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January 19, 2010

VIA HAND DELIVERY

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

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

Dear Ms. Jenkins:

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 fourth 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 fourth quarter unaccounted-for-water reports and the non-revenue remedial plans.

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

Sincerely,

Sally W. Bloomfield
Sally W. Bloomfield

Enclosures

cc: Parties of Record (w/Enclosure)

PUCO

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OHIO AMERICAN WATER COMPANY

Fourth QUARTER 2009 UNACCOUNTED FOR WATER REPORTS

Pursuant to Stipulation p. 7 ¶13 D 2

OAWC District	4th Quarter Levels	Non-Revenue Remediation Plan
Ashtabula	18.4%	✓
Blacklick	23.0%	✓
Huber Ridge	16.7%	
Lake Darby	7.0%	
Timberbrook	10.5%	
Worthington Hills	12.6%	
Lake White	12.6%	
Lawrence County	14.2%	
Marion	19.4%	✓
Mansfield Madison	24.2%*	✓
Beechcrest	-11.1%	
East Aurora	-19.0%	
Tiffin	9.9%	

* The remaining nine districts of Mansfield 3rd quarter levels were at 10% or below.

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

By

**OHIO AMERICAN WATER COMPANY
Systems**

Ohio American Water Company
Ashtabula District

Year		2009										Customer Count
Quarter	Month	Water Delivery [Gallons]	UFW %	Avg Daily Flow [Gallons]	High Flow [Gallons]	Date of High Flow	Low Flow [Gallons]	Date of Low Flow	# Days Exceed Dsgn Cap		Customer Count	
1	1	197,592,000	16.8%	6,869,000	7,525,000	01/22/09	5,786,000	01/01/09	0		12599	
	2	180,826,000	17.7%	6,959,000	7,979,000	02/08/09	5,933,000	02/21/09	0		12587	
	3	184,726,000	17.9%	6,513,000	7,297,000	03/11/09	6,092,000	03/21/09	0		12587	
2	4	173,003,000	19.6%	6,261,000	6,706,000	04/27/09	5,463,000	04/03/09	0		12598	
	5	190,872,000	18.8%	6,655,000	7,830,000	05/25/09	5,680,000	05/30/09	0		12622	
	6	166,208,000	18.3%	5,948,000	6,498,000	06/16/09	3,604,000	06/14/09	0		12614	
3	7	171,860,000	18.7%	6,039,000	6,437,000	07/11/09	5,612,000	07/18/09	0		12617	
	8	174,437,000	18.7%	6,125,000	6,532,000	08/17/09	5,647,000	08/03/09	0		12614	
	9	157,711,000	18.5%	5,740,000	6,179,000	09/03/09	4,834,000	09/30/09	0		12604	
4	10	149,990,000	19.0%	5,330,000	5,807,000	10/27/09	4,986,000	10/15/09	0		12576	
	11	140,281,000	18.8%	5,197,000	6,181,000	11/09/09	4,789,000	11/27/09	0		12563	
	12	149,704,000	18.4%	5,327,000	5,782,000	12/14/09	4,754,000	12/25/09	0		12521	
2009												
	Avg	169,767,500	18.4%	6,080,250	6,729,417		5,265,000		0		37776	
	High	197,592,000	19.6%	6,959,000	7,979,000	02/08/09	6,092,000		0		12622	
	Low	140,281,000	16.8%	5,197,000	5,782,000		3,604,000	06/14/09	0		12521	

