

FILE



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July 17, 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

PUCO

2009 JUL 17 PM 1:42

RECEIVED-DOCKETING DIV

Dear Ms. Jenkins:

Pursuant to the Commission's November 12, 2008 Opinion and Order in Case No. 07-1112-WS-AIR and in compliance with Stipulation page 7, ¶13 D 2, Ohio American Water Company ("Ohio American") submits for filing its second 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 second quarter unaccounted-for-water reports and the non-revenue remedial plans.

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

Sincerely,

Sally W. Bloomfield

Enclosures

cc: Parties of Record (w/Enclosure)

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Technician SM Date Processed JUL 17 2009

OHIO AMERICAN WATER COMPANY

SECOND QUARTER 2009 UNACCOUNTED FOR WATER REPORTS

Pursuant to Stipulation p. 7 ¶13 D 2

| OAWC District | 2nd Quarter Levels | Non-Revenue Remediation Plan |
|----------------------|--------------------------------------|-------------------------------------|
| Ashtabula | 21.4% | ✓ |
| Blacklick | 23.0% | ✓ |
| Huber Ridge | 16.5% | |
| Lake Darby | 8.0% | |
| Timberbrook | 9.0% | |
| Worthington Hills | 27.8 | |
| Lake White | 12.6% | |
| Lawrence County | 15.3% | ✓ |
| Marion | 20.6% | ✓ |
| Mansfield | 27.1% | ✓ |
| Madison | 27.1% | |
| Beechcrest | -9.4% | |
| East Aurora | -2.7% | |
| Tiffin | 10.0% | |

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

By

**OHIO AMERICAN WATER COMPANY
Systems**

**Ohio American Water Company
Ashtabula District**

Year 2009

| Quarter | Month | Water Delivery [Gallons] | UFW % | Avg Daily Flow [Gallons] | High Flow [Gallons] | Date of High Flow | Low Flow [Gallons] | Date of Low Flow | # Days Exceed Dsgn Cap | Customer Count |
|---------|-------|-----------------------------|-------|-----------------------------|------------------------|-------------------|-----------------------|------------------|------------------------|----------------|
| 1 | 1 | 197,592,000 | 17.7% | 6,869,000 | 7,525,000 | 01/22/09 | 5,786,000 | 01/01/09 | 0 | 12587 |
| | 2 | 180,826,000 | 26.8% | 6,959,000 | 7,979,000 | 02/08/09 | 5,933,000 | 02/21/09 | 0 | |
| | 3 | 184,726,000 | 24.7% | 6,513,000 | 7,297,000 | 03/11/09 | 6,092,000 | 03/21/09 | 0 | |
| 2 | 4 | 173,003,000 | 30.5% | 6,261,000 | 6,706,000 | 04/27/09 | 5,463,000 | 04/03/09 | 0 | 12614 |
| | 5 | 190,872,000 | 15.1% | 6,655,000 | 7,830,000 | 05/25/09 | 5,680,000 | 05/30/09 | 0 | |
| | 6 | 166,208,000 | 13.4% | 5,948,000 | 6,498,000 | 06/16/09 | 3,604,000 | 06/14/09 | 0 | |
| 3 | 7 | | | | | | | | 0 | |
| | 8 | | | | | | | | 0 | |
| | 9 | | | | | | | | 0 | |
| 4 | 10 | | | | | | | | 0 | |
| | 11 | | | | | | | | 0 | |
| | 12 | | | | | | | | 0 | |
| 2009 | | | | | | | | | | |
| | Avg | 182,204,500 | 21.4% | 6,534,167 | 7,305,833 | | 5,426,333 | | 0 | 18902 |
| | High | 197,592,000 | 30.5% | 6,959,000 | 7,979,000 | 02/08/09 | 6,092,000 | | 0 | 12622 |
| | Low | 166,208,000 | 13.4% | 5,948,000 | 6,498,000 | | 3,604,000 | 06/14/09 | 0 | 12587 |

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

Year 2009 Quarter: 1

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

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

Quarter: 2

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

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

Quarter: 3

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

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

Quarter: 4

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

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

In the process. Will complete in October

Ohio American Water Company
Ashtabula District

| Year | Quarter | Street Address | Political Subdiv | Date of Break/ Outage | General Type | Specific Type | Number of Services Affected | Time Became Aware | Date Problem Resolved | Time Problem Resolved | Boil Order Issued by |
|------|---------|-------------------------|------------------|-----------------------|--------------|---------------|-----------------------------------|----------------------|--------------------------|-----------------------|----------------------|
| 2009 | 2 | 2425 MIDDLE RD. | ASH. TWSP. | 5/22/2009 | NON-EMERG. | MAIN | 0 | PM | 06/04/09 | PM | N/A |
| 2009 | 2 | 5313 REED AVE. | ASH. CITY | 5/20/2009 | NON-EMERG. | SERVICE | 1 | PM | 05/22/09 | AM | N/A |
| 2009 | 2 | E. 28th ST. & STATE | ASH. TWSP. | 5/23/2009 | NON-EMERG. | MAIN | 3 | AM | 05/23/09 | PM | DTD |
| 2009 | 2 | 2680 RT. 84 | NK | 5/27/2009 | EMERGENCY | MAIN | 0 | AM | 05/27/09 | PM | N/A |
| 2009 | 2 | 3838 RT. 20 | NK | 5/20/2009 | NON-EMERG. | MAIN | 0 | AM | 5/28/2009 | AM | DTD |
| 2009 | 2 | LAKE RD. (NORTH SIDE) | ASH. TWSP. | 5/28/2009 | EMERGENCY | MAIN | 0 | PM | 05/29/09 | PM | N/A |
| 2009 | 2 | 6410 EDWARDS AVE. | ASH. CITY | 5/28/2009 | EMERGENCY | MAIN | 5 | AM | 05/29/09 | PM | DTD |
| 2009 | 2 | 2328 EUREKA RD. | ASH. TWSP. | 6/28/2009 | NON-EMERG. | VALVE | 35 | PM | 06/03/09 | PM | DTD |
| 2009 | 2 | 6415 EDWARDS AVE. | ASH. CITY | 6/2/2009 | NON-EMERG. | MAIN | 0 | PM | 06/09/09 | PM | N/A |
| 2009 | 2 | 1204 NORWOOD | ASH. CITY | 6/4/2009 | NON-EMERG. | SERVICE | 1 | AM | 06/12/09 | PM | N/A |
| 2009 | 2 | 4011 STATE RD. | ASH. CITY | 6/9/2009 | NON-EMERG. | SERVICE | 1 | AM | 6/10/2009 | AM | N/A |
| 2009 | 2 | W. 48th ST. (FIELD) | ASH. CITY | 6/9/2009 | NON-EMERG. | SERVICE | 1 | PM | 6/11/2009 | PM | N/A |
| 2009 | 2 | VALLEY & JEFFERSON | ASH. TWSP. | 6/20/2009 | EMERGENCY | MAIN | 1 | AM | 6/20/2009 | PM | N/A |
| 2009 | 2 | W. 47th ST. & WEST AVE. | ASH. CITY | 6/19/2009 | NON-EMERG. | VALVE | 0 | AM | 6/25/2009 | AM | N/A |

**Ohio American Water Company
Ashtabula District**

**Quarter # 2
2009**

**Total Customer Contacts
10643**

Customer Services

| | Inquiries | Complaints |
|---------------------------|------------------|-------------------|
| Account Information | 4759 | |
| Bad Debt/Bankruptcy | 650 | |
| Bill Adjustment | 302 | |
| Bill Information/Format | 126 | |
| Consumption | 42 | |
| Customer Notices | 67 | |
| Customer Service Staff | 0 | |
| Disconnection for Non-Pay | 282 | |
| Final Service | 326 | |
| General Information | 733 | |
| New Service | 277 | |
| NSF Check | 0 | |
| Payment Arrangements | 250 | |
| Rates | 0 | |
| Reconnection Non-Pay | 187 | |
| Service Order Appointment | 455 | |
| Other: Customer Service | 2106 | |
| Total | 10562 | 0 |

Water Service

| | Inquiries | Complaints |
|-------------------------------|------------------|-------------------|
| Disconnection for Repairs | 0 | |
| Main Breaks | 24 | |
| Mark Water Lines/Line Inspect | | |
| Restoration | | |
| Service line leak | | |
| Water Sampling | | |
| Others: Water Service | | |
| Total | 24 | 0 |

Metering

| | Inquiries | Complaints |
|-------------------|------------------|-------------------|
| Estimating | 0 | |
| Meter Reading | 21 | |
| Meter Repair/Leak | 7 | |
| Meter Replacement | 0 | |
| Others: Metering | 0 | |
| Total | 28 | 0 |

Water Quality

| | Inquiries | Complaints |
|----------------------|------------------|-------------------|
| Discolored Water | 0 | |
| Hardness | 0 | |
| Low Pressure | 29 | |
| Odor | | |
| Particles in Water | | |
| Scum/Oil in Water | | |
| Taste | | |
| Other: Water Quality | | |
| Total | 29 | 0 |

**Ohio American Water Company
Ashtabula District**

Quarter # 1

Year 2009

| Disconnections | |
|------------------------------------|-----|
| With 14 Days Notice | |
| Non-Payment | 227 |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |
| With 24 Hours Notice | |
| Non-Payment | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |
| Without Notice | |
| Non-Payment | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |

Quarter # 2

Year 2009

| Disconnections | |
|------------------------------------|-----|
| With 14 Days Notice | |
| Non-Payment | 343 |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |
| With 24 Hours Notice | |
| Non-Payment | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |
| Without Notice | |
| Non-Payment | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |

Quarter # 3

Year 2009

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

Quarter # 4

Year 2009

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

Ohio American Water Company
Franklin County District
Blacklick Water System

Year 2009 PWSID 2502412

| Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date of High Flow | Low Flow (MG) | Date of Low Flow | # Days Exceed Dsgn Cap |
|-------|---------------------------|----------|---------------------------|----------------------|-------------------------|---------------------|------------------------|------------------------------|
| 1 | 21.997 | 22.2% | 0.709 | 0.894 | 01/18/09 | 0.602 | 01/09/09 | 0 |
| 2 | 19.783 | 22.0% | 0.706 | 0.845 | 02/08/09 | 0.631 | 02/27/09 | 0 |
| 3 | 21.553 | 23.2% | 0.695 | 0.805 | 03/22/09 | 0.619 | 03/06/09 | 0 |
| 4 | 20.384 | 23.8% | 0.679 | 0.786 | 04/26/09 | 0.625 | 04/01/09 | 0 |
| 5 | 22.137 | 23.3% | 0.714 | 0.826 | 05/25/09 | 0.597 | 05/08/09 | 0 |
| 6 | 20.841 | 23.5% | 0.695 | 0.808 | 06/07/09 | 0.628 | 06/12/09 | 0 |
| 7 | | | | | | | | |
| 8 | | | | | | | | |
| 9 | | | | | | | | |
| 10 | | | | | | | | |
| 11 | | | | | | | | |
| 12 | | | | | | | | |
| Avg | 21.116 | 23.0% | 0.700 | | | | | 0 |
| High | 22.137 | 23.8% | 0.714 | 0.894 | 01/18/09 | | | 0 |
| Low | 19.783 | 22.0% | 0.679 | | | 0.597 | 05/08/09 | 0 |

Ohio American Water Company
Franklin County District
Blacklick Water System

Year 2009

PWSID 2502412

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

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

If yes:

Notification Method:

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

Quarter #2

Was the system flushed this quarter? Yes: ☒ No: ☐
Begin Date: May, 2009 End Date: _____ Notification Date: _____

If yes:

Notification Method:

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

Quarter #3

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

If yes:

Notification Method:

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

Quarter #4

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

If yes:

Notification Method:

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

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

Year 2009

PWSID 2502412

| | |
|--------------------|---------------------------------|
| Quarter # 1 | See PUCO 2009 Q1 Water Leak Log |
| Quarter # 2 | See PUCO 2009 Q2 Water Leak Log |
| Quarter # 3 | |
| Quarter # 4 | |

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

Year **2009**

PWSID **2502412**

Quarter # 1

Total Customer Contacts
8042

Customer Services

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

Metering

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

Water Quality

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

Water Service

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

Quarter # 2

Total Customer Contacts
5715

Customer Services

| | Inquiries | Complaints |
|---------------------------|-------------|------------|
| Account Information | 2950 | 0 |
| Bad Debt/Bankruptcy | 223 | 0 |
| Bill Adjustment | 87 | 0 |
| Bill Information/Format | 45 | 0 |
| Consumption | 18 | 0 |
| Customer Notices | 28 | 0 |
| Customer Service Staff | 0 | 0 |
| Disconnection for Non-Pay | 170 | 0 |
| Final Service | 56 | 0 |
| General Information | 271 | 0 |
| New Service | 88 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 124 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 111 | 0 |
| Service Order Appointment | 138 | 0 |
| Other: Customer Service | 1402 | 0 |
| Total | 5711 | 0 |

Metering

| | Inquiries | Complaints |
|-------------------|-----------|------------|
| Estimating | 0 | 0 |
| Meter Reading | 0 | 0 |
| Meter Repair/Leak | 2 | 0 |
| Meter Replacement | 0 | 0 |
| Others: Metering | 0 | 0 |
| Total | 2 | 0 |

Water Quality

| | Inquiries | Complaints |
|----------------------|-----------|------------|
| Discolored Water | 0 | 0 |
| Hardness | 0 | 0 |
| Low Pressure | 1 | 1 |
| Odor | 0 | 0 |
| Particles in Water | 0 | 0 |
| Scum/Oil in Water | 0 | 0 |
| Taste | 0 | 0 |
| Other: Water Quality | 0 | 12 |
| Total | 1 | 13 |

Water Service

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

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

Year 2009

PWSID 2502412

Quarter # 1

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

Quarter # 3

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

Quarter # 2

| Disconnections | |
|------------------------------------|-----|
| With 14 Days Notice | |
| Non-Payment | 167 |
| 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 | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |
| With 24 Hours Notice | |
| Non-Payment | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |
| Without Notice | |
| Non-Payment | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |

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

Year 2009

| Quarter | Month | Avg Daily Flow (MGD) | High Flow (MGD) | Date of High Flow | Low Flow (MGD) | Date of Low Flow | # of Days Exceeding Dsgn Capacity | | % |
|---------|-------|-------------------------|--------------------|----------------------|-------------------|---------------------|--|--|-----|
| | | | | | | | Capacity | | |
| 1 | 1 | 0.845 | 1.062 | 1/10/2009 | 0.704 | 1/27/2009 | 0 | | 0% |
| | 2 | 1.011 | 1.690 | 2/12/2009 | 0.751 | 2/3/2009 | 8 | | 29% |
| | 3 | 0.809 | 0.974 | 3/1/2009 | 0.508 | 3/24/2009 | 0 | | 0% |
| 2 | 4 | 0.967 | 1.361 | 4/22/2009 | 0.745 | 4/1/2009 | 8 | | 27% |
| | 5 | 0.867 | 1.256 | 5/2/2009 | 0.686 | 5/22/2009 | 2 | | 6% |
| | 6 | 0.672 | 0.875 | 6/19/2009 | 0.577 | 6/24/2009 | 0 | | 0% |
| 3 | 7 | | | | | | | | |
| | 8 | | | | | | | | |
| | 9 | | | | | | | | |
| 4 | 10 | | | | | | | | |
| | 11 | | | | | | | | |
| | 12 | | | | | | | | |

| | | | | | | | |
|---------------|--------------|--------------|-----------------|--------------|-----------------|--|-----------|
| Totals | 5.171 | | | | | | 18 |
| Avg | 1.000 | | | | | | |
| Max | 0.865 | 1.690 | 02/12/09 | | | | |
| Min | 1.581 | | | 0.508 | 03/24/09 | | |

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

Year 2009

Quarter # 1

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

Quarter # 2

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

Quarter # 3

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

Quarter # 4

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

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

Year 2009
Manhole Inspection Program
 Quarter # 1 Number of Manholes Inspected this quarter 200
Sewerage Backups

| Were there any Sewerage Backups this Quarter? | | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | If yes: 6 |
|---|-----------------------|---|-----------------------------|-----------|
| Street Address: | 5300 Sundale Place | Political Subdivision: | Madison Township | |
| 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 Amsby Road | Political Subdivision: | Madison Township | |
| 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 Township | |
| 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 Township | |
| 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: | 3381 Latonia | Political Subdivision: | Madison Township | |
| 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 Township | |
| Date/Time of Backup | 3/26/2009 | # of Customers Affected: | 0 | |
| Blockage Cause: | Grease | Repair Means: | Sewer Jetter | |
| Date/Time Resolved: | 3/26/2009 | | | |

