mark Water Lines/Line Inspect		
Restoration	0	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	11	0

Metering

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

Water Quality

	Inquiries	Complaints
Discolored Water		
Hardness		
Low Pressure	3	
Odor		
Particles in Water		
Scum/Oil in Water		
Taste		
Other: Water Quality	9	
Total	12	0

**Ohio American Water Company
Lawrence County District**

Quarter # 1

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	72
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

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 2009

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

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

Greg.Dewhurst@puc.state.oh.us

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	2.519	32.8%	0.081	0.107	1/26/09	0.061	1/28/09	0
	2	2.341	29.9%	0.084	0.097	2/25/09	0.078	2/27/09	0
	3	1.685	27.2%	0.054	0.105	3/2/09	0.037	3/17/09	0
									Total Count 333
2	4								0
	5								0
	6								0
									Total Count 333
3	7								0
	8								0
	9								0
									Total Count 333
4	10								0
	11								0
	12								0
									Total Count 333

Avg	2.182	30.0%	0.073	0.103	0.059	0.000
High	2.519	32.8%	0.084	0.107	0.078	0
Low	1.685	27.2%	0.054	0.097	0.037	0

Ohio American Water
Mansfield Madison #1

Quarter # 1		Quarter # 1	
Year	2009	Year	2009
Street Address	889 Springmill Road (plant)	Street Address	Benedict Drive
Political Subdiv	Madison Mifflin Township	Political Subdiv	Madison Mifflin Township
Date of Break/ Outage	9-Mar	Date of Break/ Outage	11-Mar
General Type	Leak	General Type	Leak
Specific Type	Break on 6" Cast Iron	Specific Type	Break on 4" AC main
Number of Services Affected	0	Number of Services Affected	0
Time Became Aware	8:00 AM	Time Became Aware	8:00 AM
Date Problem Resolved	9-Mar	Date Problem Resolved	9-Mar
Time Problem Resolved	1:00pm	Time Problem Resolved	1:00pm
Restorations Made, Type & Size	4ft x 4ft yard at plant	Restorations Made, Type & Size	4ft x 10ft asphalt patch
Boil Order Information	none	Boil Order Information	none

Ohio American Water
Mansfield Madison #1

Quarter # 2	
Year	2009
Street Address	Madison Mifflin Township
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	2009
Street Address	Madison Mifflin Township
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	2009
Street Address	Madison Mifflin Township
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made, Type & Size	
Boil Order Information	

**Ohio American Water
Mansfield Madison #1**

**Quarter # 1
2009**

7002812

**Total Customer Contacts
438**

**Total Customer Complaints
0**

Customer Services

	Inquiries	Complaints
Account Information	233	0
Bad Debt/Bankruptcy	6	0
Bill Adjustment	4	0
Bill Information/Format	4	0
Consumption	2	0
Customer Notices	2	0
Customer Service Staff	0	0
Disconnection for Non-Pay	9	0
Final Service	6	0
General Information	27	0
New Service	8	0
NSF Check	0	0
Payment Arrangements	12	0
Rates	0	0
Reconnection Non-Pay	4	0
Service Order Appointment	9	0
Other: Customer Service	112	0
Total	438	0

Metering

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

Water Quality

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

Water Service

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

Yearly Total of Customer Contacts 1708
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Madison #1**

Quarter # 1

Year 2009

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

Quarter # 3

Year 2008

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

Quarter # 2

Year 2009

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

Quarter # 4

Year 2008

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

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

Grac.Dewhurst@puc.state.oh.us

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	
1	1	4.390	9.4%	0.142	0.158	1/7/09	0.114	1/27/09	0	Total Count 213
	2	4.088	9.4%	0.146	0.183	2/19/09	0.122	2/3/09	0	
	3	4.811	9.4%	0.155	0.199	3/11/09	0.133	3/10/09	0	
2	4								0	Total Count 213
	5								0	
	6								0	
3	7								0	Total Count 213
	8								0	
	9								0	
4	10								0	Total Count 213
	11								0	
	12								0	

Avg	2.182	30.0%	0.073	0.103	0.059	0.000
High	4.811	9.4%	0.155	0.199	0.133	0
Low	4.088	9.4%	0.142	0.158	0.114	0

Ohio American Water
Mansfield Biscayne #2

Quarter # 1	
Year	2009
Street Address	Imperial Estates Mifflin Township
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made, Type & Size	
Boil Order Information	

Ohio American Water
Mansfield Biscayne #2

Quarter # 2	
Year	2009
Street Address	Imperial Estates Mifflin Township
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	2009
Street Address	Imperial Estates Mifflin Township
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	2009
Street Address	Imperial Estates Mifflin Township
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
2009**

7005912

Total Customer Contacts	Total Customer Complaints
208	0

Customer Services

	Inquiries	Complaints
Account Information	119	0
Bad Debt/Bankruptcy	5	0
Bill Adjustment	0	0
Bill Information/Format	1	0
Consumption	0	0
Customer Notices	4	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	5	0
General Information	6	0
New Service	7	0
NSF Check	0	0
Payment Arrangements	2	0
Rates	0	0
Reconnection Non-Pay	2	0
Service Order Appointment	10	0
Other: Customer Service	47	0
Total	208	0

Metering

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

Water Quality

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

Water Service

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

Yearly Total of Customer Contacts 778
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Biscayne #2**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

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

Greg.Dewhurst@puc.state.oh.us

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of		Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
						High Flow	High Flow			
1	1	0.317	6.6%	0.010	0.016	1/28/09	0.010	1/29/09		0
	2	0.373	6.0%	0.013	0.015	2/25/09	0.007	2/20/09		0
	3	0.591	8.4%	0.019	0.050	3/12/09	0.012	3/17/09		0
2	4									0
	5									0
	6									0
3	7									0
	8									0
	9									0
4	10									0
	11									0
	12									0
										Total Count 144
										Total Count 144
										Total Count 144
										Total Count 144

