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Sally W. Bloomfield 614.227,2368 sbloomfield@bricker.com 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:

RECEIVED DECKE THIS BIN 2003 APR 16 PM 3: 43 PUCO der in 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** 

Parties of Record (w/Enclosure) cc:

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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%	<b>√</b>
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%	<b>✓</b>
Mansfield	30.0%	3 7 3 3 3 3 3 3
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

	Customer	Count	12599	12587	12587											9443	12599	12587	
	# Days Exceed	Dsgn Cap	0	0	0	0	0	0	٥	0	0	0	0	0		0	0	0	
	Date of	Low Flow	01/01/09	02/21/09	03/21/09													01/01/09	
	Low	[Gallons]	5,786,000	5,933,000	6,092,000											5,937,000	6,092,000	5,786,000	
	Date	High Flow	01/22/09	05/08/09	03/11/09												02/08/09		
	High Flow	[Gallons]	7,525,000	7,979,000	7,297,000											7,600,333	7,979,000	7,297,000	
	Avg Daily Flow	[Gallons]	6,869,000	6,959,000	6,513,000											6,780,333	6,959,000	6,513,000	
	UFW %	<b>!</b>	17.7%	26.8%	24.7%										2009	23.1%	26.8%	17.7%	
2009	Water	[Gallons]	197,592,000	180,826,000	184,726,000											187,714,667	197,592,000	180,826,000	
Year		Month	-	2	က	4	9	9	7	8	6	9	11	12		Avg	High	Low	
		Quarter			_			7			60			4					

# Ohio American Water Company Ashtabula District

# Routine (Annual/Semi-Annual) Flushing Information Year 2009 Quarter: 1

Year	2009	Quarter:t		
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	No: Notification Date:	<b>IZ</b> I	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	Quarter: 2  I No: Notification Date:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	Quarter: 3  No: Notification Date: Weekly		If yes: Notification Method:  Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?  Begin Date: End Date:  In the process. Will complete in October	Yes:	Quarter: 4  No: Notification Date: wkly newspaper ads		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee

# Ohlo American Water Company Ashtabula District

	Boil Order Issued by												
	_												
	Time Problem Resolved	PM	AM	AM	PM	PM	AM	PM	PM	PM	AM	AM	
Date Problem	Resolved	3/4/2009	3/5/2009	3/9/2009	3/10/2009	3/11/2009	3/12/2009	3/12/2009	3/23/2009	3/25/2009	3/27/2009	3/31/2008	
Time Became	Aware	M	AM	AM	Z	PM	Æ	AM	AM	AM	AM	AM	
Number of Services	Affected	]  -	9	_	1	-	0	0	, <b>.</b>	-	0	0	
	Specific Type	SERVICE	MAIN	SERVICE	MAIN	SERVICE	OTHER	MAIN	VALVE	SERVICE	MAIN	MAIN	
	General Type	EMERGENCY	NON. EMERG.	<b>EMBRGENCY</b>	EMERGENCY	EMBRGENCY	EMERGENCY	EMERGENCY	NON. EMERG.	NON. EMERG.	NON. EMERG.	NON. EMERG.	
	Date of Break/ Outage General Type	3/4/2009	3/2/2009	3/9/2009	3/10/2009	3/11/2009	3/11/2009	3/12/2009	3/13/2009	3/24/2009	3/26/2009	3/30/2009	
	Political Subdiv	SAYBROOK	ASH, CITY	ASH, CITY	N.K.	A&H. CITY	SAYBROOK	ASH. CITY	ASH TWSP.	N.K	ASH. CITY	ASH, CITY	
	Quarter Street Address	RT. 20 & WOODMAN AVE.	2314 HARBOR AVE.	2528 WALNUT BLVD.	7680 STUCKEY DR.	1016 W. 55th ST.	RT. 20 (SAYBROOK PLAZA)	1016 w. 54th ST.	1501 E. 30th ST.	4006 SHI MAR	2535 HIGHLAND DR.	4815 STRONG AVE.	
	Quarter	_	-	-	-	-	-		-	ļ	-	-	
	Year	2009	2009	2009	2009	5000	5006	2009	2009	2008	2009	2009	

# **Ohio American Water Company** Ashtabula District

Quarter # 1

2009 Year

Quarter #2

Year

Year 2009		Year 2009	
Disconnections		Disconnections	Philippe
With 14 Days Notice		With 14 Days Notice	
lon-Payment	227	Non-Payment	
Ion-Emergency Regulation Violation	· · · · · · · · · · · · · · · · · · ·	Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial		Access Denial	
Other		Other	
With 24 Hours Notice		With 24 Hours Notice	
Non-Payment		Non-Payment	
Ion-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial		Access Denial	
Other		Other	
Without Notice		Without Notice	
Non-Payment		Non-Payment	
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial		Access Denial	
Other		Other	
Quarter # 3		Quarter # 4	
nan San San San San San San San San San		The state of the s	

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	

2009

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**

**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

In	quiries	Complaints
	-3	
- F		
	_	
otal	0	0

### **Water Service**

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

	Inquiries	Complaints
	0	
	0	
:t		
Total	0	0

### Metering

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

	Inquiries	Complaints
	0	
	0	
	0	
	0	
	0	
Total	0	0

### **Water Quality**

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

	Inquiries	Complaints
	0	
	0	
	0	
у		
Total	0	0

Ohio American Water Company Franklin County District Blacklick Water System

Year	2009	w. s					PWSID	2502412
	Water	UFW	Avg Daily	High	Date	Low	Date	# Days
	Delivery	%	Flow	Flow	₫	Flow	ď	Exceed
Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
+	21.997	22.2%	602.0	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
ဗ	21.553	23.2%	0.695	0.805	03/22/09	0.619	60/90/20	0
4								
10								
9								
7								
8								
6								
10								
11								
12								
Avg	21.111	22.5%	0.703					0
High	21.997	23.2%	0.709	0.894	01/18/09			0
8	19.783	22.0%	269.0			0.602	01/09/09	0

Year	2009	PWSID	2502412
Quarter # 1	See PUCO 2009 Q1 Water Leak Log		
Quarter # 2	·		
Quarter # 3			
Quarter # 4			

	Year	2009			,		PWSID	2502412
_ , , , , , , , , , , , , , , , , , , ,		Routine (A	mnual/Sei	mi-Annual) Flushi	ng Information			
Quarter #1 Was the syste Begin Date:	m flushed this qu	uarter? End Date:	Yes:	☐ Notification Date:	No:	₩	If yes: Notification	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Quarter #2							U	Other
	m flushed this qu	uarter? End Date:	Yes: 	© Notification Date:	No:		If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the syste Begin Date:	m flushed this q	uarter? End Date:	Yes:	Notification Date:	No:		If yes: Notification  Comparison  Comparis	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
•	em flushed this q	uarter? End Date:	Yes:	Notification Date:	No:		If yes: Notification	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

Year

2009

**PWSID** 

2502412

## Quarter #1 **Total Customer Contacts** 8042

**Customer Services** 

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

vices				
Inquiries	Complaints			
4950	0			
190	0			
73	0			
88	0			
28	0			
23	0			
0	0			
141	0			
59_	0			
229	0			
87	0			
0	0			
146	0			
0	0			
106	0			
119	0			
1795	0			
8034	0			

Total

Water	Serv	ice

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

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

Metering **Estimating** 

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

1	Inquiries	Complaints
ľ	0	0
[	1	0
ı	4	0
	0	0
ı	0	0
otal	5	0

## **Water Quality**

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

Inquiries	Complaints
0	0
0	0
2	2
0	0
0	0
0	0
0	0
0	9
al 2	11

Total

Year

2009

**PWSID** 

2502412

Quarter #.1		
Disconnections		
With 14 Days Notice	ļ	- }
Non-Payment	137	Non-Pay
Non-Emergency Regulation Violation	0	Non-Em
Application Misrepresentation	0	Applicat
Access Denial	0	Access
Other	0	Other
With 24 Hours Notice		
Non-Payment	0	Non-Pay
Non-Emergency Regulation Violation	0	Non-Em
Application Misrepresentation	0	Applicat
Access Denial	0	Access
Other	0	Other
Without Notice		
Non-Payment	0	Non-Pay
Non-Emergency Regulation Violation	0	Non-Em
Application Misrepresentation	0	Applicat
Access Denial	0	Access
Other	0	Other
Quarter # 3		W. C.

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	<del></del>
Application Misrepresentation	<del></del>
Access Denial	<del>                                     </del>
Other	
Ania	1

Guarter #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	· <del>····································</del>
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

Г	ı	- 1	т	- 1			-		-		1	
%	%0	29%	%0									
# of Days Exceeding Dsgn Capacity	0	8	0									
Date of Low Flow	1/27/2009	2/3/2009	3/24/2009									
Low Flow (MGD)	0.704	0.751	0.508									
Date of High Flow	1/10/2009	2/12/2009	3/1/2009									
High Flow (MGD)	1,062	1.690	0.974									
Avg Daily Flow (MGD)	0.845	1.011	0.809									
Month	1	2	3	4	rc	9	7	80	6	10	11	12
Quarter			-			7			ო			4

Totals	2.665	un Tali Tali Tali Tali Tali				80
Avg	1.000	4,242		F50.0		
Max	0.910	1.690	02/12/09	0,630		
Min	1.491			0.508	03/24/09	

	-100		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Year 2009	r ngam ny Laguege e ngan rigan ay nangan ay nangan ay		
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:

Year

2009

Were there any Sewerage Backups this Quarter?

Manhole Inspection Program

Quarter # 1

Number of Manholes inspected this quarter

200

If yes:

No □

Yes X

Sewerage Backups

_	•		
Street Address:	5300 Sundale Place	Political Subdivision:	Madison
Date/Time of Backup	2/2/2009	# of Customers Affected:	1
Blockage Cause:	Grease	Repair Means:	Sewer Jetter
Date/Time Resolved:	2/2/2009	·	
Street Address:	3636 Arnsby Road	Political Subdivision:	Madison
Date/Time of Backup	2/13/2009	# of Customers Affected:	0
Blockage Cause:	Grease	Repair Means:	Sewer Jetter

Date/Time Resolved:	2/13/2009		
Street Address:	3431 Beachworth Drive	Political Subdivision:	Madison
Date/Time of Backup	3/12/2009	# of Customers Affected:	0
Blockage Cause:	Grease	Repair Means:	Sewer Jetter

Date/Time Resolved:	3/12/2009	•	
Street Address:	4642 Harbor	Political Subdivision:	Madison
Date/Time of Backup	3/12/2009	# of Customers Affected:	C
Blockage Cause:	Grease	Repair Means:	Sewer Jetter
Date/Time Resolved:	3/12/2009	•	

Street Address:	3381 Latonia	Political Subdivision:	Madison
Date/Time of Backup	3/19/2009	# of Customers Affected:	0
Blockage Cause:	Grease	Repair Means:	Sewer Jetter

Date/Time Resolved:	3/19/2009		
Street Address:	3431 Beachworth Drive	Political Subdivision:	Madison
D. A. Charles and D. Charles	0.0000000		_

Date/Time of Backup	3/26/2009	# of Customers Affected:	0
Blockage Cause:	Grease	Repair Means:	Sewer Jetter
Date/Time Resolved:	3/26/2009	•	

Year

2009

Quarter # 1

**Total Customer Contacts** 

0

#### **Customer Services**

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

	Inquiries	Complaints
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
١	0	0
	0	0
	0	0
	٥	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

Sewer Service

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

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

### Sewer Service

Mark Sewer Lines Sewer Backup Sewer Odor Other:

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

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

Quarter # 3

AND THE PROPERTY OF STREET	
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	

z O.		

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	
l'	<b></b>
Other	<u> </u>

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	v.m.*.*	)				PWSID	2502512
	Water	UFW	Avg Daily	High	Date	Low	Date	# Days
	Delivery	%	Flow	<u>₩</u>	jo	Flow	ō	Exceed
Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
-	16.685	17.4%	0.538	0.749	01/20/09	0.484	01/29/09	0
7	14.298	16.8%	0.510	0.601	02/20/09	0.409	02/21/09	0
က	14.916	16.7%	0.481	0.541	03/22/09	0.428	03/17/09	0
4								
9								
9								
7								
<b>&amp;</b>								
6								
10								
11								
12								
Avg	15.300	17.0%	0.510					0
High	16,685	17.4%	0.538	0.749	01/20/09			0
\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	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 Method:** Notification Date: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #2 Was the system flushed this quarter? Yes: If yes: No: Begin Date: End Date: Notification Date: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #3 Was the system flushed this quarter? Yes: No: If yes: Begin Date: End Date: **Notification Method:** Notification Date: 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			ļ

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

Year

2009

**PWSID** 

2502512

# Quarter#1

**Total Customer Contacts** 4454

Customer Services

	Į	Inquiries	Complaints
Account Information	-	2829	0
Bad Debt/Bankruptcy		68	0
Bill Adjustment		55	0
Bill Information/Format	i	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

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

<b></b>	-	
	Inquiries	Complaints
	0	0
	1	0
et .	0	0
	0	0
	0	0
	0	0
	0	0
Total	1	0

Metering

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

	inquiries	Complaints
	0	0
	2	0
	3	0
	0	0
	0	0
Total	5	0

**Water Quality** 

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

Inquiries	Complaints
0	0
0	0
7	7
0	0
0	0
0	0
0	0
0	26
al 7	33

Tota

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

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	·
	<del>)</del>
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

# of Days

Year 2009

7/10/2009 0.384 1/14/2009 2/11/2009 0.464 2/24/2009 3/1/2009 0.331 3/13/2009
0.331

Totals	1.805					2
Avg	1.000	7.037		0.393		
Max	0.633	1.695	02/11/09	\$ 50.398 E		
Min	1.105	0.00		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 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:	

## 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:

Date/Time of Backup

Blockage Cause: Date/Time Resolved: 5955 Bengasi 1/2/2009

Grease 1/2/2009 Political Subdivision: # of Customers Affected: Blendon 1

Repair Means:

Sewer Jetter

Street Address:

Date/Time of Backup

3666 E Dublin Grandville Road

2/14/2009 Unknown

Blockage Cause: Date/Time Resolved: 2/14/2009 Political Subdivision:

# of Customers Affected:

Repair Means:

Blendon

Sewer Jetter

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

Year

2009

Quarter # 1

**Total Customer Contacts** 

### **Customer Services**

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

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

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

	Sewe	er Service
	Inquiries	Complaints
	0	0
	0	0
:t	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	Ð

### Sewer Service

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

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

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

Quarter#3

2. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	
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	į
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Guarter #2

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

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

Ohio American Water Company Franklin County District Lake Darby Water System

Year	2009	• 4					PWSID	2502612
	Water	UFW %	Avg Daily Flow	High Flow	Date	Low	Date of	# Days
Month	(MG)	?	(MG)		High Flow	(MG)	Low Flow	Dsgn Cap
-	7.865	8.5%	0.253	1	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
က	8.246	7.6%	0.266	0.362	03/15/09	0.153	03/10/09	0
4								
3								
g								
7								
<b>∞</b>								
6								
10							1	
=								
12								
Avg	7.655	8.0%	0.255					0
High	8.246	8.5%	0.266	0.362	03/15/09			0
MO	6.855	7.6%	0.245			0.098	02/02/09	0

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

Year <u>(* ) <b>2009</b>° (</u>	PWSID	2502612
Routine (Annual/Semi-Annual) Flushing Information		
Quarter #1		
Was the system flushed this quarter? Yes: ☐ No: ♣	If yes:	
Begin Date: End Date: Notification Date:		п Method:
		Newspaper
		Sign Posting
	<u></u>	Radio
	0	Bill Insert
		Marquee
	Q	Other
Quarter #2		
Was the system flushed this quarter? Yes:   No:   No:	if yes:	
Begin Date: End Date: Notification Date:	Notificatio	n 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:		n Method:
	0	Newspaper
	0	Sign Posting
	<u> </u>	Radio Bill Insert
		Marquee Other
Quarter #4		Other
Was the system flushed this quarter? Yes:	If yes:	
Begin Date: End Date: Notification Date:		on Method:
Pogri Date. Nutrition Date.	I 40 BI I CORK	Newspaper
	Ö	Sign Posting
		Radio
		Bill Insert
	_	Marquee

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

Year	2009 · d	PWSID	2502612
Quarter # 1	See PUCO 2009 Q1 Water Leak Log		
Quarter # 2	-		
Quarter # 3			
Quarter # 4			

Year Zuug	v			
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

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

	Inquiries	Complaints
	0	0
	2	0
:t	0	0
	0	0
	0	0
	0	0
	0	0
Total	2	0

Mete	ring	
	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		Disconnections	
With 14 Days Notice		With 14 Days Notice	
Non-Payment	31	Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	Γ
Application Misrepresentation	0	Application Misrepresentation	
Access Denial	0	Access Denial	[
Other	0	Other	[
With 24 Hours Notice		With 24 Hours Notice	
Non-Payment	0	Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	
Application Misrepresentation	0	Application Misrepresentation	
Access Denial	0	Access Denial	
Other	0	Other	
Without Notice		Without Notice	_
Non-Payment	0	Non-Payment	[
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	[
Application Misrepresentation	0	Application Misrepresentation	[
Access Denial	0	Access Denial	[
Other	0	Other	
Quarter # 3		Quarter#4	
Disconnections		Disconnections	
With 14 Days Notice		With 14 Days Notice	
Non-Payment		Non-Payment	1
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	

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

# of Days Exceeding	Dsgn Capacity %	3 10%	_	13 46%									
	Date of Low Flow	1/30/2009	2/6/2009		3/23/2009	3/23/2009	3/23/2009	3/23/2009	3/23/2009	3/23/2009	3/23/2009	3/23/2009	3/23/2009
	Low Flow (MGD)	0.283	0.345		0.310	0.310	0.310	0.310	0.310	0.310	0.310	0.310	0.310
	Date of High Flow	1/7/2009	2/11/2009	3/5/2009									
	High Flow (MGD)	0.556	0.920	0.617									
,	Avg Daily Flow (MGD)	0.385	0.526	0.438									
	Month	-	2	3		4	5	4 3	5 6 6	4 5 6 7 8	4 6 6 9 6 9	6 6 9 9 9 9	6 6 8 8 9 9 111
	Quarter			1				24	7	2	3 2	2 6	2 6

Totals	1.349					22
Avg	0.000	0,698		0.313		
Max	0.482	0.920	02/11/09	0.328		
Min	0.596	0.657		0.283	01/30/09	

Year	2009		•	
Manhole Inspection F Quarter #1 Sewerage Backups	Program ് സുക്രിന് Number of Manholes inspected	l this quarter		0
Were there any	Sewerage Backups this Quarter?	Yes 🖸	No X	If yes:
Quarter # 2 Sewerage Backups	Number of Manholes Inspected	l this quarter		
Were there any	Sewerage Backups this Quarter?	Yes 🗀	No 🗆	If yes:
Quarter # 3 Sewerage Backups	Number of Manholes Inspected	l this quarter		
Were there any	Sewerage Backups this Quarter?	Yes 🗆	No □	if yes:
Quarter # 4 Sewerage Backups	Number of Manholes inspected	i this quarter		
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** 

•

#### **Customer Services**

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

Inquiries	Complaints
0	0
0	0
0	0
0	0
0	0
0	Ð
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0

Total

Sewer Service

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

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

#### **Sewer Service**

Mark Sewer Lines Sewer Backup Sewer Odor Other:

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

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

Year

2009

Quarter#	l
----------	---

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	Ó
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	

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

Ohio American Water Company Franklin County District Timberbrook Water System

	Year	2009						PWSID	2502712
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days
Quarter	Month	Delivery (MG)	%	Flow (MG)	Flow (MG)	of High Flow	Flow (MG)	of Low Flow	_
	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
:	4								
	22								
7	9								
	2								
	æ								
m	6								
	10								
	11			-					
4	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
•									

Year	2009					PWSID	2502712
	Routine (A	Annual/Se	mi-Annual) Flushi	ng Information			
Quarter #1			,	•			
Was the system flushed th	nis quarter?	Yes:		No:	*	If yes:	
Begin Date:			Notification Date:				n Method:
<u></u>							Newspaper
							Sign Posting
							Radio
						. 0	Bill Insert
							Marqu <del>ec</del>
							Other
Quarter #2							
Was the system flushed th	•	Yes:		No:		If yes:	
Begin Date:	End Date:		Notification Date:				on Method:
							Newspaper
							Sign Posting
						0	Radio
						0	Bill Insert
							Marquee Other
Quarter #3							Oulei
Was the system flushed th	nis quarter?	Yes:		No:		If yes:	
Begin Date:	End Date:		Notification Date:				on Method:
	<del></del>						Newspaper
							Sign Posting
						<b>G</b>	Radio
							Bill Insert
							Marquee
**************************************							Other
Quarter #4							
Was the system flushed the		Yes:		No:		If yes:	
Begin Date:	End Date:		Notification Date:				on Method:
						_	Newspaper
							Sign Posting
							Radio Bill Insert
							Marquee
							Other
							Other

	Year	2009	PWSID	2502712
ſ	Quarter # 1	See PUCO 2009 Q1 Water Leak Log		
ŀ	Quarter # 2	<del>-</del>		1
	Quarter # 3			
ſ	Quarter # 4			

**Year** 

2009

**PWSID** 

2502712

Quarter #1 **Total Customer Contacts** 167

**Customer Services** 

		linqu
Account Information		1
Bad Debt/Bankruptcy		
Bill Adjustment		
Bill Information/Format		
Consumption	İ	
Customer Notices	1	
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	

ices	
Inquiries	Complaints
114	0
6	0
2	0
0	0
0	0
0	0
0	_ 0
1	0
2	0
5	_ 0
3	0
0	_ 0
1	0
0	0
0	0
4	0
29	0
167	0

Metering

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

	inquiries	Complaints
	0	0
	0	0
	0	0
:	0	0
	0	0
Total	G	0

**Water Quality** 

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

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

**Water Service** 

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

	Inquiries	Complaints
	0	0
	0	_ 0
ct	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

Year

2009

PWSID 2502712

Quarter # 1		Quarter # 2	
Disconnections		Disconnections	
With 14 Days Notice		With 14 Days Notice	
Non-Payment	2	Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	
Application Misrepresentation	0	Application Misrepresentation	
Access Denial	0	Access Denial	
Other	Ō	Other	<del></del>
	•		
With 24 Hours Notice		With 24 Hours Notice	
Non-Payment	0	Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	
Application Misrepresentation	0	Application Misrepresentation	
Access Denial	0	Access Denial	
Other	0	Other	
Without Notice		Without Notice	
Non-Payment	0	Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	
Application Misrepresentation	0	Application Misrepresentation	
Access Denial	0	Access Denial	
Other_	0	Other	I
Quarter #3		Quarter # 4	
Disconnections		Disconnections	
With 14 Days Notice		With 14 Days Notice	
Non-Payment		Non-Payment	
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial		Access Denial	
Other		Other	<u> </u>
			<u> </u>
With 24 Hours Notice		With 24 Hours Notice	
Non-Payment		Non-Payment	
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial		Access Denial	
Other		Other	
Without Notice		Without Notice	<b></b>
Non-Payment		Non-Payment	
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial		Access Denial	
Other		Other	

Ohio American Water Company Franklin County District Worthington Hills Water System

	Vear	2000						DWSID	2502812
	<b>B</b>								
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days
		Delivery	%	Flow	Flow	ō	Flow	ō	Exceed
Quarter	Month	(MG)		(MG)	(MG)	High Flow	(SM)	Low Flow	Dsgn Cap
	-	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	60/02/20	0
-	က	8.719	28.1%	0.281	0.329	03/01/09	0.228	03/18/09	0
	4								
-	\$								
7	9								
	^								
	<b>∞</b>								
es	G								
	2								
	F								
4	12								
	Avg	8.690	27.2%	0.289					0
	Ę	9.419	28.1%	0.303	0.390	01/14/09			0
	Low	7.931	26.4%	0.281			0.220	02/20/08	0

Year 2009 **PWSID** 2502812 Routine (Annual/Semi-Annual) Flushing Information Quarter #1 Was the system flushed this quarter? Yes: If yes: Begin Date: End Date: Notification Method: Notification Date: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #2 Was the system flushed this quarter? Yes: ☐
Begin Date: End Date: Notification Date: if yes: No: Notification Method: Newspaper Sign Posting Radio Bill Insert Marguee Other Quarter #3 Was the system flushed this quarter? Yes: D
Begin Date: End Date: Notification Date: Was the system flushed this quarter? If yes: No: **Notification Method:** Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #4 Was the system flushed this quarter? Yes: 
Begin Date: End Date: Notification Date: No: if yes: **Notification Method:** Newspaper Sign Posting Radio Bill Insert Marquee Other

Year	2009	PWSID	2502812
Quarter # 1	See PUCO 2009 Q1 Water Leak Log		
Quarter # 2			
Quarter # 3			ļ
Quarter # 4			

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

Metering				
	inquiries	Complaints		
Estimating	O	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	O	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	5
Totai	1	6

**Water Service** 

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

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

Year

2009

**Without Notice** 

Non-Emergency Regulation Violation
Application Misrepresentation

Non-Payment

Access Denial

Other

PWSID 2502812

Quarter # 1		Quarter # 2	
Disconnections		Disconnections	
With 14 Days Notice		With 14 Days Notice	
Non-Payment	0	Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	
Application Misrepresentation	0	Application Misrepresentation	
Access Denial	0	Access Denial	
Other	0	Other	
With 24 Hours Notice		With 24 Hours Notice	
Non-Payment	0	Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	
Application Misrepresentation	0	Application Misrepresentation	
Access Denial	0	Access Denial	
Other	0	Other	
Without Notice	1	Without Notice	
Non-Payment	0	Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	
Application Misrepresentation	0	Application Misrepresentation	
Access Denial	0	Access Denial	
Other	0	Other	
Quarter#3		Ouarter # 4	
Disconnections		Disconnections	
With 14 Days Notice		With 14 Days Notice	
Non-Payment		Non-Payment	
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial		Access Denial	
Other		Other	
With 24 Hours Notice		With 24 Hours Notice	
Non-Payment		Non-Payment	
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial		Access Denial	
Other		Other	

Without Notice

Non-Emergency Regulation Violation Application Misrepresentation

Non-Payment

Access Denial

Other

Ohio American Water Lake White

2009
Year

		Water	UFW %	Avg Daily	High Flow	Date Of High	Low	Date Of	# Days	Ţ
Quarter	Month	(N)	?	(IMG)	(MG)	Flow	(MG)	Flow		
	_	2.468	12.0%	080.0	0.100	15	0.058	2		la!
	2	2.640	11.9%	0.094	0.114	1	0.076	27	0	Fet
<del>-</del>	~	2.203	13.1%	0.071	0.123	3	0.047	22	0	Ma Ma
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	11								0	Ž
4	12								0	Ď

0.065 0.074 0.058

0.127 0.193 0.097

0.085

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Fotal Customer Count	an 202	eb 203	lar 219	pr	lay	June	uly	ອີກາ	фb	ct	ov	Dec	
Ö	Ē	a.	Ē	8	May	E I	In .	Au	Sep	ဝ	Nov	Ď	

#### **Ohio American Water**

Year 2009	<u> </u>	
Quarter # 1		
Street Address	None this quarter	
Political Subdiv		
Date of Break/ Outage		
General Type		
Specific Type		
Number of Services Affected	1	
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** 

**Total Customer Complaints** 

297

6

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				

Water Serv	ice	,
	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

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

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

#### Ohio American Water Lake White

5

0

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#### Quarter # 1

Non-Payment

Access Denial

Non-Payment

Access Denial

Non-Payment

Access Denial

Other

Other

Other

Year

2009

With 14 Days Notice

With 24 Hours Notice

Without Notice

Non-Emergency Regulation Violation Application Misrepresentation

Non-Emergency Regulation Violation Application Misrepresentation

Non-Emergency Regulation Violation Application Misrepresentation

Disconnections

Quarter # 2

Year

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

2009

Quarter # 3

Year

2009

Y	Θâ	r

Quarter #4

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	

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 Lake White District 2009 Water Leak Log

