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Salty W. Bloomfield 614.227.2368 sbloomfield@bricker.com July 17, 2009

# VIA HAND DELIVERY

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

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

Dear Ms. Jenkins:

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

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Sincerely.

Sally W. Bloomfield

**Enclosures** 

cc: Parties of Record (w/Enclosure)

# **OHIO AMERICAN WATER COMPANY**

# SECOND QUARTER 2009 UNACCOUNTED FOR WATER REPORTS Pursuant to Stipulation p. 7 ¶13 D 2

OAWC District	2 <sup>nd</sup> 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%	<b>✓</b>
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

2009

Year

Customer a transfer 18902 12622 12614 Count 12587 12587 **Dsgn Cap** Exceed # Days 0 0 00 0 0 0 0 0 0 0 0 0 0 Low Flow 02/21/09 06/14/09 01/01/09 03/21/09 04/03/09 02/30/08 06/14/09 5,463,000 5,680,000 5,426,333 6,092,000 3,604,000 5,786,000 5,933,000 6,092,000 3,604,000 [Gallons] Flo¥ High Flow 04/27/09 05/25/09 02/08/09 03/11/09 02/08/09 01/22/09 06/16/09 6,706,000 7,297,000 7,979,000 6,498,000 7,525,000 7,979,000 7,305,833 [Gallons] 6,498,000 Flow 6,869,000 6,959,000 6,513,000 6,261,000 6,655,000 6,534,167 6,959,000 5,948,000 **Avg Daily** [Gallons] 5,948,000 Flow 2009 21.4% 24.7% 30.5% 13.4% 26.8% 30.5% 15.1% 13.4% UFW % 197,592,000 180,826,000 184,726,000 173,003,000 182,204,500 197,592,000 166,208,000 190,872,000 166,208,000 [Gallons] Delivery Water Month Avg High Low 2 2 F ę (0 4 œ 4 Ф Quarter ~ 2 S)

# Ohio American Water Company Ashtabula District

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

real	2009	Quarter	<u></u>			
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	□ Notification Date:	No:	X	□ Sig □ Ra □ Bill	wspaper in Posting dio Insert irquee
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	Quarter:  Notification Date:	No:		☐ Sig ☐ Ra ☐ Bill	wspaper in Posting dio Insert rquee
Was the system flushed this quarter?  Begin Date: End Date:	Yes:	Quarter:	No: Veekly		Siç Ra Bill	lethod: wwspaper on Posting dio I Insert irquee her
Was the system flushed this quarter?  Begin Date: End Date:  In the process. Will complete in October	Yes:	Cualter  Notification Date: _ wkly newspaper ads	No:	0	□ Sig □ Ra □ Bill □ Ma	lethod: wspaper in Posting idio I Insert arquee her

Ohio American Water Company Ashtabula District

		Boil Order Issued by	N/A	N/A	OTO	₹ <u>X</u>	DTO	¥,¥	<b>61</b> 0	<b>6</b>	¥	¥	¥	₩ ₩		HIA HIA		
		Time Problem Resolved	PM	AM	Ā	N.	AM	Wd	PM	W.	MG	M	AM	PM	Æ	₩		
	Date Problem	Resolved	06/04/09	05/22/09	05/23/09	05/27/09	6/28/2009	05/29/09	60/52/50	06/03/09	60/60/90	06/12/09	6/10/2009	6/11/2009	6/20/2009	6/25/2009		
	Time Became	Aware	M.	Æ	AM	AM	AM	æ	Æ	Z	<u>.</u>	AM	AM	₽	AM	AM		
Number of	Services	Affected	0	-	m	•	٥	o	w	33	0	-	-	-		•		
		Specific Type	MAIN	SERVICE	MAIN	MAIN	MAIN	MAN	MAIN	VALVE	MAIN	SERVICE	SERVICE	SERVICE	MAIN	VALVE		
		General Type	NON. EMERG.	NON. EMERG.	NON. EMERG.	EMERGENCY	NON. EMERG.	EMERGENCY	EMERGENCY	NON. EMERG.	NON EMERG	NON. EMERG.	NON EMERG.	NON. EMERG.	EMERGENCY	NON. EMERG.		
		Date of Break/ Outage	5/22/2009	\$720/2009	5/23/2009	5/27/2009	5/20/2009	5/28/2009	5/29/2009	6/28/2009	6/3/2009	6/4/2009	6/9/2009	6/9/2009	6/20/2009	6/18/2009		
		Political Subdiv	ASH, TWSP.	ASH. CITY	ASH, TWSP.	¥	¥	ASH TWSP	ASH. CITY	ASH. TWSP.	ASH CITY	ASH, CITY	ASH. CITY	ASH. CITY	ASH. TWSP.	ASH. CITY		
		Quarter Street Address	2425 MIDDLE RD.	5313 REED AVE.	E 26th ST & STATE	2690 RT 94	3939 RT. 20	LAKE RD. ( NORTH SIDE)	6410 EDWARDS AVE.	2328 EUREKA RD.	R415 EDWARDS AVE	1204 NORWOOD	4011 STATE RD.	W. 48th ST. (FIELD)	VALLEY & JEFFERSON	W. 47th ST. & WEST AVE.		
		Quarter	2	0	2	~	,	2		. ~		~	~	~	2	2		
	_	Year	2009	2009	2009	2008	2009	2008	2009	8 6	2008	2008	2009	2008	5008	5008	2008	2008

# Ohio American Water Company Ashtabula District

Quarter # 2 2009

> Total Customer Contacts 10643

#### **Customer Services**

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

	Inquiries	Complaints
	4759	
	650	
	302	
	126	
	42	
	67	
	0	
	282	
	326	
	733	
	277	
	0	
	250	
	0	
	187	
	455	
	2106	
Total	10562	Q

#### **Water Service**

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

	Inquiries	Complaints
	0	
	24	
ŧ		
Total	24	0

# Metering

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

	Inquiries	Complaints
	0	
	21	
	7	
:	0	
	0	
Total	28	0

# **Water Quality**

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

Inquiries	Complaints
0	
0	
29	

Other: Water Quality Total 29 0

# Ohio American Water Company Ashtabula District

Quarter # 1

Year

Curtor Education Control Control Control

Year

Disconnections	
With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	227
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	

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	

2009

Quarter # 3

Access Denial

Other

Year

2009

Quarter # 4

Access Denial

Other

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	<u> </u>
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	- "-
Application Misrepresentation	
Access Denial	
Other	:

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

Ohio American Water Company Franklin County District Blacklick Water System

Year	2009						PWSID	2502412
	Water	UFW	Avg Daily	High	Date	Low	Date	# Days
	Delivery	%	Flow	Flow	ō	Flow	ō	Exceed
Month	(MG)	!	(MC)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
_	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
6	21.553	23.2%	0.695	0.805	03/22/08	0.619	60/90/20	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	60/80/90	0
9	20.841	23.5%	0.695	0.808	06/07/09	0.628	06/12/09	°
7								
80								
6								
2								
+								
12								
Ava	21.118	23.0%	0.700					0
를	22.137	23.8%	0.714	0.894	01/18/09			0
Low	19.783	22.0%	0.679			0.597	02/08/09	0

Year 2009 **PWSID** 2502412 Routine (Annual/Semi-Annual) Flushing Information Quarter #1 Was the system flushed this quarter? Yes: If yes: Begin Date: End Date: **Notification Method:** Notification Date: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #2 Х Was the system flushed this quarter? Yes: No: If yes: Begin Date: May, 2009 End Date: Notification Method: Notification Date: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #3 Was the system flushed this quarter? If yes: Yes: No: Begin Date: \_\_\_\_ End Date: Notification Method: Notification Date: Newspaper Sign Posting Radio Bill Insert Marguee Other Quarter #4 Was the system flushed this quarter? Yes: No: If yes: Begin Date: End Date: Notification Method: Notification Date: Newspaper Sign Posting Radio Bill Insert Marquee Other

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			

**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
<b>Customer Notices</b>		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	9
Reconnection Non-Pay		106	0
Service Order Appointment		119	0
Other: Customer Service		1795	0
	Total	8034	Q

# Metering

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

	niquiries	Complaints
	0	0
	1	0
	4	0
	0	0
	0	0
ntal	5	0

#### **Water Quality**

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

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1163
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#### Water Service

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

	inquiries	Complaints
	0	0
	1	0
:t	0	0
	0	0
	0	0
	0	0
	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

**Water Service** 

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

ce	
Inquiries	Complaints
0	0
1	0
0	0
Ð	0
0	0
D	0
0	0
1	0

**Total** 

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	2	0
Meter Replacement	0	0
Others: Metering	0	0
Tota	1 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

Year

2009

PWSID 2502412

	2502412
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
- 100100 - 0111-1	0
	0
Disconnections	
With 14 Days Notice	
Non-Payment	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial Other	
	Disconnections  With 14 Days Notice  Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other  With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other  Without Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other  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  With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other  With Other  Without Notice Non-Payment Non-Emergency Regulation Violation Access Denial Other

Ohio American Water Company Franklin County District Blacklick Wastewater System

Year 2009

%	%0	29%	%0	27%	%9	%0						
	$\dashv$	_	$\dashv$	7		_						
# of Days Exceeding Dsgn Capacity	0	8	0	•	2	0						
Date of Low Flow	1/27/2009	2/3/2009	3/24/2009	4/1/2009	5/22/2009	6/24/2009						
Low Flow (MGD)	0.704	0,751	0.508	0.745	0.686	0.577						
Date of High Flow	1/10/2009	2/12/2009	3/1/2009	4/22/2009	5/2/2009	6/19/2009						
High Flow (MGD)	1.062	1.690	0.974	1.361	1.256	0.875						
Avg Daily Flow (MGD)	0.845	1.011	0.809	0.967	0.867	0.672					,	
Month	1	2	3	4	\$	6	7	8	6	10	11	12
Quarter			1			2			က		-	4

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

Year 2009	Z - James I			
Quarter # 1				
Collection Main Cleaning	Yes □	No X	If yes:	
Quarter # 2				
Collection Main Cleaning	Yes X	No □	If yes:	
Preventive Sewer (	Cleaning		·	
Quarter # 3				
Collection Main Cleaning	Yes □	No □	If yes:	
Quarter # 4				
Collection Main Cleaning	Yes □	No □	If ves:	

		Blacklick Wastewater S	system .	
	Year	2009	•	
Man	hole Inspection Program	l		
		Number of Manholes Inspected this quarter	200	
	Were there any Sewera	ge Backups this Quarter?	Yes X No 🗆	lf 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
	Pate/Time Resolved:	2/13/2009		
	Street Address:	3431 Beachworth Drive	Political Subdivision:	Madison Township
	Date/Time of Backup	3/12/2009	# of Customers Affected:	O .
	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		
6.7	Quarter # 2	Number of Manholes inspected this quarter	250	
	verage Backups	, .		
	Were there any Sewers	age Backups this Quarter?	Yes X No □	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;		# of Customers Affected: Repair Means:	1 Sewer Jetter
		4/23/2009		1 Sewer Jetter
	Blockage Cause;	4/23/2009 Grease		Sewer Jetter  Madison Township
	Blockage Cause; Date/Time Resolved;	4/23/2009 Grease 4/23/2009	Repair Means:	Madison Township
	Blockage Cause; Date/Time Resolved; Street Address;	4/23/2009 Grease 4/23/2009 5227 Harbor Blvd	Repair Means: Political Subdivision:	Madison Township
	Blockage Cause; Date/Time Resolved; Street Address; Date/Time of Backup	4/23/2009 Grease 4/23/2009 5227 Harbor Blvd 4/9/2009	Repair Means: Political Subdivision: # of Customers Affected:	Madison Township
	Blockage Cause; Date/Time Resolved; Street Address; Date/Time of Backup Blockage Cause;	4/23/2009 Grease 4/23/2009 5227 Harbor Blvd 4/9/2009 Grease	Repair Means: Political Subdivision: # of Customers Affected:	Madison Township
	Blockage Cause; Date/Time Resolved; Street Address; Date/Time of Backup Blockage Cause; Date/Time Resolved;	4/23/2009 Grease 4/23/2009 5227 Harbor Blvd 4/9/2009 Grease 4/9/2009	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:	Madison Township 1 Sewer Jetter
	Blockage Cause; Date/Time Resolved; Street Address; Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address;	4/23/2009 Grease 4/23/2009 5227 Harbor Blvd 4/9/2009 Grease 4/9/2009 4660 Harbor Blvd	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision:	Madison Township 1 Sewer Jetter
	Blockage Cause; Date/Time Resolved; Street Address; Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address; Date/Time of Backup	4/23/2009 Grease 4/23/2009 5227 Harbor Blvd 4/9/2009 Grease 4/9/2009 4660 Harbor Blvd 4/9/2009	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected:	Madison Township 1 Sewer Jetter Madison Township 1
	Blockage Cause: Date/Time Resolved: Street Address: Date/Time of Backup Blockage Cause: Date/Time Resolved: Street Address: Date/Time of Backup Blockage Cause:	4/23/2009 Grease 4/23/2009 5227 Harbor Blwd 4/9/2009 Grease 4/9/2009 4690 Harbor Blwd 4/9/2009 Grease	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected:	Madison Township 1 Sewer Jetter Madison Township 1
	Blockage Cause; Date/Time Resolved: Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved: Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved:	4/23/2009 Grease 4/23/2009  5227 Harbor Blwl 4/9/2009 Grease 4/9/2009  4660 Harbor Blwl 4/9/2009 Grease 4/9/2009	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means;  Political Subdivision: # of Customers Affected: Repair Means;	Madison Township 1 Sewer Jetter Madison Township 1 Sewer Jetter Madison Township 1
	Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause;	4/23/2009 Grease 4/23/2009 5227 Harbor Blvd 4/9/2009 Grease 4/9/2009 4690 Harbor Blvd 4/9/2009 Grease 4/9/2009 Grease 4/9/2009	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means;  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision:	Madison Township 1 Sewer Jetter Madison Township 1 Sewer Jetter
	Blockage Cause; Date/Time Resolved; Street Address; Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address; Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address; Date/Time of Backup	4/23/2009 Grease 4/23/2009 5227 Harbor Blvd 4/9/2009 Grease 4/9/2009 4660 Harbor Blvd 4/9/2009 Grease 4/9/2009 Grease 4/9/2009 Grease 4/9/2009	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected:	Madison Township 1 Sewer Jetter Madison Township 1 Sewer Jetter Madison Township 1
	Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause;	4/23/2009 Grease 4/23/2009 5227 Harbor Blwd 4/9/2009 Grease 4/9/2009 4660 Harbor Blwd 4/9/2009 Grease 4/9/2009 Grease 4/9/2009 Grease 4/9/2009 Grease	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means;  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision:	Madison Township 1 Sewer Jetter Madison Township 1 Sewer Jetter Madison Township 1
	Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time of Backup Blockage Cause; Date/Time Resolved;	4/23/2009 Grease 4/23/2009 5227 Harbor Blvd 4/9/2009 Grease 4/9/2009 4690 Harbor Blvd 4/9/2009 Grease 4/9/2009 Grease 4/9/2009 Grease 4/9/2009 Grease 4/9/2009 Grease 4/9/2009 Grease 4/15/2009 Grease	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:	Madison Township 1 Sewer Jetter  Madison Township 1 Sewer Jetter  Madison Township 1 Sewer Jetter  Madison Township 1
	Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time of Backup Blockage Cause; Date/Time Resolved;	4/23/2009 Grease 4/23/2009  5227 Harbor Blvd 4/9/2009 Grease 4/9/2009  4660 Harbor Blvd 4/9/2009 Grease 4/9/2009  4690 Harbor Blvd 4/15/2009 Grease 4/15/2009 Grease 4/15/2009 Grease 4/15/2009	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means;  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision:	Madison Township 1 Sewer Jetter Madison Township 1 Sewer Jetter Madison Township 1 Sewer Jetter
	Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time Resolved; Street Address: Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time Resolved;	4/23/2009 Grease 4/23/2009 5227 Harbor Blvd 4/9/2009 Grease 4/9/2009 4660 Harbor Blvd 4/9/2009 Grease 4/9/2009 Grease 4/9/2009 Grease 4/15/2009 Grease 4/15/2009 Grease 4/15/2009 Grease 4/15/2009	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means;  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:	Madison Township 1 Sewer Jetter  Madison Township 1 Sewer Jetter  Madison Township 1 Sewer Jetter  Madison Township 1
	Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time of Backup Blockage Cause; Date/Time Resolved;	4/23/2009 Grease 4/23/2009 5227 Harbor Blwd 4/9/2009 Grease 4/9/2009 4660 Harbor Blwd 4/9/2009 Grease 4/9/2009 Grease 4/9/2009 Grease 4/15/2009 Grease 4/15/2009 Grease 4/15/2009 Grease	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means;  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:	Madison Township 1 Sewer Jetter  Madison Township 1 Sewer Jetter  Madison Township 1 Sewer Jetter  Madison Township 1
	Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address: Date/Time of Backup Blockage Cause; Date/Time of Backup Blockage Cause; Date/Time of Backup Blockage Cause; Date/Time Resolved; Street Address; Date/Time Resolved;	4/23/2009 Grease 4/23/2009 5227 Harbor Blwd 4/9/2009 Grease 4/9/2009 4690 Harbor Blwd 4/9/2009 Grease 4/9/2009 Grease 4/9/2009 Grease 4/15/2009 Grease 4/15/2009 Grease 4/15/2009 Grease 4/15/2009 Grease 4/15/2009	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:	Madison Township 1 Sewer Jetter  Madison Township 1 Sewer Jetter  Madison Township 1 Sewer Jetter  Madison Township 1 Sewer Jetter
	Blockage Cause; Date/Time Resolved;  Street Address: Date/Time of Backup Blockage Cause; Date/Time Resolved;  Street Address; Date/Time Resolved;  Street Address;	4/23/2009 Grease 4/23/2009 5227 Harbor Blvd 4/9/2009 Grease 4/9/2009 4690 Harbor Blvd 4/9/2009 Grease 4/9/2009 Grease 4/9/2009 Grease 4/15/2009	Repair Means:  Political Subdivision: # of Customers Affected: Repair Means:	Madison Township 1 Sewer Jetter