Quarter # 2 Number of Manholes Inspected this quarter 250
Sewerage Backups

| Were there any Sewerage Backups this Quarter? | | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | If yes: 7 |
|---|-----------------------|---|-----------------------------|-----------|
| Street Address: | 5300 Sundale Place | Political Subdivision: | Madison Township | |
| Date/Time of Backup | 4/23/2009 | # of Customers Affected: | 1 | |
| Blockage Cause: | Grease | Repair Means: | Sewer Jetter | |
| Date/Time Resolved: | 4/23/2009 | | | |
| Street Address: | 5227 Harbor Blvd | Political Subdivision: | Madison Township | |
| Date/Time of Backup | 4/9/2009 | # of Customers Affected: | 1 | |
| Blockage Cause: | Grease | Repair Means: | Sewer Jetter | |
| Date/Time Resolved: | 4/9/2009 | | | |
| Street Address: | 4660 Harbor Blvd | Political Subdivision: | Madison Township | |
| Date/Time of Backup | 4/9/2009 | # of Customers Affected: | 1 | |
| Blockage Cause: | Grease | Repair Means: | Sewer Jetter | |
| Date/Time Resolved: | 4/9/2009 | | | |
| Street Address: | 4660 Harbor Blvd | Political Subdivision: | Madison Township | |
| Date/Time of Backup | 4/15/2009 | # of Customers Affected: | 1 | |
| Blockage Cause: | Grease | Repair Means: | Sewer Jetter | |
| Date/Time Resolved: | 4/15/2009 | | | |
| Street Address: | 3431 Beachworth Drive | Political Subdivision: | Madison Township | |
| Date/Time of Backup | 4/15/2009 | # of Customers Affected: | 1 | |
| Blockage Cause: | Grease | Repair Means: | Sewer Jetter | |
| Date/Time Resolved: | 4/15/2009 | | | |
| Street Address: | 3381 Latonia Road | Political Subdivision: | Madison Township | |
| Date/Time of Backup | 6/11/2009 | # of Customers Affected: | 1 | |
| Blockage Cause: | Grease | Repair Means: | Sewer Jetter | |
| Date/Time Resolved: | 6/11/2009 | | | |
| Street Address: | 3381 Latonia Road | Political Subdivision: | Madison Township | |
| Date/Time of Backup | 6/18/2009 | # of Customers Affected: | 1 | |
| Blockage Cause: | Grease | Repair Means: | Sewer Jetter | |
| Date/Time Resolved: | 6/18/2009 | | | |

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

Year **2009**
Quarter # 1

Total Customer Contacts
0

Customer Services

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

Sewer Service

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

Sewer Service

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

Quarter # 2

Total Customer Contacts
0

Customer Services

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

Sewer Service

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

Sewer Service

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

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

Year 2009

Quarter # 1

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

Quarter # 2

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

Quarter # 3

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Huber Ridge Water System

Year 2009 PWSID 2502512

| Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date of High Flow | Low Flow (MG) | Date of Low Flow | # Days Exceed Dsgn Cap |
|-------|---------------------------|----------|---------------------------|----------------------|-------------------------|---------------------|------------------------|------------------------------|
| 1 | 16.685 | 17.4% | 0.538 | 0.749 | 01/20/09 | 0.484 | 01/29/09 | 0 |
| 2 | 14.298 | 16.8% | 0.510 | 0.601 | 02/20/09 | 0.409 | 02/21/09 | 0 |
| 3 | 14.916 | 16.7% | 0.481 | 0.541 | 03/22/09 | 0.428 | 03/17/09 | 0 |
| 4 | 14.497 | 15.8% | 0.483 | 0.560 | 4/11/09 | 0.403 | 04/22/09 | 0 |
| 5 | 17.244 | 15.9% | 0.556 | 0.707 | 05/31/09 | 0.388 | 05/04/09 | 0 |
| 6 | 16.670 | 16.2% | 0.556 | 0.681 | 06/07/09 | 0.430 | 06/01/09 | 0 |
| 7 | | | | | | | | |
| 8 | | | | | | | | |
| 9 | | | | | | | | |
| 10 | | | | | | | | |
| 11 | | | | | | | | |
| 12 | | | | | | | | |
| | | | | | | | | |
| Avg | 15.718 | 16.5% | 0.521 | | | | | 0 |
| High | 17.244 | 17.4% | 0.556 | 0.749 | 01/20/09 | | | 0 |
| Low | 14.298 | 15.8% | 0.481 | | | 0.388 | 05/04/09 | 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: ☒
Begin Date: _____ End Date: _____ Notification Date: _____

If yes:

Notification Method:

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

Quarter #2

Was the system flushed this quarter? Yes: ☒ No: ☐
Begin Date: May, 2009 End Date: _____ Notification Date: _____

If yes:

Notification Method:

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

Quarter #3

**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 | See PUCO 2009 Q2 Water Leak Log |
| Quarter # 3 | |
| Quarter # 4 | |

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

Year 2009

PWSID 2502512

Quarter # 1

**Total Customer Contacts
4454**

Customer Services

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

Metering

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

Water Quality

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

Water Service

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

Quarter # 2

**Total Customer Contacts
3199**

Customer Services

| | Inquiries | Complaints |
|---------------------------|------------------|-------------------|
| Account Information | 1715 | 0 |
| Bad Debt/Bankruptcy | 89 | 0 |
| Bill Adjustment | 42 | 0 |
| Bill Information/Format | 27 | 0 |
| Consumption | 12 | 0 |
| Customer Notices | 20 | 0 |
| Customer Service Staff | 0 | 0 |
| Disconnection for Non-Pay | 65 | 0 |
| Final Service | 62 | 0 |
| General Information | 121 | 0 |
| New Service | 72 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 54 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 54 | 0 |
| Service Order Appointment | 90 | 0 |
| Other: Customer Service | 774 | 0 |
| Total | 3197 | 0 |

Metering

| | Inquiries | Complaints |
|-------------------|------------------|-------------------|
| Estimating | 0 | 0 |
| Meter Reading | 1 | 0 |
| Meter Repair/Leak | 0 | 0 |
| Meter Replacement | 0 | 0 |
| Others: Metering | 0 | 0 |
| Total | 1 | 0 |

Water Quality

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

Water Service

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

Quarter # 1

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

Quarter # 3

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

Quarter # 2

| Disconnections | |
|------------------------------------|----|
| With 14 Days Notice | |
| Non-Payment | 75 |
| 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 | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |
| With 24 Hours Notice | |
| Non-Payment | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |
| Without Notice | |
| Non-Payment | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |

Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System

Year 2009

| Quarter | Month | Avg Daily Flow (MGD) | High Flow (MGD) | Date of High Flow | Low Flow (MGD) | Date of Low Flow | # of Days Exceeding | |
|---------|-------|-------------------------|--------------------|----------------------|-------------------|---------------------|------------------------|----|
| | | | | | | | Dsgn Capacity | % |
| 1 | 1 | 0.539 | 0.712 | 1/10/2009 | 0.384 | 1/14/2009 | 0 | 0% |
| | 2 | 0.756 | 1.695 | 2/11/2009 | 0.464 | 2/24/2009 | 2 | 7% |
| | 3 | 0.510 | 0.703 | 3/1/2009 | 0.331 | 3/13/2009 | 0 | 0% |
| | 4 | 0.794 | 1.837 | 4/14/2009 | 0.447 | 4/27/2009 | 2 | 7% |
| 2 | 5 | 0.663 | 2.080 | 5/1/2009 | 0.399 | 5/10/2009 | 2 | 6% |
| | 6 | 0.511 | 0.826 | 6/19/2009 | 0.316 | 6/15/2009 | 0 | 0% |
| | 7 | | | | | | | |
| | 8 | | | | | | | |
| 3 | 9 | | | | | | | |
| | 10 | | | | | | | |
| | 11 | | | | | | | |
| | 12 | | | | | | | |

| | | | | | | | |
|--------|-------|-------|----------|-------|----------|--|---|
| Totals | 3.773 | | | | | | 6 |
| Avg | 1.000 | | | | | | |
| Max | 0.647 | 2.080 | 05/01/09 | | | | |
| Min | 1.209 | | | 0.316 | 06/15/09 | | |

Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System

Year 2009

Quarter # 1

Collection Main Cleaning Yes ☐ No ☒ If yes:

Quarter # 2

Collection Main Cleaning Yes ☒ No ☐ If yes:

Routine sewer cleaning

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
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 ☒

No ☐

If yes: 2

Street Address: 5955 Bengasi

Date/Time of Backup: 1/2/2009

Blockage Cause: Grease

Date/Time Resolved: 1/2/2009

Political Subdivision:

of Customers Affected:

Repair Means:

Blendon Township

1

Sewer Jetter

Street Address: 3668 E Dublin Grandville Road

Date/Time of Backup: 2/14/2009

Blockage Cause: Unknown

Date/Time Resolved: 2/14/2009

Political Subdivision:

of Customers Affected:

Repair Means:

Blendon Township

1

Sewer Jetter

Quarter # 2

Number of Manholes inspected this quarter

150

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☒

No ☐

If yes: 7

Street Address: 3482 Sagion Drive

Date/Time of Backup: 4/14/2009

Blockage Cause: Grease

Date/Time Resolved: 4/14/2009

Political Subdivision:

of Customers Affected:

Repair Means:

Blendon Township

1

Sewer Jetter

Street Address: 3454 Sagion Drive

Date/Time of Backup: 4/14/2009

Blockage Cause: Unknown

Date/Time Resolved: 4/14/2009

Political Subdivision:

of Customers Affected:

Repair Means:

Blendon Township

1

Sewer Jetter

Street Address: 5784 Varadero

Date/Time of Backup: 4/24/2009

Blockage Cause: Grease

Date/Time Resolved: 4/24/2009

Political Subdivision:

of Customers Affected:

Repair Means:

Blendon Township

1

Sewer Jetter

Street Address: 2800 Lapaz Court

Date/Time of Backup: 5/26/2009

Blockage Cause: Unknown

Date/Time Resolved: 5/26/2009

Political Subdivision:

of Customers Affected:

Repair Means:

Blendon Township

1

Sewer Jetter

Street Address: 3454 Sagion

Date/Time of Backup: 6/2/2009

Blockage Cause: Grease

Date/Time Resolved: 6/2/2009

Political Subdivision:

of Customers Affected:

Repair Means:

Blendon Township

1

Sewer Jetter

Street Address: 3474 Dalthgreen

Date/Time of Backup: 6/15/2009

Blockage Cause: Unknown

Date/Time Resolved: 6/15/2009

Political Subdivision:

of Customers Affected:

Repair Means:

Blendon Township

1

Sewer Jetter

Street Address: 3704 Panama

Date/Time of Backup: 6/28/2009

Blockage Cause: Unknown

Date/Time Resolved: 6/28/2009

Political Subdivision:

of Customers Affected:

Repair Means:

Blendon Township

1

Sewer Jetter

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

Year **2009**

Manhole Inspection Program

Quarter # 1 **Number of Manholes inspected this quarter** **0**

Sewerage Backups

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

Quarter # 2 **Number of Manholes inspected this quarter** **275**

Sewerage Backups

Were there any Sewerage Backups this Quarter? Yes ☒ No ☐ If yes: **2**

Street Address: 8628 Abbot Cove
Date/Time of Backup 4/9/09 AM
Blockage Cause: Unknown
Date/Time Resolved: 4/9/09 AM

Political Subdivision: Prairie Township
of Customers Affected: 0
Repair Means: Cleared itself

Street Address: 886 Candy Lane
Date/Time of Backup 4/15/2009
Blockage Cause: Unknwo
Date/Time Resolved: 4/15/2009

Political Subdivision: Prairie Township
of Customers Affected: 0
Repair Means: Sewer Jetter

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

Year 2009
Quarter # 1
Total Customer Contacts
0

Customer Services

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

Sewer Service

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

Sewer Service

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

Quarter # 2
Total Customer Contacts
0

Customer Services

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

Sewer Service

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

Sewer Service

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

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

Year 2009

Quarter # 1

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

Quarter # 2

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

Quarter # 3

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

Quarter # 4

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

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

| Year | | 2009 | | PWSID | | | | | 2502612 | |
|---------|-------|---------------------------|----------|---------------------------|----------------------|-------------------------|---------------------|------------------------|------------------------------|--|
| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date of High Flow | Low Flow (MG) | Date of Low Flow | # Days Exceed Dsgn Cap | |
| 1 | 1 | 7.865 | 8.5% | 0.253 | 0.311 | 01/07/09 | 0.188 | 01/30/09 | 0 | |
| | 2 | 6.855 | 8.0% | 0.245 | 0.356 | 02/08/09 | 0.098 | 02/05/09 | 0 | |
| | 3 | 8.246 | 7.6% | 0.266 | 0.362 | 03/15/09 | 0.153 | 03/10/09 | 0 | |
| 2 | 4 | 7.568 | 9.4% | 0.252 | 0.347 | 04/26/09 | 0.187 | 04/03/09 | 0 | |
| | 5 | 8.212 | 6.7% | 0.265 | 0.354 | 05/10/09 | 0.204 | 05/08/09 | 0 | |
| | 6 | 8.103 | 7.7% | 0.270 | 0.391 | 06/07/09 | 0.215 | 06/12/09 | 0 | |
| 3 | 7 | | | | | | | | | |
| | 8 | | | | | | | | | |
| | 9 | | | | | | | | | |
| 4 | 10 | | | | | | | | | |
| | 11 | | | | | | | | | |
| | 12 | | | | | | | | | |
| Avg | | 7.808 | 8.0% | 0.259 | | | | | 0 | |
| High | | 8.246 | 9.4% | 0.270 | 0.391 | 06/07/09 | | | 0 | |
| Low | | 6.855 | 6.7% | 0.245 | | | 0.098 | 02/05/09 | 0 | |

Ohio American Water Company
Franklin County District
Lake Darby Water System

Year

2009

PWSID 2502612

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

Was the system flushed this quarter?

Yes:

☐

No:

*

If yes:

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

Notification Method:

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

Quarter #2

Was the system flushed this quarter?

Yes:

☐

No:

*

If yes:

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

Notification Method:

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

Ohio American Water Company
Franklin County District
Lake Darby Water System

Year 2009

PWSID 2502612

| | |
|-------------|---------------------------------|
| Quarter # 1 | See PUCO 2009 Q1 Water Leak Log |
| Quarter # 2 | See PUCO 2009 Q2 Water Leak Log |
| Quarter # 3 | |
| Quarter # 4 | |

**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 |

Metering

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

Water Quality

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

Water Service

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

Quarter # 2

**Total Customer Contacts
1580**

Customer Services

| | Inquiries | Complaints |
|---------------------------|------------------|-------------------|
| Account Information | 787 | 0 |
| Bad Debt/Bankruptcy | 51 | 0 |
| Bill Adjustment | 31 | 0 |
| Bill Information/Format | 16 | 0 |
| Consumption | 3 | 0 |
| Customer Notices | 8 | 0 |
| Customer Service Staff | 0 | 0 |
| Disconnection for Non-Pay | 20 | 0 |
| Final Service | 32 | 0 |
| General Information | 62 | 0 |
| New Service | 33 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 31 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 31 | 0 |
| Service Order Appointment | 77 | 0 |
| Other: Customer Service | 388 | 0 |
| Total | 1570 | 0 |

Metering

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

Water Quality

| | Inquiries | Complaints |
|----------------------|------------------|-------------------|
| Discolored Water | 0 | 0 |
| Hardness | 0 | 0 |
| Low Pressure | 4 | 4 |
| Odor | 0 | 0 |
| Particles in Water | 0 | 0 |
| Scum/Oil in Water | 0 | 0 |
| Taste | 0 | 0 |
| Other: Water Quality | 0 | 4 |
| Total | 4 | 8 |

Water Service

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

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

Year 2009

PWSID 2502612

Quarter # 1

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

Quarter # 2

| Disconnections | |
|------------------------------------|----|
| With 14 Days Notice | |
| Non-Payment | 36 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| With 24 Hours Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| Without Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |

Quarter # 3

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

Quarter # 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 Wastewater System**

Year 2009

| Quarter | Month | Avg Daily Flow (MGD) | High Flow (MGD) | Date of High Flow | Low Flow (MGD) | Date of Low Flow | # of Days Exceeding | |
|---------|-------|-------------------------|--------------------|----------------------|-------------------|---------------------|------------------------|-----|
| | | | | | | | Dsgn Capacity | % |
| 1 | 1 | 0.385 | 0.556 | 1/7/2009 | 0.283 | 1/30/2009 | 3 | 10% |
| | 2 | 0.526 | 0.920 | 2/11/2009 | 0.345 | 2/6/2009 | 13 | 46% |
| | 3 | 0.438 | 0.617 | 3/5/2009 | 0.310 | 3/23/2009 | 6 | 19% |
| 2 | 4 | 0.517 | 0.786 | 4/14/2009 | 0.357 | 4/12/2009 | 15 | 48% |
| | 5 | 0.407 | 0.702 | 5/2/2009 | 0.284 | 5/8/2009 | 7 | 23% |
| | 6 | 0.324 | 0.386 | 6/18/2009 | 0.239 | 6/22/2009 | 0 | 0% |
| 3 | 7 | | | | | | | |
| | 8 | | | | | | | |
| | 9 | | | | | | | |
| 4 | 10 | | | | | | | |
| | 11 | | | | | | | |
| | 12 | | | | | | | |

| | | | | | | | |
|---------------|--------------|--------------|--|-----------------|--------------|-----------------|-----------|
| Totals | 2.597 | | | | | | 44 |
| Avg | 0.000 | | | | | | |
| Max | 0.442 | 0.920 | | 02/11/09 | | | |
| Min | 0.714 | | | | 0.239 | 06/22/09 | |

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

Year

2009

Manhole Inspection Program

Quarter # 1 **Number of Manholes Inspected this quarter** **0**

Sewerage Backups

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

Quarter # 2 **Number of Manholes Inspected this quarter** **275**

Sewerage Backups

Were there any Sewerage Backups this Quarter? Yes ☒ No ☐ If yes: 2

Street Address: 8628 Abbot Cove
Date/Time of Backup 4/9/09 AM
Blockage Cause: Unknown
Date/Time Resolved: 4/9/09 AM

Political Subdivision: Prairie Township
of Customers Affected: 0
Repair Means: Cleared itself

