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April 28, 2009

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VIA HAND DELIVERY

PUCO

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

**Re: Ohio American Water Company, Case Nos. 08-1233-WS-UNC  
Stipulation Page Nos. 9-10, ¶ 13F**

Dear Ms. Jenkins:

This letter will provide an update about the efforts Ohio American Water Company ("Ohio American") has made with respect to fulfilling its commitment to provide communications to its customers about the provision of water, conservation and general issues affecting water as set forth in paragraph 13F of the Stipulation filed in Case No. 07-1112-WS-AIR.

Since the approval of the stipulation, Ohio American has undertaken the following activities:

- |                |   |
|----------------|---|
| March 19, 2009 | Issued press release to each of the newspapers in all of the counties served by the company for Fix a Leak Week   |
| April 23, 2009 | Issued press release offering water conservation tips to each of the newspapers in all of the counties served by the company in celebration of Earth Day    |
| April 2009     | The front lawn of the Marion office is being used as a test plot to show property owners how to use water wisely in maintaining their lawn and landscaping. |

This will be an annual event with next year's event scheduled for April 24, 2010.

Sincerely,

Sally W. Bloomfield

Enclosures

cc: Parties of Record

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APR 28, 2009

# PRESS RELEASE



OHIO

AMERICAN WATER

March 13, 2009

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For Immediate Release

## Ohio American Water & EPA team up for "Fix a Leak Week" March 16-20<sup>th</sup>

### OAW Conservation Team Encourages Customers to Improve Water Efficiency

Asthabula (March 13, 2009)— Because minor water leaks account for more than one trillion gallons of water wasted each year in U.S. homes, EPA's WaterSense program has declared March 16 to 20, 2009, the program's first "Fix a Leak Week" to remind Americans to check household plumbing fixtures and irrigation systems for leaks.

"Leaks can account for 11,000 gallons of water wasted in the home every year, or enough to fill a backyard swimming pool," said Operations Superintendent Bill Dingledine. "By raising awareness in our partnership with the EPA WaterSense, water conservation not only saves our customers money, but it also helps to preserve the environment and meet future water needs."

To help consumers across the country save water, the WaterSense program promotes ways to identify and repair dripping faucets, running toilets, and leaky showerheads. In most cases, fixture replacement parts can be installed by do-it-yourselfers and pay for themselves in no time. Following are a few water-saving tips:

- Reduce faucet leaks by checking faucet washers and gaskets for wear and, if necessary, replace the faucet with a WaterSense labeled model.
- Leaky toilets are most often the result of a worn toilet flapper. Replacing the rubber flapper is a quick fix that could save a home up to 200 gallons of water per day.
- For a leaky garden hose, replace the nylon or rubber hose washer and ensure a tight connection to the spigot using pipe tape and a wrench.
- Landscape irrigation systems should be checked each spring before use to make sure they are not damaged by frost or freezing.

If homeowners have to replace a plumbing fixture, EPA reminds them to look for the WaterSense label. WaterSense labeled toilets and faucets have been independently

tested and certified to save water and perform as well as or better than standard models. WaterSense also partners with certified landscape irrigation auditors, designers, installers, and maintenance professionals with water-efficiency knowledge; see [www.epa.gov/watersense](http://www.epa.gov/watersense) to find a WaterSense irrigation partner in your area. For more information on Fix a Leak Week, visit [www.epa.gov/watersense/fixaleak](http://www.epa.gov/watersense/fixaleak).

WaterSense is a partnership program sponsored by the U.S. Environmental Protection Agency to protect the future of our nation's water supply by promoting and enhancing the market for water-efficient products and services. WaterSense labeled products must achieve independent, third-party testing and certification to prove they meet EPA's criteria for efficiency and performance. For more information about WaterSense labeled products and irrigation partners, visit [www.epa.gov/watersense](http://www.epa.gov/watersense).

Ohio American Water has more information about Wise Water Use, visit <http://www.amwater.com/ohaw/customer-service/wise-water-use/index.html>.

#### Ohio American Water

Ohio American Water, a wholly owned subsidiary of American Water (NYSE: AWK), provides high-quality and reliable water and/or wastewater services to approximately 200,000 people.

Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs more than 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in 32 states and Ontario, Canada. More information can be found by visiting [www.amwater.com](http://www.amwater.com).