Street Address;

Date/Time of Backup

Blockage Cause: Date/Time Resolved: 3381 Latonia Road

6/18/2009

6/18/2009

Grease

Political Subdivision:

Repair Means:

# of Customers Affected:

Madison Township

Sewer Jetter

Year

2009

Quarter # 1

**Total Customer Contacts** 

D

#### **Customer Services**

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

	Inquiries	Complaints
	0	0
	0	0
	Û	0
	0	0
	0	0
	0	0
	Ģ	0
	0	0
	0	. 0
	0	0
	0	0
	0	0
	0	0
	0	Û
	0	0
	C	Û
	0	0
Total	0	0

#### Sewer Service

Mark Sewer Lines Sewer Backup Sewer Odor Other:

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

Sower Servic

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

	OBWEL OBITICE			
	Inquiries	Complaints		
	0	0		
	0	0		
:t	0	0		
	0	0		
	0	0		
	0	0		
	0	0		
Total	0	0		

Quarter # 2

**Total Customer Contacts** 

Q

#### **Customer Services**

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

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

#### Sewer Service

Mark Sewer Lines Sewer Backup Sewer Odor Other:

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

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

Sewer Service				
Inquiries	Complaints			
0	0			
0	0			
0	0			
0	0			
0	0			
0	0			
0	0			
0	0			

**Total** 

Year

2009

·	iarter	. # 4
	іапеі	- 64

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	

# Suarter # 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	Ö
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	<del>,</del>
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

			Huber Kidge Water System	vater 5	ystem			
Year	2009						PWSID	2502512
	Water	UFW	Avg Daily	High	Date	Low	Date	# Days
	Delivery	*	Flow	Flow	ਰ	Flo₩	ō	Exceed
Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
~	16.685	17.4%	0.538	0.749	01/20/09	0.484	01/29/09	0
2	14.298	16.8%	0.510	0.601	02/20/09	0.409	02/21/09	0
3	14.916	46.7%	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
29	17.244	15.9%	0.556	0.707	05/31/09	0.388	05/04/09	0
9	16.670	16.2%	0.556	0.681	00/20/90	0.430	06/01/09	0
7								
60								
6								
10								
11								
12								

05/04/09

0.388

01/20/09

0.749

0.521 0.556 0.481

16.5% 17.4% 15.8%

15.718 17.244 14.298

Avg High Low

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

2009 Routine					PWSID	2502512
Routine	e (Annual/Ser					
	- 1	ni-Annual) Flushl	ing Information			
	-		_			
this quarter?	Yes:		No:	•	If yes:	
End Date:		Notification Date:				on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
thin guerter?	Vaai	æ.	No	_	M una:	
,	103.	Notification Date:		J	•	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
	this quarter? End Date:	this quarter?  End Date:  This quarter?  Yes:	this quarter?  End Date:  Yes:  Notification Date:  this quarter?  Yes:	this quarter?  Yes:  No:  Notification Date:  Ithis quarter?  Yes:  No:	this quarter?  End Date:  No: **  No: **  Notification Date:  Ithis quarter?  Yes: **  No: □	Ithis quarter?  End Date:  Notification Date:  Notification Date:  Notification Date:  Ithis quarter?  Yes:  Notification Date:  Notification Date:  Notification Date:

# 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			

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
Tota	4441	0

**Metering** 

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

#### **Water Quality**

	Inquiries	Complaints
	0	0
	0	0
	7	7
	0	0
	0	0
	0	0
	Ü	0
У	0	26 33
Total	7	33

**Water Service** 

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

Inquirles	Complaints
O	0
1	0
0	0
O	0
C	0
0	0
0	0
1	ñ

Quarter # 2 Total Customer Contacts
3199

Customer Services

Total

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

Inquiries	Complaints
1715	0
89	0
42	0
27	0
12	0
20	0
O	0
65	0
62	0
121	0
72	0
0	0
54	0
0	0
54	0
90	0
774	0
3197	0

Mete<u>ring</u>

	inquines	<u>  Complaints</u>
Estimating	0	0
Meter Reading	1	D
Meter Repair/Leak	0	Û
Meter Replacement	0	0
Others: Metering	0	0
Tot	al 1	Ô

#### **Water Quality**

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

Inquirles	Complaints
0	0
0	0
1	1
0	0
0	0
0	0
. 0	0
0	0
4	4

Water Service

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

ice	
Inquiries	Complaints
0	0
0	0
0	0
0	0
0	0
0	0
0	0
1 0	0

Ouarte	

With 14 Days Notice on-Payment on-Emergency Regulation Violation pplication Misrepresentation ccess Denial ther  With 24 Hours Notice	84 0 0 0
on-Emergency Regulation Violation pplication Misrepresentation ccess Denial ther	0
pplication Misrepresentation ccess Denial ther	0
ccess Denial ther	0
ccess Denial ther	
	0
With 24 Hours Notice	
on-Payment	0
on-Emergency Regulation Violation	0
pplication Misrepresentation	0
ccess Denial	0
ther	0
Without Notice	
on-Payment	0
on-Emergency Regulation Violation	0
pplication Misrepresentation	0
ccess Denial	0
ther	0

Graffer A.2	
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	T
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	C
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

CHARGE A STATE OF THE STATE OF	
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

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

Totals	3.773					9
Avg	1.000					
Max	0.647	2.080	05/01/09			
Min	1.209			0.316	06/15/09	

# Ohlo American Water Company Franklin County District Huber Ridge Wastewater System

Year 2009	A 5444	•	•	
Quarter#1				
Collection Main Cleaning	Yes 🗆	No X	If yes:	
Quarter # 2				
Collection Main Cleaning	Yes X	No 🗆	If yes:	
Routine sewer clea	ning		·	
Quarter # 3				
Collection Main Cleaning	Yes 🛘	No 🗆	If yes:	
Quarter # 4				
Collection Main Cleaning	Yes 🗆	No □	If ves:	

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

Year

2009

5955 Bengasi

1/2/2009

1/2/2009

Grease

Manhole Inspection Program

Quarter # 1

Number of Manholes inspected this quarter

200

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Street Address:

Date/Time of Backup

Blockage Cause:

Date/Time Resolved:

Street Address:

Date/Time of Backup

Blockage Cause:

Date/Time Resolved:

3666 E Dublin Grandville Road

2/14/2009 Unknown

2/14/2009

3482 Sagion Drive

4/14/2009

4/14/2009

Grease

Political Subdivision:

Political Subdivision:

# of Customers Affected:

# of Customers Affected:

No 🗆

Repair Means:

Repair Means:

Yes X

Sewer Jetter

Blendon Township

2

If ves:

**Blendon Township** 

Sewer Jetter

If yes: 7

Sewer Jetter

Sewer Jetter

Sewer Jetter

Sewer Jetter

Sewer Jetter

Sewer Jetter

**Blendon Township** 

**Blendon Township** 

Blendon Township

Blendon Township

Blendon Township

Blendon Township

Quarter # 2 Sewerage Backups

Number of Manholes inspected this quarter

150

Were there any Sewerage Backups this Quarter?

Street Address:

Date/Time of Backup Blockage Cause:

Date/Time Resolved:

Street Address:

Blockage Cause:

Date/Time Resolved:

3454 Sagion Drive Date/Time of Backup 4/14/2009

Unknown 4/14/2009

Street Address: Date/Time of Backup

Blockage Cause:

Street Address:

5784 Varadero 4/24/2009 Grease

Date/Time Resolved:

2800 Lapaz Court 5/26/2009

Unknown

5/26/2009

6/2/2009

6/2/2009

6/15/2009

Unknown

6/15/2009

3704 Panama

Grease

3454 Sagion

3474 Dallhgreen

4/24/2009

Date/Time of Backup Blockage Cause:

Date/Time Resolved:

Street Address: Date/Time of Backup Blockage Cause:

Date/Time Resolved:

Street Address:

Date/Time of Backup Blockage Cause:

Date/Time Resolved:

Street Address: Date/Time of Backup Blockage Cause:

Date/Time Resolved:

6/28/2009 Unknown 6/28/2009 Political Subdivision:

# of Customers Affected:

No D

Repair Means:

Yes X

Political Subdivision:

# of Customers Affected:

Repair Means:

Sewer Jetter

Blendon Township

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 X If yes: Quarter # 2 Number of Manholes inspected this quarter 275 Sewerage Backups Were there any Sewerage Backups this Quarter? No □ Yes X If yes: 2 Street Address: 8628 Abbot Cove Political Subdivision: Prairie Township Date/Time of Backup 4/9/09 AM # of Customers Affected: Blockage Cause: Unknown Repair Means: Cleared itself Date/Time Resolved: 4/9/09 AM Street Address: Political Subdivision: Prairie Township 886 Candy Lane Date/Time of Backup 4/15/2009 # of Customers Affected:

Repair Means:

Sewer Jetter

Blockage Cause:

Date/Time Resolved:

Unknwo

4/15/2009

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

Year

2009

Quarter # 1

**Total Customer Contacts** 

#### **Customer Services**

		Inquiries	Complaints
Account Information		O	0
Bad Debt/Bankruptcy		G	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	Δ	_

Sewer Service

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

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

Sewer Service

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

OSHO! WOILING			
inquirles	Complaints		
0	0		
0	0		
0	0		
0	0		
0	0		
0	0		
0	0		
0	C		

Quarter # 2

**Total Customer Contacts** 

Ð

#### **Customer Services**

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

	Inquirles	Complaints
	0	0
	0	0
	0	C
	0	0
	0	0
	0	0
	Q	O
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	O
	0	
Total	0	0

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

Sewer Service			
inquiries	Complaints		
<b>0</b>	0		
0	0		
0	0		
0	0		
0	0		
0	0		
Ð	0		
0	0		

Total

#### Sewer Service

Mark Sewer Lines Sewer Backup Sewer Odor Other:

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

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

Year

2009 ...