Comment in open field between Rt 551 and Mys Baywood area. CSL - Company Service Leak; CNVM - Company Water Main; HYD + Hydrani; VLV = Valve; CO = Company Other; PSL = Private Leak; PWM = Private Water Main; PO = Private Other Date Bold Date Bold Code:

| Date Bold Date Bold Order | Date Bold Order | Date Bold Order | Population | Popu Location Service Arta Township Loak Type
1 Rt 651/Nye Rd Lake White PP CWM 

Blowoff	is Dead	end Blowaffs
	_	

2009	_		Spring	Flush	Fall	Flush
Туре	Year	Address	Date	Minutes to	Date	Minutes to
	7		Flushed	Clear	Flushed	Clear
Clow	2006	315 Little Theatre				
Mueller	1953	34 Little Theatre				
Mueller	1955	108 Crestview				
FV		Crestwood & Forest Hills				
Mueller	1981	1106 Pinehurst Apt.				<b></b>
Mueller	1981	500 Pinehurst Apt.		-		
Mueller	1998	Lot 13 Pinehurst Blvd	<del> </del>	<u> </u>		
Mueller	1998	Lot 17 Pinehurst Blvd	<del></del>	····		
Mueller	1998	Lot 21 Waverly Woods Dr.				
			<del> </del>	<u> </u>		
H&M	1954	125 Waverly Gables				<del> </del> -
M&H	1954	104 Valleyview			<u> </u>	
M&H	1954	129 Valleyview	<del> </del>			<del> </del>
Waterous	1984	229 Valleyview			<b></b>	
Mueller	2006	229 Valleyview by parking lot			ļ	
Mueller	1997	by emerg room hospital	ļ		ļ	<b></b>
Mueller	2006	west of hospital				
M&H	1954	115 Dawn Lane				
M&H	1954	101 Dawn Lane				
M&H	1954	111 Sunrise				
M&H	1954	100 Sunrise				
۴۷		Waverly Gables going down				
FV		Rt 104 Tennis Road				
Mueiler	1954	1237 Rt 552				
Mueller	1953	14 Shady Lane				
Clow	2005	Ripley Road				
Mueller	1953	37 Ripley Road	<del> </del>	<del> </del>	<del></del>	""
FV		394 Rt 552			<del>                                     </del>	†
FV		1490 Rt 552				
FV					<del> </del> -	<del> </del>
	4050	Vallery		-	<del> </del>	<del> </del>
Mueller	1953	2617 Rt 551	<del>                                     </del>		<del>                                     </del>	<del>}</del>
Mueiler	1958	2465 Rt 551		<b>.</b>	<del> </del>	<del> </del>
FV		178 Rittenour Road	ļ		<u> </u>	
Mueller	1953	Begining of Virginia	ļ		<u> </u>	<u></u>
FV		Crumer Mt. Road	<b> </b>			<u> </u>
۴۷		State Park Bricker			ļ	
Mueller	1953	278 Virginia		<u> </u>		<u> </u>
M&H	1954	252 Skyline			ļ <u>.</u>	<u> </u>
M&H	1954	131 Skyline				
M&H	1954	110 Barker Lane				
FV		Alpine Road	•			
FV		Lucerne Road				
Mueller	1958	_bottom of Virginia				
FV		1063 Rt 551				
FV		41 Bevens			1	
FV		405 Bevens			1	1
FV		end of Baywood		<u> </u>		
FV		end of Nye	1	<u> </u>	<u> </u>	<b>†</b>
FV		end of Wells Jones		<del> </del>		
FV		Bors House Rt 551	· · · · · · · · · · · · · · · · · · ·	<del> </del>	$\vdash$	<del>                                     </del>
FV			<del> </del>	<del> </del>	<del>                                     </del>	<del>                                     </del>
FV	•	141 Harbor 573 Rt 551			-	<del>                                     </del>
		. 5/3 KT 557		ř	1	1

Hydrants 30 Blowoffs 20

During fall flushing some flushing valves were left on a slow flow throughout the night. All valves showing 90 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
80	Number of Valves
44	Number of Valves to be operated
16%	Percent of Valves Operated
0	Number of Valves Requiring Maintenance
0%	Percent of Valves Requiring Maintenance
0	Number of Boxes Requiring Maintenance
0%	Percent of Boxes Requiring Maintenance
a	Number of Valves Requiring Replacement
5%	Percent of Valves Requiring Replacement

2008	
Number of Valves	60
Number to Valves to be Operated	44
Percent of Valves Operated	105%
Number of Valves Requiring Maintenance	0
Percent of Valves Requiring Maintenance	0%
Number of Boxes Requising Maintenance	0
Percent of Boxes Requiring Maintenance	0%
Number of Values Requiring Replacement	0
Percent of Valves Requiring Replacement	0%

Valve	Lake White	Z Slaw	Тура	2008	Turnet	2.80	Velve
No.	Critical Valves (once per year)	* 's 's'	2 Une	Worked Wiseked	al same	Maint	Depths in
1	At wells sytem valve. (isolales wells from system)	1 6	AC	2-Apr	19.5	, crk	
	#1 well house. (isolates #1 from system)	- 6	AC	7-Jien	19	ok	Ineida
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	20-Mag	20	ck	Inside
5	Little Theatreright (isolates whole system)	6	AC	30-Det	21	ck	10
6	Little Theatremiddle(Isolates sytem to tank)	6	AC	30-Oct	20	OR .	14
7	Little Theatreleft (isolete system towards lake)	6	AC	30-Oct	20	ok	21
	Tota	Literature of t	actional Values	7 7			

Total Number of Critical Valves 7 7
Total valves Required to be worked 7 7
Total Number Valves Actually worked this year 8 7

109 Sum	Waverly Gables Waverly Gables/Dawn Lane	- 6	AC			24	l ok i	l 33
Sum	Manachi (Zahlas (Dwo) Luco							<u>~~</u>
			AC				ak	
	rise/Waverly Gables		AC			22	ok	30
	rise/Waverly Gablesmiddle of road		AC:			19	ok	.30
	verty Gables from Pinehurst Apte	6	AC		21-Nav	17	ok	32
Vzv	verly Gablesmiddle of roadright of valve #5		AC	·	10-Sep	22	ok	33
Vak	verly Gablesmiddle of roadleft of valve #6	6	AC		10-Sup	19	OK	38
119	Valleyviewmlddle of mad	- 6	AC		10-Sep	20	ok	31
119	Valleyviewleft of driveway	6	AC		10-E-tap	19	ok	32
119	Valleyviewright of driveway	6	AC		19-Sep	19	ck	52
	Valleyviewmiddle of road	6	AC			20	Ok	259
	Valleyviewedge of road	- ·	AC			20	ck	31
	Valleyview45ft up towards hospital in road	- 6 -	AC	-	16-Sep		Ok	<del>  ~~</del>
Ė.	erg Room at hospital	•	PVC		14-44	21	Dk Dk	
	Dawsmiddle of road to Hilltop Med Center		AC AC			20	ok -	33
D., 6	Stop sign on Dawn	6	Ductile Iron		21-Nov	20	ok	27
- y -	An wakes to Directional I					20	<del></del>	F
PP	per valve to Pinehurst loop	6	PVC		19-Sup		ok_	—
	ver valve to Pinehurst Joop		PVC		15-Sep	L	l ox	ļ
	turn to hospital hilldown to Rt 194	2	pvs.		18-Sep		ØK .	
	ront field of 315 Little Theatre	6	AC		18-May	21	ok	
	ard across from 314 Crestwood	2	PVC		10-May	21	ok	20
To (	Overlook Dr.	2	PVC			20	c/s	26
609	Ripleymiddle of road		AC				ON.	
Ripf	ley & Sharly Lane, before Sharly	6	AC		5-Jun		ok	
Ripi	ley & Shady Laneafter Shady		AC		5-Jun		ok	T
	Rt 552	2	PVC			<del></del>	ok	├──
Ripl		2	AC		<del></del>		ok -	26
	nk #1		AC AC	2 11	44.6	<b>├</b>	ok ok	<del></del>
_	sk #2	- 6		6-Mar	11-Sup		Ok -	<del> </del>
-			AC	O-11101	11-Sep		4	—
Tan		•	24	6-Mar	11-Sep		ok .	<del></del>
	Rt 562	2	pvc			1	olt	30
	Rt 552	2	PVc		19-Sep	i	- mk	
177	Gregg	2	PAC.		18-Sep		ok	
140	dregg .	2	_PVq		19-Sep	ŀ	Off	
	d scross from Shedy Lane	2	pvc			F	C Ok	
601	Vallery	2	P/vc				ak .	T
129	4 Rt 552	2	pve		8-Mar	1	ok	<del> </del>
449	Vallery	2	PVo				ok -	${}^{-}$
Bef	ore Lake Crossing 289 Vallery	6	ac.	<del></del>	5-Jan		ok	
bee	side # 43loops Vallery	2	Pro	1 —			- ak	<del>                                     </del>
	Field on Vallery			<del></del>	<del></del>		-	
	551up from Drennahunder guardrail		Pre	<u> </u>	· · · · · · · · · · · · · · · · · · ·		ok -	┼──
-	Washington Creminal Langer guardray	- 6	•6				- cm	╄
	Wirginialoops to Bricker, W valve	6						₽
	sample station #12" valve	2	PYS					<del> </del>
100	Brickeron turn	2	bive		<u> </u>		ok_	<del>!                                    </del>
end	of Bricker by old concrete building	2	PAYE				ek .	<u> </u>
	Virginia	6	- *c		22-Apr	L	ck	1
	Skyline	0	ac.		12-8ep		ok	<u> </u>
	Skyline to leop Barker	8			12-5ep		ok	
174	Skyline to loop Barker	8	#C		12-Sep		OK.	
	Skylineclose by hydrant	6	ac ac		12-Sep	T	- OA	Г
	Skyline,in driveway	2	PVE	<del></del>	12-5ep	<del>                                     </del>	ok -	t
	Skylleeup from driveway	- 2	pve	<del>                                     </del>	12-Sep		ok -	_
Ton	or Alpine					<del></del>	ok .	+
	Woodland		PVG		24-Jan	<del> </del>	Dk Dk	<del> </del>
			pvc	<del></del> -	Z-V-UBIT			21
	Vieginisa Bevensyfrit 551	2	PVC		24-Jan	+	OK OK	+ -2
	Bevens/RT 551		pve			<del></del>		<del> </del>
			₽VG	ļ	24-Jan		ok_	-
	Beven#	1	pvc	<u> </u>	26-Jun		colk	—
	Bernes		Fre		25-Jun		OR	
Rt 6	SE 1/Skyline. Jeft one heavy over hill to Deymood	2	PAG			- 8	gat _	1 3
Rt s	55 t/Skyline _middle velve	4	PWG				O.E.	2
Rt 5	55 MSkyllineright one facing over hillto Wells Joues	4	PHS.			12	c4s	3
	Walls Jones	2	P/vc				oft	
	Lucerna · · · · · · · · · · · · · · · · · · ·	2	pwc				ok	
Luc	terneIn field	2	pvc	1	T		ok	
Cor	mer of Lucerne and Woodland	2	pve		1	1	ok	
278	Rt 551/Marco Polo	1	PVC	<b>——</b>			ok -	1
		1	pve	7-M:ar	<del>                                     </del>	1	ok	1
	19 Rt 551 Lt of valve 72	1		7-Mar	30-Oct	<del>                                     </del>	ok .	-
	#661 19 Pt 551 Lt of yelve 72 19 Pt 551 Pt of yelve 72		PVC	7-Mar	30-0ct	+	Dit.	+
	P Rt 551 to Baywood	1 1	PYG	7-Mar 7-Mar		<del></del>	Ok	+
==			Pro	/-M#	30-Oct			-
er 10	arance to Bevens from Rt 551, Past Hyp Rd.	4	Pve	1		<u> </u>	Ok	
	Total Num	per of Ojutr			1. 1. 1.73 gg/g-7 36	:		
			d to be worked	37				