Avg	2.182	30.0%	0.073	0.103	0.059	0.000
High	0.591	8.4%	0.019	0.050	0.012	0
Low	0.317	6.0%	0.010	0.015	0.007	0

Ohio American Water
Mansfield Bryonaire #3

Quarter # 1	
Year	2009
Street Address	Reedstone
Political Subdiv	Imperial Estates Mifflin Township
Date of Break/ Outage	12-Mar
General Type	Leak
Specific Type	Main Break on 6" A/C main
Number of Services Affected	45
Time Became Aware	5:09 AM
Date Problem Resolved	12-Mar
Time Problem Resolved	10:30am
Restorations Made, Type & Size	48" x 8ft yard restoration
Boil Order Information	News media

Ohio American Water
Mansfield Bryonaire #3

Quarter # 2	
Year	2009
Street Address	None
Political Subdiv	Imperial Estates Mifflin Township
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	2009
Street Address	
Political Subdiv	Imperial Estates Mifflin Township
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	0
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made, Type & Size	
Boil Order Information	

Ohio American Water
Mansfield Bryonaire #3

Quarter # 4	
Year	2009
Street Address	
Political Subdiv	Imperial Estates Mifflin Township
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
2009**

7005812

Total Customer Contacts	Total Customer Complaints
129	0

Customer Services		
	Inquiries	Complaints
Account Information	74	0
Bad Debt/Bankruptcy	6	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	1	0
Final Service	1	0
General Information	6	0
New Service	2	0
NSF Check	0	0
Payment Arrangements	2	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	5	0
Other: Customer Service	23	0
Total	121	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	8	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	8	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

Yearly Total of Customer Contacts 400
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

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

Greg.Dewhurst@puc.state.oh.us

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	
1	1	0.093	10.3%	0.003	0.004	1/26/09	0.002	1/7/09	0	
	2	0.080	10.2%	0.003	0.003	2/5/09	0.002	2/3/09	0	
	3	0.090	10.2%	0.003	0.003	3/3/09	0.002	3/2/09	0	Total Count 21
2	4								0	
	5								0	
	6								0	Total Count 21
3	7								0	
	8								0	
	9								0	Total Count 21
4	10								0	
	11								0	
	12								0	Total Count 21

Avg	2.182	30.0%	0.073	0.103	0.059	0.000
High	0.093	10.3%	0.003	0.004	0.002	0
Low	0.080	10.2%	0.003	0.003	0.002	0

Ohio American Water
Mansfield Halabrien #4

Quarter # 1	
Year	2009
Street Address	
Political Subdiv	Hallabrin Madison Township
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	2009
Street Address	None
Political Subdiv	Hallabrin Madison Township
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	2009
Street Address	None
Political Subdiv	Hallabrin Madison Township
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	2009
Street Address	
Political Subdiv	Hallabrin Madison Township
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made, Type & Size	
Boil Order Information	

**Ohio American Water
Mansfield Halabrien #4**

**Quarter # 1
2009**

7001412

Total Customer Contacts	Total Customer Complaints
28	0

Customer Services		
	Inquiries	Complaints
Account Information	23	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	5	0
Total	28	0

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

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

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

Yearly Total of Customer Contacts 53
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

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

Greg.Dewhurst@puc.state.oh.us

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	
1	1	0.188	9.5%	0.006	0.007	1/26/09	0.004	1/27/09	0	Total Count 42
	2	0.160	9.5%	0.006	0.008	2/9/09	0.004	2/12/09	0	
	3	0.173	9.8%	0.006	0.008	3/19/09	0.004	3/4/09	0	
2	4								0	Total Count 42
	5								0	
	6								0	
3	7								0	Total Count 42
	8								0	
	9								0	
4	10								0	Total Count 42
	11								0	
	12								0	

Avg	2.182	30.0%	0.073	0.103	0.059	0.000
High	0.188	9.8%	0.006	0.008	0.004	0
Low	0.160	9.5%	0.006	0.007	0.004	0

Ohio American Water
Mansfield Walcrest #5

Quarter # 1	
Year	2009
Street Address	Walcrest Springfield Township
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	2009
Street Address	None
Political Subdiv	Walcrest Springfield Township
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	2009
Street Address	None
Political Subdiv	Walcrest Springfield Township
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	2009
Street Address	Walcrest Springfield Township
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
2009**

7004912

**Total Customer Contacts
28**

**Total Customer Complaints
0**

Customer Services

	Inquiries	Complaints
Account Information	19	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	1	0
New Service	1	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	7	0
Total	28	0

Metering

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

Water Quality

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

Water Service

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

Yearly Total of Customer Contacts 90
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

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

Greg.Dewhurst@puc.state.oh.us

Year		2009									
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Total Count	164
		(MG)		(MG)	(MG)		(MG)				
1	1	0.917	9.7%	0.030	0.030	1/30/09	0.025	1/6/09	0	164	
	2	0.788	9.7%	0.028	0.031	2/20/09	0.017	2/25/09	0		
	3	0.646	9.7%	0.021	0.022	3/13/09	0.018	3/5/09	0		
2	4								0	164	
	5								0		
	6								0		
3	7								0	164	
	8								0		
	9								0		
4	10								0	164	
	11								0		
	12								0		

Avg	2.182	30.0%	0.073	0.103	0.059	0.000
High	0.917	9.7%	0.030	0.031	0.025	0
Low	0.646	9.7%	0.021	0.022	0.017	0

Ohio American Water
Mansfield Greenridge #6

Quarter # 1	
Year	2009
Street Address	Greenridge Mifflin Township
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	2009
Street Address	None
Political Subdiv	Greenridge Mifflin Township
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	2009
Street Address	None
Political Subdiv	Greenridge Mifflin Township
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	2009
Street Address	Greenridge Mifflin Township
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made, Type & Size	
Boil Order Information	