_	_	-4-		ж	
JL	tal	πe	r	7	7

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	Ö
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	

# Guarter#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#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
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days
		Delivery	%	Flow	Flow	ō	Flow	ţ	Exceed
Quarter	Month	(MG)		(MG)	(MG)	High Flow	(SIR)	Low Flow	<b>Dsgn Cap</b>
	-	7.865	8.5%	0.253	0.311	01/01/09	0.188	01/30/09	0
	7	6.855	8.0%	0.245	0.356	02/08/09	0.098	02/05/09	0
-	က	8.246	<b>49.7</b>	0.266	0.362	03/15/09	0.153	03/10/09	0
	4	7.568	9.4%	0.252	0.347	04/26/09	0.187	04/03/09	0
	2	8.212	6.7%	0.265	0.354	02/10/09	0.204	60/80/90	0
7	9	8.103	7.7%	0.270	0.391	60/20/90	0.215	06/12/09	0
	80								
3	6								
	10								
	41								
4	12								

0	0	0
	,	02/02/09
		0.098
	60/20/90	
	0.391	
0.259	0.270	0.245
8.0%	9.4%	6.7%
7.808	8.246	6.855
Avg	High	Low

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

			io waing train. i	,,000			
Year	2009					PWSID	2502612
	Routine (A	nnual/Se	mi-Annual) Flushi	ng Information			
Quarter#1	•		•	•			
Was the system flushed th	nis quarter?	Yes:		No:	*	if yes:	
Begin Date:	End Date:		Notification Date:				on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed th	nis quarter?	Yes:	¥	No:		If ves:	
Begin Date:	End Date:		Notification Date:	110.	_		on Method:
						•	Newspaper
						•	Sign Posting
							Radio
							Bill Insert
							Marquee
							Other

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

Year	2009	PWSID	2502612
Quarter # 1	See PUCO 2009 Q1 Water Leak Log		
Quarter # 2 Quarter # 3	See PUCO 2009 Q2 Water Leak Log		
Quarter # 4	_		

**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	G	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

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

	Inquiries	Complaints_
	0	0
	5	0
	3	0
	0	0
	0	0
Total	8	0

#### **Water Quality**

	inquirles	Complaints
	0	0
	0	0
	0	0
	0	0
•	0	0
r	0	0
	0	0
lity	0	2 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	O

# Quarter # 2

**Total Customer Contacts** 1580

Customer Services

	i	Inquiries	Complaints
Account Information		787	0
Bad Debt/Bankruptcy	ĺ	51	0
Bill Adjustment		31	Ö
Bill Information/Format	- [	16	0
Consumption	1	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	1	31	0
Rates		0	0
Reconnection Non-Pay		31	0_
Service Order Appointment		77	0
Other: Customer Service		388	0
	Total	1570	0

Metering

Estimating	
Meter Reading	
Meter Repair/Leak	1
Meter Replacement	
Others: Metering	
	Total

Inquirles	Complaints
0	0
4	0
1	0
0	0
0	0
	0

# **Water Quality**

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

Ī	nquiries	Complaints
Γ	0	0
Γ	0	0
ſ	4	4
	0	0
Γ	0	0
Ī	0	0
1	0	0
- 1	0	4
otal	4	8

## Water Service

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

C <del>O</del>		
Inquiries	Complaints	
0	0	
1	0	
0	0	
0	0	
0	0	
0	0	
0	0	
1	0	

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

Year

2009

PWSID 2502612

i cai 2005	
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	G
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	

	PAASID	2002012
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 #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

2009 Year

green	4	Avg Daily	High Flow	Date of High	Low Flow	Date of Low	# of Days Exceeding Dsgn	*
	-	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	8	19%
	4	0.517	0.786	4/14/2009	0.357	4/12/2009	15	48%
	9	0.407	0.702	5/2/2009	0.284	5/8/2009	7	23%
2	9	0.324	0.386	6/18/2009	0.239	6/22/2009	0	%0
	7							
	8							
3	6							
	10							
	11							
4	12							

Totals	2.597					44
Avg	0.000					
Max	0.442	0.920	02/11/09			
<b>2</b>	0.714			0.239	06/22/09	

Year	2009			
Manhole Inspection Program	1			
Quarter # 1	Number of Manholes inspected this quarter			0
Sewerage Backups				
Were there any Sewera	ge Backups this Quarter?	Yes □	No X	If yes:
Quarter # 2	Number of Manholes inspected this quarter		27	75
Sewerage Backups	•			
Were there any Sewera	ge Backups this Quarter?	Yes X	No □	If yes: 2
Street Address:	8628 Abbot Cove	Political S	ubdivision:	Prairie Township
Date/Time of Backup	4/9/09 AM	# of Customers Affected: 0		0
Blockage Cause:	Unknown	Repair Me	ans:	Cleared itself
Date/Time Resolved:	4/9/09 AM			
Street Address:	886 Candy Lane	Political S	ubdivision;	Prairie Township
Date/Time of Backup	4/15/2009	# of Custo	mers Affected:	0

Sewer Jetter

Repair Means:

Blockage Cause:

Date/Time Resolved:

Unknwo

4/15/2009

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

Quarter # 1	) · · · · · · · · · · · · · · · · · · ·			
Collection Main Cleaning	Yes □	No X	If yes:	
Quarter # 2				
Collection Main Cleaning	Yes 🗆	No X	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

2009

Quarter #1

**Total Customer Contacts** 

Λ

### **Customer Services**

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

Inqu	iries	Complaints
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
L	0	0
	0	0
	0	0
	0	0
	0	0
al	0	0

# Sewer Service

Mark Sewer Lines Sewer Backup Sewer Odor Other:

	Inquiries	Complaints
	D	O
	D	0
	0	0
	0	0
	0	6
Total	0	0

Sewer Service

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

Other: Customer Service

	OBMBI DELLICE		
	Inquiries	Complaints	
	0	0	
	0	0	
t	0	0	
	0	0	
	0	0	
	0	0	
	0	0	
Total	0	0	

Quarter # 2 Total Customer Contacts

**Customer Services** 

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

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

Inq Mark Sewer Lines

Total

Sewer Backup

Sewer Odor

Other:

Sewer Service

Course Condo

Total

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

Sewer Service		
Inquiries	Complaints	
0	0	
0	0	
0	0	
0	T0	
0	0	
0	0	
0	0	
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	Ö
Application Misrepresentation	0
Access Denial	Q
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

Edit 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	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	
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
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days
		Delivery	%	Flow	Flow	ŏ	Flow	ō	Exceed
Quarter	Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	<b>Dsgn Cap</b>
	-	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
<b>4</b>	က	1.600	7.6%	0.051	0.094	03/15/09	0.005	03/26/09	0
	4	1.735	6.4%	0.058	0.220	04/26/09	0.016	04/10/09	1
	S	1.873	11.7%	090'0	0.236	05/25/09	0.000	05/26/09	7
8	9	1.906	12.2%	0.064	0.113	60/20/90	0.027	06/14/09	0
	8								
3	6								
	10								
	11								
4	12								
	Avg	1.723	<b>%0</b> ′6	0.057					0
	High	1.906	12.2%	0.064	0.236	05/25/09			-
	Low	1.516	6.4%	0.051			0.000	01/00/00	0

# Ohio American Water Company Franklin County District Timberbrook Water System

	rear	2009					PWSID	2502712
		Routine (#	Annual/Sei	mi-Annual) Flushi	ing Information			
Quarter #1		•		•	_			
Was the syst	em flushed thi	s quarter?	Yes:		No:	4	If yes:	
Begin Date:		End Date:		Notification Date:			Notification	on Method:
								Newspaper
								Sign Posting
								Radio
								Bill Insert
								Marquee
								Other
Quarter #2								
Was the syst	em flushed thi	s quarter?	Yes:	<b>2</b>	No:		If yes:	
Begin Date:		End Date:		Notification Date:			Notification	on 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	See PUCO 2009 Q1 Water Leak Log		
Quarter # 2	See PUCO 2009 Q2 Water Leak Log		
Quarter # 3	•		
Quarter # 4			

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	į	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

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

	inquiries	Complaints
	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	

# **Water Quality**

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

Inquiries	Complaints
0	0
0	0
0	0
0	0
D	0
0	0
0	0
0	0
0	

### **Water Service**

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

# Quarter # 2

Total Customer Contacts

153

_		_	
Cust	omer	Set	vices

		Inquiries	Complaints
Account Information		73	0
Bad Debt/Bankruptcy		6	0
Bill Adjustment		11	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		5	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
To		n

# **Water Quality**

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

	Inquiries	Complaints
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
,	Q	9
Total	0	9

# Water Service

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

Servi	CO	
	Inquiries	Complaints
	0	0
	0	0
t	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

# Ohio American Water Company Franklin County District Timberbrook Water System

Year

2009

**PWSID** 

2502712

Dia	
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

Marine Ma	
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	

	LM2ID	2502/12
Quarter # 2		<u> </u>
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	

Franklin County District Worthington Hills Water System Ohio American Water Company

	Year	2009		)		•		PWSID	2502812
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days
		Delivery	%	Flow	Flow	ō	Flow	ŏ	Exceed
Quarter	Month	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
	-	9.419	26.4%	0.303	0.390	01/14/09	0.260	01/25/09	0
	2	7.931	27.1%	0.283	0.355	05/06/09	0.220	02/20/09	0
_	8	8.719	28.1%	0.281	0.329	03/01/09	0.228	03/18/09	0
	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	60/90/90	0.225	05/10/09	0
7	9	11.957	29.0%	0.398	0.514	06/07/09	0.322	06/03/09	0
	7								
	00								
က	6								
	10								
	÷								
4	12								
	Avg	9.646	27.8%	0.319					0
	High	11.957	29.0%	0.398	0.514	60/20/90			0
	Low	7.931	26.4%	0.281			0.220	02/20/08	0
-									

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

Year	2009		•	•		PWSID	2502812
	Routine (A	nnual/Sei	mi-Annual) Flushi	ng Information			
Quarter#1	•		•				
Was the system flushed thi	is quarter?	Yes:	<b>-</b>	No:	2	If yes:	
Begin Date:	End Date:		Notification Date:				on Method:
	<del></del>						Newspaper
						0	Sign Posting
							Radio
							Bill Insert
							Marquee
							Other
Quarter #2							
Was the system flushed thi	is quarter?	Yes:		No:	4	If yes:	
Begin Date:	End Date:		Notification Date:			Notification	on Method:
							Newspaper
							Sign Posting
							Radio
							Biil Insert
							Marquee
							Other

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

Year	2009	PWSID_	2502812
Quarter # 1	See PUCO 2009 Q1 Water Leak Log		Ì
Quarter # 2	See PUCO 2009 Q2 Water Leak Log		
Quarter # 3			:
Quarter # 4	<u>.</u>		

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		Q	0
Reconnection Non-Pay		0	0
Service Order Appointment		40	0
Other: Customer Service		76	0
	Total	385	O.

Metering

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

	Inquiries	Complaints
	0	0
	3	0
	0	0
	0	0
	0	0
Total	3	0

# **Water Quality**

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

Inquiries	Complaints
0	0
0	0
1	11
0	0
0	0
0	0
0	0
0_	5
1 1	6

Water Service

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

Inquiries	Complaints
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0

# 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	- 1	3	0
Consumption	- [	1	0
<b>Customer Notices</b>	ı	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	O
Reconnection Non-Pay		3	0
Service Order Appointment		22	0
Other: Customer Service		44	0
	Total	270	0

**Metering** 

	Inquiries	Complaints
Estimating	0	0
Meter Reading	3	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
P-t-		

# **Water Quality**

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

	Inquiries	Complaints
	0	0
	0_	0
	1	1
	0	0
	0	0
	0	Ö
	0	0
y	0	4
Total	1	5

Water Service

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

Servi	Ce	
	Inquiries	Complaints
	0	0
	1	0
:t	0	0
	0	0
	0	0
	0	0
	0	0
Total	1	0

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

Other

Other

Non-Payment

Access Denial

Year

2009

Quarter # 1	
Disconnections	
With 14 Days Notice	İ
Non-Payment	
Non-Emergency Regulation Violation	Ō
Application Misrepresentation	0
Access Denial	Ö
Other	0
Chief	
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	Ö
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Quarter # 3	
Quarter # 3 Disconnections	
Disconnections	
Disconnections With 14 Days Notice	
Disconnections  With 14 Days Notice  Non-Payment	
Disconnections  With 14 Days Notice  Non-Payment  Non-Emergency Regulation Violation	
Disconnections  With 14 Days Notice  Non-Payment  Non-Emergency Regulation Violation  Application Misrepresentation	
Disconnections  With 14 Days Notice  Non-Payment  Non-Emergency Regulation Violation  Application Misrepresentation  Access Denial	
Disconnections  With 14 Days Notice  Non-Payment  Non-Emergency Regulation Violation  Application Misrepresentation	
Disconnections  With 14 Days Notice  Non-Payment  Non-Emergency Regulation Violation  Application Misrepresentation  Access Denial  Other	
Disconnections  With 14 Days Notice  Non-Payment  Non-Emergency Regulation Violation  Application Misrepresentation  Access Denial  Other  With 24 Hours Notice	
Disconnections  With 14 Days Notice  Non-Payment  Non-Emergency Regulation Violation  Application Misrepresentation  Access Denial  Other  With 24 Hours Notice  Non-Payment	
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	
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	
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	
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	
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	
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	
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	
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	
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	
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 Application Misrepresentation	

System		
g Synthe salah dan Sajih sa Sasan Lagang dan di Sasan S	PWSID	2502812
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		<del></del>
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		
la.,		

**Without Notice** 

Non-Emergency Regulation Violation Application Misrepresentation

Ohio American Water Lake White

2009 Year

	Total Customer Count		Jan 202	Feb 203		Apr 202		June 205	July	Aug	Sep	Oct	Nov	Dec
# Days	Exceed	<b>Dsgn Cap</b>	0	0	0	0	0	0	0	0	0	٥	0	0
Date Of	Low	Flow	9	27	22	30	9	9						
Low	Flow	(MG)	0.058	0.076	0.047	0.041	0.046	0.048						
Date Of	High	Flow	15	1	3	20	4	22						
High	Flow	(MG)	0.100	0.114	0.123	0.125	0.083	0.091						
<b>Avg Daily</b>	Flow	(MG)	0.080	0.094	0.071	0.067	990'0	890.0						
	%		12.0%	11.9%	13.1%	12.2%	11.8%	11.6%						
Water	Delivery	(MG)	2.468	2.640	2.203	1.996	2.056	2.033						
		Month	1	2	3	4	2	9	2	8	6	10	11	12
		Quarter			<b>1</b>			2			က			4

ļ	ı			1					l			l
	202	203	219	202	207	205						
	Jan	-ep	Mar	Apr	May	June	July	√ug	Sep	Oct	Nov	Dec
٠	-1		I— I	-	<b> —</b>		1 -1	~		-	,,	,

0000	0	0
0.065	0.074	0.058
0.127	0.193	0.097
0.085	0.092	0.077
12.6%	13.9%	11.0%
2.598	2.761	2.382
Avg	High	Low

# Ohio American Water Lake White

Quarter # 2

2009 Year

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

# Ohio American Water Lake White

Quarter # 2 2009

Total Customer Contacts 514

**Total Customer Complaints** 

1

Customer Ser	vices	
	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

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

Met	ering	
	Inquiries	Complaints
Estimating	0	
Meter Reading	0	
Meter Repair/Leak	0	
Meter Replacement	0	
Others: Metering	0	<b>"</b>
Total	D	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	Q.