Total Number of System Valves Required to be worked each year
Total Number of System Valves Acually Worked this year
antage of required critical and inline Valves Acually Worked this year
18% 80 43 45 183%

|                |  |  | 1,5  |   |   |   |   |   |  | ,   |   |   | , , ,  |   |  |   
   |   | 33  |   
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---|--|---|---|---|---|---
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| Painted        | 2007   | 2007   | 2005   | 2007  | 2006  | 2006  | 2008  | 2007  | 2005   | 2007  | 2008  | 2006  | 2007   | 2006  | 2008   | 2007  
   | 2006  | 2006  | 2008  
   | 2007
  | <b>58</b>  | 200   
   | 2007  | 2002   | 2007   | 2007<br>2007  | 2002  
  | 2007   
  | 2002   | 200   | 2007  | 88<br>78  |   |   |   
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| 3ox Maint      | Ą  | ok   | ok   | ak  | ok  | ok  | ak  | ok  | ok<br>Yo   | ok  | ok<br>V   | ok  | ok   | ok  | ok   | γ   
   | ok  | γo  | Ą   
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   | ¥   | ķ  | ¥  | ok<br>K   | ş   
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  |
| Depth          |  | 91   | 30,,   | 36"   | 38  | 30  | 43"   | 39  | 30   | 26"   | 36  | 30  | 34   | 20  |  | 35"   
   | 30  | 30  | 24"   
   | 30  
  | 31"  | 34"   
   | 20  | 40   |  | 32  |   
  |  
  |  |   | 24  |   |   |   | 3   
  |
| Box Maint      | ok   | ok   | ok   | ok  | ok  | ok  | ok  | ok  | ok   | ok  | ok  | ok  | ok   | ok  | ok   | ok  
   | ok  | ok  | ok  
   | ok  
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   | ok  | ok   | ok<br>V  | \$  | ð   
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| Turns          |  | 20   | 21   | 20  | 18  | 21  | 21  | 21  |  | 21  | 21  | 21  | 24   | 23  |  | 21  
   | 20  | 20  |   
   | 02  
  | 20   | 21  
   | 22  | 18   |  | ឧ   |   
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  |
| 2008, 2009     |  |  |  |   |   |   |   |   |  |   |   |   |  |   |  |   
   |   |   |   
   |     
  |  |   
   |   |  |  | 18√ul   |   
  |  
  |  |   |   | 1-May   | 32  | 92  | ,   
  |
| 2007           |  | 9-Мау  | 24-Apr   | 24-Apr  | 24-Apr  | 30-May  | 31-May  | 24-Apr  | 24-Apr   | 31-May  |   |   |  |   |  | 22-May  
   | 22-May  |   | 23-May  
   |
23-May   | 7-Jun  | 9-May  
  | 9-May   | 9-Jul  | 18~Jul   | 17~Jul  | 18-Juj                                 
   |   
   | 27-Jun   | 2-Jun   | 7-Jun   |   | 32  | 16  | ;  
   |
| Туре           | AC   | AC   | AC   | PVC   | PVC   | pvc   | bvc   | bvc   | AC   | AC  | AC  | AC  | γÇ   | Ductile   | Ductile  | AC  
   | AC  | ΨC  | AC  
   | ΨC  
  | ΨC   | AC  
   | AC  | AC   | AC   | AC  | AC  
  | AC   
  | ¥C   | AC  | AC  | Ductife   | ment Valves   | be worked   |   
  |
| Size           | 9  | 9  | 9  | 9   | 8   | 9   | y y   | 9   | 8  | 9   | 9   | 29  | 9  | 9   | 9  | =0  
   | 80  | 60  | 9   
   | 4   
  | 9  | 9   
   | 9   | e<br>e   | 9  | 9   | 9   
  | 9  
  | 9  | 9   | 9   | 9   | umber of Hy   | Required to   |   
  |
| Hydrant Valves | 34 Little Theatre                              | 315 Little Theatre   | 108 Crestwood  | 1106 Pinehurst Apt  | 500 Pinehurst Apt   | Lot 13 Pinehurst Blvd   | Lot 17 Pinehurst Blvd   | Lot 21 Waverly Woods Dr.  | 125 Waverly Gables   | 104 Valleyview  | 129 Valleyview  | 229 Valleyview  | 229 Valleyview parking lot   | 100 Dawnemerg. Entrance to Hospital   | 100 Dawnwest of hospital   | 115 Dawn  
   | 101 Dawn  | 111 Sunrise   | 100 Sunrise   
   | 1237
Rt 552  | 14 Shady Ln  | Ripley Rd   
   | 37 Ripley Rd  | 2617 Rt 661  | 2465 Rt 551  | 877 Virginia  | 278 Virginia                                
  | 262 Skyline  
  | 131 Skyline  | 110 Barker Ln   | 13 Virginia   | Hydrant at Tank   | The state of  |   |   
  |
|                |  | L  | L  | L   | L   | L   | L   | L   | L  | L   | L   | L   | L  | L   | L  | L   
   | L   | L   | L   
   | L   
  | K  | 22  
   | 23  | L  | L  | L   | Ш   
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  | L  | L   | L   | L   |   | Ì   |   
  |
|                | 2007 2008 2009 Türns Box Maint Depth Box Maint | Size Type 2007 2008 2009 Turns Box Maint Depth Box Maint of AC 6 AC ok | Size         Type         2007         2008         2009         Turns         Box Maint         Box Maint           6         AC         9-May         20         ok         16"         ok | Size         Type         2007         2008 2009         Turns         Box Maint         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok | Size         Type         2007         2008 2009         Turns         Box Maint         Box Maint         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         20         ok         36"         ok | Size         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         20         ok         36"         ok           8         PVC         24-Apr         19         ok         38"         ok | Size         Type         2007         2008         2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         19         ok         36"         ok           6         PVC         24-Apr         19         ok         36"         ok           6         PVC         24-Apr         0k         36"         ok         ok | Size         Type         2007         2008         2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         19         ok         38"         ok           6         PVC         24-Apr         19         ok         38"         ok           6         PVC         30-May         21         ok         43"         ok           6         PVC         31-May         21         ok         43"         ok | Size         Type         2008 2009         Turns         Box Maint         Box Maint         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         20         ok         36"         ok           8         PVC         24-Apr         19         ok         38"         ok           6         pvc         30-May         21         ok         43"         ok           6         pvc         24-Apr         21         ok         43"         ok           6         pvc         24-Apr         21         ok         43"         ok | \$jze         Type         2007         2008         2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         19         ok         38"         ok           6         PVC         24-Apr         19         ok         38"         ok           6         PVC         24-Apr         21         ok         43"         ok           9         PC         24-Apr         21         ok         43"         ok           Dr.         6         PVC         24-Apr         21         ok         39"         ok | Size         Type         2008 2009         Turns         Box Maint         Box Maint         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         19         ok         38"         ok           6         PVC         24-Apr         21         ok         43"         ok           6         PVC         24-Apr         21         ok         43"         ok           6         PVC         24-Apr         21         ok         43"         ok           6         PVC         24-Apr         21         ok         38"         ok           8         AC         24-Apr         21         ok         38"         ok           8         AC         24-Apr         ok         36"         ok         ok           8         AC         24-Apr         ok         ok         ok         ok           8         AC | Size         Type         2008 2009         Turins         Box Maint         Box Maint         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         19         ok         38"         ok           6         PVC         24-Apr         21         ok         43"         ok           6         PVC         24-Apr         21         ok         43"         ok           6         PVC         24-Apr         21         ok         33"         ok           8         AC         24-Apr         21         ok         33"         ok           8         AC         24-Apr         21         ok         36"         ok           8         AC         24-Apr         ok         20         ok         ok         ok           8         AC         24-Apr         ok         ok         ok         ok         ok | Size         Type         2008 2009         Turins         Box Maint         Box Maint         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         43"         ok           6         PVC         24-Apr         21         ok         43"         ok           6         PVC         24-Apr         21         ok         33"         ok           8         AC         24-Apr         21         ok         33"         ok           8         AC         24-Apr         21         ok         36"         ok           6         AC         24-Apr         ok         36"         ok         ok           6         AC         24-Apr         ok         36"         ok         ok           8         AC | Size         Type         2008 2009         Turns         Box Maint         Box Maint         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         33"         ok           8         AC         24-Apr         21         ok         33"         ok           8         AC         24-Apr         21         ok         36"         ok           6         AC         24-Apr         ok         36"         ok         ok           6         AC         24-Apr         ok         36"         ok         ok           8         AC | Sjize         Type         2007         2008 2009         Turins         Box Maint         Box Maint         Box Maint           6         AC         9-May         20         ok         16"         ok         ok           6         AC         24-Apr         20         ok         36"         ok         ok           6         PVC         24-Apr         19         ok         36"         ok         ok           6         PVC         24-Apr         21         ok         33"         ok         ok           6         PVC         24-Apr         21         ok         33"         ok         ok           6         PVC         24-Apr         21         ok         33"         ok         ok           6         PVC         24-Apr         21         ok         35"         ok         ok           6         AC         24-Apr         21         ok         36"         ok         ok           6         AC         31-May         21         ok         36"         ok         ok           6         AC         AC         24-Apr         c         c         ok         s | Sjize         Type         2007         2008 2009         Turins         Box Maint         Box Maint         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         AC         31-May         21         ok   
     36"         ok           6         AC         31-May         21         ok         36"         ok           6         AC         AC         AC         AC         ok         36"         ok | Sjize         Type         2007         2008 2009         Turins         Box Maint         Box Maint         Box Maint           6         AC         9-May         20         ok         16"         ok         ok           6         AC         24-Apr         20         ok         36"         ok         ok           6         PVC         24-Apr         20         ok         36"         ok         ok           6         PVC         24-Apr         21         ok         38"         ok         ok           6         PVC         24-Apr         21         ok         33"         ok         ok           6         PVC         24-Apr         21         ok         33"         ok         ok           6         PVC         24-Apr         21         ok         35"         ok         ok           6         AC         31-May         21         ok         36"         ok         ok           6         AC         AC         31-May         21         ok         36"         ok           6         AC         AC         AC         AC         AC         AC         AC | Size         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         AC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         AC         31-May         21         ok         38"         ok           6         AC         AC         24-Apr         21         ok         38"         ok           6         AC         AC         AC         24-Apr         0k         30"         ok     < | Size         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         31-May         21         ok         38"         ok           6         AC         31-May         21         ok         30"         ok           6         AC         AC         24-Apr         21         ok         30"         ok           6         AC         AC         31         ok         30" <td>Sjæ         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         0k         16"         0k           6         AC         24-Apr         21         0k         36"         0k           6         PVC         24-Apr         20         0k         38"         0k           6         PVC         24-Apr         21         0k         38"         0k           6         PVC         24-Apr         21         0k         38"         0k           6         PVC         24-Apr         21         0k         43"         0k           6         PVC         24-Apr         21         0k         43"         0k           6         PVC         24-Apr         21         0k         36"         0k           6         PVC         24-Apr         21         0k         36"         0k           6         AC         24-Apr         21         0k         36"         0k           6         AC         24-Apr         21         0k         36"         0k           6</td> <td>Size         Type         2007         2008 2009         Turis         Box Maint         Depth         Box Maint           6         AC         9-May         20         0k         16"         0k           6         AC         24-Apr         21         0k         36"         0k           6         PVC         24-Apr         21         0k         38"         0k           6         PVC         24-Apr         21         0k         33"         0k           6         PVC         24-Apr         21         0k         33"         0k           6         PVC         24-Apr         21         0k         35"         0k           6         PVC         24-Apr         21         0k         35"         0k           6         AC         31-Apr         21         0k         36"         0k           6</td> <td>Sjage         Type         2007         2008         2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         20         ok         38"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         35"         ok           6         AC         31-May         21         ok         36"         ok           6         AC         31-May         21         ok         36"         ok           6         AC         AC         22-May         21         ok         36"         ok     <!--</td--><td>Sjörg         Type         2007         2008         7 Turrins         Box Maint         Dock Maint         Dock Maint         Dock Maint         Dock Dock Dock Dock Dock Dock Dock Dock</td><td>Size         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         PVC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         19         ok         30"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         AC         31-Apr         21         ok         33"         ok           6         AC         31-Apr         21         ok         35"         ok           6         AC         22-May         21         ok         30"         ok           6</td><td>Size         Type         2007         2008 2008         Turns         Box Maint         Depth         Box Maint           6         AC         24-Apr         20         0k         30"         0k           6         AC         24-Apr         20         0k         38"         0k           6         PVC         24-Apr         20         0k         38"         0k           6         PVC         24-Apr         21         0k         38"         0k           6         PVC         24-Apr         21         0k         38"         0k           6         PVC         24-Apr         21         0k         39"         0k           6         PVC         24-Apr         21         0k         39"         0k           6         PVC         24-Apr         21         0k         30"         0k           6         PVC         24-Apr         21         0k         30"         0k           6         AC         31-May         21         0k         30"         0k           6         AC         24-May         21         0k         34"         0k           6</td><td>Size         Type         2007         2008         Turns         Box Maint         Box Maint</td><td>Sjege         Type         2007         2008 2009         Turins         Box Maint         Depth         Box Maint         Depth         Box Maint         OK           6         AC         24-Apr         20         ok         36"         ok           6         AC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         AC         AC         24-Apr         21         ok         39"         ok           6         AC         AC         24-Apr         <td< td=""><td>Sjege         Type         2007         2008 2009         Turins         Box Maint         Dok         Dok           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         43"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         35"         ok           6         AC         31-May         21         ok         36"         ok           6         &lt;</td><td>Sjète         Type         2007         2008         Turins         Box Maint   
     Degith         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         20         ok         38"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         AC         31-May         21         ok         36"         ok           6         AC         31-May         21         ok         30"         ok           6</td><td>Sjère         Type         2007         2008         Tuirins         Box Maint         Dok           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         30"         ok           6         AC         3</td><td>Spize         Type         2007         2008         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         AC         24-Apr         21         ok         36"         ok           6</td><td>Spece         Type         2007         2008         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         AC         24-Apr         21         ok         38"         ok           6</td><td>Sjege         Type         2007         2008 2008         Turins         Box Maint         Dok         CK           6         AC         24-Apr         20         oK         16"         oK           6         PVC         24-Apr         21         oK         30"         oK           6         AC         24-Apr         21         oK         30"         oK           6         AC         24-Apr         21         oK         30"         oK           6         <t< td=""><td>Spize         Type         2007         2008 2009         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         PVC         24-Apr         20         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         AC         31-May         21         ok         39"         ok           6</td><td>Signe         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           7         AC         24-Apr         21         ok         39"         ok           8         AC         24-Apr         21         ok         39"         ok           8</td></t<></td></td<></td></td> | Sjæ         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         0k         16"         0k           6         AC         24-Apr         21         0k         36"         0k           6         PVC         24-Apr         20         0k         38"         0k           6         PVC         24-Apr         21         0k         38"         0k           6         PVC         24-Apr         21         0k         38"         0k           6         PVC         24-Apr         21         0k         43"         0k           6         PVC         24-Apr         21         0k         43"         0k           6         PVC         24-Apr         21         0k         36"         0k           6         PVC         24-Apr         21         0k         36"         0k           6         AC         24-Apr         21         0k         36"         0k           6         AC         24-Apr         21         0k         36"         0k           6 | Size         Type         2007         2008 2009         Turis         Box Maint         Depth         Box Maint           6         AC         9-May         20         0k         16"         0k           6         AC         24-Apr         21         0k         36"         0k           6         PVC         24-Apr         21         0k         38"         0k           6         PVC         24-Apr         21         0k         33"         0k           6         PVC         24-Apr         21         0k         33"         0k           6         PVC         24-Apr         21         0k         35"         0k           6         PVC         24-Apr         21         0k         35"         0k           6         AC         31-Apr         21         0k         36"         0k           6 | Sjage         Type         2007         2008         2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         20         ok         38"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         35"         ok           6         AC         31-May         21         ok         36"         ok           6         AC         31-May         21         ok         36"         ok           6         AC         AC         22-May         21         ok         36"         ok </td <td>Sjörg         Type         2007         2008         7 Turrins         Box Maint         Dock Maint         Dock Maint         Dock Maint         Dock Dock Dock Dock Dock Dock Dock Dock</td> <td>Size         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         PVC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         19         ok         30"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         AC         31-Apr         21         ok         33"         ok           6         AC         31-Apr         21         ok         35"         ok           6         AC         22-May         21         ok         30"         ok           6</td> <td>Size         Type         2007         2008 2008         Turns         Box Maint         Depth         Box Maint           6         AC         24-Apr         20         0k         30"         0k           6         AC         24-Apr         20         0k         38"         0k           6         PVC         24-Apr         20         0k         38"         0k           6         PVC         24-Apr         21         0k         38"         0k           6         PVC         24-Apr         21         0k         38"         0k           6         PVC         24-Apr         21         0k         39"         0k           6         PVC         24-Apr         21         0k         39"         0k           6         PVC         24-Apr         21         0k         30"         0k           6         PVC         24-Apr         21         0k         30"         0k           6         AC         31-May         21         0k         30"         0k           6         AC         24-May         21         0k         34"         0k           6</td> <td>Size         Type         2007         2008         Turns         Box Maint         Box Maint</td> <td>Sjege         Type         2007         2008 2009         Turins         Box Maint         Depth         Box Maint         Depth         Box Maint         OK           6         AC         24-Apr         20         ok         36"         ok           6         AC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         AC         AC         24-Apr         21        
ok         39"         ok           6         AC         AC         24-Apr         <td< td=""><td>Sjege         Type         2007         2008 2009         Turins         Box Maint         Dok         Dok           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         43"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         35"         ok           6         AC         31-May         21         ok         36"         ok           6         &lt;</td><td>Sjète         Type         2007         2008         Turins         Box Maint         Degith         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         20         ok         38"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         AC         31-May         21         ok         36"         ok           6         AC         31-May         21         ok         30"         ok           6</td><td>Sjère         Type         2007         2008         Tuirins         Box Maint         Dok           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         30"         ok           6         AC         3</td><td>Spize         Type         2007         2008         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         AC         24-Apr         21         ok         36"         ok           6</td><td>Spece         Type         2007         2008         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         AC         24-Apr         21         ok         38"         ok           6</td><td>Sjege         Type         2007         2008 2008         Turins         Box Maint         Dok         CK           6         AC         24-Apr         20         oK         16"         oK           6         PVC         24-Apr         21         oK         30"         oK           6         AC         24-Apr         21         oK         30"         oK           6         AC         24-Apr         21         oK         30"         oK           6         <t< td=""><td>Spize         Type         2007         2008 2009         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         PVC         24-Apr         20         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         AC         31-May         21         ok         39"         ok           6</td><td>Signe         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           7         AC         24-Apr         21         ok         39"         ok           8         AC         24-Apr         21         ok         39"         ok           8</td></t<></td></td<></td> | Sjörg         Type         2007         2008         7 Turrins         Box Maint         Dock Maint         Dock Maint         Dock Maint         Dock Dock Dock Dock Dock Dock Dock Dock | Size         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         PVC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         19         ok         30"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         AC         31-Apr         21         ok         33"         ok           6         AC         31-Apr         21         ok         35"         ok           6         AC         22-May         21         ok         30"         ok           6 | Size         Type         2007         2008 2008         Turns         Box Maint         Depth         Box Maint           6         AC         24-Apr         20         0k         30"         0k           6         AC         24-Apr         20         0k         38"         0k           6         PVC         24-Apr         20         0k         38"         0k           6         PVC         24-Apr         21         0k         38"         0k           6         PVC         24-Apr         21         0k         38"         0k           6         PVC         24-Apr         21         0k         39"         0k           6         PVC         24-Apr         21         0k         39"         0k           6         PVC         24-Apr         21         0k         30"         0k           6         PVC         24-Apr         21         0k         30"         0k           6         AC         31-May         21         0k         30"         0k           6         AC         24-May         21         0k         34"         0k           6 | Size         Type         2007         2008         Turns         Box Maint         Box Maint | Sjege         Type         2007         2008 2009         Turins         Box Maint         Depth         Box Maint         Depth         Box Maint         OK           6         AC         24-Apr         20         ok         36"         ok           6         AC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         AC         AC         24-Apr         21         ok         39"         ok           6         AC         AC         24-Apr <td< td=""><td>Sjege         Type         2007         2008 2009         Turins         Box Maint         Dok         Dok           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         43"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         35"         ok           6         AC         31-May         21         ok         36"         ok           6         &lt;</td><td>Sjète         Type         2007         2008         Turins         Box Maint         Degith         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         20         ok         38"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           6  
      PVC         24-Apr         21         ok         39"         ok           6         AC         31-May         21         ok         36"         ok           6         AC         31-May         21         ok         30"         ok           6</td><td>Sjère         Type         2007         2008         Tuirins         Box Maint         Dok           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         30"         ok           6         AC         3</td><td>Spize         Type         2007         2008         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         AC         24-Apr         21         ok         36"         ok           6</td><td>Spece         Type         2007         2008         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         AC         24-Apr         21         ok         38"         ok           6</td><td>Sjege         Type         2007         2008 2008         Turins         Box Maint         Dok         CK           6         AC         24-Apr         20         oK         16"         oK           6         PVC         24-Apr         21         oK         30"         oK           6         AC         24-Apr         21         oK         30"         oK           6         AC         24-Apr         21         oK         30"         oK           6         <t< td=""><td>Spize         Type         2007         2008 2009         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         PVC         24-Apr         20         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         AC         31-May         21         ok         39"         ok           6</td><td>Signe         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           7         AC         24-Apr         21         ok         39"         ok           8         AC         24-Apr         21         ok         39"         ok           8</td></t<></td></td<> | Sjege         Type         2007         2008 2009         Turins         Box Maint         Dok         Dok           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         43"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         33"         ok           6         PVC         24-Apr         21         ok         35"         ok           6         AC         31-May         21         ok         36"         ok           6         < | Sjète         Type         2007         2008         Turins         Box Maint         Degith         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         20         ok         38"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         AC         31-May         21         ok         36"         ok           6         AC         31-May         21         ok         30"         ok           6 | Sjère         Type         2007         2008         Tuirins         Box Maint         Dok           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         30"         ok           6         AC         3 | Spize         Type         2007         2008         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         30"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         AC         24-Apr         21         ok         36"         ok           6 | Spece         Type         2007         2008         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         AC         24-Apr         20         ok         30"         ok           6         PVC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         20         ok         36"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         36"         ok           6         PVC         24-Apr         21         ok         38"         ok           6         AC         24-Apr         21         ok         38"         ok           6 | Sjege         Type         2007         2008 2008         Turins         Box Maint         Dok         CK           6         AC         24-Apr         20         oK         16"         oK           6         PVC         24-Apr         21         oK         30"         oK           6         AC         24-Apr         21         oK         30"         oK           6         AC         24-Apr         21         oK         30"         oK           6 <t< td=""><td>Spize         Type         2007         2008 2009         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         PVC         24-Apr         20         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         AC         31-May         21         ok         39"         ok           6</td><td>Signe         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           7         AC         24-Apr         21         ok         39"         ok           8         AC         24-Apr         21         ok         39"         ok           8</td></t<> | Spize         Type         2007         2008 2009         Turins         Box Maint         Dobbit         Box Maint           6         AC         24-Apr         20         ok         16"         ok           6         PVC         24-Apr         20         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           6         AC         31-May         21         ok         39"         ok           6 | Signe         Type         2007         2008 2009         Turns         Box Maint         Depth         Box Maint           6         AC         9-May         20         ok         16"         ok           6         AC         24-Apr         21         ok         39"         ok           6         PVC         24-Apr        
19         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         19         ok         39"         ok           6         PVC         24-Apr         21         ok         39"         ok           7         AC         24-Apr         21         ok         39"         ok           8         AC         24-Apr         21         ok         39"         ok           8   |