**Ohio American Water
Mansfield Greenridge #6**

**Quarter # 1
2009**

7005612

Total Customer Contacts	Total Customer Complaints
96	0

Customer Services		
	Inquiries	Complaints
Account Information	47	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	3	0
General Information	10	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	2	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	6	0
Other: Customer Service	25	0
Total	96	0

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

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

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

Yearly Total of Customer Contacts 378
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Greenridge #6**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

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

Greg.Dewhurst@owpc.state.oh.us

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	
1	1	1.434	2.0%	0.046	0.057	1/16/09	0.036	1/13/09	0	
	2	1.258	9.0%	0.045	0.046	2/6/09	0.035	2/2/09	0	
	3	1.300	2.7%	0.042	0.043	3/2/09	0.030	3/16/09	0	Total Count 311
2	4								0	
	5								0	
	6								0	Total Count 311
3	7								0	
	8								0	
	9								0	Total Count 311
4	10								0	
	11								0	
	12								0	Total Count 311

Avg	2.182	30.0%	0.073	0.103	0.059	0.000
High	1.434	9.0%	0.046	0.057	0.036	0
Low	1.258	2.0%	0.042	0.043	0.030	0

Ohio American Water
Mansfield Harpcrest #7

Quarter # 1	
Year	2009
Street Address	
Political Subdiv	Harpcrest Madison Township
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	2009
Street Address	
Political Subdiv	None
Date of Break/Outage	Harpcrest Madison Township
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 # 3	
Year	2009
Street Address	
Political Subdiv	None
Date of Break/Outage	Harpcrest Madison Township
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	2009
Street Address	
Political Subdiv	Harpcrest Madison Township
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
2009**

Total Customer Contacts	Total Customer Complaints
589	0

Customer Services		
	Inquiries	Complaints
Account Information	233	0
Bad Debt/Bankruptcy	10	0
Bill Adjustment	142	0
Bill Information/Format	29	0
Consumption	17	0
Customer Notices	9	0
Customer Service Staff	0	0
Disconnection for Non-Pay	2	0
Final Service	2	0
General Information	26	0
New Service	6	0
NSF Check	0	0
Payment Arrangements	10	0
Rates	0	0
Reconnection Non-Pay	3	0
Service Order Appointment	18	0
Other: Customer Service	76	0
Total	583	0

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

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

Water Service		
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	5	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	5	0

Yearly Total of Customer Contacts 1029
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Harprest #7**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

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

Greg.Dewhurst@puc.state.oh.us

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	
1	1	0.265	9.7%	0.009	0.010	1/19/09	0.005	1/27/09	0	Total Count 64
	2	0.217	9.7%	0.008	0.010	2/4/09	0.003	2/9/09	0	
	3	0.247	9.7%	0.008	0.009	3/20/09	0.007	3/2/09	0	
2	4								0	Total Count 64
	5								0	
	6								0	
3	7								0	Total Count 64
	8								0	
	9								0	
4	10								0	Total Count 64
	11								0	
	12								0	

Avg	2.182	30.0%	0.073	0.103	0.059	0.000
High	0.265	9.7%	0.009	0.010	0.007	0
Low	0.217	9.7%	0.008	0.009	0.003	0

Ohio American Water
Mansfield Mohican #8

Quarter # 1	
Year	2009
Street Address	Mohican Mifflin Township
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	2009
Street Address	None
Political Subdiv	Mohican Mifflin Township
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	2009
Street Address	None
Political Subdiv	Mohican Mifflin Township
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made, Type & Size	
Boil Order Information	

Ohio American Water
Mansfield Mohican #8

Quarter # 4	
Year	2009
Street Address	Mohican Mifflin Township
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made, Type & Size	
Boil Order Information	

**Ohio American Water
Mansfield Mohican #8**

**Quarter # 1
2009**

7003212

Total Customer Contacts	Total Customer Complaints
24	0

Customer Services		
	Inquiries	Complaints
Account Information	14	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	1	0
General Information	1	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	2	0
Other: Customer Service	5	0
Total	24	0

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

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

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

Yearly Total of Customer Contacts 90
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Mohican #8**

Quarter # 1

Quarter # 2

Year 2009

Year 2009

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

Quarter # 3

Quarter # 4

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

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

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

Greg.Dewhurst@puc.state.oh.us

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	
1	1	0.153	9.7%	0.005	0.006	1/28/09	0.004	1/2/09	0	
	2	0.130	9.8%	0.005	0.005	2/10/09	0.004	2/2/09	0	
	3	0.152	9.8%	0.005	0.005	3/24/09	0.003	3/26/09	0	Total Count 37
2	4								0	
	5								0	
	6								0	Total Count 37
3	7								0	
	8								0	
	9								0	Total Count 37
4	10								0	
	11								0	
	12								0	Total Count 37

Avg									0.000
High	0.153	9.8%	0.005	0.006			0.004		0
Low	0.130	9.7%	0.005	0.005			0.003		0

Ohio American Water
Mansfield Little Valley #9

Quarter # 1	
Year	2009
Street Address	Little Valley Madison Township
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	2009
Street Address	Little Valley Madison Township
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	2009
Street Address	None
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made, Type & Size	
Boil Order Information	

Ohio American Water
Mansfield Little Valley #9

Quarter # 4	
Year	2009
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
2009**

7002512

**Total Customer Contacts
49**

**Total Customer Complaints
0**

Customer Services		
	Inquiries	Complaints
Account Information	23	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	1	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	1	0
Final Service	0	0
General Information	2	0
New Service	3	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	3	0
Service Order Appointment	0	0
Other: Customer Service	16	0
Total	49	0