# Ohio American Water Lake White

# Quarter # 1

Year	2009

Quarter#2

Voar	
16.0	

2009

Disconnections		Disconnections			
With 14 Days Notice		With 14 Days Notice			
Non-Payment	5	Non-Payment	11		
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	0		
Application Misrepresentation	0	Application Misrepresentation	0		
Access Denial	0	Access Denial	0		
Other	0	Other	0		
With 24 Hours Notice		With 24 Hours Notice			
Non-Payment	6	Non-Payment	0		
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	0		
Application Misrepresentation	0	Application Misrepresentation	0		
Access Denial	0	Access Denial	0		
Other	0	Other	0		
Without Notice		Without Notice			
Non-Payment	0	Non-Payment	0		
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	0		
Application Misrepresentation	0	Application Misrepresentation	0		
Access Denial	0	Access Denial	0		
Other	0	Other	0		

Quarter #3

Year

2009

Year

Quarter#4

2009

Disconnections		
With 14 Days Notice		
Non-Payment		No
Non-Emergency Regulation Violation		No
Application Misrepresentation		Ap
Access Denial		Ac
Other		Ot
With 24 Hours Notice		
Non-Payment		ING
Non-Emergency Regulation Violation		No
Application Misrepresentation	·	Ap
Access Denial		Ad
Other		Ot
Without Notice		
Non-Payment		No
Non-Emergency Regulation Violation		No
Application Misrepresentation		Ap
Access Denial		Ac
Other		Ot

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	٥
Percent of Boxes Requiring Maintenance	0%
Number of Valves Requiring Replacement	0
Percent of Valves Requiring Replacement	0%

	2008
80	Number of Valves
44	Number to Valves to be Operated
105%	Percent of Valves Operated
D	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

Valve	Lake White	Size	Type	2009	<b>2008</b> . Teng	Time		
No.	Critical Valves (once per year)	The County of th	Line	Worked	Worked	A CANADA		New York in
1	At wells sytem valve, (isolates wells from system)	6	AC	27-Арг	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 Theatreright (isolates whole system)	6	AC		30-Oct	21	ok	10
6	Little Theatremiddle(isolates sytem to tank)	6	AC		30-Oct	20	ok	14
7	Little Theatreleft (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)	State	- Type	2009	2008	Turns	Box Malet.	Cepti
1.1	109 Waverly Gables	8	AC			24	ok	33
2	109 Waverly Gables/Dawn Lane	8	AC				ok	
3	Sunrise/Wayerly 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	1	21-Nov	17	ok	32
<b>8</b>	Waverly Gables, middle of roadright of valve #5	8	AC	<del> </del>	10-Sep	22	ok	33
7	Waverly Gablesmiddle of roadleft of valve #5	6	AC	<b></b>	10-Sep	19	ok	35
. 8 :	119 Valleyviewmiddle of road	6	AC		10-Sep	20	ok	31
9	119 Valleyviewleft of driveway	6	AC		10-Sep	19	ok	32
	119 Valleyviewright of driveway		AC			19	ok	32
		6			10-Sep			29
	139 Valleyviewmiddle of road	6	AC			20	ok	
	139 Valleyviewedge of road	6	AC			20	ok	31
	141 Valleyview45ft up towards hospital in road	8	AC	ļ. ——	16-Sep		ok	
14	Emerg Room at hospital	6	PVC			21	ok	33
15	100 Dawnmiddle 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	<u>i</u>	ok	
· 18	Lower valve to Pinehurst loop	6	PVC		16-Sep		Ok	
<b>19</b>	on turn to hospital hilldown 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	1	19-May	21	ok	20
22	To Overlook Dr.	2	PVC	1	T T	20	ok	26
23	609 Ripleymiddle of road	6	AC	1			ok	
24	Ripley & Shady Lane_before Shady	6	AC		5-Jun	<del>                                     </del>	ok	1
	Ripley & Shady Lane after Shady	6	AC		5-Jun		ok	i
	620 Rt 552	2	PVC				ok	<b> </b>
27	Ripley	2	AC				ok	26
28	Tank #1	6	AC	6-Mar	11-Sep		ok	<del> </del>
29	Tank #2	6	AC	6-Mar	11-Sep	<del></del>	ok	· · · · · · · · · · · · · · · · · · ·
30	Tank #3	6	ac	6-Mar	11-Sep	<del></del>	ok	<del>                                     </del>
	706 Rt 552		DVC	O-mai	11-2eb		Ok Ok	30
32	602 Rt 552	2	<del></del>		45.500	<del> </del>	OK OK	30
33		2_	pvc		19-Sep	<del></del>	Ok	<del> </del>
	177 Gregg	2	pvc		19-Sep			<del> </del>
34	140 Gregg	2	pvc		19-Sep	<u> </u>	ok .	ļ
	Field across from Shady Lane	2	pvc			<b>├</b>	ok	<del> </del>
36	601 Vallery	2	pvc	<b></b>		ļ	ok	<u> </u>
37	1294 Rt 552	2	pvc	L	6-Mar		ok	<u> </u>
38	449 Vallery	2	pvc			<u> </u>	ok	<u> </u>
39	Before Lake Crossing 289 Vallery	6	ac	<u> </u>	5-Jun	<u> </u>	ok	<u> </u>
40	beside # 43loops Vallery	2	pvc	<u>L</u>			ok	
41	Mid Field on Vallery	2	pvc				ok	L
	Rt 551up from Drennan,under guardrait	6	ac				ok	
43	514 Virginialoops to Bricker, 4" valve	6	ac				ok	
	By sample station #12" valve	2	pvc				Oli	
45	190 Brickeron turn	2	pvc				ok	
48	end of Bricker by old concrete building	2	pvc				ok	

47 278 Virginia	6	ac	1	22-Apr	,	OK	
48 : 51 Skyline	6	ac		12-Sep		ok	
49 51 Skyline to loop Barker	6	ac		12-Sep		ok	
174 Skyline to loop Barker	6	ac		12-Sep		ok	
51 252 Skylineclose by hydrant	6	āC		12-Sep		ok	
52 252 Skylinein driveway	2	pvc		12-Sep		ok	
53 252 Skylineup from driveway	2	pvc		12-Sep		ok	
54: □ Top of Alpine	2	pvc				ok	
55 23 Woodland	2	pvc	24-Арг	24-Jan		ok	
56 13 Virginia	2	pvc			8	ok	25
57	4	pvc		24-Jan		ok	
58 63 Bevens	2	pvc		24-Jen		ok	
59 81 Bevens	4	pvc		26-Jun		ck	C
60 427 Bevens	4	pvc		26-Jun		ok	
61 Rt 554/Skylineleft one facing over hillto Saywood 62 Rt 551/Skylinemiddle valve	2	pvc	23-Apr		8	ok	36
62 Rt 551/Skylinemiddle valve	4	pvc	12-May			ok	22
53 Rt 551/Skylineright one facing over hillto Wells Jones	4	pyc	12-May		12	ok	36
64 226 Wells Jones	2	pvc			ĺ	OK.	
65 267 Lucerne	2	pvc				ok	
56 Lucernein field	2	pvc	12-May			ok	36
65 267 Lucerne 66 Lucerne in Tield 67 Corner of Lucerne and Woodland	2	pvc	12-May			ok	18
68 1278 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	
89 Nye/551 70 1489 Rt 551 Lt of valve 72 71 1489 Rt 551 Rt of valve 72 72 1489 Rt 551 to Baywood	4	pvc	7-Mar	30-Oct		olt	
72 1489 Rt 561 to Baywood	2	pvc	7-Mar	30-Oct		ok	
73 enterance to Bevens from Rt 551. Past Nye Rd.  Total Number	4	pvc		* ; * <b>78</b> * * * *		ck	

Total Number of Distribution Valves	73	7 <b>3</b> 80 (37)
Total valves Required to be worked	37	36
Total Number Valves Actually worked this year	14	38
Percentage of required inline Valves Acually Worked this year	38%	106%

Total Humber of System Valves	80	80
Total Number of System Valves Required to be worked each year	44	43
Total Number of System Valves Acually Worked this year	18	45
Percentage of required critical and inline Valves Acquity Worked this year	41%	105%
·		

Ohio American Water Company Lake White District 2009 Water Leak Log

CSL = Cempany Service Leak; CMM = Company Water Main; HYD + Hydrant; VLV = Valva; CO = Company Other; PSL = Private Service Leak; PWM = Private Water Mehr; PO = Private Other Dec Door Tag; DTO = Door to Door Dade

		ſ	T	T	7	٦	-		Γ	Ī	Ţ				Γ	Γ	Ţ	T	٦			٦	٦	٦	٦	
	•	Comment	In open field between fit 561 and Mys Baywood area.	6/15/2009 3/4" service under road leaking. Road Bore replace with new	3/4" copper service line.																					
,	Restoration	Completed	3,77,2009	E 6002/51/9																						
		Type of Restoration	direfill	dirt & gravel fill																						
	Size of	Restoration	8x6	777			1	1											<u> </u>		1	1				
	Elapsed		-	-	,	Ì	Ť	1	١			T			1	١			T	T	T	Ī	T	T	I	1
		Report Date Repair Date Days	3/7/2009	A PROPOR	0/10/200m	ŀ	1		1			†	1	1					t	t		İ	†	†		
		eport Date	3772089	444,444	107001	ļ	1	1				Ī	1	1					Ì	1	1	1		1		
	Onder	Liftured R	г	†	2							t	1				ŀ		1	+	1	1	$\dagger$	$\dagger$	1	
9		Moffication	┝		in parson							†			-					1		1	<del> </del>	$\frac{1}{1}$		_
		Afforded	L	-	-														1	1	1	1	1	1		-
	Roil Order		r	†	<b>-</b>						t	+						t	1	1	1		1	1	+	_
	_		Ŀ	•	-	ļ		Н	-	l	t	1					t	1	1	1	1	7	1	1	1	-
		100	Total View	E CANE	185																				7	
		-	distance of																						7	_
			Service Area coversum Least Lype	aka Waite	Lake White																_					_
			ŀ	Rt 551/Nye Rd	84 Baywood																					
			1	-	~	L	r	1	۲	ľ	•	_	*	•	9	•	1	2	Ë	=	2	¥	4	\$2	19	į

Blowoffs

**Deadend Blowoffs** 

	Diowolla	Degacia Dionone
2009	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	<u>-</u> -	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-Арг	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		
Muelier	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	- <del></del>	
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	<u> </u>	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		

_			-	
•		WC	•	•
•	ш		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	- 3

Spring Flush

Deadend Blowoffs
Fall Flush

Туре	Year	Address	Date	Minutes to	Date =	Minutes to
		A CONTROL OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF T	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-Арг	22		
FV		end of Nye	21-Apr	4		
FV		end of Wells Jones	21-Арг	33		
FV		Bors House Rt 551	21-Apr	1		
FV		141 Harbor	21-Арг	6		
FV		573 Rt 551	21-Apr	7		
		Total hours	actual flushing	j 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.

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	)									
	Hydrant Valves	Size	Туре	2007	2008 2009	Turns	Box Maint	Depth	Box Maint	Painted
-	34 Little Theatre	9	AC				ok		ok	2007
2	315 Little Theatre	9	AC	9-May		20	ķ	16"	ok	2007
	108 Crestwood	9	AC	24-Apr		21	ok	30	ok	2005
•	1	9	PVC	24-Apr		20	ok	36"	ok	2007
J.		9	PVC	24-Apr		19	ok	38	ok	2005
9	3	9	pvc	30-May		12	ρķ	30.,	ok	2006
	Lot 17 Pinehurat Blvd	9	pvc	31-May		12	ψo	43"	ok	2006
8	Lot 21 Waverly Woods Dr.	9	pvc	24-Apr		21	yo	39	ok	2007
•	125 Waverly Gables	8	ΨC	24-Apr			ok	30	οķ	2005
9	104 Valleyvlew	9	AC	31-May		21	ok	26"	οĶ	2007
11	129 Valleyview	9	AC			21	οk	36	ak	2006
73	229 Valleyview	9	AC			21	οk	30	ok	2006
65	229 Valleyviewparking lot	9	AC			2.1	οk	34	ok	2007
	100 Dawnemerg, Entrance to Hospital	9	Ductile			21	ok	20	οķ	2006
9		9	Ductile				ok		ok	2006
16		80	AC	22-May		21	ok	36"	ok	2007
-		-	AC	22-May		20	ok	30	ok	2006
<b>\$</b>	-	9	₽C			20	ok	30	ok	200
9	100 Sunrise	9	AC	23-May			ok	24"	ok	
R	1237 Rt 552	9	AC	23-May		20	ok	30	) ok	2007
Σ,	14 Shady Ln	9	AC	7-Jun		20	οk	31"	ok	2006 Hiller
N		9	¥c	9-May		21	ую	31	ok	2006
R		9	AC	8-May		20	γo	20	ok	2007
7		9	AC	8-Jul		- 19	γo	40	ok	2007
23	2465 Rt 851	9	AC	18-Jut			¥		Š	2007
8	577 Virginia	9	AC	17-Jul	18-Jul	20	ð	32	ok	2007
122	278 Virginia	ę	ΨC	18-Jul			¥ο		ok	200
8	262 Skyline	•	AC				ŏ		ok	2007
83	131 Skyline	9	ΥC	27-Jun			οķ		충	2007
8	110 Barker Ln	9	ΥC	2-Jun			ok		å	2007
75	13 Virginia	9	AC	7-Jun		21	γo	24	ok	2007
R	Hydrant at Tank	9	Ductile		1-May					2008
		M Number of 1	umber of Hyrant Valves	32	32					
			Required to be worked	<del>1</del> 6	9					
	Total Number Valves A	s Actually wo	ctually worked this year	ន	CNE		Hydrants Painted	_		;
				;		2002	500e ,	2002		33
	Total Number Valves Actually worked in 07 and 08	ctually worker	in 07 and 08	শ্ব		•	<b>9</b>	9		

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	A916001854		·	
OUPS 800 362 2764 Pike Gas		Re	pair leak at 57 Baywood. In	turn on both sides of road.
947 5121 937 393 4602 or 937 393 1991		]		
800 278 4006 Emergency#		]		
Pike County Engineers 947 4259		]		
Emergency # 970 0148		1		
Pike County Sewer 740 708 9038	Joe spotted	l		
•				
		1		
Ohio Utilities Protection Service				
OUPS 800 362 2764			-	
Pike Gas		-		
947 5121 937 393 4602 or 937 393 1991	****	1		
800 276 4006 Emergency # Pike County Engineers 947 4259 Emergency # 970 0148		1		
Pike County Engineers 947 4259		1		
Emergency # 970 0148		1		
Pike County Sewer 740 708 9038		1		
Ohio Utilities Protection Service				
OUPS 800 362 2764				
947 5121 937 393 4602 or 937 393 1991	···	1		
800 276 4006 Emergency #		1		
Pike County Engineers 947 4259		7		
Emergency # 970 0148		1		
Pike County Sewer 740 708 9038		1		

