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VIA HAND DELIVERY

PUCO

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 Nos. 9-10, ¶13 F
Stipulation Page Nos. 13-15, ¶17B

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 (paragraph 13F) and its commitment to restore private property (paragraph 17B).

Ohio American has developed an excavation restoration brochure that has been in use for a number of months and is being personally delivered to all customers at an excavation site. Copies of the brochure have also been given to the city engineering departments and to public officials.

Sincerely,

Sally W. Bloomfield

Attachment

cc: Parties of Record

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
Technician _____ Date Processed MAY 6 2009

Your Lawn and Landscaping

Once the site is ready, Ohio American Water employees will work to restore your yard. This includes grading and leveling the area, planting grass seed, and applying straw or netting to the replanted area.

Caring For Your New Lawn

These tips will help your new lawn become established and healthy.

- Lightly water the area at least every other day to promote seed germination and grass growth. Too much water may cause the seed to wash off the restored area.
- Once new grass appears, continue to lightly water the area for two to three weeks if necessary. New grass has a shallow root system and is not drought resistant.
- If possible, protect the seeded area and new grass growth from foot traffic and mowing.
- Once new grass appears, do not immediately rake the area to remove the straw. The new grass has a shallow and weaker root system so it will be pulled from the soil when raked.
- Wait until the new grass has grown to 3-4 inches before mowing. Wait at least 30 days before apply fertilizer to the new grass.

We appreciate your patience and understanding while we work to complete this important project. If you have any questions or concerns, please contact the local district office listed on the back of this brochure. For other matters please contact Customer Service, seven days a week, 24 hours a day at 1-800-673-5999.

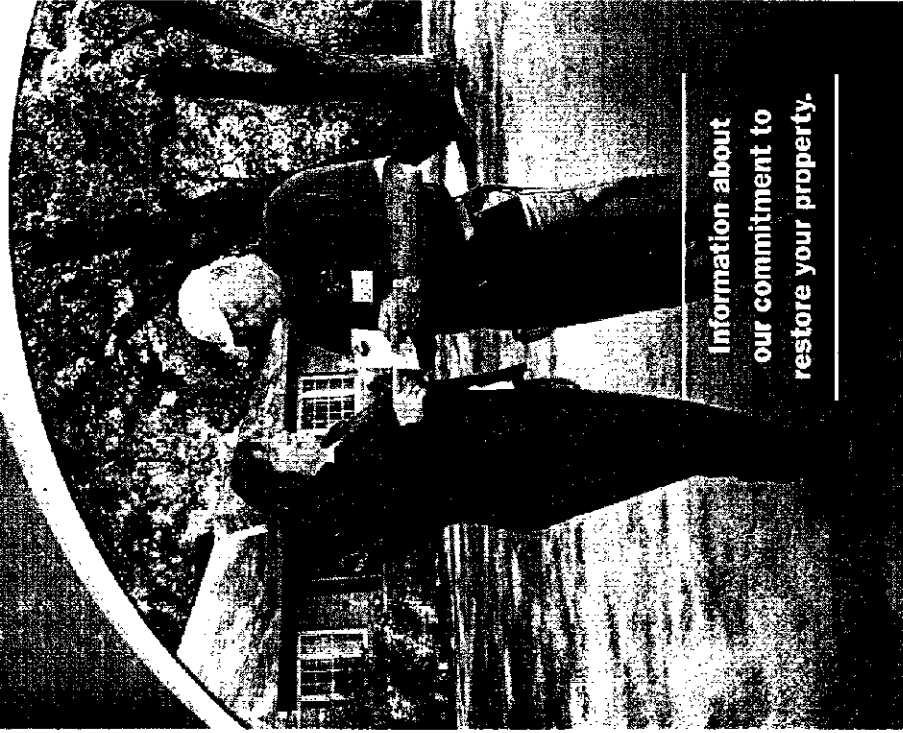


OHIO
AMERICAN WATER
www.ohioamericanwater.com
1-800-673-5999

Printed on paper containing recycled content. Each ton of recycled paper saves 7,000 gallons of water.



We Are Invested In Ohio



Information about
our commitment to
restore your property.

At Ohio American Water, we have a strong and ongoing commitment to improve and maintain the water and wastewater infrastructure in the communities we serve. Infrastructure means the treatment plants, storage tanks, pumping systems, pipes and other components that are used to provide service to your home or business.

We're Working in Your Area.

Whenever possible, we try to notify our customers in advance when repairs or improvements will be made to the system. Sometimes, especially in the case of water main breaks or emergency situations, this is not possible.

Currently, we are working on a project in your area. As a result, it may be necessary to excavate in the roadway, curb, driveway, sidewalk or lawn. Please be assured that our plan for this project includes as little disruption as possible to your property, as well as restoration of the affected areas.

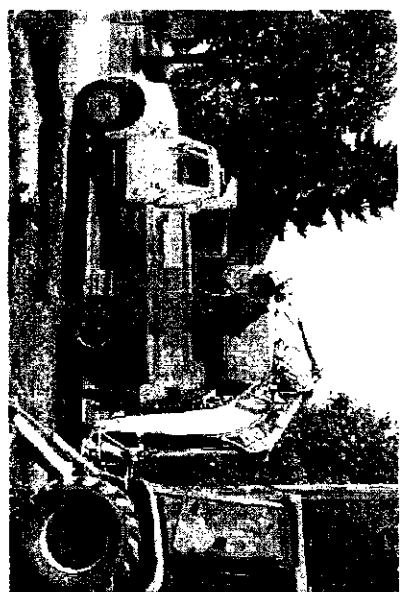
Our Focus on Safety.

We appreciate your patience while we work in your area. And, if for any reason you become concerned about the safety of our work site, please immediately contact our local office listed on the back of this brochure.

RESTORING YOUR PROPERTY

Paved Areas

If it is necessary to excavate a roadway, curb, driveway or sidewalk, we will provide a temporary surface such as gravel, so that you can safely access your property. We will contact a qualified contractor to schedule the repair of all paved and concrete surfaces.



Our goal is to repair or replace all pavement within 30 days after notification. Please note that pavement repairs cannot be completed during winter months or when concrete and asphalt plants are closed. Also, in early spring, our contractors must complete the backlog of repairs from fall and winter excavations. During this time, our pavement repairs could take up to six weeks, rather than 30 days.

The Pile of Dirt

When we complete our work, we will fill the excavated area with the dirt that was removed. As a result, the dirt will appear mounded on top of the area. In fact, it may look as though we left too much dirt. It is important that this dirt is not disturbed and is allowed to settle over the next 30 - 45 days. After time, and maybe some rainfall, the dirt will settle or sink into the area. Once that has happened we can return to successfully restore the yard and landscaping.

An Ohio American Water employee will visit the site periodically after excavation to determine if the area is ready for restoration. Occasionally, a site has not settled enough. In some cases, we find that more fill dirt is needed. We also check to make sure that any necessary pavement work has been successfully completed. Once that has happened, we will continue with lawn restoration.