Street Address: 886 Candy Lane
Date/Time of Backup 4/15/2009
Blockage Cause: Unknwo
Date/Time Resolved: 4/15/2009

Political Subdivision: Prairie Township
of Customers Affected: 0
Repair Means: Sewer Jetter

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

Year 2009

Quarter # 1

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

Quarter # 2

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

Quarter # 3

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

Quarter # 4

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

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

Year **2008**
Quarter # 1
Total Customer Contacts
0

Customer Services

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

Sewer Service

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

| | 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 |

Quarter # 2
Total Customer Contacts
0

Customer Services

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

Sewer Service

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

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

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

Year 2009

Quarter # 1

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

Quarter # 2

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

Quarter # 3

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

Quarter # 4

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

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

| Year | | 2009 | | PWSID | | | | | 2502712 | |
|---------|-------|---------------------------|----------|---------------------------|----------------------|-------------------------|---------------------|------------------------|------------------------------|--|
| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date of High Flow | Low Flow (MG) | Date of Low Flow | # Days Exceed Dsgn Cap | |
| 1 | 1 | 1.706 | 7.8% | 0.055 | 0.139 | 01/20/09 | 0.001 | 01/08/09 | 0 | |
| | 2 | 1.516 | 8.3% | 0.054 | 0.193 | 02/13/09 | 0.001 | 02/14/09 | 0 | |
| | 3 | 1.600 | 7.6% | 0.051 | 0.094 | 03/15/09 | 0.005 | 03/26/09 | 0 | |
| 2 | 4 | 1.735 | 6.4% | 0.058 | 0.220 | 04/26/09 | 0.016 | 04/10/09 | 1 | |
| | 5 | 1.873 | 11.7% | 0.060 | 0.236 | 05/25/09 | 0.000 | 05/26/09 | 1 | |
| | 6 | 1.906 | 12.2% | 0.064 | 0.113 | 06/07/09 | 0.027 | 06/14/09 | 0 | |
| 3 | 7 | | | | | | | | | |
| | 8 | | | | | | | | | |
| | 9 | | | | | | | | | |
| 4 | 10 | | | | | | | | | |
| | 11 | | | | | | | | | |
| | 12 | | | | | | | | | |
| Avg | | 1.723 | 9.0% | 0.057 | | | | | 0 | |
| High | | 1.906 | 12.2% | 0.064 | 0.236 | 05/25/09 | | | 1 | |
| Low | | 1.516 | 6.4% | 0.051 | | | 0.000 | 01/00/00 | 0 | |

Ohio American Water Company
Franklin County District
Timberbrook Water System

Year 2009

PWSID 2502712

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

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

If yes:

Notification Method:

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

Quarter #2

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

If yes:

Notification Method:

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

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

Year 2009

PWSID 2502712

| | |
|--------------------|--|
| Quarter # 1 | <u>See PUCO 2009 Q1 Water Leak Log</u> |
| Quarter # 2 | <u>See PUCO 2009 Q2 Water Leak Log</u> |
| Quarter # 3 | |
| Quarter # 4 | |

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

Year 2009

PWSID 2502712

Quarter # 1

Total Customer Contacts

167

Customer Services

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

Metering

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

Water Quality

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

Water Service

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

Quarter # 2

Total Customer Contacts

153

Customer Services

| | Inquiries | Complaints |
|---------------------------|------------------|-------------------|
| Account Information | 73 | 0 |
| Bad Debt/Bankruptcy | 6 | 0 |
| Bill Adjustment | 1 | 0 |
| Bill Information/Format | 1 | 0 |
| Consumption | 0 | 0 |
| Customer Notices | 2 | 0 |
| Customer Service Staff | 0 | 0 |
| Disconnection for Non-Pay | 1 | 0 |
| Final Service | 6 | 0 |
| General Information | 16 | 0 |
| New Service | 6 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 0 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 1 | 0 |
| Service Order Appointment | 10 | 0 |
| Other: Customer Service | 31 | 0 |
| Total | 153 | 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 | 9 |
| Total | 0 | 9 |

Water Service

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

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

Year 2009

PWSID 2502712

Quarter # 1

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

Quarter # 3

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

Quarter # 2

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Worthington Hills Water System

| Year | | 2009 | | PWSID | | 2502812 | | | |
|---------|-------|---------------------------|----------|---------------------------|----------------------|-------------------------|---------------------|------------------------|------------------------------|
| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date of High Flow | Low Flow (MG) | Date of Low Flow | # Days Exceed Dsgn Cap |
| 1 | 1 | 9.419 | 26.4% | 0.303 | 0.390 | 01/14/09 | 0.260 | 01/25/09 | 0 |
| | 2 | 7.931 | 27.1% | 0.283 | 0.355 | 02/06/09 | 0.220 | 02/20/09 | 0 |
| | 3 | 8.719 | 28.1% | 0.281 | 0.329 | 03/01/09 | 0.228 | 03/18/09 | 0 |
| 2 | 4 | 8.731 | 27.7% | 0.291 | 0.291 | 04/26/09 | 0.245 | 04/02/09 | 0 |
| | 5 | 11.119 | 28.6% | 0.358 | 0.488 | 05/05/09 | 0.225 | 05/10/09 | 0 |
| | 6 | 11.957 | 29.0% | 0.398 | 0.514 | 06/07/09 | 0.322 | 06/03/09 | 0 |
| 3 | 7 | | | | | | | | |
| | 8 | | | | | | | | |
| | 9 | | | | | | | | |
| 4 | 10 | | | | | | | | |
| | 11 | | | | | | | | |
| | 12 | | | | | | | | |
| Avg | | 9.646 | 27.8% | 0.319 | | | | | 0 |
| High | | 11.957 | 29.0% | 0.398 | 0.514 | 06/07/09 | | | 0 |
| Low | | 7.931 | 26.4% | 0.281 | | | 0.220 | 02/20/09 | 0 |

Ohio American Water Company
Franklin County District
Worthington Hills Water System

Year

2009

PWSID 2502812

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

Was the system flushed this quarter?

Yes:

☐

No:

*

Begin Date:

End Date:

Notification Date:

If yes:

Notification Method:

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

Quarter #2

Was the system flushed this quarter?

Yes:

☐

No:

*

Begin Date:

End Date:

Notification Date:

If yes:

Notification Method:

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

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

Year 2009

PWSID 2602812

| | |
|--------------------|---------------------------------|
| Quarter # 1 | See PUCO 2009 Q1 Water Leak Log |
| Quarter # 2 | See PUCO 2009 Q2 Water Leak Log |
| Quarter # 3 | |
| Quarter # 4 | |

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

Year 2009

PWSID 2502812

Quarter # 1

**Total Customer Contacts
389**

Customer Services

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

Water Service

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

Metering

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

Water Quality

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

Quarter # 2

**Total Customer Contacts
275**

Customer Services

| | Inquiries | Complaints |
|---------------------------|------------------|-------------------|
| Account Information | 131 | 0 |
| Bad Debt/Bankruptcy | 6 | 0 |
| Bill Adjustment | 15 | 0 |
| Bill Information/Format | 3 | 0 |
| Consumption | 1 | 0 |
| Customer Notices | 1 | 0 |
| Customer Service Staff | 0 | 0 |
| Disconnection for Non-Pay | 3 | 0 |
| Final Service | 5 | 0 |
| General Information | 28 | 0 |
| New Service | 7 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 1 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 3 | 0 |
| Service Order Appointment | 22 | 0 |
| Other: Customer Service | 44 | 0 |
| Total | 270 | 0 |

Water Service

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

Metering

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

Water Quality

| | Inquiries | Complaints |
|----------------------|------------------|-------------------|
| Discolored Water | 0 | 0 |
| Hardness | 0 | 0 |
| Low Pressure | 1 | 1 |
| Odor | 0 | 0 |
| Particles in Water | 0 | 0 |
| Scum/Oil in Water | 0 | 0 |
| Taste | 0 | 0 |
| Other: Water Quality | 0 | 4 |
| Total | 1 | 5 |

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

Year 2009

PWSID 2502812

Quarter # 1

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

Quarter # 3

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

Quarter # 2

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

Quarter # 4

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

Ohio American Water
Lake White

Greg.Dev

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap |
|---------|-------|---------------------|-------|---------------------|----------------|-------------------|---------------|------------------|------------------------|
| 1 | 1 | 2.468 | 12.0% | 0.080 | 0.100 | 15 | 0.058 | 5 | 0 |
| | 2 | 2.640 | 11.9% | 0.084 | 0.114 | 1 | 0.076 | 27 | 0 |
| | 3 | 2.203 | 13.1% | 0.071 | 0.123 | 3 | 0.047 | 22 | 0 |
| 2 | 4 | 1.996 | 12.2% | 0.067 | 0.125 | 20 | 0.041 | 30 | 0 |
| | 5 | 2.056 | 11.8% | 0.066 | 0.083 | 4 | 0.046 | 5 | 0 |
| | 6 | 2.033 | 11.6% | 0.068 | 0.091 | 22 | 0.048 | 5 | 0 |
| 3 | 7 | | | | | | | | 0 |
| | 8 | | | | | | | | 0 |
| | 9 | | | | | | | | 0 |
| 4 | 10 | | | | | | | | 0 |
| | 11 | | | | | | | | 0 |
| | 12 | | | | | | | | 0 |

| | | | | | | | | | |
|------|-------|-------|-------|-------|--|--|-------|--|-------|
| Avg | 2.598 | 12.6% | 0.085 | 0.127 | | | 0.065 | | 0.000 |
| High | 2.761 | 13.9% | 0.092 | 0.193 | | | 0.074 | | 0 |
| Low | 2.382 | 11.0% | 0.077 | 0.097 | | | 0.058 | | 0 |

Total Customer Count

| | |
|------|-----|
| Jan | 202 |
| Feb | 203 |
| Mar | 219 |
| Apr | 202 |
| May | 207 |
| June | 205 |
| July | |
| Aug | |
| Sep | |
| Oct | |
| Nov | |
| Dec | |

**Ohio American Water
Lake White**

Quarter # 2

Year 2009

| | |
|--------------------------------------|--------------------------|
| Street Address | None this quarter |
| Political Subdiv | |
| Date of Break/ Outage | |
| General Type | |
| Specific Type | |
| Number of Services Affected | |
| Time Became Aware | |
| Date Problem Resolved | |
| Time Problem Resolved | |
| Restorations Made. Type & | |
| Boil Order Information | |

Ohio American Water Lake White

Quarter # 2
2009

| | |
|-------------------------|---------------------------|
| Total Customer Contacts | Total Customer Complaints |
| 514 | 0 |

| Customer Services | | |
|---------------------------|-----------|------------|
| | Inquiries | Complaints |
| Account Information | 246 | |
| Bad Debt/Bankruptcy | 10 | |
| Bill Adjustment | 13 | |
| Bill Information/Format | 10 | |
| Consumption | 4 | |
| Customer Notices | 1 | |
| Customer Service Staff | 0 | |
| Disconnection for Non-Pay | 6 | |
| Final Service | 16 | |
| General Information | 29 | |
| New Service | 17 | |
| NSF Check | 0 | |
| Payment Arrangements | 7 | |
| Rates | 0 | |
| Reconnection Non-Pay | 8 | |
| Service Order Appointment | 37 | |
| Other: Customer Service | 108 | |
| Total | 512 | 0 |

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

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

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

**Ohio American Water
Lake White**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

| Disconnections | |
|------------------------------------|----|
| With 14 Days Notice | |
| Non-Payment | 11 |
| 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 | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |
| With 24 Hours Notice | |
| Non-Payment | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |
| Without Notice | |
| Non-Payment | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |

Quarter # 4

Year 2009

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

| 2009 | |
|---|-----|
| Number of Valves | 80 |
| Number of Valves to be operated | 44 |
| Percent of Valves Operated | 41% |
| Number of Valves Requiring Maintenance | 0 |
| Percent of Valves Requiring Maintenance | 0% |
| Number of Boxes Requiring Maintenance | 0 |
| Percent of Boxes Requiring Maintenance | 0% |
| Number of Valves Requiring Replacement | 0 |
| Percent of Valves Requiring Replacement | 0% |

| 2008 | |
|---|------|
| Number of Valves | 80 |
| Number of 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 Requiring Maintenance | 0 |
| Percent of Boxes Requiring Maintenance | 0% |
| Number of Valves Requiring Replacement | 0 |
| Percent of Valves Requiring Replacement | 0% |

| Valve No. | Lake White | Size | Type | 2009 | 2008 | Turns | Box | Depth |
|---------------------------------|---|------|------|--------|--------|-------|-----|--------|
| Critical Valves (once per year) | | | | | | | | |
| 1 | At wells sytem valve. (isolates wells from system) | 6 | AC | 27-Apr | 2-Apr | 19.5 | ok | |
| 2 | #1 well house. (isolates #1 from system) | 6 | AC | 27-Apr | 7-Jun | 19 | ok | inside |
| 3 | Valve beside generator (isolates #2 well from system) | 6 | AC | 27-Apr | 5-Jun | 19.5 | ok | |
| 4 | #2 well house. (isolates #2 well from system) | 6 | AC | 27-Apr | 26-Mar | 20 | ok | inside |
| 5 | Little Theatre..right (isolates whole system) | 6 | AC | | 30-Oct | 21 | ok | 10 |
| 6 | Little Theatre..middle..(isolates sytem to tank) | 6 | AC | | 30-Oct | 20 | ok | 14 |
| 7 | Little Theatre..left (isolate system towards lake) | 6 | AC | | 30-Oct | 20 | ok | 21 |

Total Number of Critical Valves 7 7
Total valves Required to be worked 7 7
Total Number Valves Actually worked this year 4 7

| | Distribution Valves (once every 2 years) | Size | Type | 2009 | 2008 | Turns | Box | Depth |
|----|---|------|--------------|-------|--------|-------|-----|-------|
| 1 | 109 Waverly Gables | 8 | AC | | | 24 | ok | 33 |
| 2 | 109 Waverly Gables/Dawn Lane | 8 | AC | | | | ok | |
| 3 | Sunrise/Waverly Gables | 8 | AC | | | 22 | ok | 30 |
| 4 | Sunrise/Waverly Gables...middle of road | 6 | AC | | | 19 | ok | 30 |
| 5 | Waverly Gables from Pinehurst Apts | 6 | AC | | 21-Nov | 17 | ok | 32 |
| 6 | Waverly Gables...middle of road...right of valve #5 | 8 | AC | | 10-Sep | 22 | ok | 33 |
| 7 | Waverly Gables...middle of road...left of valve #5 | 6 | AC | | 10-Sep | 19 | ok | 35 |
| 8 | 119 Valleyview...middle of road | 6 | AC | | 10-Sep | 20 | ok | 31 |
| 9 | 119 Valleyview...left of driveway | 6 | AC | | 10-Sep | 19 | ok | 32 |
| 10 | 119 Valleyview ...right of driveway | 6 | AC | | 10-Sep | 19 | ok | 32 |
| 11 | 139 Valleyview ...middle of road | 6 | AC | | | 20 | ok | 29 |
| 12 | 139 Valleyview...edge of road | 6 | AC | | | 20 | ok | 31 |
| 13 | 141 Valleyview...45ft up towards hospital in road | 6 | AC | | 16-Sep | | ok | |
| 14 | Emerg Room at hospital | 6 | PVC | | | 21 | ok | 33 |
| 15 | 100 Dawn...middle of road to Hilltop Med Center | 6 | AC | | | 20 | ok | 33 |
| 16 | By Stop sign on Dawn... | 6 | Ductile Iron | | 21-Nov | 20 | ok | 27 |
| 17 | Upper valve to Pinehurst loop | 6 | PVC | | 19-Sep | | ok | |
| 18 | Lower valve to Pinehurst loop | 6 | PVC | | 16-Sep | | ok | |
| 19 | on turn to hospital hill...down to Rt 104 | 2 | pvc | | 16-Sep | | ok | |
| 20 | In front field of 315 Little Theatre | 6 | AC | | 19-May | 21 | ok | 30 |
| 21 | In yard across from 314 Crestwood | 2 | PVC | | 19-May | 21 | ok | 29 |
| 22 | To Overlook Dr. | 2 | PVC | | | 20 | ok | 26 |
| 23 | 609 Ripley...middle of road | 6 | AC | | | | ok | |
| 24 | Ripley & Shady Lane...before Shady | 6 | AC | | 5-Jun | | ok | |
| 25 | Ripley & Shady Lane...after Shady | 6 | AC | | 5-Jun | | ok | |
| 26 | 620 Rt 552 | 2 | PVC | | | | ok | |
| 27 | Ripley | 2 | AC | | | | ok | 26 |
| 28 | Tank #1 | 6 | AC | 6-Mar | 11-Sep | | ok | |
| 29 | Tank #2 | 6 | AC | 6-Mar | 11-Sep | | ok | |
| 30 | Tank #3 | 6 | ac | 6-Mar | 11-Sep | | ok | |
| 31 | 706 Rt 552 | 2 | pvc | | | | ok | 30 |
| 32 | 602 Rt 552 | 2 | pvc | | 19-Sep | | ok | |
| 33 | 177 Gregg | 2 | pvc | | 19-Sep | | ok | |
| 34 | 140 Gregg | 2 | pvc | | 19-Sep | | ok | |
| 35 | Field across from Shady Lane | 2 | pvc | | | | ok | |
| 36 | 601 Vallery | 2 | pvc | | | | ok | |
| 37 | 1294 Rt 552 | 2 | pvc | | 6-Mar | | ok | |
| 38 | 449 Vallery | 2 | pvc | | | | ok | |
| 39 | Before Lake Crossing 289 Vallery | 6 | ac | | 5-Jun | | ok | |
| 40 | beside # 43...loops Vallery | 2 | pvc | | | | ok | |
| 41 | Mid Field on Vallery | 2 | pvc | | | | ok | |
| 42 | Rt 551...up from Drennan...under guardrail | 6 | ac | | | | ok | |
| 43 | 514 Virginia...loope to Bricker...4" valve | 6 | ac | | | | ok | |
| 44 | By sample station #1...2" valve | 2 | pvc | | | | ok | |
| 45 | 190 Bricker ...on turn | 2 | pvc | | | | ok | |
| 46 | end of Bricker by old concrete building | 2 | pvc | | | | ok | |