Total Number Valves Actually worked in 07 and 08

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		]		
Pike County Engineers 947-4259		]		
Emergency # 970 0148		]		
Pike County Sewer 740 708 9038				
		,	,	
Ohio Utilities Protection Service				
OUPS 800 362 2764				
Pike Gas: 10 5 Com County to Arian		L.		
947 5121 937 393 4602 pr 937 393 1991		1		
800 276 4006 Emergency # Pike County Engineers 947 4259 Emergency # 970 0148		1		
Pike County Engineers 947 4259	······································	1		Ī
Emergency # 970 0148	· · · · · · · · · · · · · · · · · · ·	7		
Pike County Sewer 740 708 9038		1		
Ohio Utilities Protection Service	·			
OUPS 800 362 2764	***			
Pike Gas		-		
947 5121 937 393 4602 or 937 393 1991		1		
800 276 4006 Emergency #		1		
800 276 4006 Emergency # Pike County Engineers 947 4259		1		. [
Emergency # 970 0148		1		
Pike County Sewer 740 708 9038		1		

Ohio American Water Company Lawrence County District

2009

Year

(MG) (MG) 0.688 0.871 0.654 0.755 0.625 0.696	75.9% 15.7% 16.1%	(MG) 21.318 18.307 19.381
		15.9% 15.7% 16.1%
		16.1%
	l II I I <u>I I I I</u>	16.1%
	1	
		2009
0.656 0.774		15.9%
0.688 0.871		16.1%
0.625 0.696	•	15.7%

#### Ohio American Water Company Lawrence County District

## Routine (Annual/Semi-Annual) Flushing Information Year 2009 Quarter: 1

ı <b>ca</b> ı	2005	Quarter	<u> </u>			
Was the system flushed this quarter?	Yes:		No:	X	If yes:	
Begin Date: End Date:		Notification Date:			Notificati	on Method:
<del></del>		<del></del>				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:			Notificati	on Method:
					X	Newspaper
						Sign Posting
					X	Radio
						Bill Insert
						Marquee
						Other
		Quarter:	3			
Was the system flushed this quarter?	Yes:		No:	X	If yes:	
Begin Date: End Date: _		Notification Date:				on Method:
					区	Newspaper
						Sign Posting
					X	Radio
						Bill Insert
						Marquee
						Other
		Quarter:	4			
Was the system flushed this quarter?	Yes:	X	No:		If yes:	
Begin Date: End Date: _		Notification Date:			Notificati	on Method:
					X	Newspaper
						Sign Posting
						Radio
						Bill Insert
						Marquee
					(XI	Other

## Ohlo American Water Company Lawrence County District

	-						Number of				
							Services	Time Became	Date Problem		
			Deliated Coholks	Date of Brack! Outside	General Type	Specific Type	Affected	Aware		Time Problem Resolved	Boil Order issued by
Year	Quarter Str	Quarter Street Address	Political Subony	1		2000		60.5	_	42.00	NA
0000	Č	Outside of De	Ches Village	1/4/2009	Leak	Split	2	9:00	_	20.61	
2003	3	BUILDIN DI.		00000	100	*11-0	-	MdV	01/14/09	12AM	N/A
_	ď.	Favette Fire Station	Fayette	40025211	Leak	Spill			00,00,00	44.404.40	NI(A
		-4	Eminifica	47207009	Leak	Break	0	#AR	60/02/10	TI:TORM	C/N
	7	Sandusky (c) US 52	rayette	0007071	1000		í	0.444		Mac	A/N
		7 2 7	coloi	10777000	Leak	2000	- -			11. 14. 11. 11. 11. 11. 11. 11. 11. 11.	
	3	STOCKS	55			1	١	Mac		MAZ	42
	2	adison Street	Favette	2/5/2009	Leak	Sapule	5		7		27.7
			1000	800000	Leak	Split	•	Z-d	_	1PM	N/A
	2	ROBBITSON RU.	5			100	í	MGC	_	15:45	W/N
	2	Two Rd 1044	Favette	2/23/2009	Leak	Break	7		٠		A11A
			4	4717000	Leak	Site	-	E WE	-	MALL	
_	3	Comfort Inn	rayette	200000				Mark	03/08/09	25:35	<b>₹</b>
		A Assessing to	- Color	-	Leak	2	•		1		

#### Ohio American Water Company Lawrence County District

Quarter # 1 2009

Total Customer Contacts 4510

#### **Customer Services**

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

li e	iquiries	Complaints
	2509	
Г	126	
Г	121	
Γ	58	
Г	26	T -
	12	
	0	
	63	
	87	
	168	
	88	
	0_	
	87_	
	0	
	31	
	152	
	967	
al _	4495	0

#### **Water Service**

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

	Inquiries	Complaints
	0	
	11	
t		
	0	
	0	
1	0	
	0	
Total	11	0

#### Metering

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

	inquiries	Complaints
	0	
	0	
	4	
	0	
	0	
Total	4	0

#### **Water Quality**

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

Other: Water Quality

	nguiries	Complaints
E		
L	3	
/ L Total	9 12	1 0

#### Ohio American Water Company Lawrence County District

72

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#### Quarter # 1

Non-Payment

Access Denial

Non-Payment

Access Denial

Non-Payment

Access Denial

Other

Other

Other

Year

2009

With 14 Days Notice

With 24 Hours Notice

Without Notice

Non-Emergency Regulation Violation

Non-Emergency Regulation Violation

Non-Emergency Regulation Violation

Application Misrepresentation

Application Misrepresentation

Application Misrepresentation

Disconnections

Quarter # 2

Year

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

2009

Quarter #3

Year

2009

Quarter # 4	.73	Call.
THE RESERVE THE PROPERTY OF THE PARTY OF THE	***	3

Non-Emergency Regulation Violation

Application Misrepresentation

Non-Payment

Access Denial

Other

Year

2009

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	- ** <u></u> -
Application Misrepresentation	
Access Denial	
Oth <del>er</del>	
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	<u> </u>
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	<u> </u>
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