# PRESS RELEASE



OHIO  
AMERICAN WATER

April 23, 2009

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## ***Ohio American Water Celebrates Earth Day By Offering Water Conservation Tips***

**Ashtabula, Ohio. (April 23, 2009)** In celebration of Earth Day, Ohio American Water offers residents the following easy-to-implement practices for reducing the amount of water each household uses.

"Ohio American Water is committed to helping our customers understand what they can do to help conserve the world's most precious resource," said Bill Dingledine, Ashtabula Operations Superintendent. "By following some simple water conservation strategies, you can reduce the amount of water used without drastically altering your lifestyle or daily routine."

Dingledine offers ten easy tips for conserving water outside and inside the home.

### **Outside the home:**

- Water the lawn only when it needs it. An easy way to tell if the lawn needs water is to simply walk across the grass. If there are footprints, then it's time to water.
- Water early in the morning or evening to avoid water lost to evaporation. As much as 30 percent of water can be lost to evaporation by watering during midday.
- Use a broom instead of a hose to clean the sidewalk, driveway or patio.
- Cover pools and spas to reduce evaporation.
- Wash cars in small sections and use a shut-off nozzle or take the car to a car wash that recycles water.

### **Inside the home:**

- Turn off the water while brushing teeth, shaving or washing dishes in the sink.
- Install water conserving faucets and showerheads.

(more)

- Run dishwashers and clothes washers only when they are full. If the washer has a water-saver cycle, use it. Also, adjust the water level of the clothes washer so that it matches the load size.
- Regularly check toilets, faucets and pipes for leaks. If there is a leak, have it fixed as soon as possible.
- Keep a bottle of cold tap water in the refrigerator. It'll help avoid the cost and environmental impact of drinking bottled water and will make cold water available in the summer without running the faucet.

Ohio American Water provides high-quality and reliable water and/or wastewater services to more than 200,000 people. In addition to its regulated subsidiaries, American Water provides wastewater contract operations to the city of Strongsville, serving an additional 45,000 people. Ohio American Water is a wholly-owned subsidiary of American Water (NYSE: AWK). Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs nearly 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15.6 million people in 32 states and Ontario, Canada. More information can be found by visiting [www.amwater.com](http://www.amwater.com).

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April 24, 2009

## Local lawn care experts demonstrate wise water use

*Marion Star Staff Report*

MARION - Experts at Johnson Property Services, Cinderella's flowers, GreenKeeper Solutions, Park Enterprise Construction Company, and the city parks department have turned the front lawn of Ohio American Water Co.'s Center Street office into a test plot, a news release states.

The test plot is intended to show property owners how they can have beautiful color year-round and at the same time use water wisely. The experts were on hand to answer how-to questions over the weekend.

This year local experts are encouraging homeowners to consider wise water use and the environment as they make their planting and lawn care decisions.

The community will be able to watch the test plots of turf, flowers and trees grow year-round, said Dave Little, Ohio American president. Water customers, he said, often see a spike in their water bills a few months after they plant due to the need to water the new seedlings. Selecting drought-resistant plants, flowers and turf can help customers "better manage their water bills," he states in the release.

Jason Johnson of Johnson Property Services planted three test plots of different varieties of grasses native to Ohio. Johnson said few landscapers plant 100 percent of any kind of seed, choosing instead blends, which help protect grass from disease and provide color. Property owners who do their own work are advised to read product labels carefully to know what they're purchasing. Johnson also suggested testing soil before seeding.

When property owners are applying fertilizer, Barry Hensley of GreenKeeper said hiring an expert to care the lawn may save money long-term, when compared to the cost of over-the-counter fertilizers, equipment needed to spread the fertilizer and time.

Property owners are reminded not to cut their grass to less than 3 inches. Cutting grass too short causes moisture to escape and increases the need to water more frequently. It also leads to weed growth.

Carol Mason asks property owners to remember that what's in their lawns eventually ends up in the river and asks that they avoid overfertilization, clean up after pets and avoid blowing grass clippings into the street.

Little said the customer education seminar will be an annual event at Ohio American Water.

Participants in the first event included Ohio American Water, the Marion city parks department, Ohio State University Extension in Marion County Extension, Cinderella's Flowers, Johnson Property Services, GreenKeeper Solutions, Ohio Utilities Protection Service, Park Enterprise Construction Co. and OSU Prairie.