| | | | | | | | | |
|----|--|---|-----|--------|--------|----|----|----|
| 47 | 278 Virginia | 6 | ac | | 22-Apr | | ok | |
| 48 | 51 Skyline | 6 | ac | | 12-Sep | | ok | |
| 49 | 51 Skyline to loop Barker | 6 | ac | | 12-Sep | | ok | |
| 50 | 174 Skyline to loop Barker | 6 | ac | | 12-Sep | | ok | |
| 51 | 252 Skyline...close by hydrant | 6 | ac | | 12-Sep | | ok | |
| 52 | 252 Skyline...in driveway | 2 | pvc | | 12-Sep | | ok | |
| 53 | 252 Skyline...up from driveway | 2 | pvc | | 12-Sep | | ok | |
| 54 | Top of Alpine | 2 | pvc | | | | ok | |
| 55 | 23 Woodland | 2 | pvc | 24-Apr | 24-Jan | | ok | |
| 56 | 13 Virginia | 2 | pvc | | | 8 | ok | 25 |
| 57 | 11 Bevans/Rt 551 | 4 | pvc | | 24-Jan | | ok | |
| 58 | 63 Bevans | 2 | pvc | | 24-Jan | | ok | |
| 59 | 81 Bevans | 4 | pvc | | 26-Jun | | ok | |
| 60 | 427 Bevans | 4 | pvc | | 26-Jun | | ok | |
| 61 | Rt 551/Skyline...left one facing over hill...to Baywood | 2 | pvc | 23-Apr | | 8 | ok | 36 |
| 62 | Rt 551/Skyline...middle valve... | 4 | pvc | 12-May | | | ok | 22 |
| 63 | Rt 551/Skyline...right one facing over hill...to Wells Jones | 4 | pvc | 12-May | | 12 | ok | 36 |
| 64 | 226 Wells Jones | 2 | pvc | | | | ok | |
| 65 | 267 Lucerne | 2 | pvc | | | | ok | |
| 66 | Lucerne...in field | 2 | pvc | 12-May | | | ok | 36 |
| 67 | Corner of Lucerne and Woodland | 2 | pvc | 12-May | | | ok | 18 |
| 68 | 278 Rt 551/Marco Polo | 2 | pvc | 24-Apr | | | ok | 40 |
| 69 | Nye/551 | 4 | pvc | 7-Mar | | | ok | |
| 70 | 1489 Rt 551 Lt of valve 72 | 4 | pvc | 7-Mar | 30-Oct | | ok | |
| 71 | 1489 Rt 551 Rt of valve 72 | 4 | pvc | 7-Mar | 30-Oct | | ok | |
| 72 | 1489 Rt 551 to Baywood | 2 | pvc | 7-Mar | 30-Oct | | ok | |
| 73 | Entrance to Bevans from Rt 551. Past Nye Rd. | 4 | pvc | | | | ok | |

| | | |
|--|-----|------|
| Total Number of Distribution Valves | 73 | 73 |
| Total valves Required to be worked | 37 | 36 |
| Total Number Valves Actually worked this year | 14 | 36 |
| Percentage of required inline Valves Actually Worked this year | 38% | 100% |

| | | |
|---|-----|------|
| Total Number of System Valves | 80 | 80 |
| Total Number of System Valves Required to be worked each year | 44 | 43 |
| Total Number of System Valves Actually Worked this year | 18 | 43 |
| Percentage of required critical and inline Valves Actually Worked this year | 41% | 100% |

CSL = Company Service Leak; CNM = Company Water Main; HYD = Hydrant; VLV = Valve; CO = Company Other; PSL = Private Service Leak; PVM = Private Water Main; PO = Private Other DR= Door Tag; DTD = Door to Door Date

[illegible]

| 2009 | | Blowoffs | | | Deadend Blowoffs | |
|----------|------|-------------------------------|---------|------------|------------------|------------|
| | | Spring Flush | | | Fall Flush | |
| Type | Year | Address | Date | Minutes to | Date | Minutes to |
| | | | Flushed | Clear | Flushed | Clear |
| Clow | 2006 | 315 Little Theatre | 20-Apr | 3 | | |
| Mueller | 1953 | 34 Little Theatre | 20-Apr | 4 | | |
| Mueller | 1955 | 108 Crestview | 20-Apr | 3 | | |
| FV | | Crestwood & Forest Hills | 20-Apr | 15 | | |
| Mueller | 1981 | 1106 Pinehurst Apt. | 20-Apr | 2 | | |
| Mueller | 1981 | 500 Pinehurst Apt. | 20-Apr | 1 | | |
| Mueller | 1998 | Lot 13 Pinehurst Blvd | 20-Apr | 2 | | |
| Mueller | 1998 | Lot 17 Pinehurst Blvd | 20-Apr | 6 | | |
| Mueller | 1998 | Lot 21 Waverly Woods Dr. | 20-Apr | 1 | | |
| M&H | 1954 | 125 Waverly Gables | 20-Apr | 2 | | |
| M&H | 1954 | 104 Valleyview | 20-Apr | 2 | | |
| M&H | 1954 | 129 Valleyview | 20-Apr | 1 | | |
| Waterous | 1984 | 229 Valleyview | 20-Apr | | | |
| Mueller | 2006 | 229 Valleyview by parking lot | 20-Apr | 1 | | |
| Mueller | 1997 | by emerg room hospital | 20-Apr | 3 | | |
| Mueller | 2006 | west of hospital | 20-Apr | 1 | | |
| M&H | 1954 | 115 Dawn Lane | 20-Apr | 4 | | |
| M&H | 1954 | 101 Dawn Lane | 20-Apr | 6 | | |
| M&H | 1954 | 111 Sunrise | 20-Apr | 8 | | |
| M&H | 1954 | 100 Sunrise | 20-Apr | 1 | | |
| FV | | Waverly Gables going down | 20-Apr | 1 | | |
| FV | | Rt 104 Tennis Road | 20-Apr | 20 | | |
| Mueller | 1954 | 1237 Rt 552 | 20-Apr | 1 | | |
| Mueller | 1953 | 14 Shady Lane | 20-Apr | 1 | | |
| Clow | 2005 | Ripley Road | 20-Apr | 3 | | |
| Mueller | 1953 | 37 Ripley Road | 20-Apr | 9 | | |
| FV | | 394 Rt 552 | 20-Apr | 20 | | |
| FV | | 1490 Rt 552 | 20-Apr | 36 | | |
| FV | | Vallery | 20-Apr | 21 | | |
| Mueller | 1953 | 2617 Rt 551 | 21-Apr | 1 | | |
| Mueller | 1958 | 2465 Rt 551 | 21-Apr | 4 | | |
| FV | | 178 Rittenour Road | 21-Apr | 4 | | |
| Mueller | 1953 | Begining of Virginia | 21-Apr | 1 | | |
| FV | | Crumer Mt. Road | 21-Apr | 5 | | |
| FV | | State Park Bricker | 21-Apr | 24 | | |
| Mueller | 1953 | 278 Virginia | 21-Apr | 2 | | |
| M&H | 1954 | 252 Skyline | 21-Apr | 20 | | |
| M&H | 1954 | 131 Skyline | 21-Apr | 1 | | |
| M&H | 1954 | 110 Barker Lane | 21-Apr | 3 | | |
| FV | | Alpine Road | 21-Apr | 12 | | |
| FV | | Lucerne Road | 21-Apr | 5 | | |
| Mueller | 1958 | bottom of Virginia | 21-Apr | 5 | | |

| 2009 | | Blowoffs | | Deadend Blowoffs | | |
|-----------------------------|------|--------------------|---------|------------------|---------|------------|
| | | Spring Flush | | Fall Flush | | |
| Type | Year | Address | Date | Minutes to | Date | Minutes to |
| | | | Flushed | Clear | Flushed | Clear |
| FV | | 1063 Rt 551 | 21-Apr | 3 | | |
| FV | | 41 Bevens | 21-Apr | 7 | | |
| FV | | 405 Bevens | 21-Apr | 7 | | |
| FV | | end of Baywood | 21-Apr | 22 | | |
| FV | | end of Nye | 21-Apr | 4 | | |
| FV | | end of Wells Jones | 21-Apr | 33 | | |
| FV | | Bors House Rt 551 | 21-Apr | 1 | | |
| FV | | 141 Harbor | 21-Apr | 6 | | |
| FV | | 573 Rt 551 | 21-Apr | 7 | | |
| Total hours actual flushing | | | | 5.9 | | 0.0 |

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

| Hydrant Valves | | Size | Type | 2007 | 2008 | 2009 | Turns | Box Maint | Depth | Box Maint | Painted |
|----------------|---------------------------------------|------|---------|--------|--------|------|-------|-----------|-------|-----------|---------|
| 1 | 34 Little Theatre | 6 | AC | | | | | ok | | ok | 2007 |
| 2 | 315 Little Theatre | 6 | AC | 9-May | | | 20 | ok | 16" | ok | 2007 |
| 3 | 108 Crestwood | 6 | AC | 24-Apr | | | 21 | ok | 30" | ok | 2005 |
| 4 | 1106 Pinehurst Apt | 6 | PVC | 24-Apr | | | 20 | ok | 38" | ok | 2007 |
| 5 | 500 Pinehurst Apt | 6 | PVC | 24-Apr | | | 19 | ok | 38" | ok | 2005 |
| 6 | Lot 13 Pinehurst Blvd | 6 | pvc | 30-May | | | 21 | ok | 30" | ok | 2006 |
| 7 | Lot 17 Pinehurst Blvd | 6 | pvc | 31-May | | | 21 | ok | 43" | ok | 2006 |
| 8 | Lot 21 Waverly Woods Dr. | 6 | pvc | 24-Apr | | | 21 | ok | 39" | ok | 2007 |
| 9 | 125 Waverly Gables | 8 | AC | 24-Apr | | | | ok | 30" | ok | 2005 |
| 10 | 104 Valleyview | 6 | AC | 31-May | | | 21 | ok | 26" | ok | 2007 |
| 11 | 129 Valleyview | 8 | AC | | | | 21 | ok | 36" | ok | 2006 |
| 12 | 229 Valleyview | 8 | AC | | | | 21 | ok | 30" | ok | 2008 |
| 13 | 229 Valleyview..parking lot | 6 | AC | | | | 21 | ok | 34" | ok | 2007 |
| 14 | 100 Dawn..emerg. Entrance to Hospital | 6 | Ductile | | | | 21 | ok | 20" | ok | 2006 |
| 15 | 100 Dawn...west of hospital | 6 | Ductile | | | | | ok | | ok | 2008 |
| 16 | 115 Dawn | 8 | AC | 22-May | | | 21 | ok | 36" | ok | 2007 |
| 17 | 101 Dawn | 8 | AC | 22-May | | | 20 | ok | 30" | ok | 2006 |
| 18 | 111 Sunrise | 6 | AC | | | | 20 | ok | 30" | ok | 2006 |
| 19 | 100 Sunrise | 6 | AC | 23-May | | | | ok | 24" | ok | 2006 |
| 20 | 1237 Rt 652 | 6 | AC | 23-May | | | 20 | ok | 30" | ok | 2007 |
| 21 | 14 Shady Ln | 6 | AC | 7-Jun | | | 20 | ok | 31" | ok | 2005 |
| 22 | Ripley Rd | 6 | AC | 9-May | | | 21 | ok | 31" | ok | 2006 |
| 23 | 37 Ripley Rd | 6 | AC | 8-May | | | 20 | ok | 20" | ok | 2007 |
| 24 | 2617 Rt 651 | 6 | AC | 9-Jul | | | 19 | ok | 40" | ok | 2007 |
| 25 | 2465 Rt 651 | 6 | AC | 18-Jul | | | | ok | | ok | 2007 |
| 26 | 577 Virginia | 6 | AC | 17-Jul | 18-Jul | | 20 | ok | 32" | ok | 2007 |
| 27 | 278 Virginia | 6 | AC | 18-Jul | | | | ok | | ok | 2005 |
| 28 | 262 Skyline | 6 | AC | | | | | ok | | ok | 2007 |
| 29 | 131 Skyline | 6 | AC | 27-Jun | | | | ok | | ok | 2007 |
| 30 | 110 Barker Ln | 6 | AC | 2-Jun | | | | ok | | ok | 2007 |
| 31 | 13 Virginia | 6 | AC | 7-Jun | | | 21 | ok | 24" | ok | 2007 |
| 32 | Hydrant at Tank | 6 | Ductile | | 1-May | | | | | | 2008 |

Total Number of Hydrant Valves

Total valves Required to be worked

Total Number Valves Actually worked this year

Total Number Valves Actually worked in 07 and 08

Hydrants Painted

32

2007

2006

2005

2

23

25

6

9

16

32

16

32

| | | | | | |
|---------------------------------------|--|-------------|---|-------------------|---------|
| 2009 | | Ticket No. | Work Date | Address | Job |
| Ohio Utilities Protection Service | | or spoke to | 15-Jun | Company ID# 51171 | press 4 |
| OUPS 800 362 2764 | | A918001854 | | | |
| Pike Gas | | | Repair leak at 57 Baywood. In turn on both sides of road. | | |
| 947 5121 937 393 4602 or 937 393 1991 | | | | | |
| 800 276 4006 Emergency # | | | | | |
| Pike County Engineers 947 4259 | | | | | |
| Emergency # 970 0148 | | | | | |
| Pike County Sewer 740 708 9038 | | Joe spotted | | | |

| | | | | | |
|---------------------------------------|--|--|--|--|--|
| Ohio Utilities Protection Service | | | | | |
| OUPS 800 362 2764 | | | | | |
| Pike Gas | | | | | |
| 947 5121 937 393 4602 or 937 393 1991 | | | | | |
| 800 276 4006 Emergency # | | | | | |
| Pike County Engineers 947 4259 | | | | | |
| Emergency # 970 0148 | | | | | |
| Pike County Sewer 740 708 9038 | | | | | |

| | | | | | |
|---------------------------------------|--|--|--|--|--|
| Ohio Utilities Protection Service | | | | | |
| OUPS 800 362 2764 | | | | | |
| Pike Gas | | | | | |
| 947 5121 937 393 4602 or 937 393 1991 | | | | | |
| 800 276 4006 Emergency # | | | | | |
| Pike County Engineers 947 4259 | | | | | |
| Emergency # 970 0148 | | | | | |
| Pike County Sewer 740 708 9038 | | | | | |

**Ohio American Water Company
Lawrence County District**

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap |
|-------------|-------|---------------------------|----------|---------------------------|----------------------|-------------------------|---------------------|------------------------|------------------------------|
| 1 | 1 | 21.318 | 15.9% | 0.688 | 0.871 | 01/20/09 | 0.606 | 01/01/09 | 0 |
| | 2 | 18.307 | 15.7% | 0.654 | 0.755 | 02/09/09 | 0.613 | 02/18/09 | 0 |
| | 3 | 19.381 | 16.1% | 0.625 | 0.696 | 03/03/09 | 0.572 | 03/13/09 | 0 |
| 2 | 4 | 18.876 | 15.8% | 0.629 | 0.789 | 04/23/09 | 0.546 | 04/15/09 | 0 |
| | 5 | 20.540 | 14.5% | 0.663 | 0.774 | 05/31/09 | 0.505 | 05/01/09 | 0 |
| | 6 | 20.304 | 13.6% | 0.677 | 0.868 | 06/22/09 | 0.520 | 06/26/09 | 0 |
| 3 | 7 | | | | | | | | 0 |
| | 8 | | | | | | | | 0 |
| | 9 | | | | | | | | 0 |
| 4 | 10 | | | | | | | | 0 |
| | 11 | | | | | | | | 0 |
| | 12 | | | | | | | | 0 |
| 2009 | | | | | | | | | |
| | Avg | 19.788 | 15.3% | 0.656 | 0.792 | | 0.560 | | 0 |
| | High | 21.318 | 16.1% | 0.688 | 0.871 | 01/20/09 | 0.613 | | 0 |
| | Low | 18.307 | 13.6% | 0.625 | 0.696 | | 0.505 | 05/01/09 | 0 |

| | |
|-------------------|------|
| Customer Count | 3320 |
| Customer Count | 3316 |
| Customer Count | 3319 |
| Customer Count | 3326 |
| Customer Count | 3312 |