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

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

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

Yearly Total of Customer Contacts 109
Yearly Total of Customer Complaints 0

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

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

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

Greg.Dewhurst@puc.state.oh.us

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	0.070	10.1%	0.002	0.004	1/6/09	0.001	1/20/09	0
	2	0.050	10.1%	0.002	0.002	2/2/09	0.001	2/4/09	0
	3	0.050	10.2%	0.002	0.002	3/2/09	0.001	3/3/09	0
Total Count									15
2	4								0
	5								0
	6								0
Total Count									15
3	7								0
	8								0
	9								0
Total Count									15
4	10								0
	11								0
	12								0
Total Count									15

Avg	2.182	30.0%	0.073	0.103	0.059	0.000
High	0.070	10.2%	0.002	0.004	0.001	0
Low	0.050	10.1%	0.002	0.002	0.001	0

Ohio American Water
Mansfield Ford Rd. #10

Quarter # 1	
Year	2009
Ford Road Millin Township	
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	2009
Ford Road Millin Twp	
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	2009
None	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Restorations Made, Type & Size	
Boil Order Information	

Ohio American Water
Mansfield Ford Rd. #10

Quarter # 4	
Year	2009
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
2009**

7006612

Total Customer Contacts	Total Customer Complaints
21	0

Customer Services		
	Inquiries	Complaints
Account Information	16	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	0	0
General Information	0	0
New Service	0	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	4	0
Total	21	0

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

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

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

Yearly Total of Customer Contacts 62
Yearly Total of Customer Complaints 0

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

Quarter # 1

Quarter # 2

Year 2009

Year 2009

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

Quarter # 3

Quarter # 4

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

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

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	214,673	21.4%	6,925	7613	01/19/09	6,092	01/01/09	0	16816
	2	196,381	20.7%	7,014	7595	02/09/09	6,261	02/21/09	0	16771
	3	206,239	20.7%	6,653	7189	03/12/09	5,705	03/21/09	0	16771
2	4									
	5									
	6									
3	7									
	8									
	9									
4	10									
	11									
	12									
2008										
	Avg	205,764.333	20.9%	6,864.000	7466		6,019.333		0	12590
	High	214,673.000	21.4%	7,014.000	7613	01/19/09	6,261.000		0	16816
	Low	196,381.000	20.7%	6,653.000	7189		5,705.000	03/21/09	0	16771

**Ohio American Water Company
Marion District**

**Quarter # 1
2009**

**Total Customer Contacts
14833**

Customer Services

	Inquiries	Complaints
Account Information	14230	0
Bad Debt/Bankruptcy	1178	0
Bill Adjustment	487	0
Bill Information/Format	185	0
Consumption	101	0
Customer Notices	99	0
Customer Service Staff	0	0
Disconnection for Non-Pay	432	0
Final Service	605	0
General Information	1007	0
New Service	517	0
NSF Check	0	0
Payment Arrangements	480	0
Rates	0	0
Reconnection Non-Pay	207	0
Service Order Appointment	1265	0
Other: Customer Service	4872	0
Total	25665	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	53	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	53	0

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	14	0
Meter Repair/Leak	23	0
Meter Replacement	0	0
Others: Metering	0	0
Total	37	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	41	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	41	0

2009

[illegible]

**Ohlo American Water Company
Marion District
Routine (Annual/Semi-Annual) Flushing Information**

Year 2009 Quarter: 1

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

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

Quarter: 2

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

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

Quarter: 3

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

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

Quarter: 4

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

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

**Ohio American Water Company
Marion District**

Quarter # 1

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	383
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2009

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 2009

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 2009

Disconnections	
With 14 Days Notice	
Non-Payment	0
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
Beechcrest

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	2.851	-7.2%	0.092	0.148	01/31/09	0.030	01/11/09	0	602
	2	2.438	-7.2%	0.087	0.135	02/24/09	0.045	02/01/09	0	601
	3	2.873	-8.8%	0.093	0.108	03/04/09	0.010	03/05/09	0	601
2	4								0	
	5								0	
	6								0	
3	7								0	
	8								0	
	9								0	
4	10								0	
	11								0	
	12								0	
Avg		2.721	-7.7%	0.091	0.130	2/18/2009	0.028	2/4/2009	0	
High		2.873	-7.2%	0.093	0.148	01/31/09	0.030	01/00/00	0	
Low		2.438	-8.8%	0.087	0.108	1/31/2009	0.010	1/11/2009	0	

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

Year 2009 Quarter: 1

Was the system flushed this quarter? Yes: ☐ **No: *** If yes:
Begin Date: _____ End Date: _____ Notification Date: _____ Notification Method:
☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Was the system flushed this quarter? **Yes: *** No: ☐ If yes:
Begin Date: 4/7/2009 End Date: 4/14/2009 Notification Date: 4/8/2008 Notification Method:
☒ Newspaper
☒ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Was the system flushed this quarter? Yes: ☐ **No: *** If yes:
Begin Date: _____ End Date: _____ Notification Date: _____ Notification Method:
☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Was the system flushed this quarter? Yes: ☐ **No: *** If yes:
Begin Date: _____ End Date: _____ Notification Date: _____ Notification Method:
☐ Newspaper
☐ Sign Posting
☐ Radio
☐ Bill Insert
☐ Marquee
☐ Other

Ohio American Water Company

Quarter # 1

Year 2009

Street Address 3471 Keswick
 Political Subdiv Brimfield
 Date of Break/ Outage 3/12/2009
 General Type Replaced Flush point
 Specific Type Blow off
 Number of Services Affected 64
 Time Became Aware Planned
 Date Problem Resolved 3/12/2009
 Time Problem Resolved 14:00
 Boil Order issued by Steve Chelina

Street Address 3471 Jameson
 Political Subdiv Brimfield
 Date of Break/ Outage 3/13/2009
 General Type Replaced Flush point
 Specific Type Blow off
 Number of Services Affected 64
 Time Became Aware Planned
 Date Problem Resolved 3/13/2009
 Time Problem Resolved 14:00
 Boil Order issued by Steve Chelina