Ohio American Water Company Lawrence County District

	Year	2009								
		Water	UFW	Avg Daily	High	Date Of	Low	Date Of	# Days	
		Delivery	%	Flow	Flow	High	Flow	Low	Exceed	Custo
Quarter	Month	(MG)		(MG)	(MG)	Flow	(MG)	Flow	Dsgn Cap	Con
	F	21.318	15.9%	0.688	0.871	01/20/09	909.0	01/01/08	0	200
	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	969.0	03/03/09	0.572	03/13/09	0	332
	4	18.876	15.8%	0.629	0.789	04/23/09	0.546	04/15/09	0	
	9	20.540	14.5%	0.663	0.774	05/31/09	0.505	02/01/03	0	
8	9	20.304	13.6%	0.677	0.868	06/22/09	0.520	06/26/09	0	331
									0	200 (100 (100 (100 (100 (100 (100 (100 (
	@								0	
m	G								0	
	10								0	
	=								0	
4	12								0	
			2009							
	Avg	19.788	15.3%	0.656	0.792	<u> </u>	0.560		0	331
	Figh	21.318	16.1%	0.688	0.871	01/20/09	0.613		0	332
	Low	18.307	13.6%	0.625	0.696		0.505	02/01/09	0	331
	_	Annual Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contract of the Contrac		-						

# Ohio American Water Company Lawrence County District

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

	· Cai	2003	Qualto.	·			
Was the system flushed this quarter?		Yes:		No:	X	if yes:	<b></b>
Begin Date: End Da	te: _		Notification Date:			Notificati	on Method: Newspaper Sign Posting Radio Bill Insert Marquee
							Other
			Quarter		_		
Was the system flushed this quarter?  Begin Date: End Da	40.	Yes:	BB Nationalism Date:	No:		if yes:	on Method:
Begin Date: End Da	··· -		Notification Date:			Nouncau	Newspaper
							Sign Posting
						X	Radio
							Bill Insert
							Marquee
			O4				Other
Was the system flushed this quarter?		Yes:	Quarter □	: <u>3</u> No:	X	If yes:	
Begin Date: End Da	te:	105.	Notification Date:	110.			on Method:
	_					Ø	Newspaper
							Sign Posting
						X	Radio
							Bill Insert
						0	Marquee Other
			Quarter	. 4			Ou lo.
Was the system flushed this quarter?		Yes:	X	No:		If yes:	
Begin Date: End Da	te:		Notification Date:				on Method:
						X	Newspaper
							Sign Posting
							Radio Bill Insert
							Marquee
						×	Other

# Ohlo American Water Company Lawrence County District

- 1											_
		•				Services	Time Became	Date Problem			
Quester Street Andress	aea.ic)	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Affected	Aware	Resolved	Time Problem Resolved	Boll Order Issued by	
Overdook Dr	D	Ches Villade	1/1/2009		Split	2	00:6	01/02/09	13:00	N/A	
avefte f	Excette fire Station	Favette	1/13/2009		Spilt	0	Wd4	01/14/09	12AM	N/A	Ţ
andisk	Sandisky @ 1/2 52	Favette	1/20/2009	Leak	Break	0	BAM	01/20/08	11:15AM	N/A	7
17F CP 3		Unlon	1/24/2009		Split	0	8AM	01/24/09	2PM	N/A	7
Madison Street	Street	Favette	2/5/2009		Saddle	0	3PM	02/05/09	7PM	N/A	Ţ
Robertson Rd	n Ba	Union	2/2/2009		Spilt	٥	4PM	02/06/09	1PM	N/A	Ţ
Two. Rd. 1011	1011	Favette	2/23/2009	Lesk	Break	7	2PM		15:45	NIA	7
Comfort Inn	no.	Favette	3/3/2009		dis	0	9AM		11AM	N/A	Т
Turbweiter Dr	r De	Union	χÜ		olis	9	11AM		15:30	N/A	1
Jane Street	Best	Unlon	4/6/2009	Leak	Damaged .	10	3PM		4PM	N/A	٦,
andhor	Hawdhorn I and	Union	5/5/2009	Leak	Coupling Leak	*	M/d6		11PM	N/A	1
- Sylle	Kellys I and A Fiks Trailer Prk	Ches. Villace	5/12/2009	Leak	PVC EII	15	1PM		15:30	NA	7
V.m.m.a.	Symmes Creek Bol	Inton	6/1/2009		Beil	•0	1PM	06/01/09	3PM	N/A	Ţ
Žuno.	County Road 12	Union	671(2009		Beil	\$	4PM		7PM	N/A	7
Vmme	Symmes Creek Rd	Union	6/13/2009		Bell	•	10AM		1:30PM	NA	7
Mulo	County Road 32	Union	6/21/2009		Split	15	9:30AM	06/21/09	12:30PM	N/A	7
	Themselve Liebert	tolor.	6/32/26/00	lesk	Pinbole	7	171	06/23/09	FLA	NA	7
3											

# Ohio American Water Company Lawrence County District

Quarter # 3 2009

**Total Customer Contacts** 

0

# **Customer Services**

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

Inquiries	Complaints
	_
	_
al O	0

# **Water Service**

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

	Inquiries	Complaints
t		
Total	0	

# Metering

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

	Inquiries	Complaints
. 1	Δ	Λ.

# **Water Quality**

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

	inquiries	Complaints
у		
Total	0	0

# Ohio American Water Company Lawrence County District

# Quarter #1

Non-Payment

Access Denial

Non-Payment

Access Denial

Non-Payment

Access Denial

Other

Other

Other

Quarter # 2

Year

Year

2009

With 14 Days Notice

With 24 Hours Notice

Without Notice

Non-Emergency Regulation Violation
Application Misrepresentation

Non-Emergency Regulation Violation Application Misrepresentation

Non-Emergency Regulation Violation

Application Misrepresentation

Disconnections

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

2009

Quarter # 3

Year

2009

Quarter # 4
Year

Non-Payment

Access Denial

Other

2009

0

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Without Notice

Non-Emergency Regulation Violation

Application Misrepresentation

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

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

Ohio American Water Company Marion District

2009

Year

		Water	UFW	Avg Daily	High	Date Of	Low	Date Of	# Days	
		Delivery	%	Flow	Flow	High	Flow	Low	Exceed	Customer
Quarter	Month	(MG)		(MG)	( <b>₩</b> ©)	Flow	(MG)	Flow	<b>Dsgn Cap</b>	Count
	-	214,673	21.4%	6,925	7613	01/19/09	6,092	01/01/09	0	STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE
_	2	196,381	20.7%	7,014	7595	02/09/09	6,261	02/21/09	0	
-	က	206,239	20.7%	6,653	7189	03/12/09	5,705	03/21/09	0	16771
	4	198,124	22.2%	6,604	7,548	04/01/08	5,769	04/11/09	:	The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second secon
	3	216,229	19.1%	6,975	7,861	05/12/09	890'9	60/60/90		
2	9	211,131	19.2%	7,038	7,943	06/24/09	6,214	60/90/90		
	_									Order of the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second sec
	æ									
60	တ									
	9									
	7									
4	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

	rear	2009	Quarteri		
Was the system flushed this o	quarter? End Date:	Yes:	No: Notification Date:	×	lf yes: Notification Method:
		<del></del>			□ Newspaper
					☐ Sign Posting
					☐ Radio
					□ Bill Insert □ Marquee
					☐ Other
			Quarter:2		
Was the system flushed this		Yes:	■ No:		If yes:
Begin Date:	End Date: _		Notification Date:		Notification Method:
					■ Newspaper
					☐ Sign Posting ■ Radio
					■ Radio □ Bill Insert
					☐ Marquee
					☐ Other
			Quarter: 3	_	
Was the system flushed this		Yes:	■ No:		If yes:
Begin Date:	End Date: _		Notification Date:		Notification Method:
					☐ Sign Posting
					図 Radio □ Bill Insert
					☐ Marquee
					☐ Other
			Quarter: 4		
Was the system flushed this	quarter?	Yes:	■ No:	· 🗖	If yes:
Begin Date:	End Date: _		Notification Date:		Notification Method:
				-	Newspaper
		,			Sign Posting
•					⊠ Radio
					☐ Bill Insert
					☐ Marquee

Ohio American Water Company Marlon District

2008							Mumberof				
							Services	Time Became	Date Problem		
Year	Quarter	Street Address	Political Subdiv	Date of Breal/ Outage	General Type	Specific Type	Affected	Aware	Resolved	Time Problem Resolved	Boil Order issued by
H	1st	261 Fairview	Marion	μ'	Main Breek	2"C1	20	11:65 AM	01/07/09	1c16 AM	Door tags
2009	1st	York & Scioto	Marion	1/18/2009	Main Break	zcı	12	6:13 AW	01/18/09	11:00 AM	Door tags
2009	1st	Scioto & Center St	Marion	1/18/2009	Main Break	Z.C1	20	11:00 AM	01/18/09	3:55 PM	Door tags
2009	120	Cascade Dr	Marion	1/23/2009	Main Break	10"CI	2	10:00 A.M	01/23/09	1:30 PM	Field Service Representative
2009	ts	Indiana & Kanmore	Marion	1/25/2009	Main Break	8"CI	10	6:48 PM	01/25/09		Door tags
2009	15	Plantation & Keener	Marion	1/26/2009	Main Greak	8"T!	10	12:25 PM	01/26/09		Door tags
2009	ŧ	Main & Walnut	Prospect	1/27/2009	Main Break	12" HPDE	25	12:00 PM	01/27/09		Door tags
2009	<u> </u>	610 Herman St	Marion	1/30/2008	Main Break	2" C I	٠	1:00 P.M	01/30/09	3:00 PM	Door tags
2009	150	Gooding Rd & Holverstott	Marion	2/4/2009	Main Break	12" H O P E	009	7:04 PM	02/05/09		Press refease and Reverse 911
2009	<u></u>	Forest & Indiana	Marion	3/11/2009	Repair Fire Hydrant	6"C!	\$	10:22 AM	03/11/09	11:45 AM	Door tags
2009	15.	668 Henry St	Marion	3/19/2009	Repair Fire Hydrant	8.CI	30	9:46 AM	03/19/09		Door tags
2009	15	Brown & Latourette	Marion	3/19/2009	Main Break	8"AC	22	Z:00 PM	03/19/09	3:30 PM	Door tags
	20.00		Control of the control of the control of								
5000	2nd	Pola I ana @ Hazon I n	Marrion	6/27/2009	Main break	FQ.8	9/	11:00 AM	05/Z7/09		Door tags
Suno	2 2	City of Marion	Marion	4/1/2009	Main break	20° C J	17000	11:50 AM	04/01/09		
TOTAL STREET				S 100 100 100	the second section of the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second seco		The state of the state of				
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# **Ohio American Water Company Marion District**

Quarter # 2 2009

**Total Customer Contacts** 20003

# **Customer Services**

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

Inquiries	Complaints
8043	0
1499	0
420	0
104	0
60	0
133	0
0	0
436	0
618	0
1182	0
517	0
0	0
500	0
0	0
265	0
998	0
3304	0
18079	0

Total 18079

# **Water Service**

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

Inquiries	Complaints
0	0
20	0
0	0
0	0
0	0
0	0
0	0
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	O
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	O
Other: Water Quality	0	0
Total	63	0

Totals of All

18181

# **Ohio American Water Company Marion District**

# Quarter #1 ...

Year

2009

# Quarter #2

Year

2009

Disconnections		Disconnections	
With 14 Days Notice		With 14 Days Notice	
Non-Payment	383	Non-Payment	475
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	0
Application Misrepresentation	0	Application Misrepresentation	0
Access Denial	0	Access Denial	0
Other	0	Other	0
With 24 Hours Notice		With 24 Hours Notice	
Non-Payment	0	Non-Payment	0
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	0
Application Misrepresentation	0	Application Misrepresentation	0
Access Denial	0	Access Denial	0
Other	0	Other	0
Without Notice	1	Without Notice	
Non-Payment	0	Non-Payment	0
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	0
Application Misrepresentation	0	Application Misrepresentation	0
Access Denial	0	Access Denial	0
Other	0	Other	0

Quarter # 3

Year

2009

Quarter # 4 Year

2009

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

Disconnections	
With 14 Days Notice	
Non-Payment	0
Non-Emergency Regulation Violation	
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

			Total Count 333			Total Count 333			Total Count 333		•	Total Count 333
# Days Exceed Dsgn Cap	0	0	o	0	0	0	0	0	0	0	0	0
Date Of Low Flow	1/28/09	2/27/09	3/17/09	4/28/09	5/14/09	6/18/09						
Low Flow (MG)	0.061	0.078	0.037	0.037	0.037	0.034						
Date Of High Flow	1/26/09	2/25/09	3/2/09	4/27/09	5/22/09	60/8/9						
High Flow (MG)	0.107	0.097	0.105	0.046	0.049	0.052						
Avg Dally Flow (MG)	0.084	0.084	0.054	0.041	0.044	0.045						
UFW %	32.8%	29.9%	27.2%	23.5%	26.3%	22.8%						
Water Delivery (MG)	2.519	2.341	1.685	1.244	1.379	1.353						
Month	-	2	6	4	36	9	-	- &	6	10	F	12
Quarter Month		•	~			•	•		m			4

0.000	0	0
.047	.078	.034
0	0	0
0.076	0.107	0.046
0.058	0.084	0.041
27.1%	32.8%	22.8%
1.754	2.519	1.244
Avg	High	Low

# Ohio American Water Mansfield Madison #1

# Quarter # 2

Year

2009

Street Address
Political Subdiv
Date of Break/ Outage
General Type
Specific Type
Number of Services Affected
Time Became Aware
Date Problem Resolved
Time Problem Resolved
Restorations Made. Type & Size