# Ohio American Water Mansfield Madison System #1

Year 2009

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

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

Ohio American Water Mansfield Madison #1

Quarter#1		Crarer#1	
Year 2009		Year 2009	
Street Address	899 Springrali Road ( plank) Madeon Miffin Traveship	Street Address Political Subdiv	Bennedkt Drive Madison Miffiln Township
Date of Break/ Outside	Sewin Communication of the Com	Date of Break/ Outage	11-Mar
General Tone		General Type	Leak
Special Type	Break on 6" Cast from	Specific Type	Break on 4" AC main
Number of Sentines Offerted		Number of Services Affected	•
	8:00 AW	Time Became Aware	8:00 AM
7	TOTAL CONTRACTOR OF THE PARTY O	Date Problem Resolved	9-Mar
	1:00cm	Time Problem Resolved	## <b>Q0:</b>
& Size	4ft x 4R yard at plant	Restorations Made. Type &	4ft x 10ft asphalt patch
Boil Order Information	none	Boil Order Information	none

Ohlo American Water Mansfield Medison #1

Quarter # 2

2009

Year

Street Address
Political Subdiv
Date of Brasid Outage
General Type
General Type
Specific Type
Number of Sarvices Affected
Time Became Aware
Date Problem Resolved
Restorations Made. Type & Size
Soli Order Information

Ohlo American Water Mansfield Madison #1

Quarter # 3

2009

Year

Street Address
Political Suboliv
Date of Breal/ Outage
General Type
Specific Type
Specific Type
Number of Services Affected
Time Became Avere
Date Frobiem Resolved
Time Problem Resolved
Time Problem Resolved
Restorations Made Type & Size
Boil Order Information

Ohlo American Water Mansfleid Nadison #1

Cuarter #

Street Address
Street Address
Political Subdith
Date of Breest/ Outage
General Type
Rumber of Services Affected
Time Becases Awars
Date Problem Resolved
Time Becases Awars
Rase Problem Resolved
Time Avoilem Resolved
Restorsform Made. Type & Size
Roll Order Information

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

Quarter # 1 2009

7002812

**Total Customer Contacts** 438

**Total Customer Complaints** 

Customer	Ser	rices	· ·
	Í	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

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

Met	ering	
	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	D
Particles in Water	0	D
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

## Ohio American Water Mansfield Madison #1

#### Quarter # 1

Year

2009

#### Quarter#2

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

#### Quarter #4

Year

2008

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

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

# Ohio American Water Mansfield Biscayne System #2

Year 2009

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

5	2.182	30.0%	0.073	0.103	0.059	0.000	0
High	4.811	9.4%	0.155	0.199	0.133	0	
Low	4.088	9.4%	0.142	0.158	0.114	•	

Ohio American Water Mansfield Biscayne #2

Year 2009
Year 2009
Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Time Became Aware
Time Problem Resolved

Ohlo American Water Mansfield Biscayne #2

Quarter#2

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
Resolved Resolved
Resolved Resolved
Resolved Resolved
Resolved Corder Made. Type & Size

Ohio American Water Mansfield Biscayne #2

Cuarter #5

Year 2009

Street Address
Political Subdry
Date of Break/Outage
Gesteral Type
Specific Type
Number of Sarvices Affected
Tisse Became Aware
Date Problem Resolved
Time Problem Resolved
Time Booken Resolved
Time Booken Resolved
Time Booken Resolved
Time Booken Resolved
Restorations Made, Type & Size
Boil Order Information

Ohio American Water Manetield Biscayne #2

Vear 2009
Street Address
Political Subdiv
Political Subdiv
Political Subdiv
Political Subdiv
General Type
Specific Type
Number of Sarvices Affected
Time Problem Resolved
Time Problem Resolved
Time Problem Resolved
Subdivinition Subdivinition

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

Quarter # 1 2009

7005912

**Total Customer Contacts** 208

**Total Customer Complaints** 0

Customer Se	ervices	
	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

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

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

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

#### Ohio American Water Mansfield Biscayne #2

#### Quarter # 1

Year

2009

#### Quarter#2

Year

2009

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

#### Quarter #3

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

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

# Ohio American Water Mansfield Bryonaire System #3

Year 2009

Avg Daily         High         Low         Date Of Low         # Days           Flow         High         Flow         Low         Exceed           (MG)         Flow         Low         Exceed           0.010         0.016         1/28/09         0.010         0           0.013         0.016         1/28/09         0.00         0           0.019         0.050         3/12/09         0.012         3/17/09         0           0         0         0         0         0           0         0         0         0           0         0         0         0           0         0         0         0           0         0         0         0           0         0         0         0           0         0         0         0           0         0         0         0           0         0         0         0           0         0         0         0           0         0         0         0           0         0         0         0           0         0         0         0	Water UFW		Quarter Month (MG)	1 0.317 6.6%	2 0.373 6.0%	3 0.591 8.4%	4	9	9	2	8	6	10	41	12
Date Of Low Date Of # Days         High Flow Low Exceed         Flow (MG)       Flow Dsgn Cap         1/28/09 0.010       1/29/09 0         2/25/09 0.007       2/20/09 0         3/12/09 0.012       3/17/09 0         0       0         0			(MG)	0.010	0.013	0.019									
Low Date Of # Days Flow Low Exceed (MG) Flow Dsgn Cap 0.010 1/29/09 0 0.007 2/20/09 0 0.012 3/17/09 0 0.012 3/17/09 0 0.012 3/17/09 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	High	Flow	(MG)			0.050									
Date Of # Days Low Exceed Flow Dsgn Cap 1/29/09 0 2/20/09 0 3/17/09 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Date Of	High	Flow	1/28/09	2/25/09										
Date Of # Days Low Exceed Flow Dsgn Cap 1/29/09 0 2/20/09 0 3/17/09 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Flo₩	(MG)	0.010	0.007										
	Date Of	Lo⊮		1/29/09	2/20/09	3/17/09									
Total Count 144  Total Count 144  Total Count 144	# Days	Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
144 44 144 144 144 144 144 144 144 144						Total Count			Total Count			Total Count			<b>Total Count</b>
						144			144			144			144

Avg	2.182	30.0%	0.073	0.103	0.000
High	165.0	8.4%	0.019	0.050	0.012
Low	0.317	%0.9	0.010	0.015	) 0.007

Ohio American Water Mansfield Bryonaire #3

Reedstone Imperial Estates Mifflin Township 12-Mar Main Break on 6" AC main 10;30am 4ft x 8ft yard restoration News media 5:00 AM 12-Mar Straat Address
Political Subdity
Date of Break! Outage
General Type
Number of Services Affected
Time Became Resolved
Time Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size & Boil Order Information 2009 Quarter #1 Year

Ohio American Water Mansfield Bryonaire #3

Quarter # 2

**2008** Year None Imperial Estates Miffin 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
Bols Order Information

Ohio American Water Mansfield Bryonaire #3

Quarter#3

2009

Year

Imperial Estates Mifflin Township Street Address
Political Subdiv
Date of Bresty Outage
General Type
Speath Type
Speath Type

Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Sire
Boll Order Information

Cuerner # 4

Ohio American Water Mansfield Bryonaire #3

2008 2008

Ganeral Type Speakle Type Number of Services Affected Time Became Awars Date Problem Reselved Time Problem Reselved Restorations Made. Type & SZz Boil Order testormation Year Street Address Political Subdiv Date of Breatd Outage

Imperial Estatos Mifflin Township

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

# Ohio American Water Mansfield Bryonaire #3

### Quarter # 1

Year

2009

#### Quarter #2

Year

2009

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

Quarter #3

Year

2008

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

#### Quarter#4

Year

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

Disconnections	-
With 14 Days Notice	
Non-Payment	D
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	O
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

					21			21			27			21
		3			Total Count 21			Total Count 21			Total Count 21			Total Count 21
Date Of # Days	Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
	Low		1/2/09	5/3/09	3/2/09									
Low	Flow	(MG)	0.002	0.002	0.002									
_	High	Flow	1/26/09	60/2/7	3/3/09									
High	Flow	(MG)	0.004	0.003	0.003									
<b>UFW</b> Avg Daily	Flow	(MG)	0.003	0.003	0.003									
UFW	%		10.3%	10.2%	10.2%									
Water	Delivery	(MG)	0.093	080'0	060'0									
		Quarter Month	Ļ	2	ေ	4	9	9	۷.	8	G)	10	١Ļ	12
		Quartel			₩.			2			က			4

0.059	0.002	0,002
0.103	0.004	0.003
0.073	0.003	0.003
30.0%	10.3%	10.2%
2.182	0.093	0.080
2		

Ohlo American Water Mansfleid Halabrien #4

Year 2009
Street Address
Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Time Became Aware
Restorations Made. Type & Size
Boll Order information

Ohio American Water Mansfield Halabrien #4

Countrie # 2

Year 2009

Street Address None
Political Subdiv
Date of Bank Outage
General Type
Specific Type
There is a street of The Specific Type
The Became Aware
Date Problem Resolved
Time Became Aware
Restorations Made. Type & Size
Boil Order Information

Ohlo American Water Mansfield Halabrien #4

CHIMA

Year 2009

Street Address None
Political Subdiv
Date of Break Outage
General Type
Specific Type
Aurillance of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Time Brownen Resolv

Ohio American Water Mansfield Halabrien #4

Street Address
Political Subdiv
Date of Street Street
Date of Street
Specific Type
Number of Street
Number of Street
Number of Street
Time Bacante Altected
Time Problem Resolved
Time Problem Resolved
Time Subdived
Time Bacante Augus
Date Problem Resolved
Time Date Problem Street
Sentorations Made. Type & Size
Boil Ovder Information

### Ohio American Water Mansfield Halabrien #4

Quarter # 1 2009

<b>Total Customer Contacts</b>	Total Customer Complaints
28	o

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			

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

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

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

#### Ohio American Water Mansfield Halabrien #4

### Quarter # 1

Year

2009

# Year

Quarter#2

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

Quarter # 3

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

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

#### Quarter #4

Year

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

					Total Count 42			Total Count 42			Total Count 42			Total Count 42
# Days	Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
Date Of	Low		1/27/09	0,004 2/12/09	3/4/09									
Low	Flow	(MG)	0.004	0.004	0.004									
Date Of Low	High	Flow	1/26/09	2/9/09	3/19/09									
	Flow	(MG)	0.007	900'0	0.008									
<b>UFW</b> Avg Daily	Flow	(MG)	9000	9000	0.006									
UFW			9.6%	9.5%	%8.6									
Water	Delivery		0.188	0.160	0.173									
		Quarter Month	-	2	က	4	2	9	_	<b>∞</b>	6	10	7	12
		Quarter			-			7			က			4

0.059	0.004	0.004
0.103	0.008	0.007
0.073	9000	9000
30.0%	%8.6	9.6%
2.182	0.188	0.160
Avg	High	Low

Ohio American Water Mansfield Walcrest #5

Walcrest Springfield Township Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Reselved
Time Problem Reselved
Restorations Made. Type & Stze
Boll Order Information 2003 Quarter#1 Year

Ohio American Water Mansfield Walcrest #5

Quarter#2

2009

Year

None Walcrest Springfield Township General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boll Order Information Street Address Political Subdiv Dats of Bresk/ Outage

Oblo American Water Mansfield Watcrest #5

| Quarter#5

None Walcroot Springfield Township Street Address
Political Subdiv
Date of Breat Outage
General Type
Specific Type
Number of Services Affected
These Became Aware
Date Problem Resolved
These Problem Resolved
These Problem Resolved
Gesternions Mede. Type & Size
Boil Order Information 2009 Year

2000 2000

Ohio American Water Mansfield Walcrest #5

Walcreat Springfield Township Street Address
Polities Subdiv
Date of Breat/ Outage
General Type
Specific Type
Number of Services Affected
The Became Aware
The Became Aware
The Became Aware
The Resolved
Time Problem Resolved
Restontions Made. Type & Size
Boil Order Information

### Ohio American Water Mansfield Walcrest #5

Quarter # 1 2009

7004912

**Total Customer Contacts** 

**Total Customer Complaints** 

28

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			

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

Me	tering	- "
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

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

# Ohio American Water Mansfield Walcrest #5

# Quarter # 1

Year

2009

# 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	G
Non-Emergency Regulation Violation	C
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

84I Z

Year

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

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

	I			ļ									
				164			164			164			164
				Total Count 164			Total Count 164			Total Count 164			Total Count 164
# Days Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
Date Of Low		1/6/09	2/22/09	3/5/09									
Low Flow	(SMG)	0.025	0.017	0.018									
-	Flow	1/30/09	2/20/09 0.017	3/13/09									
High Flow	(MG)	0.030	0.031	0.022									
⋖	(MG)	0.030	0.028	0.021									
WHW %		9.7%	9.7%	9.7%									
Water Delivery	Quarter Month (MG)	0.917	0.788	0.646									
	Month	1	7	က	4	5	9	7	80	6	10	11	12
	Quarter			-			7			က			4

0.000	0	0
0.059	0.025	0.017
0.103	0.031	0.022
0.073	0.030	0.021
30.0%	8.7%	9.7%
2.182	0.917	0.646
Avg	High	Low

Ohio American Water Mansfield Greenridge #6

Quarter #1	
Year 2009	
Street Address Postical Subdiv	Greenidge Mifflin Township
General Type Snecific Type	
Number of Services Affected Time Became Aware	
Date Problem Resolved Time Problem Resolved	
Restorations Made. Type & Size Boll Order Information	

Ohio American Water Mansfield Greenridge #6

Quarter#2

2009

Year

None Graewidge Mifflin Township General Type
Specific Type
Number of Services Affected
Time Became Avers
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boll Order Information Street Address Political Subdiv Date of Breat/ Outage

Ohio American Water Mansfield Greenridge #6

Quarter # 3

None Greenridge Miffilm Township

2000

Year

Street Address
Political Bubdiv
Date of Bresty Outage
General Type
Specific Type
Number of Services Affected
Time Became Awars
Date Problem Resolved
Tims Problem Resolved
Restorations Made. Type & 92ce
Boll Order Information