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

Year 2009 Quarter: 1

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

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

Quarter: 2

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

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

Quarter: 3

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

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

Quarter: 4

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

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

Ohio American Water Company
Lawrence County District

| Year | Quarter | Street Address | Political Subdiv | Date of Break/ Outage | General Type | Specific Type | Number of Services Affected | Time Became Aware | Date Problem Resolved | Time Problem Resolved | Boil Order Issued by |
|------|---------|---------------------------------|------------------|-----------------------|--------------|---------------|-----------------------------|-------------------|-----------------------|-----------------------|----------------------|
| 2009 | 1 | Overlook Dr. | Ches. Village | 1/1/2009 | Leak | Split | 2 | 9:00 | 01/02/09 | 13:00 | N/A |
| | | Fayette Fire Station | Fayette | 1/13/2009 | Leak | Split | 0 | 4PM | 01/14/09 | 12AM | N/A |
| | | Sandusky @ US 52 | Fayette | 1/20/2009 | Leak | Break | 0 | 9AM | 01/20/09 | 11:15AM | N/A |
| | | 375 CR 3 | Union | 1/24/2009 | Leak | Split | 0 | 9AM | 01/24/09 | 2PM | N/A |
| | | Madison Street | Fayette | 2/6/2009 | Leak | Saddle | 0 | 3PM | 02/03/09 | 7PM | N/A |
| | | Robertson Rd. | Union | 2/2/2009 | Leak | Split | 0 | 4PM | 02/06/09 | 1PM | N/A |
| | | Twp. Rd. 1011 | Fayette | 2/23/2009 | Leak | Break | 2 | 2PM | 02/28/09 | 16:46 | N/A |
| | | Comfort Inn | Fayette | 3/3/2009 | Leak | Slip | 0 | 9AM | 03/05/09 | 11AM | N/A |
| | | Tutweiler Dr. | Union | Unk | Leak | Slip | 6 | 11AM | 03/08/09 | 15:30 | N/A |
| | 2 | Jane Street | Union | 4/6/2009 | Leak | Damaged | 10 | 2PM | 04/16/09 | 4PM | N/A |
| | | Hawthorn Lane | Union | 5/3/2009 | Leak | Coupling Leak | 4 | 9PM | 05/05/09 | 11PM | N/A |
| | | Kellys Lane @ Elks Trailer Prk. | Ches. Village | 5/12/2009 | Leak | PVC Ell | 15 | 1PM | 05/18/09 | 15:30 | N/A |
| | | Symmes Creek Rd. | Union | 6/1/2009 | Leak | Well | 8 | 1PM | 06/01/09 | 3PM | N/A |
| | | County Road 32 | Union | 6/1/2009 | Leak | Well | 45 | 4PM | 06/01/09 | 7PM | N/A |
| | | Symmes Creek Rd. | Union | 6/13/2009 | Leak | Well | 8 | 10AM | 06/13/09 | 1:30PM | N/A |
| | | County Road 32 | Union | 6/21/2009 | Leak | Split | 15 | 9:30AM | 06/21/09 | 12:30PM | N/A |
| | | Thompson Hollow | Union | 6/23/2009 | Leak | Pinhole | 4 | 1PM | 06/23/09 | 3PM | N/A |

**Ohio American Water Company
Lawrence County District**

**Quarter # 3
2009**

**Total Customer Contacts
0**

Customer Services

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

Water Service

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

Metering

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

Water Quality

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

**Ohio American Water Company
Lawrence County District**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

| Disconnections | |
|------------------------------------|-----|
| With 14 Days Notice | |
| Non-Payment | 104 |
| 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 | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |
| With 24 Hours Notice | |
| Non-Payment | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |
| Without Notice | |
| Non-Payment | |
| Non-Emergency Regulation Violation | |
| Application Misrepresentation | |
| Access Denial | |
| Other | |

Quarter # 4

Year 2009

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

**Ohio American Water Company
Marion District**

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap | Customer Count |
|---------|-------|---------------------------|----------|---------------------------|----------------------|-------------------------|---------------------|------------------------|------------------------------|-------------------|
| | | | | | | | | | | |
| 1 | 1 | 214,673 | 21.4% | 6,925 | 7,613 | 01/19/09 | 6,092 | 01/01/09 | 0 | 16771 |
| | 2 | 196,381 | 20.7% | 7,014 | 7,595 | 02/09/09 | 6,261 | 02/21/09 | 0 | |
| | 3 | 206,239 | 20.7% | 6,553 | 7,189 | 03/12/09 | 5,705 | 03/21/09 | 0 | |
| | 4 | 198,124 | 22.2% | 6,604 | 7,548 | 04/01/09 | 5,769 | 04/11/09 | | |
| 2 | 5 | 216,229 | 19.1% | 6,975 | 7,861 | 05/12/09 | 6,068 | 05/09/09 | | |
| | 6 | 211,131 | 19.2% | 7,038 | 7,943 | 06/24/09 | 6,214 | 06/06/09 | | |
| | 7 | | | | | | | | | |
| | 8 | | | | | | | | | |
| 3 | 9 | | | | | | | | | |
| | 10 | | | | | | | | | |
| | 11 | | | | | | | | | |
| | 12 | | | | | | | | | |
| 2009 | | | | | | | | | | |
| | Avg | 207,129,500 | 20.6% | 6,868,167 | 7,624,833 | | 6,018,167 | | 0 | 8386 |
| | High | 216,229,000 | 22.2% | 7,038,000 | 7,943,000 | 06/24/09 | 6,261,000 | | 0 | 16771 |
| | Low | 196,381,000 | 19.1% | 6,604,000 | 7,189,000 | | 5,705,000 | 03/21/09 | 0 | 16771 |

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

Year 2009 Quarter: 1

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

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

Quarter: 2

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

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

Quarter: 3

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

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

Quarter: 4

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

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

2009

[illegible]

**Ohio American Water Company
Marion District**

**Quarter # 2
2009**

**Total Customer Contacts
20003**

Customer Services

| | Inquiries | Complaints |
|---------------------------|------------------|-------------------|
| Account Information | 8043 | 0 |
| Bad Debt/Bankruptcy | 1499 | 0 |
| Bill Adjustment | 420 | 0 |
| Bill Information/Format | 104 | 0 |
| Consumption | 60 | 0 |
| Customer Notices | 133 | 0 |
| Customer Service Staff | 0 | 0 |
| Disconnection for Non-Pay | 436 | 0 |
| Final Service | 618 | 0 |
| General Information | 1182 | 0 |
| New Service | 517 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 500 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 265 | 0 |
| Service Order Appointment | 998 | 0 |
| Other: Customer Service | 3304 | 0 |
| Total | 18079 | 0 |

Water Service

| | Inquiries | Complaints |
|-------------------------------|------------------|-------------------|
| Disconnection for Repairs | 0 | 0 |
| Main Breaks | 20 | 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 | 20 | 0 |

Metering

| | Inquiries | Complaints |
|-------------------|------------------|-------------------|
| Estimating | 0 | 0 |
| Meter Reading | 11 | 0 |
| Meter Repair/Leak | 8 | 0 |
| Meter Replacement | 0 | 0 |
| Others: Metering | 0 | 0 |
| Total | 19 | 0 |

Water Quality

| | Inquiries | Complaints |
|----------------------|------------------|-------------------|
| Discolored Water | 0 | 0 |
| Hardness | 0 | 0 |
| Low Pressure | 63 | 0 |
| Odor | 0 | 0 |
| Particles in Water | 0 | 0 |
| Scum/Oil in Water | 0 | 0 |
| Taste | 0 | 0 |
| Other: Water Quality | 0 | 0 |
| Total | 63 | 0 |

Totals of All 18181

**Ohio American Water Company
Marion District**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

| Disconnections | |
|------------------------------------|-----|
| With 14 Days Notice | |
| Non-Payment | 475 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| With 24 Hours Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| Without Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |

Quarter # 3

Year 2009

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

Quarter # 4

Year 2009

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

Ohio American Water
Mansfield Madison System #1

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap |
|-------------|-------|---------------------|-------|---------------------|----------------|-------------------|---------------|------------------|------------------------|
| 1 | 1 | 2.519 | 32.8% | 0.081 | 0.107 | 1/26/09 | 0.061 | 1/28/09 | 0 |
| | 2 | 2.341 | 29.9% | 0.084 | 0.097 | 2/25/09 | 0.078 | 2/27/09 | 0 |
| | 3 | 1.685 | 27.2% | 0.054 | 0.105 | 3/2/09 | 0.037 | 3/17/09 | 0 |
| Total Count | | | | | | | | | 333 |
| 2 | 4 | 1.244 | 23.5% | 0.041 | 0.046 | 4/27/09 | 0.037 | 4/28/09 | 0 |
| | 5 | 1.379 | 26.3% | 0.044 | 0.049 | 5/22/09 | 0.037 | 5/14/09 | 0 |
| | 6 | 1.353 | 22.8% | 0.045 | 0.052 | 6/8/09 | 0.034 | 5/18/09 | 0 |
| Total Count | | | | | | | | | 333 |
| 3 | 7 | | | | | | | | 0 |
| | 8 | | | | | | | | 0 |
| | 9 | | | | | | | | 0 |
| Total Count | | | | | | | | | 333 |
| 4 | 10 | | | | | | | | 0 |
| | 11 | | | | | | | | 0 |
| | 12 | | | | | | | | 0 |
| Total Count | | | | | | | | | 333 |

| | | | | | | |
|------|-------|-------|-------|-------|-------|-------|
| Avg | 1.754 | 27.1% | 0.058 | 0.076 | 0.047 | 0.000 |
| High | 2.519 | 32.8% | 0.084 | 0.107 | 0.078 | 0 |
| Low | 1.244 | 22.8% | 0.041 | 0.046 | 0.034 | 0 |

**Ohio American Water
Mansfield Madison #1**

Quarter # 2

Year 2009

| | |
|---|---------------------------------|
| Street Address | |
| Political Subdiv | Madison Mifflin Township |
| Date of Break/ Outage | |
| General Type | |
| Specific Type | |
| Number of Services Affected | |
| Time Became Aware | |
| Date Problem Resolved | |
| Time Problem Resolved | |
| Restorations Made. Type & Size | |
| Boil Order Information | |

Ohio American Water Mansfield Madison #1

Quarter # 2
2009

Total Customer Contacts

228

Total Customer Complaints

0

Customer Services

| | Inquiries | Complaints |
|---------------------------|------------|------------|
| Account Information | 99 | 0 |
| Bad Debt/Bankruptcy | 8 | 0 |
| Bill Adjustment | 7 | 0 |
| Bill Information/Format | 5 | 0 |
| Consumption | 3 | 0 |
| Customer Notices | 0 | 0 |
| Customer Service Staff | 0 | 0 |
| Disconnection for Non-Pay | 6 | 0 |
| Final Service | 7 | 0 |
| General Information | 14 | 0 |
| New Service | 11 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 5 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 4 | 0 |
| Service Order Appointment | 10 | 0 |
| Other: Customer Service | 47 | 0 |
| Total | 226 | 0 |

Metering

| | Inquiries | Complaints |
|-------------------|-----------|------------|
| Estimating | 0 | 0 |
| Meter Reading | 0 | 0 |
| Meter Repair/Leak | 1 | 0 |
| Meter Replacement | 0 | 0 |
| Others: Metering | 0 | 0 |
| Total | 1 | 0 |

Water Quality

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

Water Service

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

**Ohio American Water
Mansfield Madison #1**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

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

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap | Total Count | 213 |
|---------|-------|---------------------|-------|---------------------|----------------|-------------------|---------------|------------------|------------------------|-------------|-----|
| | | | | | | | | | | | |
| 1 | 1 | 4.390 | 9.4% | 0.142 | 0.158 | 1/7/09 | 0.114 | 1/27/09 | 0 | Total Count | 213 |
| | 2 | 4.088 | 9.4% | 0.146 | 0.183 | 2/19/09 | 0.122 | 2/3/09 | 0 | | |
| | 3 | 4.811 | 9.4% | 0.155 | 0.199 | 3/11/09 | 0.133 | 3/10/09 | 0 | | |
| 2 | 4 | 5.104 | 9.5% | 0.170 | 0.195 | 4/1/09 | 0.143 | 4/28/09 | 0 | Total Count | 213 |
| | 5 | 4.817 | 9.5% | 0.055 | 0.178 | 5/5/09 | 0.120 | 5/18/09 | 0 | | |
| | 6 | 4.817 | 9.5% | 0.160 | 0.179 | 6/21/09 | 0.149 | 6/4/09 | 0 | | |
| 3 | 7 | | | | | | | | 0 | Total Count | 213 |
| | 8 | | | | | | | | 0 | | |
| | 9 | | | | | | | | 0 | | |
| 4 | 10 | | | | | | | | 0 | Total Count | 213 |
| | 11 | | | | | | | | 0 | | |
| | 12 | | | | | | | | 0 | | |

| | | | | | | |
|-------------|-------|------|-------|-------|-------|-------|
| Avg | 1.754 | 9.4% | 0.058 | 0.076 | 0.047 | 0.000 |
| High | 5.104 | 9.5% | 0.170 | 0.199 | 0.149 | 0 |
| Low | 4.088 | 9.4% | 0.055 | 0.158 | 0.114 | 0 |

**Ohio 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 | |
| Restorations Made. Type & Size | |
| Boil Order Information | |

Ohio American Water Mansfield Biscayne #2

**Quarter # 2
2009**

| | |
|--------------------------------|----------------------------------|
| Total Customer Contacts | Total Customer Complaints |
| 113 | 0 |

| Customer Services | | |
|---------------------------|------------------|-------------------|
| | Inquiries | Complaints |
| Account Information | 51 | 0 |
| Bad Debt/Bankruptcy | 3 | 0 |
| Bill Adjustment | 3 | 0 |
| Bill Information/Format | 1 | 0 |
| Consumption | 0 | 0 |
| Customer Notices | 0 | 0 |
| Customer Service Staff | 0 | 0 |
| Disconnection for Non-Pay | 3 | 0 |
| Final Service | 4 | 0 |
| General Information | 12 | 0 |
| New Service | 6 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 0 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 3 | 0 |
| Service Order Appointment | 4 | 0 |
| Other: Customer Service | 23 | 0 |
| Total | 113 | 0 |

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

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

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

**Ohio American Water
Mansfield Biscayne #2**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

| Disconnections | |
|------------------------------------|---|
| With 14 Days Notice | |
| Non-Payment | 4 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| With 24 Hours Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| Without Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

Ohio American Water
Mansfield Bryonaire System #3

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap |
|-------------|-------|---------------------|-------|---------------------|----------------|-------------------|---------------|------------------|------------------------|
| 1 | 1 | 0.317 | 6.6% | 0.010 | 0.016 | 1/28/09 | 0.010 | 1/29/09 | 0 |
| | 2 | 0.373 | 6.0% | 0.013 | 0.015 | 2/25/09 | 0.007 | 2/20/09 | 0 |
| | 3 | 0.591 | 8.4% | 0.019 | 0.050 | 3/12/09 | 0.012 | 3/17/09 | 0 |
| Total Count | | | | | | | | | 144 |
| 2 | 4 | 0.427 | 8.4% | 0.014 | 0.018 | 4/24/09 | 0.010 | 4/6/09 | 0 |
| | 5 | 0.568 | 8.4% | 0.018 | 0.023 | 5/22/09 | 0.012 | 5/5/09 | 0 |
| | 6 | 0.666 | 8.4% | 0.022 | 0.025 | 6/25/09 | 0.016 | 6/1/09 | 0 |
| Total Count | | | | | | | | | 144 |
| 3 | 7 | | | | | | | | 0 |
| | 8 | | | | | | | | 0 |
| | 9 | | | | | | | | 0 |
| Total Count | | | | | | | | | 144 |
| 4 | 10 | | | | | | | | 0 |
| | 11 | | | | | | | | 0 |
| | 12 | | | | | | | | 0 |
| Total Count | | | | | | | | | 144 |

| | | | | | | |
|------|-------|------|-------|-------|-------|-------|
| Avg | 1.754 | 7.7% | 0.016 | 0.025 | 0.011 | 0.000 |
| High | 0.666 | 8.4% | 0.022 | 0.050 | 0.016 | 0 |
| Low | 0.317 | 6.0% | 0.010 | 0.015 | 0.007 | 0 |

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 2

Year 2009

| | |
|---|--|
| Street Address | None |
| Political Subdiv | Imperial Estates Miffiln Township |
| Date of Break/ Outage | |
| General Type | |
| Specific Type | |
| Number of Services Affected | |
| Time Became Aware | |
| Date Problem Resolved | |
| Time Problem Resolved | |
| Restorations Made. Type & Size | |
| Boil Order Information | |

Ohio American Water Mansfield Bryonaire #3

**Quarter # 2
2009**

| | |
|--------------------------------|----------------------------------|
| Total Customer Contacts | Total Customer Complaints |
| 55 | 0 |

| Customer Services | | |
|---------------------------|------------------|-------------------|
| | Inquiries | Complaints |
| Account Information | 26 | 0 |
| Bad Debt/Bankruptcy | 0 | 0 |
| Bill Adjustment | 0 | 0 |
| Bill Information/Format | 3 | 0 |
| Consumption | 0 | 0 |
| Customer Notices | 1 | 0 |
| Customer Service Staff | 0 | 0 |
| Disconnection for Non-Pay | 2 | 0 |
| Final Service | 2 | 0 |
| General Information | 6 | 0 |
| New Service | 2 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 0 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 3 | 0 |
| Service Order Appointment | 2 | 0 |
| Other: Customer Service | 7 | 0 |
| Total | 54 | 0 |

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

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

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

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

| Disconnections | |
|------------------------------------|---|
| With 14 Days Notice | |
| Non-Payment | 4 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| With 24 Hours Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| Without Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