Boil Order Information

Madison Mifflin Township

# Ohio American Water Mansfield Madison #1

Quarter # 2 2009

**Total Customer Contacts** 

**Total Customer Complaints** 

228

Λ

Customer Services				
	į	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	

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	Ò		

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					

#### Ohio American Water Mansfield Madison #1

#### Quarter # 1

Year

2009

# Quarter # 2

Year

2009

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

#### Quarter # 3

Year

2008

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

#### Quarter #4

Year

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

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

Ohio American Water Mansfield Biscayne System #2

				Total Count 213			Total Count 213			Total Count 213			Total Count 213
Date Of # Days	Exceed Dsgn Cap	0	0	0	0	. 0	0	0	0	0	0	٥	٥
Date Of	Low Flow	1/27/09		3/10/09	4/28/09	5/18/09	6/4/09						
Low	Flow MG	L	0.122	0.133	0.143	0.120	0.149						
Date Of Low	High Flow	1/7/09	2/19/09	3/11/09	4/1/09	60/9/9	6/21/09						
High E	Flow	0.158	0.183	0.199	0.195	0.178	0.179						
á		0.142	0.146	0.155	0.170	0.055	0.160						
UFW	%	9.4%	9.4%	9.4%	9.2%	9.5%	9.5%						
Water	Delivery (MG)	4.390	4.088	4.811	5.104	4.817	4.817						
	Cuarte: Month	-	2	63	4	2	9	_	· 00	6	10	11	12
	Cuarte			_			2			63			4

0.00	0	0
	30	
0.047	0.149	0.114
0.076	0.199	0.158
0.058	0.170	0.055
9.4%	9.5%	9.4%
1.754	5.104	4.088
Avg	High	Low

#### Ohio American Water Mansfield Biscayne #2

#### Quarter # 2

Year

2009

Street Address Political Subdiv Date of Break/ Outage

Imperial Estates Mifflin Township

General Type Specific Type

Number of Services Affected

Time Became Aware Date Problem Resolved Time Problem Resolved

Restorations Made. Type & Size

Boil Order Information

# Ohio American Water Mansfield Biscayne #2

## Quarter # 2 2009

Total Customer Contacts 113 Total Customer Complaints

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		

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

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

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

# Ohio American Water Mansfield Biscayne #2 Guarter # 2

#### ... Quarter # 1

Үеаг

2009

# isconnections

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 #3

Year

2008

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

# Year

2009

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

#### Quarter #4

Year

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

# Ohio American Water Mansfield Bryonaire System #3

					Total Count 144			Total Count 144			Total Count 144			Total Count 144
Date Of # Days	Exceed	<b>Dsgn Cap</b>	0	0	0	0	0	0	0	0	0	0	0	0
Date Of	Lo¥	Flow	1/29/09	0.007 2/20/09	3/17/09	4/6/09	60/5/5	6/1/08						
Low	Flo₩	(MG)	0.010	0.007	0.012	0.010	0.012	0.016						
ш	High	Flow	1/28/09	2/25/09	3/12/09	4/24/09 0.010	5/22/09	6/22/09						
High	Flow	(MG)	0.016	0.015	0.050	0.018	0.023	0.025						
<b>Avg Daily</b>	Flow	(MG)	0.010	0.013	0.019	0.014	0.018	0.022						
UFW Avg	%		%9.9	%0.9	8.4%	8.4%	8.4%	8.4%						
Water	Delivery		0.317	0.373	0.591	0.427	0.568	0.666						
		Quarter Month	-	7	က	4	9	9	7	80	6	10	11	12
		Quarter			-			7			က			4

0.00	0	0
0.011	0.016	0.007
0.025	0.050	0.015
0.016	0.022	0.010
7.7%	8.4%	%0'9
1.754	0.666	0.317
Avg	High	Low

# Ohio American Water Mansfield Bryonaire #3

#### Quarter # 2

Year 2009

Street Address Political Subdiv Date of Break/ Outage General Type

Specific Type Number of Services Affected

Time Became Aware Date Problem Resolved Time Problem Resolved

Restorations Made. Type & Size

Boil Order Information

None

Imperial Estates Mifflin Township

# Ohio American Water Mansfield Bryonaire #3

### Quarter # 2 2009

Total Customer Contacts

55

Total Customer Complaints
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		

Water Ser	vice	
	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	0	0				
Meter Repair/Leak	0	0				
Meter Replacement	0	0				
Others: Metering	0	0				
Total	0	0				

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

#### Ohio American Water Mansfield Bryonaire #3

#### Quarter # 1

Year

2009

#### Quarter # 2

Year

2009

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

#### Quarter # 3

Year

2008

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#4

Year

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

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

Ohio American Water Mansfield Halabrien System #4

					21			21			22			21
					Total Count 21			Total Count 21			Total Count			Total Count 21
	Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
Date Of	Low	Flow	1/7/09	2/3/09	3/2/09	4/1/09	5/4/09	60/8/9						
Low	Flow	(MG)	0.002	0.002	0.002	0.002	0.002	0.001						
Date Of Low	High	Flow	1/26/09	5/5/09	3/3/09	60/7/17	5/29/09	6/10/08						
High	Flow	(MG)	0.004	0.003	0.003	0.003	0.004	0.012						
<b>Avg Daily</b>	Flow	(MG)	0.003	0.003	0.003	0.003	0.003	0.003						
UFW	%		10.3%	10.2%	10.2%	10.0%	10.0%	9.9%		<u> </u> 				
Water	Delivery	(SW)	0.093	0.080	060.0	0.085	0.092	0.094						
		Month	-	7	60	4	20	9	~	80	6	10	77	12
		Quarter Month			-			~			m			ব

0.000	0	0
0.002	0.002	0.004
0.002	0.012	0.003
0.003	0.003	0.003
10.1%	10.3%	%6.6
1.754	0.094	080'0
		ŀI

#### Ohio American Water Mansfield Halabrien #4

#### Quarter # 2

Year

2009

None

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

Restorations Made. Type & Size

Boil Order Information

Hallabrin Madison Township

## Ohio American Water Mansfield Halabrien #4

# Quarter # 2 2009

Total Customer Complaints
15

Total Customer Complaints
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	

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

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

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

#### Ohio American Water Mansfield Halabrien #4

#### Quarter # 1

Year 2009

#### Cuarter # 2

	Year	2009		
	i	Disconnections		
	With 14	Days Notice		
Non-Pay	ment	•	Γ	0
Non-Em	ergency Re	egulation Violati	on [	0
Applicat	on Misrep	resentation		0
Access	Denial			0
Other				0
	With 24	Hours Notice		
Non-Pay	ment		. [	0
Non-Em	ergency Re	egulation Violati	on [	0
Applicat	ion Misrep	resentation		0
Access	Denial		L	0
Other			L	0
	With	out Notice		
Non-Pay	ment			0
Non-Em	ergency Ro	egulation Violati	on [	0
Applicat	ion Misrep	resentation		0
Access	Denial			0
Other			Ī	0

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

#### Quarter #3

Year

2008

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

#### Quarter #4

Year

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

			42			42			42			42
			Total Count 42			Total Count	-		Total Count 42			Total Count 42
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
Date Of Low Flow [	1/27/09	2/12/09	3/4/09	60/1/7	5/4/09	60/2/9						
Low Flow (MG)	0.004	0.004	0.004	0.004	0.004	0.004						
Date Of High Flow	1/26/09	2/9/09	3/19/09	4/16/09	5/29/09	6/24/09						
High Flow (MG)	0.007	0.008	0.008	0.023	0.011	0.010						
Avg Daily Flow (MG)	900'0	900.0	9000	900'0	0.007	9000						
UFW %	9.5%	9.5%	8.8%	8.7%	8.9%	8.9%						
Water Delivery (MG)	0.188	0.160	0.173	0.176	0.205	0.192						
Month	-	2	က	4	2	9	7	80	G	9	11	12
Quarter Month			-			7		•	60			4

0.000	0	0
0.047	0.004	0.004
0.076	0.023	0.007
0.058	0.007	900.0
9.2%	8.8%	8.7%
1.754	0.205	0.160
Avg	High	Low

# Ohio American Water Mansfield Walcrest #5

#### Quarter # 2

Year

2009

Street Address
Political Subdiv
Date of Resek/ Out

None

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

29

0

Customer Services						
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				

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

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

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

# Ohio American Water Mansfield Walcrest #5

#### Quarter # 1

Year

2009

## Quarter#2

Year

2009

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

#### Quarter # 3

Year

2008

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

#### Quarter # 4

Year

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

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

Ohio American Water Mansfield Greenridge System #6

				164	ŀ		164			164			164
				Total Count 164			Total Count 164			Total Count 164			Total Count 164
Date Of # Days Low Exceed	<b>Dsgn Cap</b>	0	0	0	0	0	0	0	0	0	0	0	0
Date Of Low	Flow	60/9/1	2/25/09	60/5/8	4/15/09	5/4/09	6/11/9						
Low Flow	(MG)	0.025	0.017	0.018	0.018	0.020	0.019						
Date Of Low High Flow	Flow	1/30/09	0.031 2/20/09 0.017 2/25/09	3/13/09	4/23/09 0.018 4/15/09	5/21/09	6/24/09						
High Flow	(MG)	0:030	0.031	0.022	0.026	0.035	0.031						
Avg Daily Flow	(MG)	0.030	0.028	0.021	0.022	0.022	0.026						
UFW %		9.7%	9.7%	9.7%	%9.6	9.7%	9.7%						
Water Delivery	(MG)	0.917	0.788	0.646	0.680	0.690	0.777						
	Quarter Month	-	2	က	4	3	9	7	80	6	10	F	12
	Quarter			<del></del>		-	7		******	ო		**************************************	4

0.000	0	0
0.020	0.025	0.017
0.029	0.035	0.022
0.025	0.030	0.021
9.4%	8.7%	%9.6
1.754	0.917	0.646
Avg	High	Low

#### Ohio American Water Mansfield Greenridge #6

#### Quarter # 2

Year 2009

Street Address 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 105

**Total Customer Complaints** 

Customer Se	ervices	
	Inquiries	Complaints
Account Information	31	0
Bad Debt/Bankruptcy	6	D
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
Tota	105	0

I Otal	105	U
Water Ser	vioa	
water ser	Aice	·
	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

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

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

# Ohio American Water Mansfield Greenridge #6

#### Quarter #1

Year

2009

## Quarter#2

Year

2009

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

#### Quarter # 3

Year

2008

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

#### Quarter #4

Year

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

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

Ohio American Water Mansfield Harpcrest System #7

			Total Count 311			Total Count 311			Total Count 311			Total Count 311
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
Date Of Low Flow	1/13/09	2/2/09	3/16/09	4/6/09	5/28/09	6/18/09						
Low Flow (MG)	0.036	0.035	0.030	0.037	0.035	0.032						
Date Of High Flow	1/16/09	2/6/09	3/2/09	4/28/09	2/1/09	6/12/08						
High Flow (MG)	0.057	0.046	0.043	0.048	0.055	0.045						
Avg Daily Flow (MG)	0.046	0.045	0.042	0.043	0.043	0.041						
UFW %	2.0%	%0.6	2.7%	10.4%	3.6%	10.3%						
Water Delivery (MG)	1.434	1.258	1.300	1.298	1.328	1.231						
Month	-	2	က	4	5	9	7	8	6	10	7	12
Quarter Month			~			~		***************************************	ന			4

0.000	0	0
0.034	0.037	0.030
0.049	0.057	0.043
0.043	0.046	0.041
6.3% 0.043	10.4% 0.046	2.0% 0.041
1.754 6.3% 0.043	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 Harpcrest #7

Quarter # 2 2009

**Total Customer Contacts** 210

**Total Customer Complaints** 

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	D	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				

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

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

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

#### Ohio American Water Mansfield Harpcrest #7

#### Quarter # 1

Year 2009

#### Quarter # 2

Year	2009

Disconnections	<u> </u>
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
Othe <u>r</u>	0

#### Quarter # 3

Year 2008

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

Disconnections	
With 14 Days Notice	
Non-Payment	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 #4

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

Ohlo American Water Mansfield Mohican System #8

			64			64			49			54
			Total Count 64			Total Count			Total Count			Total Count
Date Of # Days Low Exceed Flow Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
Date Of Low Flow	1/27/09	2/9/09	3/2/09	4/28/09	5/12/09	6/11/09						
Low Flow (MG)	0.005	0.003	0.007	0.007	0.007	0.007						
Date Of Low High Flow Flow (MG)	1/19/09	2/4/09 0.003	3/20/09	4/24/09	60/27/9	6/56/09						
High Flow (MG)	0.010	0.010	600.0	0.015	0.019	0.014						
Avg Daily Flow (MG)	0.00	9000	0.008	0.010	0.012	0.011						
UFW %	9.7%	9.7%	9.7%	9.4%	<b>%9.6</b>	<b>%9.6</b>						
Water Delivery (MG)		0.217	0.247	0.308	0.373	0.329						
Quarter Month	F	2	က	4	32	9	7	∞	6	5	11	12
Quarter			~			~			က			4

0.000	0	0
0.047	0.007	0.003
0.013	0.019	0.009
0.010	0.012	0.008
8.6%	9.7%	9.4%
1.754	0.373	0.217
Avg	High	Low

#### Ohio American Water Mansfield Mohican #8

#### . Quarter # 2

Year

2009

Street Address Political Subdiv

Date of Break/ Outage

General Type Specific Type

Number of Services Affected

Time Became Aware Date Problem Resolved Time Problem Resolved

Restorations Made. Type & Size

Boil Order Information

None

Mohican Mifflin Township

# Ohio American Water Mansfield Mohican #8

## Quarter # 2 2009

Total Customer Contacts Total Customer Complaints 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			

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

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

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

# Ohio American Water Mansfield Mohican #8

#### Quarter # 1

Year

2009

# Quarter # 2

Year

2009

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

#### Quarter # 3

Year

2008

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

#### Quarter # 4

Year

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

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

Ohio American Water Mansfield Little Valley System #9

			Total Count 37			Total Count 37			Total Count 37			Total Count 37
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
Date Of Low Flow	1/2/09	2/2/09	3/26/09	4/1/09	0.004   5/11/09	6/1/08						
Low Flow (MG)	0.004	0.004	0.003	0.003	0.004	0.004						
Date Of High Flow	1/28/09	2/10/09	0.005 3/24/09	4/30/09	5/1/09	6/16/09						
High Flow (MG)	900'0	0.005	0.005	0.010	0.008	0.010						
Avg Daily Flow (MG)	0.005	0.005	0.005	0.004	9000	0.005						
UFW %	9.7%	9.8%	9.8%	9.5%	%9.6	9.7%						
Water Delivery (MG)	0.153	0.130	0.152	0.136	0.178	0.147						
Quartei Month	_	7	65	4	9	9	7	80	6	9	11	12
Quarter		-	_		-	7			60		•	4

0000	0	
.007	0.010	005 0.003
0.005 0.0	0.006 0.0	0.004 0.0
1.754 9.7%	0.178 9.8%	0.130 9.5%
Avg	High	Low