Street Address 3471 Keswick
 Political Subdiv Brimfield
 Date of Break/ Outage 3/30/2009
 General Type Bolts rotted off band clamp
 Specific Type repair band
 Number of Services Affected 1
 Time Became Aware 12:00
 Date Problem Resolved 3/12/2009
 Time Problem Resolved 13:00
 Boil Order issued by No depressurization

Quarter # 2

Year 2009

Ohio American Water Company
Beechcrest

Quarter # 3

Year 2009

Street Address 3500 Gary Drive
 Political Subdiv Beechcrest
 Date of Break/ Outage 9/4/08
 General Type Outage
 Specific Type Unplanned outage for Maintenance
 Number of Services Affected 60
 Time Became Aware 1300
 Date Problem Resolved 9/4/08
 Time Problem Resolved 1600
 Boil Order issued by Steve Chelina

Ohio American Water Company
Beechcrest

Quarter # 4

Year 2009

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

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

**Ohio American Water Company
Beechcrest**

**Quarter # 1
2009**

**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	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

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

Metering

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

Water Quality

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

**Ohio American Water Company
Beechcrest**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	19
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 2009

Disconnections	
With 14 Days Notice	
Non-Payment	19
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
East Aurora**

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	1.247	4.6%	0.040	0.077	01/31/09	0.023	01/24/09	0	289
	2	1.055	2.9%	0.038	0.054	02/09/09	0.010	02/20/09	0	289
	3	1.599	-6.4%	0.052	0.163	03/26/09	0.032	03/07/09	0	289
2	4								0	
	5								0	
	6								0	
3	7								0	
	8								0	
	9								0	
4	10								0	
	11								0	
	12								0	
Avg		1.300	0.4%	0.043					0	
High		1.599	4.6%	0.052	0.163	03/26/09			0	289
Low		1.055	-6.4%	0.038			0.010	02/20/09	0	289

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

Year 2009 Quarter: 1st

Was the system flushed this quarter? Yes: ☐ No: ☒ If yes:

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

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

Year 2009 Quarter: 2nd

Was the system flushed this quarter? Yes: ☒ No: ☐ If yes:

Begin Date: 4/14/2009 End Date: 4/14/2009 Notification Date: 4/8/2009

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

Year 2009 Quarter: 3rd

Was the system flushed this quarter? Yes: ☐ No: ☒ If yes:

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

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

Year 2009 Quarter: 4th

Was the system flushed this quarter? Yes: ☐ No: ☒ If yes:

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

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

Ohio American Water Company

Quarter # 1	
Year	2009
No breaks this quarter	
Street Address	10311 Wentworth
Political Subdiv	Shallersville
Date of Break/ Outage	3/26/2009
General Type	Bolts on tapped repair clamp rotted off
Specific Type	
Number of Services Affected	52
Time Became Aware	1500
Date Problem Resolved	3/27/2009
Time Problem Resolved	1200
Boil Order issued by	Tom Richardson
Street Address	2763 Cleremont
Political Subdiv	Shallersville
Date of Break/ Outage	3/27/2009
General Type	Service saddle broke from due to over pressurization of system
Specific Type	
Number of Services Affected	52
Time Became Aware	0700
Date Problem Resolved	3/27/2009
Time Problem Resolved	1400
Boil Order issued by	Tom Richardson
Street Address	10305 Wentworth
Political Subdiv	Shallersville
Date of Break/ Outage	3/29/2009
General Type	Repair band bolts gave way due to system over pressurization
Specific Type	
Number of Services Affected	0
Time Became Aware	1500
Date Problem Resolved	26-Mar
Time Problem Resolved	1800
Boil Order issued by	No outage

Ohio American Water Company

Quarter # 2	
Year	2009
No breaks this quarter	
Ohio American Water Company	
Quarter # 3	
Year	2009

**Ohio American Water Company
East Aurora**

Quarter # 4	
Year	2009
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affected	
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	

Ohio American Water Company East Aurora

Quarter # 1
2009

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	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

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

Metering

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

Water Quality

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

**Ohio American Water Company
East Aurora**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	29
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 2009

Disconnections	
With 14 Days Notice	
Non-Payment	18
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
Tiffin District**

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	52.973	9.2%	1.709	1.846	01/19/09	1.581	01/01/09	0
	2	45.412	10.0%	1.689	1.737	02/01/09	1.529	02/05/09	0
	3	47.237	9.9%	1.524	1.648	03/01/09	1.435	03/13/09	0
2	4								0
	5								0
	6								0
3	7								0
	8								0
	9								0
4	10								0
	11								0
	12								0

Customer Count
6241

2008

Avg	48.541	9.7%	1.641	1.744		1.515		0
High	52.973	10.0%	1.709	1.846	01/19/09	1.581		0
Low	45.412	9.2%	1.524	1.648		1.435	03/13/09	0

1560
6241
6241

Ohio American Water Company
Tiffin District
Routine (Annual/Semi-Annual) Flushing Information