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

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap | Total Count | 21 |
|---------|-------|---------------------|-------|---------------------|----------------|-------------------|---------------|------------------|------------------------|-------------|----|
| | | | | | | | | | | | |
| 1 | 1 | 0.093 | 10.3% | 0.003 | 0.004 | 1/26/09 | 0.002 | 1/7/09 | 0 | Total Count | 21 |
| | 2 | 0.080 | 10.2% | 0.003 | 0.003 | 2/5/09 | 0.002 | 2/3/09 | 0 | | |
| | 3 | 0.090 | 10.2% | 0.003 | 0.003 | 3/3/09 | 0.002 | 3/2/09 | 0 | | |
| 2 | 4 | 0.085 | 10.0% | 0.003 | 0.003 | 4/2/09 | 0.002 | 4/1/09 | 0 | Total Count | 21 |
| | 5 | 0.092 | 10.0% | 0.003 | 0.004 | 5/29/09 | 0.002 | 5/4/09 | 0 | | |
| | 6 | 0.094 | 9.9% | 0.003 | 0.012 | 6/10/09 | 0.001 | 6/8/09 | 0 | | |
| 3 | 7 | | | | | | | | 0 | Total Count | 21 |
| | 8 | | | | | | | | 0 | | |
| | 9 | | | | | | | | 0 | | |
| 4 | 10 | | | | | | | | 0 | Total Count | 21 |
| | 11 | | | | | | | | 0 | | |
| | 12 | | | | | | | | 0 | | |

| | | | | | | | |
|-------------|-------|-------|-------|-------|--|-------|-------|
| Avg | 1.754 | 10.1% | 0.003 | 0.005 | | 0.002 | 0.000 |
| High | 0.094 | 10.3% | 0.003 | 0.012 | | 0.002 | 0 |
| Low | 0.080 | 9.9% | 0.003 | 0.003 | | 0.001 | 0 |

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 2

Year 2009

| | |
|---|-----------------------------------|
| Street Address | None |
| Political Subdiv | Hallabrin Madison Township |
| Date of Break/ Outage | |
| General Type | |
| Specific Type | |
| Number of Services Affected | |
| Time Became Aware | |
| Date Problem Resolved | |
| Time Problem Resolved | |
| Restorations Made. Type & Size | |
| Boil Order Information | |

Ohio American Water Mansfield Halabrien #4

Quarter # 2
2009

| | |
|-------------------------|---------------------------|
| Total Customer Contacts | Total Customer Complaints |
| 15 | 0 |

| Customer Services | | |
|---------------------------|-----------|------------|
| | Inquiries | Complaints |
| Account Information | 10 | 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 | 0 | 0 |
| Final Service | 0 | 0 |
| General Information | 0 | 0 |
| New Service | 0 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 1 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 0 | 0 |
| Service Order Appointment | 0 | 0 |
| Other: Customer Service | 3 | 0 |
| Total | 15 | 0 |

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

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

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

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

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

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap | Total Count | 42 |
|---------|-------|---------------------|-------|---------------------|----------------|-------------------|---------------|------------------|------------------------|-------------|----|
| | | (MG) | | (MG) | (MG) | | (MG) | | | | |
| 1 | 1 | 0.188 | 9.5% | 0.006 | 0.007 | 1/26/09 | 0.004 | 1/27/09 | 0 | Total Count | 42 |
| | 2 | 0.160 | 9.5% | 0.006 | 0.008 | 2/9/09 | 0.004 | 2/12/09 | 0 | | |
| | 3 | 0.173 | 9.8% | 0.006 | 0.008 | 3/19/09 | 0.004 | 3/4/09 | 0 | | |
| 2 | 4 | 0.176 | 8.7% | 0.006 | 0.023 | 4/16/09 | 0.004 | 4/1/09 | 0 | Total Count | 42 |
| | 5 | 0.205 | 8.9% | 0.007 | 0.011 | 5/29/09 | 0.004 | 5/4/09 | 0 | | |
| | 6 | 0.192 | 8.9% | 0.006 | 0.010 | 6/24/09 | 0.004 | 6/3/09 | 0 | | |
| 3 | 7 | | | | | | | | 0 | Total Count | 42 |
| | 8 | | | | | | | | 0 | | |
| | 9 | | | | | | | | 0 | | |
| 4 | 10 | | | | | | | | 0 | Total Count | 42 |
| | 11 | | | | | | | | 0 | | |
| | 12 | | | | | | | | 0 | | |

| | | | | | | |
|-------------|--------------|-------------|--------------|--------------|--------------|--------------|
| Avg | 1.754 | 9.2% | 0.058 | 0.076 | 0.047 | 0.000 |
| High | 0.205 | 9.8% | 0.007 | 0.023 | 0.004 | 0 |
| Low | 0.160 | 8.7% | 0.006 | 0.007 | 0.004 | 0 |

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 2

Year 2009

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

Ohio American Water Mansfield Walcrest #5

Quarter # 2
2009

| | |
|-------------------------|---------------------------|
| Total Customer Contacts | Total Customer Complaints |
| 29 | 0 |

| Customer Services | | |
|---------------------------|-----------|------------|
| | Inquiries | Complaints |
| Account Information | 15 | 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 | 1 | 0 |
| Final Service | 0 | 0 |
| General Information | 2 | 0 |
| New Service | 0 | 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 | 9 | 0 |
| Total | 29 | 0 |

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

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

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

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

Ohio American Water
Mansfield Greenridge System #6

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap |
|-------------|-------|---------------------|-------|---------------------|----------------|-------------------|---------------|------------------|------------------------|
| 1 | 1 | 0.917 | 9.7% | 0.030 | 0.030 | 1/30/09 | 0.025 | 1/6/09 | 0 |
| | 2 | 0.788 | 9.7% | 0.028 | 0.031 | 2/20/09 | 0.017 | 2/25/09 | 0 |
| | 3 | 0.646 | 9.7% | 0.021 | 0.022 | 3/13/09 | 0.018 | 3/5/09 | 0 |
| Total Count | | | | | | | | | 164 |
| 2 | 4 | 0.680 | 9.6% | 0.022 | 0.026 | 4/23/09 | 0.018 | 4/15/09 | 0 |
| | 5 | 0.690 | 9.7% | 0.022 | 0.035 | 5/21/09 | 0.020 | 5/4/09 | 0 |
| | 6 | 0.777 | 9.7% | 0.026 | 0.031 | 6/24/09 | 0.019 | 6/11/09 | 0 |
| Total Count | | | | | | | | | 164 |
| 3 | 7 | | | | | | | | 0 |
| | 8 | | | | | | | | 0 |
| | 9 | | | | | | | | 0 |
| Total Count | | | | | | | | | 164 |
| 4 | 10 | | | | | | | | 0 |
| | 11 | | | | | | | | 0 |
| | 12 | | | | | | | | 0 |
| Total Count | | | | | | | | | 164 |

| | | | | | | |
|------|-------|------|-------|-------|-------|-------|
| Avg | 1.754 | 9.4% | 0.025 | 0.029 | 0.020 | 0.000 |
| High | 0.917 | 9.7% | 0.030 | 0.035 | 0.025 | 0 |
| Low | 0.646 | 9.6% | 0.021 | 0.022 | 0.017 | 0 |

**Ohio American Water
Mansfield Greenridge #6**

Quarter # 2

Year 2009

| | |
|---|------------------------------------|
| Street Address | None |
| Political Subdiv | Greenridge Mifflin Township |
| Date of Break/ Outage | |
| General Type | |
| Specific Type | |
| Number of Services Affected | |
| Time Became Aware | |
| Date Problem Resolved | |
| Time Problem Resolved | |
| Restorations Made. Type & Size | |
| Boil Order Information | |

Ohio American Water Mansfield Greenridge #6

**Quarter # 2
2009**

| | |
|--------------------------------|----------------------------------|
| Total Customer Contacts | Total Customer Complaints |
| 105 | 0 |

| Customer Services | | |
|---------------------------|------------------|-------------------|
| | Inquiries | Complaints |
| Account Information | 31 | 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 | 7 | 0 |
| Final Service | 4 | 0 |
| General Information | 10 | 0 |
| New Service | 3 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 1 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 3 | 0 |
| Service Order Appointment | 5 | 0 |
| Other: Customer Service | 35 | 0 |
| Total | 105 | 0 |

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

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

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

**Ohio American Water
Mansfield Greenridge #6**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

| Disconnections | |
|------------------------------------|---|
| With 14 Days Notice | |
| Non-Payment | 4 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| With 24 Hours Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| Without Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

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

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap | |
|---------|-------|---------------------------|----------|---------------------------|----------------------|-------------------------|---------------------|------------------------|------------------------------|-----------------|
| | | | | | | | | | | |
| 1 | 1 | 1.434 | 2.0% | 0.046 | 0.057 | 1/16/09 | 0.036 | 1/13/09 | 0 | Total Count 311 |
| | 2 | 1.258 | 9.0% | 0.045 | 0.046 | 2/6/09 | 0.035 | 2/2/09 | 0 | |
| | 3 | 1.300 | 2.7% | 0.042 | 0.043 | 3/2/09 | 0.030 | 3/16/09 | 0 | |
| 2 | 4 | 1.298 | 10.4% | 0.043 | 0.048 | 4/28/09 | 0.037 | 4/6/09 | 0 | Total Count 311 |
| | 5 | 1.328 | 3.6% | 0.043 | 0.055 | 5/7/09 | 0.035 | 5/28/09 | 0 | |
| | 6 | 1.231 | 10.3% | 0.041 | 0.045 | 6/15/09 | 0.032 | 6/18/09 | 0 | |
| 3 | 7 | | | | | | | | 0 | Total Count 311 |
| | 8 | | | | | | | | 0 | |
| | 9 | | | | | | | | 0 | |
| 4 | 10 | | | | | | | | 0 | Total Count 311 |
| | 11 | | | | | | | | 0 | |
| | 12 | | | | | | | | 0 | |

| | | | | | | |
|------|-------|-------|-------|-------|-------|-------|
| Avg | 1.754 | 6.3% | 0.043 | 0.049 | 0.034 | 0.000 |
| High | 1.434 | 10.4% | 0.046 | 0.057 | 0.037 | 0 |
| Low | 1.231 | 2.0% | 0.041 | 0.043 | 0.030 | 0 |

**Ohio American Water
Mansfield Harpcrest #7**

Quarter # 2

Year 2009

| | |
|---|-----------------------------------|
| Street Address | None |
| Political Subdiv | Harpcrest Madison Township |
| Date of Break/ Outage | |
| General Type | |
| Specific Type | |
| Number of Services Affected | |
| Time Became Aware | |
| Date Problem Resolved | |
| Time Problem Resolved | |
| Restorations Made. Type & Size | |
| Boil Order Information | |

Ohio American Water Mansfield Harprest #7

Quarter # 2

2009

Total Customer Contacts
210

Total Customer Complaints
0

Customer Services

| | Inquiries | Complaints |
|---------------------------|------------|------------|
| Account Information | 83 | 0 |
| Bad Debt/Bankruptcy | 5 | 0 |
| Bill Adjustment | 7 | 0 |
| Bill Information/Format | 3 | 0 |
| Consumption | 1 | 0 |
| Customer Notices | 2 | 0 |
| Customer Service Staff | 0 | 0 |
| Disconnection for Non-Pay | 1 | 0 |
| Final Service | 6 | 0 |
| General Information | 35 | 0 |
| New Service | 6 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 3 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 1 | 0 |
| Service Order Appointment | 7 | 0 |
| Other: Customer Service | 50 | 0 |
| Total | 210 | 0 |

Metering

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

Water Quality

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

Water Service

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

**Ohio American Water
Mansfield Harpcrest #7**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 4

Year 2008

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

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

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap |
|---------|-------|---------------------|-------|---------------------|----------------|-------------------|---------------|------------------|------------------------|
| | | (MG) | | (MG) | (MG) | | (MG) | | |
| 1 | 1 | 0.265 | 9.7% | 0.009 | 0.010 | 1/19/09 | 0.005 | 1/27/09 | 0 |
| | 2 | 0.217 | 9.7% | 0.008 | 0.010 | 2/4/09 | 0.003 | 2/9/09 | 0 |
| | 3 | 0.247 | 9.7% | 0.008 | 0.009 | 3/20/09 | 0.007 | 3/2/09 | 0 |
| | | Total Count 64 | | | | | | | |
| 2 | 4 | 0.308 | 9.4% | 0.010 | 0.015 | 4/24/09 | 0.007 | 4/28/09 | 0 |
| | 5 | 0.373 | 9.6% | 0.012 | 0.019 | 5/22/09 | 0.007 | 5/12/09 | 0 |
| | 6 | 0.329 | 9.6% | 0.011 | 0.014 | 6/26/09 | 0.007 | 6/11/09 | 0 |
| | | Total Count 64 | | | | | | | |
| 3 | 7 | | | | | | | | 0 |
| | 8 | | | | | | | | 0 |
| | 9 | | | | | | | | 0 |
| | | Total Count 64 | | | | | | | |
| 4 | 10 | | | | | | | | 0 |
| | 11 | | | | | | | | 0 |
| | 12 | | | | | | | | 0 |
| | | Total Count 64 | | | | | | | |

| | | | | | | | |
|------|-------|------|-------|-------|--|-------|-------|
| Avg | 1.754 | 9.6% | 0.010 | 0.013 | | 0.047 | 0.000 |
| High | 0.373 | 9.7% | 0.012 | 0.019 | | 0.007 | 0 |
| Low | 0.217 | 9.4% | 0.008 | 0.009 | | 0.003 | 0 |

**Ohio American Water
Mansfield Mohican #8**

Quarter # 2

Year 2009

| | |
|---|---------------------------------|
| Street Address | None |
| Political Subdiv | Mohican Mifflin Township |
| Date of Break/ Outage | |
| General Type | |
| Specific Type | |
| Number of Services Affected | |
| Time Became Aware | |
| Date Problem Resolved | |
| Time Problem Resolved | |
| Restorations Made. Type & Size | |
| Boil Order Information | |

Ohio American Water Mansfield Mohican #8

Quarter # 2
2009

| | |
|-------------------------|---------------------------|
| Total Customer Contacts | Total Customer Complaints |
| 10 | 0 |

| Customer Services | | |
|---------------------------|-----------|------------|
| | Inquiries | Complaints |
| Account Information | 2 | 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 | 0 | 0 |
| New Service | 2 | 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 | 10 | 0 |

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

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

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

**Ohio American Water
Mansfield Mohican #8**

Quarter #1

Year 2009

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

Quarter #2

Year 2009

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

Quarter #3

Year 2008

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

Quarter #4

Year 2008

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

Ohio American Water
Mansfield Little Valley System #9

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap | |
|---------|-------|---------------------|-------|---------------------|----------------|-------------------|---------------|------------------|------------------------|----------------|
| | | | | | | | | | | |
| 1 | 1 | 0.153 | 9.7% | 0.005 | 0.006 | 1/28/09 | 0.004 | 1/2/09 | 0 | Total Count 37 |
| | 2 | 0.130 | 9.8% | 0.005 | 0.005 | 2/10/09 | 0.004 | 2/2/09 | 0 | |
| | 3 | 0.152 | 9.8% | 0.005 | 0.005 | 3/24/09 | 0.003 | 3/26/09 | 0 | |
| 2 | 4 | 0.136 | 9.5% | 0.004 | 0.010 | 4/30/09 | 0.003 | 4/1/09 | 0 | Total Count 37 |
| | 5 | 0.178 | 9.6% | 0.006 | 0.008 | 5/1/09 | 0.004 | 5/11/09 | 0 | |
| | 6 | 0.147 | 9.7% | 0.005 | 0.010 | 6/16/09 | 0.004 | 6/1/09 | 0 | |
| 3 | 7 | | | | | | | | 0 | Total Count 37 |
| | 8 | | | | | | | | 0 | |
| | 9 | | | | | | | | 0 | |
| 4 | 10 | | | | | | | | 0 | Total Count 37 |
| | 11 | | | | | | | | 0 | |
| | 12 | | | | | | | | 0 | |

| | | | | | | |
|------|-------|------|-------|-------|-------|-------|
| Avg | 1.754 | 9.7% | 0.005 | 0.007 | 0.004 | 0.000 |
| High | 0.178 | 9.8% | 0.006 | 0.010 | 0.004 | 0 |
| Low | 0.130 | 9.5% | 0.004 | 0.005 | 0.003 | 0 |

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

Quarter # 2

Year 2009

| | |
|---|---------------------------------------|
| Street Address | |
| Political Subdiv | Little Valley Madison Township |
| Date of Break/ Outage | |
| General Type | |
| Specific Type | |
| Number of Services Affected | |
| Time Became Aware | |
| Date Problem Resolved | |
| Time Problem Resolved | |
| Restorations Made, Type & Size | |
| Boil Order Information | |

Ohio American Water Mansfield Little Valley #9

**Quarter # 2
2009**

| | |
|--------------------------------|----------------------------------|
| Total Customer Contacts | Total Customer Complaints |
| 37 | 0 |

| Customer Services | | |
|---------------------------|------------------|-------------------|
| | Inquiries | Complaints |
| Account Information | 20 | 0 |
| Bad Debt/Bankruptcy | 1 | 0 |
| Bill Adjustment | 1 | 0 |
| Bill Information/Format | 0 | 0 |
| Consumption | 0 | 0 |
| Customer Notices | 1 | 0 |
| Customer Service Staff | 0 | 0 |
| Disconnection for Non-Pay | 0 | 0 |
| Final Service | 2 | 0 |
| General Information | 0 | 0 |
| New Service | 2 | 0 |
| NSF Check | 0 | 0 |
| Payment Arrangements | 1 | 0 |
| Rates | 0 | 0 |
| Reconnection Non-Pay | 2 | 0 |
| Service Order Appointment | 2 | 0 |
| Other: Customer Service | 5 | 0 |
| Total | 37 | 0 |