- Compression

2000

Year

Ohio American Water Mansfleid Greenridge #6

Greenidge Millin Township Street Address
Petition Statement Street Statement Street Address
Petition Statement Street S

## Ohio American Water Mansfield Greenridge #6

Quarter # 1 2009 7005612

<b>Total Customer Contacts</b>	Total Cust
96	

Total Customer Complaints

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			
Tota	96	0			

Water Ser	vice	
<u> </u>	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	00			
Meter Replacement	0	0			
Others: Metering	0	0_			
Total	0	0			

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

# Ohio American Water Mansfield Greenridge #6

#### Quarter # 1

Quarter # 2

Year

2009

Disconnections	<del></del>
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

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

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

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

					Total Count 311			Total Count 311			Total Count 311			Total Count 311
# Days	Exceed	<b>Dsgn Cap</b>	0	0	0	0	0	0	0	0	0	0	0	0
Date Of # Days	Low	Flow	1/13/09	5/2/09	3/16/09									
Low	Flow	(MG)	0.036	0.035	0.030									
_	High	Flow	1/16/09	5/6/09	3/2/09									
High	Flow	(MG)	0.057	0.046	0.043									
<b>Avg Daily</b>		(MG)	0.046	0.045	0.042									
UFW	%		2.0%	%0.6	2.7%									
Water	Delivery	(MG)	1.434	1.258	1.300									
		Quarter Month	1	2	က	4	2	9	7	8	6	10	11	12
		Quarter			-			2			က			4

Avg	2.182	30.0%	0.073	0.103	0.05	6	0.000
High	1.434	%0.6	0.046	0.057	0.03	9	0
Low	1.258	7.0%	0.042	0.043	0.03	0(	0

Ohio American Water Mansfield Harpcrest #7

Harpcrest Madison Township Street Address
Potities Subdiv
Date of Break Outage
General Type
Specific Type
Number of Services Affacted
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information 2009 Quarter#1 Year

Ohio American Water Mansfield Harpcrest #7

Quarter # 2

ĝ

Year

None Starpcrest Madison Township Street Address
Petitical Subdiv
Deta of Break Outage
General Type
Specific Type
Number of Services Affected
Tires Became Averse
Date Problem Resolved
Tires Problem Resolved
Restorations Made. Type & Size
Boil Order Information Ohio American Water Mansfield Harpcrest #7

Quarter # \$

None Harpcrest Madison Township Street Address
Political Subdiv
Date of Breat/Outage
General Type
Specific Type
Namber of Berviras Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Bell Order information 8 Year

Ohio American Water Mansfield Harpcrest #7

STATE OF THE STATE

2008

Year

Narpcreat Madison Township Sireel Address
Position Subdiv
Date of Break Outage
Sparity Type
Sparity Type
Sparity Type
Just Bacama Aware
Time Bacama Aware
Time Bacama Aware
Time Bacama Aware
Sparity Subdived
Time Bacama Aware
Subdived
Time Bacama Aware
Time Bacama Aware
Time Bacama Aware
Subdived
Time Bacama Aware
Time Bacama Aware
Time Bacama Aware

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

Quarter #1 2009

> **Total Customer Contacts** 589

**Total Customer Complaints** 

Customer Se	rvices	
	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

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				

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

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

#### Ohio American Water Mansfield Harpcrest #7

#### Quarter # 1

Year

2009

## Year 2009 Disconnec

Quarter #2

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

Quarter # 3

Year

2008

Disconnections

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

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

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

Year

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

					Total Count 64			Total Count 64			Total Count 64			Total Count 64
Z	<b>5</b> 0	)ap				_								
# Da)	Exceed	<b>Dsgn Cap</b>	0	0	0	0	0	0	0	0	0	0	0	0
Date Of # Days	Low	Flow	1/27/09	2/9/09	3/2/09									
f Low Di	Flow	(MG)	0.005	0.003	0.007									
Date O	High	Flow	1/19/09	5/4/09	3/20/09									
Hìgh	Flow	(MG)	0.010	0.010	0.009									
<b>Avg Daily</b>	Flow	(MG)	600'0	800'0	0.008									
UFW A	%		9.7%	9.7%	9.1%									
Water	Delivery	(MG)	0.265	0.217	0.247									
		Quarter Month (MG)	-	2	3	4	5	9	7	8	6	9	11	12
		Quarter			-			2			က			4

03 0.009 0.059 0.000	10 0.007	000 0.003
0.073 0.10	0.009 0.01	600.0 800.0
2 30.0%	5 9.7%	7 9.7%
Avg 2.18	High 0.265	Low 0.21

Ohio American Water Mansfield Mohican #8

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

Ohio American Water Mansfield Mohican #8

Quarter # 2

2009

Year

None Mohican Mitfilm Township General Type
Specific Type
Specific Type
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Stze
Boll Order Information Street Address Political Bubdiv Date of Street Outage

Ohio American Water Mansfield Mohican #8

2000 Year

Quarter # 3

None Mohican Miffiln Township Street Address
Political Subdiv
Date of Break Outage
General Type
Specific Type
Number of Services Affected
Time Became Awar a
Date Problem Resolved
Restoretions Made. Type 6. Size
Boil Order Information

Ohio American Water Mansfield Mohican #8

The Total

**606**2

Year

Mohican Miffin Township Street Address
Political Subdiv
Date of Breet Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Time Became Aware
Time Problem Resolved
The Problem Resolved
Restorations Made. Type & Size
Bell Order information

### Ohio American Water Mansfield Mohican #8

Quarter # 1 2009

7003212

**Total Customer Contacts** 

**Total Customer Complaints** 

24

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			

<u> </u>				
Water Service				
	Inquiries	Complaints		
Disconnection for Repairs	0	D		
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/Oll in Water	0	0	
Taste	0	0	
Other: Water Quality	0	0	
Total	0	0	

# Ohio American Water Mansfield Mohican #8

#### Quarter #1

Year 2009

#### 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

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

#### Quarter # 4

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

		6 m			Total Count 37			Total Count 37			Total Count 37			Total Count 37
# Days	Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
Date Of	Fo⊼		1/2/09	2/2/09	3/26/09									
Low	Fio₩	(MG)	0.004	0.004	0.003									
Date Of	High	Flow	1/28/09	2/10/09	3/24/09									
High			900'0	0.005	0.005									
UFW Avg Daily	Flow	(MG)	0.005	900'0	0.005									
UFW	%		9.7%	8.6	%8.6									
	Delivery	ı	0.153	0.130	0.152									
		Quarter Month (MG)	-	2	67	4	9	و	7	8	6	10	11	12
		Quarter			~			7		-	က			4

000	0	0
American Management	0.004	0.003
	0.006	0.005
	0.005	0.005
	8.8%	9.7%
	3	30
Avg	0.15	9.

Ohio American Water Mansfield Little Valley #9

Ohio American Water Mansfield Little Valley #9

Quarter#2

Little Valley Madison Township 2009 Year

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

Ohio American Water Mansfield Little Valley #9

F Quarter # 3

None Street Address
Pottstal Subdiv
Date of Break Outage
daneral Type
Specific Type
Number of Services Affected
Thes Bocame Aware
Date Problem Resolved
Time Problem Resolved
Restourations Mate. Type & Size
Boil Order Information 2008 Year

Ohio American Water Manefield Little Valley #8

A Chianter Sales

2007 2008

Year

Street Address
Political Subdiv
Date of Break! Outage
General Type
Specific Type
Number of Bervices Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Time Problem Resolved
Time Problem Resolved

### Ohio American Water Mansfield Little Valley #9

Quarter # 1 2009

7002512

**Total Customer Contacts** 

**Total Customer Complaints** 

49

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			
Tota	l 49	0			

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

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

Water Quality				
	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	O	0		
Total	0	0		

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

#### Quarter #1

Year 2009

## Quarter#2

Year

2009

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

Disconnections	
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	<u>,</u>
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter #3

Year

2008

Quarter #4

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

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

# Ohio American Water Mansfield Ford Rd System #10

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

9	2.182	30.0%	0.073	0.103	0.000
igh	0.070	10.2%	0.002	0.004	0.001
Low	0.050	10.1%	0.003	0.002	0.001

Ohio American Water Mansfield Ford Rd. #10

Ford Road Mifflin Township Street Address
Political Subdiv
Date of Bresk! Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boal Order Information 2008 2008 Quarter # 1 Year

Ohlo American Water Mansfield Ford Rd. #10

Quarter#2

Year

Ford Road Mifflin Twp Street Address
Political Subdive
Date of Bread Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Sestorations Made. Type & Size
Boel Order Information Ohlo American Water Mansfield Ford Rd. #10

2009 Year

None Street Address
Pointed Subdiv
Date of Brest Outage
General Type
Specific Type
Ime Became Aware
Time Became Aware
Time Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size
Boil Order Information Ohio American Water Mansfleid Ford Rd. #10



**5008** 

Street Address
Postboat Subdiv
Date of Breat Outage
General Type
Specific Type
Namber of Sarvices Affected
Time Secome Aware
Time Secome Aware
Time Prelation Resolved
Time Prelation Resolved
Restorations Made. Type & Size

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

Quarter # 1 2009

7006612

**Total Customer Contacts** 

**Total Customer Complaints** 

21

Customer Se	ervices	
	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

	·	
Water Ser	vice	
·	<del></del>	
	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

Me	tering	
	Inquirles	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	0	0

Wate	r Quality	
	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	0
Odor	0	0
Particles in Water	0	O
Scum/Oll in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

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

# Quarter # 1

Year

2009

## Quarter # 2

Year

2009

Disconne <b>ctions</b>	
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

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	i i
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation	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 Marion District

2009

		Water	UFW	Avg Daily	High	Date Of	Low	Date Of	# Days	
Quarter	Month	Delivery (MG)	%	Flow (MG)	Flow (MG)	High Flow	Flow (MG)	Low Flow	Exceed Dsgn Cap	Customer Count
	-	214,673	21.4%	6,925	7613	01/19/09	6,092	01/01/09	0	91.891.
	2	196,381	20.7%	7,014	7595	02/09/09	6,261	02/21/09	0	16777
<del>-</del>	3	206,239	20.7%	6,653	7189	03/12/09	5,705	03/21/09	0	16771
	4									
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7	9									
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	11									The second second
4	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**

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

Inquiries	Complaints
0	0
53	0
0	0
0	0
0	0
0	0
0	0
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

Ohio American Water Company Marion District

Γ	•	]   	П		1	7	1	T	T				100 miles	T	Γ	1		Ţ	Ţ	Ţ	1	T	T	T			7	T	T	Ţ	T		Ţ	T	T	Π	П		1	T	T	T	П	T	Ţ	-
	Boil Order issued by	Door tags	Door tags	Door tags	Field Service Representative	Door tags	Door tags	Dear togs	Drawe raleses and Poverce 911	Door tags	Door tags	Door tags																																		
	Time Problem Resolved				1:30 PM				5:00 PM	11:45 AM	1:55 PM	3:30 PM																																		
	Date Problem Resolved	01/07/09	01/18/09	01/18/09	01/23/09	04/25/09	01/26/03	01/4/108	07/06/09	03/11/09	03/19/09	П																		1					† 				1	<b>†</b>				1		
	Time Became Aware	11:55 AM	8:13 AM	11:00 AM	10:00 AM	6:48 PM	12:25 PM	4.00 PIN	M 100.7	10:22 AM	9:45 AM	2:00 PM					1				1	1							1	†					†			1	1	†					1	
Number of	Services	50	12	20	2	2	2 2	2	909	\$ 6	30																		1					1				1	+						1	_
	Specific Type	2"CI	2"CI	2"C1	10 <u>-</u> 01	10.0	47" 1000	10 UL	13"HDBE	10.8	6.C1																																			
	General Type	Main Break	Main Break	Maln Break	Main Break	Main Break	Main Break	Main Droof	Main Broak	Repair Fire Hydrant	Repair Fire Hydrant	in Break	Harris Commence																																	_
	Date of Break/ Outage	1/7/2009	1/18/2009	1/18/2009	1/23/2009	1/25/2009	1/26/2008	BOOCIOLIA	2/4/2009	3/11/2009	3/18/2009																								1			+			-				1	
	Political Subdiv	Marrion	Marrion	Marrion	UOLIEM	Marion	Drogoet	Marion	Marion	Marion	Marion	Marion							1	1								1											1	1	ĺ			†		-
	Street Address	251 Fairview	York & Scioto	Scioto & Center St	Cascade Ur	Indiana & Nellinore	Mario & Wathit	640 Herman St	Gooding Rd & Holverstott	Forest & Indiana	668 Henry St	Brown & Latourette	Commence of the Commence of th																																	-
	Quarter	1st	18t	18	ISI S	101	ž 2	100	2	15	181	161	Digital Constitution	<del> </del>				†		1	1	T				+		1		†	-	-	-	+	+			1	+	1	T			+	†	-
2007	Year	5009	2009	5009	8007	8000	2006	2009	2009	5003	2009	2009	C. JCsu (Kramer)									<u>†</u>							1									1	T	1				1	1	-

### Ohlo American Water Company Marion District

# Routine (Annual/Semi-Annual) Flushing Information Year 2009 Quarter: 1

Was the system flushed this quarter?  Begin Date: End Date:	Yes:		No:	X	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	Quarter:  Notification Date:	<del></del>		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	Quarter: Notification Date:			If yes: Notification Method:  Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	Quarter:  Notification Date:	No:	0	If yes: Notification Method:  Newspaper Sign Posting Radio Bill Insert Marquee Other

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

#### Quarter # 1

Year

2009

#### Quarter# 2

Year

2009

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

Committee of the state of the state of the state of	The same of the sa
	色化 苯 4
Sandy and the sandy and the sandy	Company of the second

Year

Quarter # 3

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	
	Disconnections	
With 14 Non-Payment Non-Emergency Regi Application Misrepre Access Denial Other		0
With 24 Non-Payment Non-Emergency Reg Application Misrepre Access Denial Other		
With Non-Payment Non-Emergency Reg Application Misrepre Access Denial Other		