Year 2009 Quarter: 1

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

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

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

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

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

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

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

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

Ohio American Water Company
Tiffin District

Year	Quarter	Street Address	Political Subdiv	Date of Break/Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Boil Order issued by
2009	1	145 Mohawk St	Tiffin City	12/15/2008	Kill Main	Company	N/A	08:00 A.M.	12/23/08	2:30 P.M.	N/A
2009	1	54 & 60 Circular St	Tiffin City	1/23/2009	Service Leak	Company	N/A	3:10 P.M.	01/27/09	3:00 P.M.	N/A
2009	1	262 W. Market St	Tiffin City	1/7/2009	Repair Stop	Company	N/A	11:20 A.M.	01/08/09	4:00 P.M.	N/A
2009	1	19 Ella St	Tiffin City	1/20/2009	Repair Stop	Company	1	9:15 A.M.	01/20/09	4:00 P.M.	N/A
2009	1	116 Grand Ave	Tiffin City	1/23/2009	Main	Company	N/A	6:00 P.M.	01/23/09	11:00 P.M.	N/A
2009	1	94 & 100 Indian Ln	Tiffin City	1/23/2009	Main	Company	N/A	9:30 A.M.	01/26/09	12:30 P.M.	N/A
2009	1	360 Wentz St	Tiffin City	1/30/2009	Service Leak	Company	N/A	08:40 A.M.	01/30/09	6:00 P.M.	N/A
2009	1	338 Circular St	Tiffin City	2/4/2009	Repair Stop	Company	N/A	1:30 P.M.	02/05/09	12:00 P.M.	N/A
2009	1	56 Ohio Ave	Tiffin City	2/5/2009	Replace Service	Company	N/A	07:40 A.M.	02/05/09	3:05 P.M.	N/A
2009	1	289 Hall St	Tiffin City	2/6/2009	Main	Company	N/A	07:30 A.M.	02/06/09	4:00 P.M.	N/A
2009	1	Ella St	Tiffin City	2/7/2009	Main	Company	N/A	08:00 A.M.	02/07/09	11:00 P.M.	N/A
2009	1	192 St Francis Ave #3	Tiffin City	2/9/2009	Service Leak	Company	N/A	1:40 P.M.	02/10/09	2:00 P.M.	N/A
2009	1	70 Grand Ave	Tiffin City	2/19/2009	Repair Stop	Company	N/A	08:30 A.M.	02/19/09	1:30 P.M.	N/A
2009	1	52 Fosterla	Tiffin City	2/13/2009	Main	Company	14	08:35 P.M.	02/13/09	8:30 A.M.	Kathy McClain
2009	1	27 Main St	Tiffin City	2/3/2009	Repair Stop	Company	N/A	3:10 P.M.	02/19/09	12:00 P.M.	N/A
2009	1	16 Boehler St	Tiffin City	2/25/2009	Main	Company	N/A	10:00 A.M.	02/25/09	4:00 P.M.	N/A
2009	1	265 N. Washington St	Tiffin City	3/2/2009	Turn off Service	Company	N/A	7:30 A.M.	02/02/09	11:00 A.M.	N/A
2009	1	248 S. Washington St	Tiffin City	3/4/2009	Repair Stop	Company	N/A	11:30 A.M.	03/04/09	3:30 P.M.	N/A
2009	1	517 N. Sandusky St	Tiffin City	3/9/2009	Main	Company	N/A	9:31 A.M.	03/09/09	3:30 P.M.	N/A
2009	1	328 Greenfield St	Tiffin City	3/9/2009	Kill Service	Company	N/A	8:50 A.M.	03/11/09	3:30 P.M.	N/A
2009	1	199-208 Cottage Ave	Tiffin City	3/9/2009	Kill Service	Company	N/A	8:50 A.M.	03/12/09	11:30 A.M.	N/A
2009	1	158 Hudson	Tiffin City	3/16/2009	Main	Company	N/A	3:30 P.M.	03/17/09	9:00 A.M.	N/A
2009	1	272 Charlotte St	Tiffin City	3/16/2009	Kill Service	Company	N/A	1:35 P.M.	03/19/09	11:00 A.M.	N/A
2009	1	134 N. Washington St	Tiffin City	3/16/2009	Main	Company	N/A	3:44 P.M.	03/19/09	2:30 P.M.	N/A
2009	1	79 S. Washington St	Tiffin City	3/16/2009	Kill Main	Company	N/A	3:30 P.M.	03/23/09	12:00 P.M.	N/A
2009	1	145 Madison St	Tiffin City	3/27/2009	Main	Company	N/A	10:20 A.M.	03/27/09	3:45 P.M.	N/A

**Ohio American Water Company
Tiffin District**

**Quarter # 1
2009**

**Total Customer Contacts
5737**

Customer Services

	Inquiries	Complaints
Account Information	3219	
Bad Debt/Bankruptcy	238	
Bill Adjustment	134	
Bill Information/Format	77	
Consumption	18	
Customer Notices	20	
Customer Service Staff	0	
Disconnection for Non-Pay	55	
Final Service	177	
General Information	286	
New Service	164	
NSF Check	0	
Payment Arrangements	102	
Rates	0	
Reconnection Non-Pay	53	
Service Order Appointment	179	
Other: Customer Service	1002	
Total	5724	0

Water Service

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

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	1	
Meter Repair/Leak	6	
Meter Replacement	0	
Others: Metering	0	
Total	7	0

Water Quality

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

**Ohio American Water Company
Tiffin District**

Quarter # 1

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	85
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Year 2009

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 2009

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 2009

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

**NON-REVENUE REMEDIATION PLANS
FOR
FIRST QUARTER 2009**

By

**OHIO AMERICAN WATER COMPANY
Systems**

Ohio American Water
Ashtabula District
1st Quarter Results.
2009

Leak detection

Although 12 month averages are slowly coming down to acceptable levels at the end of 2008, results in February and March 2009 were less favorable. We attribute this is large part to the inclement weather. Ashtabula received in excess of 128 inches of snow this winter.

There were 50 leaks repaired during the quarter: 12 on services, 2 on valves, 2 hydrants, and 34 on mains. The main leaks break down by size as follows:

12"	2
8"	1
6"	16
2 ½"	7
2"	8

The frequency of leaks found on 2" & 2 ½" mains, underscores the need to continue with 2" main replacements.

Inactive accounts and accounts with zero consumption are checked on a routine basis.

Professional Leak Survey:

Based on 208 miles of main, a professional leak survey would cost in the neighborhood of \$57,000. If the survey was able to reduce the annualized unaccounted for by 2.5 % to reach the mandated 15% it would save \$27102 based on current production costs. In other words we would spend \$57,000 to save \$27,000. \$30,000 of unrealized savings would be passed on to the customer.