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

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

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

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

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

| Disconnections | |
|------------------------------------|---|
| With 14 Days Notice | |
| Non-Payment | 4 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| With 24 Hours Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| Without Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

Ohio American Water
Mansfield Ford Rd System #10

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap |
|-------------|-------|---------------------|-------|---------------------|----------------|-------------------|---------------|------------------|------------------------|
| | | | | | | | | | |
| 1 | 1 | 0.070 | 10.1% | 0.002 | 0.004 | 1/6/09 | 0.001 | 1/20/09 | 0 |
| | 2 | 0.050 | 10.1% | 0.002 | 0.002 | 2/2/09 | 0.001 | 2/4/09 | 0 |
| | 3 | 0.050 | 10.2% | 0.002 | 0.002 | 3/2/09 | 0.001 | 3/3/09 | 0 |
| Total Count | | | | | | | | | 15 |
| 2 | 4 | 0.057 | 10.2% | 0.002 | 0.002 | 4/2/09 | 0.001 | 4/1/09 | 0 |
| | 5 | 0.063 | 10.3% | 0.002 | 0.002 | 5/1/09 | 0.001 | 5/4/09 | 0 |
| | 6 | 0.081 | 10.2% | 0.003 | 0.005 | 6/15/09 | 0.001 | 6/16/09 | 0 |
| Total Count | | | | | | | | | 15 |
| 3 | 7 | | | | | | | | 0 |
| | 8 | | | | | | | | 0 |
| | 9 | | | | | | | | 0 |
| Total Count | | | | | | | | | 15 |
| 4 | 10 | | | | | | | | 0 |
| | 11 | | | | | | | | 0 |
| | 12 | | | | | | | | 0 |
| Total Count | | | | | | | | | 15 |

| | | | | | | |
|------|-------|-------|-------|-------|-------|-------|
| Avg | 1.754 | 10.2% | 0.002 | 0.003 | 0.001 | 0.000 |
| High | 0.081 | 10.3% | 0.003 | 0.005 | 0.001 | 0 |
| Low | 0.050 | 10.1% | 0.002 | 0.002 | 0.001 | 0 |

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

Quarter # 2

Year 2009

| | |
|---|------------------------------|
| Street Address | |
| Political Subdiv | Ford Road Mifflin Twp |
| Date of Break/ Outage | |
| General Type | |
| Specific Type | |
| Number of Services Affected | |
| Time Became Aware | |
| Date Problem Resolved | |
| Time Problem Resolved | |
| Restorations Made. Type & Size | |
| Boil Order Information | |

Ohio American Water Mansfield Ford Rd #10

**Quarter # 2
2009**

| | |
|--------------------------------|----------------------------------|
| Total Customer Contacts | Total Customer Complaints |
| 11 | 0 |

Customer Services

| | Inquiries | Complaints |
|---------------------------|------------------|-------------------|
| Account Information | 8 | 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 | 3 | 0 |
| Total | 11 | 0 |

Metering

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

Water Quality

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

Water Service

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

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

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2008

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

Quarter # 4

Year 2008

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

**Ohio American Water Company
Beechcrest**

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date of High Flow | Low Flow (MG) | Date of Low Flow | # Days Exceed Dsgn Cap | Customer Count |
|---------|-------|---------------------------|----------|---------------------------|----------------------|-------------------------|---------------------|------------------------|------------------------------|-------------------|
| 1 | 1 | 2.851 | -7.2% | 0.092 | 0.148 | 01/31/09 | 0.030 | 01/11/09 | 0 | 601 |
| | 2 | 2.438 | -7.2% | 0.087 | 0.135 | 02/24/09 | 0.045 | 02/01/09 | 0 | |
| | 3 | 2.873 | -8.8% | 0.093 | 0.108 | 03/04/09 | 0.010 | 03/05/09 | 0 | |
| | 4 | 2.943 | -9.9% | 94.950 | 0.201 | 04/08/09 | 0.061 | 04/07/09 | 0 | |
| | 5 | 3.035 | -10.5% | 97.890 | 0.141 | 05/26/09 | 0.060 | 05/28/09 | 0 | |
| | 6 | 2.878 | -12.5% | 0.093 | 0.140 | 06/25/09 | 0.038 | 06/26/09 | 0 | |
| 2 | 7 | | | | | | | | 0 | 666 |
| | 8 | | | | | | | | 0 | |
| | 9 | | | | | | | | 0 | |
| 3 | 10 | | | | | | | | 0 | |
| | 11 | | | | | | | | 0 | |
| | 12 | | | | | | | | 0 | |
| 4 | | | | | | | | | | |
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Ohio American Water Company
Beechcrest
Routine (Annual/Semi-Annual) Flushing Information

Year 2009 Quarter: 1

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

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

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

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

**Ohio American Water Company
Beechcrest**

Quarter # 2

No breaks this quarter

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 |

**Ohio American Water Company
Beechcrest**

**Quarter # 2
2009**

**Total Customer Contacts
437**

Customer Services

| | Inquiries | Complaints |
|---------------------------|------------------|-------------------|
| Account Information | 193 | |
| Bad Debt/Bankruptcy | 15 | |
| Bill Adjustment | 38 | |
| Bill Information/Format | 4 | |
| Consumption | 1 | |
| Customer Notices | 1 | |
| Customer Service Staff | 0 | |
| Disconnection for Non-Pay | 15 | |
| Final Service | 9 | |
| General Information | 20 | |
| New Service | 15 | |
| NSF Check | 0 | |
| Payment Arrangements | 9 | |
| Rates | 0 | |
| Reconnection Non-Pay | 10 | |
| Service Order Appointment | 17 | |
| Other: Customer Service | 90 | |
| Total | 437 | 0 |

Water Service

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

Metering

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

Water Quality

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

**Ohio American Water Company
Beechcrest**

Quarter # 1

Year 2009

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

Quarter # 3

Year 2009

| Disconnections | |
|------------------------------------|----|
| With 14 Days Notice | |
| Non-Payment | 19 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| With 24 Hours Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| Without Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |

Quarter # 2

Year 2009

| Disconnections | |
|------------------------------------|----|
| With 14 Days Notice | |
| Non-Payment | 17 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| With 24 Hours Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| Without Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |

Quarter # 4

Year 2009

| Disconnections | |
|------------------------------------|----|
| With 14 Days Notice | |
| Non-Payment | 19 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| With 24 Hours Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| Without Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |

Ohio American Water Company
East Aurora

Year 2009

| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date of High Flow | Low Flow (MG) | Date of Low Flow | # Days Exceed Dsgn Cap | Customer Count |
|---------|-------|---------------------|--------|---------------------|----------------|-------------------|---------------|------------------|------------------------|----------------|
| 1 | 1 | 1.247 | 4.6% | 0.040 | 0.077 | 01/31/09 | 0.023 | 01/24/09 | 0 | 289 |
| | 2 | 1.055 | 2.9% | 0.038 | 0.054 | 02/09/09 | 0.010 | 02/20/09 | 0 | |
| | 3 | 1.599 | -6.4% | 0.052 | 0.163 | 03/26/09 | 0.032 | 03/07/09 | 0 | |
| 2 | 4 | 1.175 | -2.2% | 0.038 | 0.072 | 04/01/09 | 0.024 | 04/18/09 | 0 | 310 |
| | 5 | 1.170 | 3.2% | 0.038 | 0.093 | 05/07/09 | 0.010 | 05/06/09 | 0 | |
| | 6 | 1.138 | -18.1% | 0.037 | 0.062 | 06/26/09 | 0.021 | 06/20/09 | 0 | |
| 3 | 7 | | | | | | | | 0 | |
| | 8 | | | | | | | | 0 | |
| | 9 | | | | | | | | 0 | |
| 4 | 10 | | | | | | | | 0 | |
| | 11 | | | | | | | | 0 | |
| | 12 | | | | | | | | 0 | |
| | | | | | | | | | | |
| Avg | | 1.231 | -2.7% | 0.041 | | | | | 0 | |
| High | | 1.599 | 4.6% | 0.052 | 0.163 | 03/26/09 | | | 0 | 310 |
| Low | | 1.055 | -18.1% | 0.037 | | | 0.010 | 05/06/09 | 0 | 289 |

Ohio American Water Company
East Aurora

Routine (Annual/Semi-Annual) Flushing Information

Year 2009 Quarter: 1st

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

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

If yes:

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

Year 2009 Quarter: 2nd

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

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

If yes:

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

Year 2009 Quarter: 3rd

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

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

If yes:

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

Year 2009 Quarter: 4th

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

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

If yes:

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

Ohio American Water Company

Quarter # 2

No breaks this quarter

Year 2009

**Ohio American Water Company
East Aurora**

**Quarter # 2
2009**

**Total Customer Contacts
250**

Customer Services

| | Inquiries | Complaints |
|---------------------------|------------------|-------------------|
| Account Information | 101 | |
| Bad Debt/Bankruptcy | 8 | |
| Bill Adjustment | 27 | |
| Bill Information/Format | 3 | |
| Consumption | 1 | |
| Customer Notices | 3 | |
| Customer Service Staff | 0 | |
| Disconnection for Non-Pay | 10 | |
| Final Service | 7 | |
| General Information | 11 | |
| New Service | 7 | |
| NSF Check | 0 | |
| Payment Arrangements | 10 | |
| Rates | 0 | |
| Reconnection Non-Pay | 6 | |
| Service Order Appointment | 11 | |
| Other: Customer Service | 41 | |
| Total | 246 | 0 |

Water Service

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

Metering

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

Water Quality

| | Inquiries | Complaints |
|----------------------|------------------|-------------------|
| Discolored Water | 0 | |
| Hardness | 0 | |
| Low Pressure | 4 | |
| Odor | 0 | |
| Particles in Water | 0 | |
| Scum/Oil in Water | 0 | |
| Taste | 0 | |
| Other: Water Quality | 0 | |
| Total | 4 | 0 |

**Ohio American Water Company
East Aurora**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

| Disconnections | |
|------------------------------------|----|
| With 14 Days Notice | |
| Non-Payment | 29 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| With 24 Hours Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| Without Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |

Quarter # 4

Year 2009

| Disconnections | |
|------------------------------------|----|
| With 14 Days Notice | |
| Non-Payment | 18 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| With 24 Hours Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| Without Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |

**Ohio American Water Company
Tiffin District**

| Year | | 2009 | | | | | | | | | | Customer Count |
|---------|-------|---------------------|-------|---------------------|----------------|-------------------|---------------|------------------|------------------------|--|----------------|----------------|
| Quarter | Month | Water Delivery (MG) | UFW % | Avg Daily Flow (MG) | High Flow (MG) | Date Of High Flow | Low Flow (MG) | Date Of Low Flow | # Days Exceed Dsgn Cap | | Customer Count | |
| 1 | 1 | 52.973 | 9.2% | 1.709 | 1.846 | 01/19/09 | 1.581 | 01/01/09 | 0 | | 6241 | |
| | 2 | 45.412 | 10.0% | 1.689 | 1.737 | 02/01/09 | 1.529 | 02/05/09 | 0 | | | |
| | 3 | 47.237 | 9.9% | 1.524 | 1.648 | 03/01/09 | 1.435 | 03/13/09 | 0 | | | |
| | 4 | 47.566 | 9.9% | 1.586 | 1.754 | 04/15/09 | 1.403 | 04/12/09 | 0 | | 6227 | |
| | 5 | 46.877 | 10.1% | 1.512 | 1.731 | 05/06/09 | 1.381 | 05/24/09 | 0 | | | |
| | 6 | 44.599 | 11.1% | 1.487 | 1.712 | 06/16/09 | 1.352 | 06/11/09 | 0 | | | |
| | 7 | | | | | | | | 0 | | | |
| | 8 | | | | | | | | 0 | | | |
| | 9 | | | | | | | | 0 | | | |
| | 10 | | | | | | | | 0 | | | |
| | 11 | | | | | | | | 0 | | | |
| | 12 | | | | | | | | 0 | | | |
| 4 | 2008 | | | | | | | | | | | |
| | Avg | 47.444 | 10.0% | 1.585 | 1.738 | | 1.447 | | 0 | | 3117 | |
| | High | 52.973 | 11.1% | 1.709 | 1.846 | 01/19/09 | 1.581 | | 0 | | 6241 | |
| | Low | 44.599 | 9.2% | 1.487 | 1.648 | | 1.352 | 06/11/09 | 0 | | 6227 | |

Routine (Annual/Semi-Annual) Flushing Information

Year **2009** Quarter: 1

Quarter: 1

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

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

Notification Method:

☐ Newspaper

☐ Sign Posting

☐ Radio

☐ Bill Insert

☐ Marquee

☐ Other

Quarter: 2

Was the system flushed this quarter? Yes: ☒ No: ☐
 Begin Date: 4/13/2009 End Date: 5/12/2009 Notification Date: 4/10/2009

If yes:
Notification Method:

| | |
|-------------------------------------|--------------|
| <input checked="" type="checkbox"/> | Newspaper |
| <input type="checkbox"/> | Sign Posting |
| <input type="checkbox"/> | Radio |
| <input checked="" type="checkbox"/> | Bill Insert |
| <input type="checkbox"/> | Marquee |
| <input type="checkbox"/> | Other |

Quarter: 3

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

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

If yes:
Notification Method:

☐ Newspaper

☐ Sign Posting

☐ Radio

☐ Bill Insert

☐ Marquee

☐ Other

Quarter: _____

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

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

If yes:

Notification Method:

☐ Newspaper

☐ Sign Posting

☐ Radio

☐ Bill Insert

☐ Marquee

☐ Other

Ohio American Water Company
Tiffin District

| Year | Quarter | Street Address | Political Subdiv | Date of Break/ Outage | General Type | Specific Type | Number of Services Affected | Time Became Aware | Date Problem Resolved | Time Problem Resolved | Boil Order issued by |
|------|---------|--------------------------|------------------|-----------------------|------------------|---------------|-----------------------------------|----------------------|--------------------------|-----------------------|----------------------|
| 2009 | 1 | 148 Mohawk St | Tiffin City | 12/18/2008 | Kill Main | Company | N/A | 09:00 A.M. | 12/23/08 | 2:30 P.M. | N/A |
| 2009 | 1 | 54 & 50 Circular St | Tiffin City | 1/25/2009 | Service Leak | Company | N/A | 3:10 P.M. | 01/27/09 | 3:00 P.M. | N/A |
| 2009 | 1 | 262 W. Market St | Tiffin City | 1/7/2009 | Repair Stop | Company | N/A | 11:20 A.M. | 01/08/09 | 4:00 P.M. | N/A |
| 2009 | 1 | 19 Ella St | Tiffin City | 1/20/2009 | Repair Stop | Company | 1 | 9:15 A.M. | 01/20/09 | 4:00 P.M. | N/A |
| 2009 | 1 | 116 Grand Ave | Tiffin City | 1/23/2009 | Main | Company | N/A | 8:00 P.M. | 01/23/09 | 11:00 P.M. | N/A |
| 2009 | 1 | 84 & 100 Indian Ln | Tiffin City | 1/23/2009 | Service Leak | Company | N/A | 9:30 A.M. | 01/28/09 | 12:30 P.M. | N/A |
| 2009 | 1 | 380 Wentz St | Tiffin City | 1/30/2009 | Repair Stop | Company | N/A | 09:40 A.M. | 01/30/09 | 8:00 P.M. | N/A |
| 2009 | 1 | 338 Circular St | Tiffin City | 2/4/2009 | Replace Service | Company | N/A | 1:30 P.M. | 02/05/09 | 12:00 P.M. | N/A |
| 2009 | 1 | 55 Ohio Ave | Tiffin City | 2/5/2009 | Main | Company | N/A | 07:40 A.M. | 02/05/09 | 3:05 P.M. | N/A |
| 2009 | 1 | 289 Hall St | Tiffin City | 2/6/2009 | Repair Stop | Company | N/A | 07:30 A.M. | 02/06/09 | 4:00 P.M. | N/A |
| 2009 | 1 | 27/2009 | Tiffin City | 2/7/2009 | Main | Company | N/A | 08:00 A.M. | 02/07/09 | 11:00 P.M. | N/A |
| 2009 | 1 | 192 St. Francis Ave #3 | Tiffin City | 2/9/2009 | Service Leak | Company | N/A | 1:40 P.M. | 02/10/09 | 2:00 P.M. | N/A |
| 2009 | 1 | 70 Grand Ave | Tiffin City | 2/19/2009 | Repair Stop | Company | N/A | 08:30 A.M. | 02/19/09 | 1:30 P.M. | N/A |
| 2009 | 1 | 52 Fosterla | Tiffin City | 2/13/2009 | Main | Company | 14 | 08:36 P.M. | 02/13/09 | 8:30 A.M. | N/A |
| 2009 | 1 | 27 Main St | Tiffin City | 2/2/2009 | Repair Stop | Company | N/A | 3:10 P.M. | 02/19/09 | 12:00 P.M. | N/A |
| 2009 | 1 | 15 Boshier St | Tiffin City | 2/25/2009 | Turn off Service | Company | N/A | 10:00 A.M. | 02/25/09 | 4:00 P.M. | N/A |
| 2009 | 1 | 259 N. Washington St | Tiffin City | 3/2/2009 | Repair Stop | Company | N/A | 7:30 A.M. | 03/02/09 | 11:00 A.M. | N/A |
| 2009 | 1 | 248 S. Washington St | Tiffin City | 3/4/2009 | Main | Company | N/A | 11:30 A.M. | 03/04/09 | 3:30 P.M. | N/A |
| 2009 | 1 | 517 N. Sandusky St | Tiffin City | 3/9/2009 | Kill Service | Company | N/A | 8:31 A.M. | 03/09/09 | 3:30 P.M. | N/A |
| 2009 | 1 | 328 Greenfield St | Tiffin City | 3/9/2009 | Kill Service | Company | N/A | 8:50 A.M. | 03/11/09 | 3:30 P.M. | N/A |
| 2009 | 1 | 198-208 Cottage Ave | Tiffin City | 3/14/2009 | Main | Company | N/A | 8:50 A.M. | 03/12/09 | 11:30 A.M. | N/A |
| 2009 | 1 | 168 Hudson | Tiffin City | 3/16/2009 | Kill Service | Company | N/A | 3:30 P.M. | 03/17/09 | 9:00 A.M. | N/A |
| 2009 | 1 | 272 Cherokee St | Tiffin City | 3/16/2009 | Main | Company | N/A | 1:25 P.M. | 03/19/09 | 11:00 A.M. | N/A |
| 2009 | 1 | 134 N. Washington St | Tiffin City | 3/16/2009 | Kill Main | Company | N/A | 3:44 P.M. | 03/19/09 | 2:30 P.M. | N/A |
| 2009 | 1 | 79 S. Washington St | Tiffin City | 3/16/2009 | Kill Main | Company | N/A | 3:30 P.M. | 03/23/09 | 12:00 P.M. | N/A |
| 2009 | 1 | 145 Madison St | Tiffin City | 3/27/2009 | Main | Company | N/A | 10:20 A.M. | 03/27/09 | 3:46 P.M. | N/A |
| 2009 | 1 | 248 Miami St | Tiffin City | 3/24/2009 | Replace Hydrant | Company | N/A | 9:00 A.M. | 03/30/09 | 4:00 P.M. | N/A |
| 2009 | 1 | 56 Sycamore St | Tiffin City | 3/24/2009 | Repair Stop | Company | N/A | 9:06 A.M. | 04/01/09 | 2:00 P.M. | N/A |
| 2009 | 2 | 126 Elmer St | Tiffin City | 3/31/2009 | Kill Main | Company | N/A | 8:00 A.M. | 04/02/09 | 3:00 P.M. | N/A |
| 2009 | 2 | 1780 Whitfield Dr | Tiffin City | 3/23/2009 | New Fire Hydrant | Company | N/A | 4:00 P.M. | 04/03/09 | 4:00 P.M. | N/A |
| 2009 | 2 | Miami Street | Tiffin City | 3/23/2009 | Kill Service | Company | N/A | 11:20 A.M. | 04/07/09 | 12:00 P.M. | N/A |
| 2009 | 2 | 283 S. Monroe St | Tiffin City | 4/6/2009 | Kill Service | Company | N/A | 11:15 A.M. | 04/08/09 | 3:00 P.M. | N/A |
| 2009 | 2 | 242 Hudson St | Tiffin City | 4/6/2009 | Replace Service | Company | N/A | 10:05 A.M. | 04/09/09 | 4:00 P.M. | N/A |
| 2009 | 2 | Center St & W. Market St | Tiffin City | 4/14/2009 | Valve Repair | Company | N/A | 12:20 P.M. | 04/13/09 | 2:00 P.M. | N/A |
| 2009 | 2 | 225 Eighth Ave | Tiffin City | 4/14/2009 | Kill Main | Company | N/A | 7:46 A.M. | 04/16/09 | 4:00 P.M. | N/A |
| 2009 | 2 | 230 Seventh Ave | Tiffin City | 4/20/2009 | Kill Service | Company | N/A | 10:40 A.M. | 04/21/09 | 12:00 P.M. | N/A |
| 2009 | 2 | 90 Sycamore St | Tiffin City | 4/8/2009 | Repair Stop | Company | N/A | 10:00 A.M. | 04/21/09 | 2:30 P.M. | N/A |
| 2009 | 2 | 111 City St | Tiffin City | 4/16/2009 | Repair Curb Box | Company | N/A | 10:30 A.M. | 04/22/09 | 12:00 P.M. | N/A |
| 2009 | 2 | 269 W. Market St | Tiffin City | 4/21/2009 | Repair Stop | Company | N/A | 8:35 A.M. | 04/23/09 | 2:00 P.M. | N/A |
| 2009 | 2 | 210 Berner St | Tiffin City | 4/23/2009 | Replace Service | Company | N/A | 4:15 P.M. | 04/24/09 | 4:00 P.M. | N/A |
| 2009 | 2 | 20 Maplewood St | Tiffin City | 4/27/2009 | Repair Main | Company | N/A | 8:10 A.M. | 4/27/2009 | 6:30 P.M. | N/A |
| 2009 | 2 | Wall & W. Davis St | Tiffin City | 4/27/2009 | Repair Hydrant | Company | N/A | 8:10 A.M. | 5/4/2009 | 4:00 P.M. | N/A |
| 2009 | 2 | 448 Miami St | Tiffin City | 5/1/2009 | Repair Valve | Company | N/A | 9:40 A.M. | 5/4/2009 | 4:00 P.M. | N/A |
| 2009 | 2 | 92 Main St | Tiffin City | 5/1/2009 | Repair Stop | Company | N/A | 9:16 A.M. | 5/11/2009 | 12:00 P.M. | N/A |
| 2009 | 2 | 26 Clinton Ave | Tiffin City | 5/1/2009 | Repair Stop | Company | N/A | 9:16 A.M. | 5/6/2009 | 1:30 P.M. | N/A |
| 2009 | 2 | 71 Beechwood Dr | Tiffin City | 5/5/2009 | New Service | Company | N/A | 8:30 A.M. | 5/7/2009 | 4:00 P.M. | N/A |
| 2009 | 2 | 67 Greenfield St | Tiffin City | 5/8/2009 | Repair Stop | Company | N/A | 11:15 A.M. | 5/12/2009 | 1:00 P.M. | N/A |
| 2009 | 2 | Oh St & Leiner Ave | Tiffin City | 6/1/2009 | Kill Service | Company | N/A | 4:16 P.M. | 5/19/2009 | 3:00 P.M. | N/A |
| 2009 | 2 | N. Washington & Webster | Tiffin City | 6/1/2009 | Replace Service | Company | N/A | 12:20 P.M. | 6/13/2009 | 6:00 P.M. | N/A |
| 2009 | 2 | 80 Circular | Tiffin City | 6/1/2009 | Replace Service | Company | N/A | 9:11 A.M. | 5/18/2009 | 4:00 P.M. | N/A |
| 2009 | 2 | 148 Mohawk St | Tiffin City | 6/22/2009 | Tie In | Company | 8 | 9:47 A.M. | 5/19/2009 | 3:45 P.M. | N/A |
| 2009 | 2 | 422 Miami St | Tiffin City | 6/22/2009 | Abandon Main | Company | N/A | 3:46 P.M. | 05/28/09 | 5:00 P.M. | N/A |
| 2009 | 2 | 1690 W Co Rd 54 | Tiffin City | 6/1/2009 | Main Break | Company | N/A | 2:33 P.M. | 06/02/09 | 1:30 P.M. | N/A |
| 2009 | 2 | 61 Erie St | Tiffin City | 6/1/2009 | Service Leak | Company | N/A | 12:00 P.M. | 06/03/09 | 2:30 P.M. | N/A |
| 2009 | 2 | 380 Miami St | Tiffin City | 6/4/2009 | Repair Stop | Company | N/A | 7:30 A.M. | 06/04/09 | 4:00 P.M. | N/A |
| 2009 | 2 | 95 Memore St | Tiffin City | 6/28/2009 | Repair Stop | Company | N/A | 2:00 P.M. | 06/08/09 | 11:30 A.M. | N/A |
| 2009 | 2 | 156 Hampden Park | Tiffin City | 6/29/2009 | Repair Stop | Company | N/A | 4:00 P.M. | 06/08/09 | 2:00 P.M. | N/A |
| 2009 | 2 | 13 Ann St | Tiffin City | 6/11/2009 | Repair Stop | Company | N/A | 9:18 A.M. | 06/15/09 | 11:30 A.M. | N/A |
| 2009 | 2 | 178 N. Washington St | Tiffin City | 6/10/2009 | Repair Stop | Company | N/A | 11:45 A.M. | 06/17/09 | 1:30 P.M. | N/A |
| 2009 | 2 | 88 Center St | Tiffin City | 6/18/2009 | Repair Stop | Company | N/A | 11:15 A.M. | 6/23/2009 | 2:00 P.M. | N/A |
| 2009 | 2 | 287 Clinton Ave | Tiffin City | 6/24/2009 | Repair Main | Company | N/A | 7:33 A.M. | 6/24/2009 | 3:00 P.M. | N/A |
| 2009 | 2 | 201 E. Perry St | Tiffin City | 6/19/2009 | Repair Stop | Company | N/A | 1:00 P.M. | 06/25/09 | 1:00 P.M. | N/A |

Ohio American Water Company

Quarter # 2

Year 2007

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

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
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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
Tiffin District**

**Quarter # 2
2009**

**Total Customer Contacts
4530**

Customer Services

| | Inquiries | Complaints |
|---------------------------|------------------|-------------------|
| Account Information | 2148 | |
| Bad Debt/Bankruptcy | 271 | |
| Bill Adjustment | 114 | |
| Bill Information/Format | 57 | |
| Consumption | 12 | |
| Customer Notices | 33 | |
| Customer Service Staff | 0 | |
| Disconnection for Non-Pay | 84 | |
| Final Service | 251 | |
| General Information | 327 | |
| New Service | 193 | |
| NSF Check | 0 | |
| Payment Arrangements | 115 | |
| Rates | 0 | |
| Reconnection Non-Pay | 56 | |
| Service Order Appointment | 185 | |
| Other: Customer Service | 668 | |
| Total | 4514 | 0 |

Water Service

| | Inquiries | Complaints |
|-------------------------------|------------------|-------------------|
| Disconnection for Repairs | 0 | |
| Main Breaks | 4 | |
| Mark Water Lines/Line Inspect | 0 | |
| Restoration | 0 | |
| Service line leak | 0 | |
| Water Sampling | 0 | |
| Others: Water Service | 0 | |
| Total | 4 | 0 |

Metering

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

Water Quality

| | Inquiries | Complaints |
|----------------------|------------------|-------------------|
| Discolored Water | 0 | |
| Hardness | 0 | |
| Low Pressure | 4 | |
| Odor | 0 | |
| Particles in Water | 0 | |
| Scum/Oil in Water | 0 | |
| Taste | 0 | |
| Other: Water Quality | 0 | |
| Total | 4 | 0 |

**Ohio American Water Company
Tiffin District**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

| Disconnections | |
|------------------------------------|----|
| With 14 Days Notice | |
| Non-Payment | 94 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| With 24 Hours Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |
| Without Notice | |
| Non-Payment | 0 |
| Non-Emergency Regulation Violation | 0 |
| Application Misrepresentation | 0 |
| Access Denial | 0 |
| Other | 0 |

Quarter # 3

Year 2009

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

Quarter # 4

Year 2009

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

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

By

**OHIO AMERICAN WATER COMPANY
Systems**

**Ohio American Water Company
Ashtabula County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2009 2nd Quarter

- 1) Leak Detection. 75 hours were devoted to leak detection. 11 leaks were found. One of the leaks resulted in a decrease of system delivery by almost a million gallons a day.
- 2) Inactive Account Survey: Field Service Representatives (FSR's) have rechecked 137 accounts listed as inactive. 1 was found using water.
- 3) Zero Consumption Accounts . FSR's checked 107 accounts, and found 0 with stopped or disabled meters.
- 4) Fire Service Accounts Meter readers check fire service detector check meters monthly. Two suspected leaks are being investigated and customers will be notified in writing to make repairs if necessary.
- 5) Draw Down Test We are unable to do a draw down test at this time because of ongoing work at the treatment plant.
- 6) Review Large Users. No significant trends up or down, have been identified.
- 7) Physically Inspect mains in remote areas & easements. Scheduled in October when flushing is complete.
- 8) Obtain actual readings on meters 3" and larger. 100% compliant.
- 9) Purchase a leak correlator. A correlator has been purchased, and is in use.

During the second quarter crews repaired/replaced:

1 fire hydrants
4 valves
11 company services
14 main breaks
30 total leaks repaired

**Ohio American Water Company
Ashtabula County District**

Remedial Report for Unaccounted for Water

Action Plan for 2009 3rd Quarter

1. Investigate the possibility of using an outside contractor to do a more in depth leak survey.
2. Continue to re-check all inactive accounts to ensure water is off.
3. Continue to recheck all zero consumption meters to ensure they are working properly.
4. Survey all private fire service accounts to check for leaks or unmetered connections.
5. Conduct a "*draw down test*" at the water treatment plant to confirm the accuracy of system delivery totals.
6. Review the consumption of large users to spot trends that would indicate a meter is slowing down.
7. Contract testing of large meters suspected of slowing down. (scheduled to begin Nov. 6th)
8. Physically inspect mains in remote areas and easements.
9. Continue to get actual readings on all meters 3" and larger, each month.

**Ohio American Water Company
Franklin County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2009 2nd 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) Obtained actual readings on all water service meters 1" and larger.
 - a. All 1" and large meters have been read.
- 3) Since all service areas' water meters are read every month, meter readers have watched for potential water leaks while performing their meter reading routes. Four leaks have been identified and repaired.
- 4) Continued to repair all reported company leaks consistent with the timeframes presented in the Stipulation.
- 5) Repaired 15 fire hydrants in the WHWTP water system. More than ten (10) of the fire hydrants indicated leakage.
- 6) Verified accuracy of finished water flow meter at WHWTP HSP.

**Ohio American Water Company
Franklin County District**

Remedial Report for Unaccounted for Water

Action Plan for 2009 3rd 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) 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.
- 5) As part of the BLWTP water system fire hydrant painting program, the fire hydrants will be inspected for leakage.

**Ohio American Water Company
Lawrence County District**

Remedial Report for Unaccounted for Water

Action Plan for 2009 - 1 st. Quarter

1. Visual inspection of all stream crossings.
2. Visual inspection of all storm sewer outlets.
3. Review the billing process to ensure data accuracy.
4. Look closely at gpm numbers assigned to leakage.
5. Visit and sound usual areas where there is a history of leaks.
6. Sound hydrants after the system flushing (4/13 through 4/17).

Remedial Report For Unaccounted For Water

Actions/Progress Made In 2nd. Quarter 2009

A continuation of the plan adopted in the last quarter of 2008, and carried into both quarters of 2009 has proved successful in reducing the unaccounted for water, twelve month rolling average, back into the 13.5% range. A brief summary follows below of hidden leaks which had an immediate measurable impact on system delivery.

1/20/09.....Leak repair on 6" line which was going directly into storm sewer. Approx. 150 gpm.
1/24/09.....Leak repair on 1" service draining unseen into Ohio River. Approx. 25gpm.
3/06/09.Leak on Tutweiler Drive draining into creek over the hill. Approx. 50 gpm.
6/05/09.....Hydrant FL 34 replaced.

It should be noted that the leaks listed above were hidden ones. They all had obviously been leaking for some time resulting in a substantial loss of water over a several month period for each. Current PUCO practice does not allow any loss over 7 days to be claimed on the accounting reporting. These hidden ones, along with the repair of 27 other leaks which were repaired when found, have had the desired effect that the Action Plan was designed to achieve.

**Ohio American Water Company
Marion County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2009 2nd Quarter

1. Performed leak detection on 75 miles of water mains and all associated fire hydrants and services lines.
2. Continued reviewing large service accounts (account with 2 inch and larger meters) to ensure that the appropriate meter type is being used to capture all water used by the customer. Several meters have been identified as inappropriate for the usage and will be changed as funds are available.
3. Reviewed system delivery and sales entry for accuracy.
4. Reviewed open Leak numbers with the Network staff to ensure that all leaks are being repaired quickly. Currently there are no open leaks.
5. Continued to devote planned time to review zero consumption accounts to insure accuracy.
6. A water audit and water balance using the AWWA water audit software was completed for each month this quarter.
7. Continued to get accurate meter reading on large meters. Identified customer accounts with a high estimate rate and replace meters with radio read meters. One hundred forty three radio read meters were installed in the second quarter to reduce meter read estimates.
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. One 2" compound meter was installed to help identify [possible leakage
9. Verified that inactive accounts are still inactive. Any inactive account with consumption was reviewed and investigated to determine the cause for consumption.
10. Performance indicators to gauge the successfulness of the districts UFW reduction efforts are being developed. Currently the AWWA performance indicators are being used but more district specific indicators will be added to help the Marion Water District.

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

**Ohio American Water Company
Marion County District**

Remedial Report for Unaccounted for Water

Action Plan for 2009 3rd Quarter

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

Supplemental information:

The Marion Water district is comprised of 276 miles of water mains. A leak survey of the entire system would cost approximately \$74,000 (based on a \$5,000 mobilization fee and \$250 per mile of water main) and would take a little less than two months to complete. A leak surveyor can reasonably survey about 3 - 5 miles of water main per day. At the current production costs the yearly costs to produce 4% of water (the difference between the current UFW and 15%) is only \$50,000. A yearly leak survey would cost approximately \$24,000 more than 4% 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 2nd Quarter**

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

**Ohio American Water Company
Richland County District**

**Remedial Report for Unaccounted for Water
Action Plan for 2009 2nd Quarter**

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

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

- Working with immediate supervisor to set up performance indicators

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

- Working with immediate supervisor on plan.