Ohio American Water Company Beechcrest

2009

		Water	UFW	Avg Daily	High	Date	Low	Date	# Days	
Quarter	Month	Delivery (MG)	%	Flow (MG)	Flow (MG)	of High Flow	Flow (MG)	of Low Flow	Exceed Dsgn Cap	Custol Cou
-	1	2.851	-7.2%	0.092	0.148	01/31/09	0.030	01/11/09	0	E 1 € 1 602
	7	2.438	-7.2%	0.087	0.135	02/24/09	0.045	02/01/09	0	- 60
-	က	2.873	-8.8%	0.093	0.108	03/04/09	0.010	60/90/00	0	601
	4								0	
	\$								0	哲
7	9								0	
	7								0	
	<b>∞</b>								0	
60	6								0	
	10				1				0	
	11								0	
4	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	03/02/09	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?  Begin Date: End Date:	Yes:	☐ Notification Date:	No: ♣	If yes:  Notification Method:  Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?  Begin Date: 4/7/2009 End Date:	Yes: 4/14/2009	₩ Notification Date:	No: □ 4/8/2008	If yes:  Notification Method:  Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	□ Notification Date:	No: ₩	If yes:  Notification Method:  Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	□ Notification Date:	No: ≇	If yes:  Notification Method:  Newspaper Sign Posting Radio Bill Insert Marquee

Other

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

Quarter#1#*	
Year 2009	
Street Address	3471 Keswick
Political Subdiv	Brimfleid
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 Cheline
Street Address	3471 Jameson
Political Subdiy	Brimfield .
Date of Breaki 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 Cheline
Street Address	3471 Keswick
Political Subdiv	Brinfield
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	13:90
Boil Order issued by	No depresurization

Quarter # 2

Year

2009

Ohio American Water Company Beechcrest

Quarter # 3

Year

2009

Street Address 3600 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 Boil Order issued by 1600 Steve Cheline

> 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

Street Audress
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**

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

	Inquiries	Complaints
	109	
J	1	
	10	
Ī	1	
	0	
	0	
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	0	
	11	
	10	
	3	
i	0	
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	0	
	3	
	30	
al	169	0

#### **Water Service**

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

	Inquiries	Complaints
	0	
	0	
t	0	
	0	
	0	
	0	Ţ
	0	
Total	0	0

#### Metering

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

	Inquiries	Complaints
	0	
	0	
	0	
	0	
	0	
Total	0	0

#### **Water Quality**

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

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

#### Ohio American Water Company Beechcrest

#### Quarter # 1

Year

2009

#### Quarter # 2

Year

2009

Disconnections		Disconnections						
With 14 Days Notice	İ	With 14 Days Notice						
Non-Payment	7	Non-Payment	1					
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	0					
Application Misrepresentation	0	Application Misrepresentation	0					
Access Denial	0	Access Denial	0					
Other	0	Other	0					
With 24 Hours Notice		With 24 Hours Notice						
Non-Payment	0	Non-Payment	0					
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	0					
Application Misrepresentation	0	Application Misrepresentation	0					
Access Denial	0	Access Denial	0					
Other	0	Other	0					
Without Notice		Without Notice						
Non-Payment	0	Non-Payment	0					
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	0					
Application Misrepresentation	0	Application Misrepresentation	0					
Access Denial	0	Access Denial	0					
Other	0	Other	0					

#### Quarter # 3

Year

2009

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

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

Ohio American Water Company East Aurora

2009

Year

Customer Count	289	<b>58</b> 8	289							洲				289	289
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Date of Low Flow	01/24/09	02/20/08	60/20/20												02/20/09
Low Flow (MG)	0.023	0.010	0.032									•			0.010
Date of High Flow	01/31/09	02/08/08	03/26/09											03/26/09	
High Flow (MG)	0.077	0.054	0.163											0.163	
Avg Daily Flow (MG)	0.040	0.038	0.052							:			0.043	0.052	0.038
UFW %	4.6%	2.9%	-6.4%										0.4%	4.6%	-6.4%
Water Delivery (MG)	1.247	1.055	1.599										1.300	1.599	1.055
Month	-	2	8	4	2	9	~	æ	6	10	17	12	Avg	High	Low
Quarter		•	-		•	~		•	က		•	4	•		

#### **Ohio American Water Company** East Aurora

#### Routine (Annual/Semi-Annual) Flushing Information 2009 Quarter: 1st

Year

Was the system flushed this quarter?	Yes:	0 [	No: #	If yes:	
Begin Date: End Date:		Notification Date:		Notification Method:	
		<del></del>	<del></del>	□ Newspaper	
				☐ Sign Posting	3
				□ Radio	-
				□ Bill Insert	
				☐ Marquee	
				□ Other	
Year	2009	Quarter: 2r	nd		
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:	
<del>-</del>		_		■ Newspaper	ſ
				Sign Postir	ıg
				☐ Radio	
				□ Bill Insert	
				☐ Marquee	
				☐ Other	
Year	2009	Quarter: 3r		_	
Was the system flushed this quarter?	Yes:		No: ≇	if yes:	
Begin Date: End Date:		Notification Date:		Notification Method:	
				☐ Newspaper	
				Sign Posting	g
				🗀 Radio	
				Bill Insert	
				☐ Marquee	
Year	2009	Quarter: 41	<u>h</u>	☐ Other	
Was the system flushed this quarter?	Yes:	- <b>-</b>	No: ≇	If yes:	
Begin Date: End Date:	. 00.	Notification Date:		Notification Method:	
Lind Date	···	Notification Date		☐ Newspaper	
				☐ Sign Postin	
				☐ Radio	3
				☐ Bill Insert	
				☐ Marquee	
				☐ Other	

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

Quarter # 1	
	No breaks this quarter
Year 2009	
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
Boll 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 presurization of system
Specific Type	Salatica second Direct House and and to sade biggerings of states
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	Shallersylle
Date of Break/ Outage	3/28/2009
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
	No outage

Quarter # 2

No breaks this quarter

Year

Ohio American Water Company

Quarter #3

Year 2009

### Ohio American Water Company East Aurora

Quarter # 4

Year

2009

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**

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

lr	nquiries	Complaints
	109	
Γ	1	1
Г	10	
	1	
	0	
	0	
	0	
Γ	0	
Γ	1	
	10	
L	3	
L	0	
	1	
	0	
	0	
	3	
	30	
tal	169	0

#### Water Service

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

	0	
	0	
et [	0	
	0	
[	0	
[	0	
	0	
Total	0	0

Inquiries Complaints

#### Metering

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

	Inquiries	Complaints
	0	
	0	
	0	
	0	
	0	
Total	0	0

#### **Water Quality**

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

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

#### Ohio American Water Company East Aurora

#### Quarter # 1

Year 2009

#### Chiarter # 2

Non-Payment

٧	ear

2009

14

0

Disconnections

With 14 Days Notice

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

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

#### Quarter#3

Year

2009

Quarter # 4

Other

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

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	G

Ohio American Water Company Tiffin District

2009

Year

Customer Count			6241		A Company of the Comp	The state of the s			9998.00 C 2 8 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3					1560	6241	6241
# Days Exceed Dsgn Cap	0	0	0	0	0	٥	0	0	0	0	0	0		0	0	0
Date Of Low Flow	01/01/09	02/05/09	03/13/09													03/13/09
Low Flow (MG)	1.581	1.529	1.435											1.515	1.581	1.435
Date Of High Flow	01/19/09	02/01/09	03/01/09												01/19/09	
High Flow (MG)	1.846	1.737	1.648											1.744	1.846	1.648
Avg Daily Flow (MG)	1.709	1.689	1.524											1.641	1.709	1.524
UFW %	9.2%	10.0%	%6.6										2008	9.7%	10.0%	9.2%
Water Delivery (MG)	52.973	45,412	47.237											48.541	52.973	45.412
Month	-	2	က	4	5	9	7	80	6	9	1	12		Ava	High	Low
Quarter			_		•	7			rs		•	4				

### Routine (Annual/Semi-Annual) Flushing Information Year 2009 Quarter: 1

	i cai	2003		Qualter.	<del></del>			
Was the system flushed this գւ Begin Date:	uarter? End Date:	Yes:	□ Notification	Doto	No:	X	If yes:	on Method:
Degiii Date.	End bale		Notrication					Newspaper Sign Posting Radio Bill Insert Marquee Other
			_	Quarter:	2			
Was the system flushed this qu		Yes:			No:		If yes:	
Begin Date:	End Date:		Notification	Date:				on Method:
								Newspaper Sign Posting
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								Other
				Quarter:	3			
Was the system flushed this qu		Yes:			No:		If yes:	
Begin Date:	End Date:		Notification	Date:				on Method:
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								Bill Insert
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							<u>  - 1</u>	Other

							Number of				
					_		Services	Time Became	Date Problem		
Year	Ossafer	Caracter Street Address	Political Subdiv	Date of Break/ Outage   General Type	General Type	Specific Type	Affected	Aware	Resolved	Time Problem Resolved	Boil Order issued by
+		148 Hohawk St	Tiffin City	12/15/2008	Kill Main	Company	N/A	09:00 A.M.	12/23/08	2:30 P.M.	NIA
2008	-	54 & 80 Circular St	Tiffa City	1/23/2009	Service Leak	Company	N/A	3:10 P.M.	01/27/09	3:00 P.M.	N/A
2009	-	262 W. Market St	Tiffin City		Repair Stop	Company	N/A	11:20 A.M.			N/A
2009	-	19 Filta St	Tiffin City			Company	-	9:15 A.M.	01/20/09	4:00 P.M.	NA
5009	-	116 Grand Ave	Tiffin City	1/23/2009	Main	Сощрапу	A/A	6:00 P.M.			NA
2009	-	94 & 100 Indian Ln	Tiffe City		ĺ	Company	W/A	9:30 A.M.	01/26/09		NA
2009	-	380 Wentz St	THE CAN	1/30/2009	Service Leak	Company	MM	09:40 A.M.			NA
2008	-	338 Circular St	Tiffe City		Ilr Stop	Company	WA	1:30 P.M.	02/05/09	12:00 P.M.	N/A
500	-	55 Ohlo Ave	TIME City		흥	Company	N/A	07:40 A.M.	02/05/09	3:05 P.M.	NA
2009	-	289 Hall St	Tiffe City	2/6/2009		Сотрапу	N/A	07:30 A.M.	02/06/09	4:00 P.M.	N/A
2008	-		Tiffe City		Main	Company	W.A	08:00 A.M.			N/A
2009		192 St. Francis Ave #3	Tiffin City	2/9/2009	Service Leak	Company	A/A	1:40 P.M.	02/10/09		NIA
2008	-	70 Grand Ave	Tiffin City		ir Stop	Сотралу	WA	08:30 A.M.	02/19/09	1:30 P.M.	N/A
8000		52 Festoria	Tiffo City	2/13/2009		Сомрапу	<b>†</b> I	08:35 P.M.	02/13/09	8:30 A.M.	Kathy McClain
8002	-	27 Main St	THE		air Stop	Сомралу	ΑW	3:10 P.M.	02/19/09	12:00 P.M.	NA
800		14 Boshler St	Tiffin City			Company	ΑW	10:00 A.M.	02/25/09	4:00 P.M.	N/A
2002	-	255 N. Washington St	Tielli City		off Service	Company	N/A	7:30 A.M.	03/02/09	11:00 A.M.	NA
2009	-	248 S. Washington St	Tiffe City		Repair Stop	Company	WA	11:30 A.M.	60/1/00	3:30 P.M.	NA
2002		517 N. Sandusky St	Tiffin City	3/9/2009		Сомрану	W.	9:31 A.M.	03/09/09		N/A
3000	-	1328 Graenfield St	Tiffin City		Brvice	Company	N/A	8:50 A.M.	03/11/09	3:30 P.M.	N/A
5002	-	198-208 Cottage Ave	Tiffin City		ervice	Сощралу	W/A	8:50 A.M.	П		NIA
2000	-	158 Hudson	Tiffin City			Company	N/A	3:30 P.M.	П	9:00 A.M.	NIA
2009	-	272 Charlotte St	Tiffin City	3/16/2009	Kill Service	Company	∀/N	1:25 P.M.	П	11:00 A.M.	N/A
2009	-	134 N. Washington St.	Tiffin City		Main	Сотрапу	N/A	3:44 P.M.		2:30 P.M.	N/A
2009	-	79 S. Washington St.	Tiffin City	3/16/2009	Kill Main	Сотрапу	N/A	3:30 P.M.		12:00 P.M.	N/A
2008	-	145 Maritago St	Tiffe City	3/27/2009	Main	Company	A/A	10:20 A.M.	03/27/09	3:45 P.M.	INIA

Quarter # 1 2009

Total Customer Contacts 5737

#### **Customer Services**

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

	Inquiries	Complaints
	3219	
i	238	
l	134	
	77	
	18	
	20	
	0	
	55	
	177	
	286	
	164	
	0	
	102	
	0	
	53	
	179	
	1002	
Total	5724	0

#### **Water Service**

Total

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

Inquiries	Complaints
0	
6	
0	
0	
0	
0	
0	
G	

#### Metering

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

	Inquiries	Complaints
	0	
	1	
	6	
	0	
	0	
Total	7	0

#### **Water Quality**

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

	inquiries	Complaints
	0	
	0	
	3	
	0	
	0	
	0	
	0	
У	0	
Total	3	0

#### Quarter # 1

Year

2009

#### Quarter # 2

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 # 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

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	0
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	D
Other	0

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

By

OHIO AMERICAN WATER COMPANY
Systems

#### Ohio American Water Ashtabula District 1<sup>st</sup> 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

The frequency of leaks found on 2" & 2 1/2" 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 4<sup>th</sup> quarter of 2008, but during the extremely inclement weather during the 1<sup>st</sup> 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.
- 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

- Performed leak detection on 75 miles of water mains and all associated fire hydrants and services lines. Leak detection was preformed 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 guarter.
- 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.
- 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.
- 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.
- 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
- 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 mater 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 fro 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.
- 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 fro 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.