**Ohio American Water
Ashtabula District
1st Quarter Plan
2009**

Leak detection

The district was seeing a positive result in the 4th quarter of 2008, but during the extremely inclement weather during the 1st quarter of 2009 unaccounted for water was up two out of three months. Since we had been seeing positive results until the bad weather set in, our course of action is to continue with the plan outlined below.

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

**Ohio American Water Company
Franklin County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2009 1st Quarter

- 1) Continued to examine all reported "zero consumption" accounts for more than three (3) consecutive months for a working water meter.
 - a. Zero consumption meter readings have been verified that they are vacant, closed or no active accounts.
 - b. Consecutive estimate estimates are down to less than 3 for any single account. Therefore water accounting by actual reading of meters appears correct.
- 2) Continued to obtain actual readings on all water service meters 1" and larger.
 - a. All 1" and large meters have been read.
- 3) Finalized Cost-Benefit reports for Blacklick and Huber Ridge water service areas. Conclusion of the Cost-Benefit reports is that implementation of an Active Leak Control (ALC) program is NOT cost effective.
- 4) Since all service areas' water meters are read every month, meter readers have watched for potential water leaks while performing their meter reading routes.
- 5) Repaired a non-surfacing leak in the Huber Ridge area.
- 6) Continued to repair all reported company leaks consistent with the timeframes presented in the Stipulation.
- 7) Began Length of Service (LOS) meter change out program.
- 8) Repaired 15 fire hydrants in the WHWTP water system. More than ten (10) of the fire hydrants indicated leakage.

**Ohio American Water Company
Franklin County District**

Remedial Report for Unaccounted for Water

Action Plan for 2009 2nd Quarter

- 1) Continue change-out of Length of Service (LOS) meter required for 2009.
- 2) Continue to review Worthington Hills UFW to check for seasonal variation and changes.
- 3) Continue fire hydrant repair program in Worthington Hills to inspect and repair six (6) fire hydrants per month suspected of leaking at their seals.
- 4) Perform calibration check on WHWTP System Delivery Water Meter to verify its accuracy.
- 5) Continue to have meter readers survey water lines along their meter routes each month for indications of leaks.
 - a. Meter readers walk along approximately 13.8 miles of Blacklick water lines each month and monitor for surfacing leaks.
 - b. Meter readers walk along approximately 10.4 miles of Huber Ridge water lines each month and monitor for surfacing leaks.
 - c. Meter readers walk along approximately 4.1 miles of Worthington Hills water lines each month and monitor for surfacing leaks.
- 6) As part of the BLWTP water system fire hydrant painting program, the fire hydrants will be inspected for leakage.

**Ohio American Water Company
Franklin County District**

**Cost – Benefit of Implementing
An
Active Leak Control Program - Leak Survey**

1) Blacklick Water System

Cost of Leak Survey \$11,925

(27.7 miles X \$250/mile + \$5,000 Mobilization Fee)

Value of Water Loss \$830

(23.3% - 15% = 8.3%)

(8.3% X 21.553 MG = 1.79 MG)

(1.79 MG X \$464.17/MG = \$830.86)

Benefit to Cost Ratio 0.83

(Assuming 100% capture of loss water in 12 months)

\$830 X 12 / \$11,925

Therefore the cost value of the Leak Survey outweighs the cost value of the recovered loss water.

2) Huber Ridge Water System

Cost of Leak Survey \$10,475

(21.9 miles X \$250/mile + \$5,000 Mobilization Fee)

Value of Water Loss \$116

(16.7% - 15% = 1.7%)

(1.7% X 14.9 MG = 0.25 MG)

(0.25 MG X \$464.17/MG = \$116)

Benefit to Cost Ratio 0.13

(Assuming 100% capture of loss water in 12 months)

\$116 X 12 / \$10,475

Therefore the cost value of the Leak Survey outweighs the cost value of the recovered loss water.

3) Worthington Hills Water System

Cost of Leak Survey \$8,100

(12.4 miles X \$250/mile + \$5,000 Mobilization Fee)

Value of Water Loss \$529

(28.1% - 15% = 13.1%)

(13.1% X 8.72 MG = 1.14 MG)

(1.14 MG X \$464.17/MG = \$529)

Benefit to Cost Ratio 0.78

(Assuming 100% capture) \$529 X 12 / \$8,100

Therefore the cost value of the Leak Survey outweighs the cost value of the recovered loss water.

**Ohio American water Company
Lawrence County District**

Remedial Report for Unaccounted for Water

Action Plan for 2009 1st Quarter

Results:

- 1) Visual inspection of the stream crossings with chlorine tests.**
- 2) Inspected a portion of the storm sewer drop outlets.**
- 3) Contacted both sewer authorities pertaining to their flows.**
- 4) Checked meter reading routes to insure billed correctly.**
- 5) Sounded 3 areas with a history of leaks.**
- 6) Sounded 50% of system hydrants.**
- 7) Fixed main leak on Tutweiler Drive. Appeared to have been leaking for several months.**

Second Quarter Plan:

- 1) Sound the remainder of the hydrants after April flushing.**
- 2) Monitor the drop outlets.**
- 3) Continue to monitor meter routes to insure proper billing.**
- 4) Leak survey estimated cost is \$16,000 by outside contractor.**

**Ohio American Water Company
Marion County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2009 1st Quarter

1. Performed leak detection on 75 miles of water mains and all associated fire hydrants and services lines. Leak detection was performed in the Caledonia, Martel, Prospect and north eastern Marion areas during the first quarter of 2009.
2. Continued reviewing large service accounts (account with 2 inch and larger meters) to ensure that the appropriate meter type is being used to capture all water used by the customer. Several meters have been identified as inappropriate for the usage and will be changed as funds are available.
3. Reviewed system delivery and sales entry for accuracy.
4. Reviewed open Leak numbers with the Network staff to ensure that all leaks are being repaired quickly. Currently there are no open leaks.
5. Continued to devote planned time to review zero consumption accounts to insure accuracy.
6. A water audit and water balance using the AWWA water audit software was completed for each month this quarter.
7. Continued to get accurate meter reading on large meters.
8. Several sites in the Marion Water District have been identified as potential sites for master meters. The sites will be sounded for leakage to determine the need for a master meter.
9. Verified that inactive accounts are still inactive. Any inactive account with consumption was reviewed and investigated to determine the cause for consumption.
10. Performance indicators to gauge the successfulness of the districts UFW reduction efforts are being developed. Currently the AWWA performance indicators are being used but more district specific indicators will be added to help the Marion Water District

11. A comprehensive water loss control plan with short term, mid term, and long term goals for lost water reduction and maintaining the lower levels of lost water is being developed but has not been completed.