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

#### Quarter # 2

Year

2009

Street Address Political Subdiv Date of Break/ Outage

Little Valley Madison Township

General Type

Specific Type Number of Services Affected

Time Became Aware Date Problem Resolved Time Problem Resolved

Restorations Made. Type & Size

Boil Order Information

# Ohio American Water Mansfield Little Valley #9

## Quarter # 2 2009

Total Customer Contacts

Total Customer Complaints

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			

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

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

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

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

#### Quarter #1

Year

2009

#### Quarter #2

Year

2009

Disconnections	
With 14 Days Notice	
Non-Payment	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 # 3

Year

2008

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

#### Quarter#4

Year

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

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

Ohio American Water Mansfield Ford Rd System #10

					15			15			15			15
					Total Count 15			Total Count			Total Count 15			Total Count 15
Date Of # Days	Dean Can	day light		0	0	0	0	0	0	0	0	0	0	0
	LOW Flow	4/20/00	2007077	2/4/09	3/3/09	4/1/09	5/4/09	6/16/09						
Low I	Flow		0.00	0.001	0.001	0.001	0.001	0.001						
	High	4/6/00	60/0/1	2/2/09	3/2/09	4/2/09	5/1/09	6/15/09						
High	Flow		4000	0.002	0.002	0.002	0.002	0.005						
<u>&gt;</u>	Flow	(500.0	200.0	0.002	0.002	0.002	0.002	0.003						
UFW	8	40.40/	۶.I.%	10.1%	10.2%	10.2%	10.3%	10.2%						
Water	Delivery	(M)	_	0.050	0.050	0.057	0.063	0.081						
	4	Auarier monitri	-	2	3	4	5	9	7	8	6	10	-	12
	1				-			7			m			4

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

#### 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
11 Total Customer Complaints
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		

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

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

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

# Ohio American Water Mansfield Ford Rd #10

#### Quarter # 1

Year 2009

# Quarter#2

Year

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

#### Quarter # 3

Year

2008

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

2009

# Quarter #4

Year

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

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

2009

Year

Customer Count	The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second secon	A TOTAL CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONT	601			999										
# Days Exceed Dagn Cap	0	0	0	0	0	0	0	0	0	0	0	0	[	0	0	0
Date of Low Flow	01/11/09	02/01/09	03/05/09	04/07/09	05/28/09	06/26/09								3/29/2009	01/00/00	1/11/2009
Low Flow (MG)	0.030	0.045	0.010	0.061	0.060	0.038								0.041	03/02/08	0.010
Date of High Flow	01/31/09	02/24/09	03/04/08	04/08/09	60/97/50	06/25/09								4/4/2009	04/08/09	1/31/2009
High Flow (MG)	0.148	0.135	0.108	0.201	0.141	0.140								0.146	0.201	0.108
Avg Daily Flow (MG)	0.092	0.087	0.093	94,950	97.890	0.093								32.201	97.890	0.087
UFW %	-7.2%	-7.2%	-8.8%	%6.6-	-10.5%	-12.5%								-9.4%	-7.2%	-12.5%
Water Delivery (MG)	2.851	2.438	2.873	2.943	3.035	2.878								2.836	3.035	2.438
Month	-	2	6	4	25	9	_	œ	6	10	F	12		Ava	Hah	Low V
Quarter		•	_		•			_	67		•	4				

#### Routine (Annual/Semi-Annual) Flushing Information

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

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
Boil Order issued by

Quarter # 2 2009

Total Customer Contacts 437

#### **Customer Services**

ſ	Inquiries	Complaints
	193	
	15	
	38	
	4	
	1	
	1	
	0	
	15	
j	9	
	20	
	15	
	0	
	9	
	0	
	10	
	17	
	90	
Total	437	0

#### **Water Service**

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

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

#### Metering

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

	inquiries	Complaints
	0	
	0	
	0	
,	0	
	0	
Total	0	0

#### **Water Quality**

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

Other: Water Quality

Ī	Inquiries	Complaints
1	0	
ľ	0	
Ī	0	3
i	0	
	0	
	0	
	0	
,	0	
Total	0	3

Quarter # 1

Quarter # 2

Year

2009

Disconnections	
With 14 Days Notice	
Non-Payment	7
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	С
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

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

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

Customer Count

		J	16:31		<u> </u>	ĒģĒŠ	Mitt.			in di		Me : S	R-MK					
# Days	Exceed	<b>Dsgn Cap</b>	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0
Date	ō	Low Flow	01/24/09	02/20/09	03/07/09	04/18/09	60/90/90	06/20/09										02/06/09
Low	Flow	(MG)	0.023	0.010	0.032	0.024	0.010	0.021										0.010
Date	ð	High Flow	01/31/09	02/08/09	03/26/09	04/01/09	60/10/90	60/97/90									03/26/09	
High	Flow	(MG)	0.077	0.054	0.163	0.072	0.093	0.062									0.163	
Avg Daily	Flow	(MG)	0.040	0.038	0.052	0.038	0.038	0.037								0.041	0.052	0.037
UFW	%		4.6%	2.9%	-6.4%	-2.2%	3.2%	-18.1%								-2.7%	4.6%	-18.1%
Water	Delivery	(MG)	1.247	1.055	1.599	1.175	1.170	1.138								1.231	1.599	1.055
		Month	1	2	က	4	9	9	7	80	6	9	-	12		Avg	High	Low
		Quarter			_			2			es			4				
	UFW Avg Daily High Date Low Date	UFW Avg Daily High Date Low Date	Water UFW Avg Daily High Date Low Date # Days Delivery % Flow Flow of Flow of Exceed Month (MG) (MG) High Flow (MG) Low Flow Dsgn Cap	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Delivery         %         Flow         of         Exceed           Month         (MG)         (MG)         High Flow         (MG)         Low Flow         Dsgn Cap           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         01/24/09         0	Water         UFW         Avg Daily         High         Date         Low         Date           Delivery         %         Flow         of         Flow         of           Month         (MG)         (MG)         High Flow         (MG)         Low Flow           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         01/24/09           2         1.055         2.9%         0.038         0.054         02/09/09         0.010         02/20/09	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Delivery         %         Flow         Flow         of         Exceed           Month         (MG)         (MG)         High Flow         (MG)         Low Flow         Dsgn Cap           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         01/24/09         0           2         1.055         2.9%         0.052         0.054         02/20/09         0         0           3         1.589         -6.4%         0.052         0.163         03/26/09         0.032         03/07/09         0	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Delivery         %         Flow         Flow         of         Exceed           Month         (MG)         (MG)         High Flow         (MG)         Low Flow         Dsgn Cap           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         01/24/09         0           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         0.024         0.034         0.034         0.024         04/18/09         0           4         1.175         -2.2%         0.038         0.072         04/01/09         0.024         04/18/09         0	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Delivery         %         Flow         Flow         of         Exceed           Month         (MG)         (MG)         High Flow         (MG)         Low Flow         Description           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         01/24/09         0           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         0.032         04/18/09         0           4         1.175         -2.2%         0.038         0.072         04/01/09         0.024         04/18/09         0           5         1.170         3.2%         0.038         0.093         0.010         0.010         0.010         0.010         0.010         0.010         0	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Delivery         %         Flow         Flow         of         Exceed           Month         (MG)         (MG)         High Flow         (MG)         Low Flow         Degn Cap           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         01/24/09         0           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         0.072         04/01/09         0.024         04/18/09         0           4         1.175         -2.2%         0.038         0.072         04/01/09         0.024         04/18/09         0           5         1.170         3.2%         0.033         0.062         06/26/09         0.021         0.050         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.021         0.021         0.021         0	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Delivery         %         Flow         Flow         of         Exceed           Month         (MG)         (MG)         High Flow         (MG)         Low Flow         Dsgn Cap           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         01/24/09         0           2         1.055         2.9%         0.038         0.054         02/09/09         0.010         02/20/09         0           3         1.589         -6.4%         0.052         0.163         0.072         04/01/09         0.032         03/07/09         0           4         1.175         -2.2%         0.038         0.072         04/01/09         0.024         04/18/09         0           5         1.170         3.2%         0.038         0.093         05/07/09         0.021         06/20/09         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.021         06/20/09         0	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Delivery         %         Flow         Flow         of         Flow         of         Exceed           Month         (MG)         (MG)         High Flow         (MG)         Low Flow         Dsgn Cap           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         01/24/09         0           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         0.072         04/01/09         0.032         03/07/09         0           4         1.176         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           7         8         0         0         0         0         0         0         0	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Delivery         %         Flow         Flow         of         Flow         of         Exceed           Month         (MG)         High Flow         (MG)         Low Flow         of         Exceed           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         01/24/09         0           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         0.032         0.032         0.017/09         0         0           4         1.176         3.2%         0.038         0.072         04/01/09         0.024         04/18/09         0           6         1.170         3.2%         0.038         0.062         06/26/09         0.021         06/20/09         0           7         0.138         0.062         06/26/09         0.021         06/20/09         0         0           8         0.138         0.062         06/26/09         0.021         06	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Delivery         %         Flow         Flow         of         Flow         of         Exceed           Month         (MG)         (MG)         High Flow         (MG)         Low Flow         Description           1         1.247         4.6%         0.040         0.077         04/31/09         0.023         04/24/09         0           2         1.055         2.9%         0.038         0.064         02/09/09         0.040         02/20/09         0           3         1.589         -6.4%         0.052         0.163         0.040         0.032         03/07/09         0           4         1.176         3.2%         0.038         0.072         04/01/09         0.024         04/18/09         0           5         1.170         3.2%         0.033         0.062         06/26/09         0.021         06/20/09         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.021         06/20/09         0           9         0         0         0         0         0 <td>Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Month         (MG)         Flow         Flow         of         Exceed           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         01/24/09         0           2         1.055         2.9%         0.038         0.054         0.072         0.010         0.012         0.0124/09         0           3         1.599         -6.4%         0.052         0.163         0.072         0.040         0.024         0.0418/09         0           4         1.175         -2.2%         0.038         0.062         0.0410/09         0.024         0.0418/09         0           5         1.170         3.2%         0.038         0.093         0.050         0.010         0.024         04/18/09         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.021         06/20/09         0           9         0         0         0         0         0         0         0         0           10         0         0         0         &lt;</td> <td>Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Month         (MG)         Flow         Flow         of         Flow         of         Exceed           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         0/124/09         0           2         1.055         2.9%         0.038         0.064         02/08/09         0.010         0/124/09         0           3         1.599         -6.4%         0.052         0.163         0.052         0.0401/09         0.024         04/18/09         0           4         1.175         -2.2%         0.038         0.072         04/01/09         0.024         04/18/09         0           6         1.170         3.2%         0.033         0.062         06/26/09         0.01         05/06/09         0           7         1.138         -18.1%         0.062         06/26/09         0.021         06/20/09         0         0           9         10         10         10         10         10         0         0         0           11         10         10         10</td> <td>Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Month         (MG)         Flow         of         Flow         of         Exceed           1         1.247         4.6%         0.040         0.077         0/131/09         0.023         0/124/09         0           2         1.055         2.9%         0.038         0.054         0.040         0.0124/09         0           3         1.589         -6.4%         0.052         0.163         0.0160         0.024         0.0124/09         0           4         1.176         -2.2%         0.038         0.072         04/01/09         0.024         04/18/09         0           5         1.170         3.2%         0.038         0.062         06/26/09         0.010         05/06/09         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.024         04/18/09         0           7         1.138         0.037         0.062         06/26/09         0.024         06/20/09         0           9         10         0.037         0.062         06/26/09         0.024         <td< td=""><td>Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Month         (MG)         Flow         Flow         Flow         Of         Exceed           Month         (MG)         (MG)         (MG)         High Flow         Of         Exceed           1         1.247         4.6%         0.040         0.077         0/131/09         0.023         0/124/09         0           2         1.056         2.9%         0.038         0.054         0.010         0.010         0           3         1.589         -6.4%         0.052         0.163         0.020         0.032         0.037/09         0           4         1.176         -2.2%         0.038         0.072         04/01/09         0.024         04/18/09         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.021         06/20/09         0           9         0         0         0         0         0         0         0           11         0         0         0         0         0         0         0         0           12</td><td>Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Month         (MG)         Flow         of         Flow         of         Exceed           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         0.042         0.067           2         1.056         2.9%         0.038         0.064         0.077         01/31/09         0.010         02/20/09         0           3         1.689         -6.4%         0.052         0.163         0.052         0.0160         0.010         02/20/09         0           4         1.176         -2.2%         0.038         0.052         0.401/09         0.024         04/18/09         0           6         1.170         3.2%         0.038         0.083         0.082         0.010         0.010         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.021         06/20/09         0           7         0.062         0.062         06/26/09         0.021         0.052         0         0         0           10         1.1         0.062</td></td<></td>	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Month         (MG)         Flow         Flow         of         Exceed           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         01/24/09         0           2         1.055         2.9%         0.038         0.054         0.072         0.010         0.012         0.0124/09         0           3         1.599         -6.4%         0.052         0.163         0.072         0.040         0.024         0.0418/09         0           4         1.175         -2.2%         0.038         0.062         0.0410/09         0.024         0.0418/09         0           5         1.170         3.2%         0.038         0.093         0.050         0.010         0.024         04/18/09         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.021         06/20/09         0           9         0         0         0         0         0         0         0         0           10         0         0         0         <	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Month         (MG)         Flow         Flow         of         Flow         of         Exceed           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         0/124/09         0           2         1.055         2.9%         0.038         0.064         02/08/09         0.010         0/124/09         0           3         1.599         -6.4%         0.052         0.163         0.052         0.0401/09         0.024         04/18/09         0           4         1.175         -2.2%         0.038         0.072         04/01/09         0.024         04/18/09         0           6         1.170         3.2%         0.033         0.062         06/26/09         0.01         05/06/09         0           7         1.138         -18.1%         0.062         06/26/09         0.021         06/20/09         0         0           9         10         10         10         10         10         0         0         0           11         10         10         10	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Month         (MG)         Flow         of         Flow         of         Exceed           1         1.247         4.6%         0.040         0.077         0/131/09         0.023         0/124/09         0           2         1.055         2.9%         0.038         0.054         0.040         0.0124/09         0           3         1.589         -6.4%         0.052         0.163         0.0160         0.024         0.0124/09         0           4         1.176         -2.2%         0.038         0.072         04/01/09         0.024         04/18/09         0           5         1.170         3.2%         0.038         0.062         06/26/09         0.010         05/06/09         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.024         04/18/09         0           7         1.138         0.037         0.062         06/26/09         0.024         06/20/09         0           9         10         0.037         0.062         06/26/09         0.024 <td< td=""><td>Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Month         (MG)         Flow         Flow         Flow         Of         Exceed           Month         (MG)         (MG)         (MG)         High Flow         Of         Exceed           1         1.247         4.6%         0.040         0.077         0/131/09         0.023         0/124/09         0           2         1.056         2.9%         0.038         0.054         0.010         0.010         0           3         1.589         -6.4%         0.052         0.163         0.020         0.032         0.037/09         0           4         1.176         -2.2%         0.038         0.072         04/01/09         0.024         04/18/09         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.021         06/20/09         0           9         0         0         0         0         0         0         0           11         0         0         0         0         0         0         0         0           12</td><td>Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Month         (MG)         Flow         of         Flow         of         Exceed           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         0.042         0.067           2         1.056         2.9%         0.038         0.064         0.077         01/31/09         0.010         02/20/09         0           3         1.689         -6.4%         0.052         0.163         0.052         0.0160         0.010         02/20/09         0           4         1.176         -2.2%         0.038         0.052         0.401/09         0.024         04/18/09         0           6         1.170         3.2%         0.038         0.083         0.082         0.010         0.010         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.021         06/20/09         0           7         0.062         0.062         06/26/09         0.021         0.052         0         0         0           10         1.1         0.062</td></td<>	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Month         (MG)         Flow         Flow         Flow         Of         Exceed           Month         (MG)         (MG)         (MG)         High Flow         Of         Exceed           1         1.247         4.6%         0.040         0.077         0/131/09         0.023         0/124/09         0           2         1.056         2.9%         0.038         0.054         0.010         0.010         0           3         1.589         -6.4%         0.052         0.163         0.020         0.032         0.037/09         0           4         1.176         -2.2%         0.038         0.072         04/01/09         0.024         04/18/09         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.021         06/20/09         0           9         0         0         0         0         0         0         0           11         0         0         0         0         0         0         0         0           12	Water         UFW         Avg Daily         High         Date         Low         Date         # Days           Month         (MG)         Flow         of         Flow         of         Exceed           1         1.247         4.6%         0.040         0.077         01/31/09         0.023         0.042         0.067           2         1.056         2.9%         0.038         0.064         0.077         01/31/09         0.010         02/20/09         0           3         1.689         -6.4%         0.052         0.163         0.052         0.0160         0.010         02/20/09         0           4         1.176         -2.2%         0.038         0.052         0.401/09         0.024         04/18/09         0           6         1.170         3.2%         0.038         0.083         0.082         0.010         0.010         0           6         1.138         -18.1%         0.037         0.062         06/26/09         0.021         06/20/09         0           7         0.062         0.062         06/26/09         0.021         0.052         0         0         0           10         1.1         0.062