**Ohio American Water Company
Marion County District**

Remedial Report for Unaccounted for Water

Action Plan for 2009 2nd Quarter

1. Perform leak detection on 75 miles of water mains and all associated fire hydrants and services lines. Continue to use daily leak detection log.
2. Continue to review all large service accounts (account with 2 inch and larger meters) to ensure that the appropriate meter type is being used to capture all water used by the customer.
3. Review the system delivery and sales entry to ensure accuracy.
4. Regularly review open Leak numbers with the Network staff.
5. Continue to devote planned time to review zero consumption accounts to insure accuracy
6. Continue to complete a monthly water audit and water balance using the AWWA water audit software.
7. Continue to get accurate meter reading on large meters, and set a goal to eliminate all meter read estimates. Identify customer accounts with a high estimate rate and replace meters with radio read meters.
8. Identify sites that can be master metered, and evaluate the need for a master meter, so water leakage from customer's private pipe network can be accounted for.
9. Verify that inactive accounts are still inactive.
10. Continue to develop performance indicators to gauge the successfulness of the districts UFW reduction efforts.
11. Continue to develop a comprehensive water loss control plan with short term, mid term, and long term goals for lost water reduction and maintaining the lower levels of lost water.

Supplemental information:

The Marion Water district is comprised of 276 miles of water mains. A leak survey of the entire system would cost approximately \$74,000 (based on a \$5,000 mobilization fee and \$250 per mile of water main) and would take a little less than two months to complete. A leak surveyor can reasonably survey about 3 - 5 miles of water main per day. At the current production costs the yearly costs to produce 5% of water (the difference between the current UFW and 15%) is only \$58,000. A yearly leak survey would cost approximately \$20,000 more than 5% UFW and could conceivably not reduce water losses in the district.

**Ohio American Water Company
Richland County District**

**Remedial Report for Unaccounted for Water
Action Plan for 2009 1st Quarter**

1. Perform leak detection on a minimum of 4 miles of water mains and associated flushing hydrants and service lines
2. Review all Large service accounts (accounts with 2 inch and larger meters) to ensure that the appropriate meter type is being used to capture all water used by the customer.
3. Review the billing process to ensure data accuracy
4. Regularly review open Leak numbers with the Network Staff.
5. Continue to devote planned time to review zero consumption accounts to insure accuracy.
6. Continue to complete a monthly water audit and water balance using the AWWA water audit software
7. Continue to get accurate meter reading on large meters, and set a goal to eliminate all meter read estimates
8. Identify sites that can be metered so water leakage from customer's private pipe network can be accounted for and billed
9. Verify that inactive accounts are still inactive.
10. Develop performance indicators to gauge the successfulness of the Districts' UFW reduction efforts.
11. Develop a comprehensive loss control plan with short term, mid term, and long term goals for lost water reduction and maintaining the lower levels of lost water.

**Ohio American Water Company
Richland County District**

**Remedial Report for Unaccounted for Water
Action Plan for 2009 1st Quarter**

1. Perform leak detection on a minimum of 4 miles of water mains and associated flushing hydrants and service lines
 - Continue to survey mains and hydrants
 - Perform static and flowing pressure tests on suspected problem areas.
 - Leak found at system # 1 Madison .
2. Review all Large service accounts (accounts with 2 inch and larger meters) to ensure that the appropriate meter type is being used to capture all water used by the customer.
 - Have verified that there are no large meter accounts in this system.
3. Review the billing process to ensure data accuracy
 - Continue to have Operations Coordinator supply meter edit reports for review.
4. Regularly review open Leak numbers with the Network Staff.
 - Continue review on weekly basis
5. Continue to devote planned time to review zero consumption accounts to insure accuracy.
 - Having operations coordinator supply data when available.
6. Continue to complete a monthly water audit and water balance using the AWWA water audit software
7. Continue to get accurate meter reading on large meters, and set a goal to eliminate all meter read estimates
 - All meters are read on schedule and orders generated for local staff on any unread meters
8. Identify sites that can be master metered so water leakage from customer's private pipe network can be accounted for and billed
 - Have no accounts in this system that could be master metered.
9. Verify that inactive accounts are still inactive.
 - Local staff checks accounts on bi- weekly basis.

10. Develop performance indicators to gauge the successfulness of the Districts' UFW reduction efforts.

- Working with immediate supervisor to set up performance indicators

11. Develop a comprehensive loss control plan with short term, mid term, and long term goals for lost water reduction and maintaining the lower levels of lost water.

- Working with immediate supervisor on plan.

Supplemental information:

The Madison Water district is comprised of 5 miles of water mains. A leak survey of the entire system would cost approximately \$7,000 (based on a \$5,000 mobilization fee and \$250 per mile of water main). A leak surveyor can reasonably survey about 3 - 5 miles of water main per day. At the current production costs the yearly costs to produce 12% of water (the difference between the current UFW and 15%) is only \$1,200. A yearly leak survey would cost approximately \$6,000 more than 12% UFW and could conceivably not reduce water losses in the district.