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#### Ohio American Water Company East Aurora

#### Routine (Annual/Semi-Annual) Flushing Information

Year 2009 Quarter: 1st Was the system flushed this quarter? No: Ֆ Yes: If yes: Begin Date: \_\_\_\_\_ End Date: Notification Date: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other Year 2009 Quarter: 2nd Was the system flushed this quarter? Yes: ₩ No: If yes: Begin Date: 4/14/2009 End Date: Notification Method: 4/14/2009 Notification Date: 4/8/2009 Newspaper Sign Posting Radio Bill Insert Marquee Other Year 2009 Quarter: 3rd Was the system flushed this quarter? No: ≇ Yes: If yes: Begin Date: \_\_\_\_\_ End Date: Notification Method: Notification Date: Newspaper Sign Posting Radio Bill Insert Marquee Year 2009 Quarter: 4th Other Was the system flushed this quarter? Yes: No: ₩ if yes: Begin Date: End Date: Notification Method: **Notification Date:** Newspaper Sign Posting Radio Bill Insert

Marquee

Other

# **Ohio American Water Company**

Quarter # 2

No breaks this quarter

Year

#### Ohio American Water Company East Aurora

Quarter # 2 2009

Total Customer Contacts 250

#### **Customer Services**

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

	Inquiries	Complaints
Ī	101	
	8	
. [	27	
	3	
	1	
	3	
	0	
	10	
	7	
	11	
	7	
	0	
	10	
	0	
	6	
	11	
	41	
otal	246	0

#### **Water Service**

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

	Inquiries	Complaints
	0	
	0	
t	0	
	0	
	0	
	0	
	C	
Total	0	0

#### Metering

Complaints

	h	nquiries
Estimating		0
Meter Reading		0
Meter Repair/Leak		0
Meter Replacement	Γ	0
Others: Metering		0
	Total	Λ

#### **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

# Quarter \$2

Year

2009

0 0 0

0 0 0

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

#### Quarter #3

Year

2009

Year

Disconnections	
With 44 Days Nation	
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
	<u> </u>
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Disconnections	
With 14 Days Notice	
Non-Payment	18
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	C
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								
		Water	UFW	Avg Daily	High	Date Of	Low	Date Of	# Days	
		Delivery	%	Flow	Flow	High	Flow	Low	Exceed	Customer
Quarter	Month	(MG)		(MG)	(MG)	Flow	(MG)	Flow	<b>Dsgn</b> Cap	Count
	-	52.973	9.2%	1.709	1.846	04/19/09	1.581	01/01/09	0	The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second secon
	2	45.412	10.0%	1.689	1.737	02/01/09	1.529	02/02/09	0	
<b>7</b> -	3	47.237	%6.6	1.524	1.648	03/01/09	1,435	03/13/09	O	6241
	4	47.565	8.6%	1.586	1.754	04/15/09	1.403	04/12/09	٥	
	9	46.877	10.1%	1.512	1,731	60/90/50	1.381	05/24/09	0	
71	9	44.599	11.1%	1.487	1.712	06/16/09	1.352	06/11/09	0	6227
									0	
	8								0	
က	6								0	
	10								0	All I have a supplied that the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the supplied to the
	11		,						0	
4	12								0	
			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

#### Ohio American Water Company Tiffin District

# Routine (Annual/Semi-Annual) Flushing Information Year 2009 Quarter: \_\_\_\_\_1

Was the system flushed this qua Begin Date: I	arter? End Date:	Yes:	Notification Date:	No:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this qua Begin Date: <u>4/13/2009</u> I	arter? End Date:	Yes: 5/12/2009	Quarter: S Notification Date:	2 No: 4/10/2009	0	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this qua Begin Date:	arter? End Date:	Yes:	Quarter: _  CI  Notification Date: _	No:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this qua Begin Date:	arter? End Date:	Yes:	Quarter:  D  Notification Date:	No:	図	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

# Ohio American Water Company Tiffin District

- P																																																																		
Anil Order issued hy	N/A	AIX	AIA	NIA	AIN	N/A	N/A	N/A	N/A	VIN VIN	4/14	474	N/A	N/A	Kathy McClain	N/A	N/A	N/A	N/A	N/A	N/A	WA	WA	N.A	Y/N	N/A	NVA	AN.	¥.	MA	W.A	ΜA	WA	ΝA	N/A	N/A	₩A	MA	NIA	N/A	ΝĀ	N/A	ΝA	N.A.	N/A	A/M	Φ/N	M/A	N/A	N/A	N/A	M/A	N/A	N/A	Kathy McClain	N/A	N/A	N/A	N.A.	MA	NIA	WA	INA	N/A	N/A	
Time Problem Resolved	2:30 P.M.	3:00 P.M.	×		M d D	12:30 P.M.	8:00 P M	12:00 P.M.	30	2.00 F.M.	44.00 P.M.		Z:00 P.M.	P.S.	A.M.	12:00 P.M.	P.N.	0 A.M.	P.M.	3:30 P.M.	P.44.	11:30 A.M.	8:00 A.M.	11:00 A.M.	N.d.	740	710	. E. C.	P.M.	P.M.	2:00 P.M.	P.M.	4:00 P.M.	12:00 P.M.	P.M.	P.M.	2:00 P.M.	P.M.	12:00 P.M.	2:30 P.M.	12:00 P.M.	2:00 P.M.	P.N.	6:30 P.M.	70	Z 0	N - 0	70	4:00 F M	P. W.	7.0		4.00 P W	- A	6:00 P.M.		101	4:00 P.M.	5 A.M.	P.S.	DAM.	P.M.	P.E.	F.G.	1:00 P.M.	
Date Problem	T		ł	1	04723709 11-0	l	Т	02/05/08 12:0	1	ı	1	1	_							03/08/08 3:30		l	03/17/09 9:00			03/23/09 12:0	ı	_	ı	03/31/09 4:00	١	04/02/09 3:00				04/09/09 4:00		04/16/09 4:00		04/21/09 2:30	Γ	Ĺ	1	ا_	ı	1	5/41/2009 12-0	Ł	1		1	KH3/2000	ı	T	05/28/09 5:00	I	06/03/09 2:30	ı	06/06/09 111:2	L		06/17/09 1:3X	'	1	06/25/09	ı
Time Became	M 4 00 80	3.10 P.M.	11.20 A M	0.15 M	N O O W	N 4 05-9	M A my	4-30 P.M.	M A 07-70	07:40 A.M.	U/ :50 A.M.	10:00 A.B.	1:40 P.M.	08:30 A.M.	08:35 P.M.	3:10 P.M.	10:00 A.M.	7:30 A.M.	11:30 A.M.	9:31 A.M.	8:50 A.M.	8:50 A.M.	3:30 P.M.	1.25 P.M.	N.d.Y.E	Magari	10.00 A 10.00	10:20 A.M.	#:00 A.M.	9:06 A.M.	2:00 A.M.	8:00 A.M.	4:00 P.M.	11:20 A.M.	11:15 A.M.	10:05 A.M.	12:20 P.M.	7:46 A.M.	10:40 A.M.	10:00 A.M.	10:30 A.M.	B:35 A.M.	4-16 P.W.	8-10 A.W.	1 4 CF CF	2000	0.48 0 11	D-15 0 M	9.50 A 15	44-45 M	M.44.9 LI	7 0 00 C	D. 44 A M	1 9 4 F	3.45 P.M.	9:23 P.M.	19:00 P.M.	7.3d A.N.	2:00 P.W.	4.00 P.M.	9:18 A.M.	10:46 A.M.	11:15 A.M.	7.33 A.W.	1:00 P.M.	
Number of Services	A/A	A/N	D/N	-	N/A	4/N	A/N	4/4	NA	A. A.	N.Y.	WO.	MIN	N/A	7	N/A	N/A.	NIA	NIA	NA	WA	ΝΆ	NA	N.	Δίλ	QIP.	C ALL	A.M.	MA.	MA	Ϋ́	NA	MA	NIA	NIA	NA	N/A.	NIA	NA	NIA	ΝA	MA	MA	W/A	VII.V	42	9/12	VIN	4/1	V.N	9/17			V/2	**	- Y2	4/17	S A	A/M	W/A	¥.×	N/A	N/A	¥/×	A/A	100
,	Compath,	Commany	Compeny	Company	Company	Company	Commons	Company	Company	Company	Company	Company	Company	Company	Company	Company	Company	Company	Company	Сощовлу	Company	Company	Company	Company	Company	Company	Company	Company	Company	Company	Company	Company	Company	Company	Company	Сомрапу	Company	Company	Company	Сотовпу	Company	Company	Company	Company	Company	Company	Company	Company	Compone	Company	Company	Company	COMPANY	Company	Comment	Company	Company	Comment	Company	Communic	Company	Company	Comment	Company	Company	Vall Joseph
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#### **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

Time Became Aware
Date Problem Resolved

Time Problem Resolved

Boil Order issued by

Street Address

Political Subdiv

Date of Break/ Outage

General Type

Specific Type

Number of Services Affected

Time Became Aware

**Date Problem Resolved** 

Time Problem Resolved

Boil Order issued by

#### **Ohio American Water Company Tiffin District**

Quarter # 2 2009

**Total Customer Contacts** 4530

#### **Customer Services**

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

i		
	Inquiries_	Complaints
	2148	
	271	
	114	
	57	
	12	
	33	
	0	
	84	
	251	
	327	
	193	
	0	
	115	
	0	
	56	
	185	
	668	
Total	4514	0

# **Water Service**

Total

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

Inquiries	Complaints
0	
4	
0	
0	
0	
0	
0	
4	0

#### Metering

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

	Inquiries	Complaints
	0	
	5	
	3	
	0	
	0	
Total	8	0

#### **Water Quality**

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

inquiries	Complaints
0	
0	
4	
0	
0	
0	
0	
0	
A	Λ

Total

#### Ohio American Water Company Tiffin District

#### Quarter # 1

Year

2009

# Quarter #2

Year

2009

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

#### Quarter # 3

Year

2009

Disconnections	
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#4

Year

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

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	0
Application Misrepresentation	
Access Denial	0
Other	0
	_
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	
Access Denial	
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 2<sup>nd</sup> Quarter

- 1) <u>Leak Detection</u>. 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) <u>Inactive Account Survey:</u> 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) <u>Fire Service Accounts</u> 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) <u>Draw Down Test</u> 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) <u>Physically Inspect mains in remote areas & easements.</u> Scheduled in October when flushing is complete.
- 8) Obtain actual readings on meters 3" and larger. 100% compliant.
- 9) <u>Purchase a leak correlator.</u> 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.
- 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. 6<sup>th</sup>)
- 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.
  - 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 2<sup>nd</sup>. 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 2<sup>nd</sup> 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
- 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.
- 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.
- 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
- 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.
- Continue to devote planned time to review zero consumption accounts to insure accuracy.
- Continue to complete a monthly water audit and water balance using the AVWA 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 mater metered so water leakage from customer's private pipe network can be accounted for and billed
- 9. Verify that inactive accounts are still inactive.
- 10. Develop performance indicators to gauge the successfulness of the Districts' UFW reduction efforts.
- 11. Develop a comprehensive loss control plan with short term, mid term, and long term goals fro lost water reduction and maintaining the lower levels of lost water.

# Ohio American Water Company Richland County District

### Remedial Report for Unaccounted for Water Action Plan for 2009 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.
- 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
- Continue to get accurate meter reading on large meters, and set a goal to eliminate all meter read estimates
  - All meters are read on schedule and orders generated for local staff on any unread meters
- 8. Identify sites that can be master metered so water leakage from customer's private pipe network can be accounted for and billed
  - Have no accounts in this system that could be master metered.
- 9. Verify that inactive accounts are still inactive.
  - Local staff checks accounts on bi- weekly basis.

- 10. Develop performance indicators to gauge the successfulness of the Districts' UFW reduction efforts.
  - Working with immediate supervisor to set up performance indicators
- 11. Develop a comprehensive loss control plan with short term, mid term, and long term goals fro lost water reduction and maintaining the lower levels of lost water.
  - · Working with immediate supervisor on plan.