Year: 2009 Quarter: 1

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

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

**Ohio American Water Company
Ashtabula District**

Year	Quarter	Street Address	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Boil Order Issued by
2009	1	533 AUDREY	ASH CITY	1/2/2009	NON. EMERG.	MAIN	0	PM	1/2/2009	PM	N/A
2009	1	6312 FOREST	ASH CITY	1/5/2009	NON. EMERG.	BOLTS/GASKET	0	AM	1/8/2009	PM	N/A
2009	1	3919 E. CENTER	NK	1/6/2009	EMERGENCY	HYDRANT	27	PM	1/7/2009	PM	DTD
2009	1	1001 EASTWOOD DR.	ASH CITY	1/6/2009	NON. EMERG.	MAIN	0	PM	1/9/2009	PM	N/A
2009	1	4903 E. 49th	ASH CITY	1/7/2009	NON. EMERG.	MAIN	0	PM	1/8/2009	PM	N/A
2009	1	STATE RD.	ASH CITY	1/7/2009	EMERGENCY	MAIN	0	PM	1/8/2009	PM	N/A
2009	1	5917 WEST AVE.	ASH CITY	1/12/2009	EMERGENCY	MAIN	0	AM	1/12/2009	PM	N/A
2009	1	1709 E. PROSPECT	ASH. TWPSP.	1/14/2009	EMERGENCY	MAIN	0	AM	1/14/2009	PM	DTD
2009	1	3551 SHEPARD RD.	SAYBROOK	1/16/2009	EMERGENCY	MAIN	23	PM	1/16/2009	PM	DTD
2009	1	3115 W. 13TH ST.	ASH CITY	1/17/2009	EMERGENCY	MAIN	0	PM	1/17/2009	PM	N/A
2009	1	MFG PLACE	ASH CITY	1/17/2009	NON. EMERG.	MAIN	0	PM	1/19/2009	AM	N/A
2009	1	2934 W. PROSPECT	ASH CITY	1/18/2009	NON. EMERG.	MAIN	0	AM	1/20/2009	AM	N/A
2009	1	2213 W. 16TH ST	ASH CITY	1/21/2009	NON. EMERG.	MAIN	12	PM	1/22/2009	PM	DTD
2009	1	2551 WALNUT BLVD.	ASH CITY	1/20/2009	EMERGENCY	MAIN	0	AM	1/30/2009	AM	N/A
2009	1	1111 W. 17TH ST.	ASH CITY	1/28/2009	EMERGENCY	MAIN	0	AM	1/29/2009	PM	N/A
2009	1	1405 W. 3RD	ASH CITY	1/28/2009	NON. EMERG.	SERVICE	0	AM	1/29/2009	AM	N/A
2009	1	LAKE AVE. BRIDGE	ASH CITY	1/26/2009	EMERGENCY	MAIN	0	AM	2/1/2009	AM	N/A
2009	1	LAKE AVE. BRIDGE	ASH CITY	1/26/2009	EMERGENCY	MAIN	0	AM	2/1/2009	PM	N/A
2009	1	3623 HOMEWOOD	ASH CITY	2/3/2009	EMERGENCY	SERVICE	22	PM	2/3/2009	PM	DTD
2009	1	2836 LAKE RD.	N.K.	2/3/2009	EMERGENCY	SERVICE	1	PM	2/3/2009	PM	N/A
2009	1	ELM AVE. & W. 48TH	ASH CITY	2/6/2009	EMERGENCY	MAIN	0	AM	2/6/2009	PM	DTD
2009	1	4524 ELM	SAYBROOK	2/6/2009	EMERGENCY	HYDRANT	13	AM	2/8/2009	PM	DTD
2009	1	4713 STRONG AVE.	ASH CITY	2/9/2009	NON. EMERG.	SERVICE	0	AM	2/9/2009	AM	N/A
2009	1	412 W. 41ST	ASH CITY	2/9/2009	NON. EMERG.	MAIN	0	AM	2/10/2009	PM	N/A
2009	1	6423 AMELIA	ASH CITY	2/9/2009	NON. EMERG.	MAIN	0	PM	2/11/2009	PM	N/A
2009	1	3843 SHEPARD	SAYBROOK	2/11/2009	EMERGENCY	MAIN	0	PM	2/11/2009	PM	N/A
2009	1	419 COLUMBUS	ASH CITY	2/12/2009	EMERGENCY	MAIN	0	PM	2/12/2009	PM	N/A
2009	1	1237-1314 TIVISON PL.	ASH CITY	2/16/2009	EMERGENCY	SERVICE	2	AM	2/17/2009	AM	N/A
2009	1	3310 WILSON AVE.	ASH TWPSP.	2/16/2009	NON. EMERG.	SERVICE	1	AM	2/19/2009	AM	DTD
2009	1	3414 FORRESTAL	ASH CITY	2/18/2009	EMERGENCY	MAIN	0	PM	2/19/2009	PM	N/A
2009	1	MYRTLE AVE & W. 9th	ASH CITY	2/18/2009	EMERGENCY	MAIN	0	PM	2/18/2009	PM	N/A
2009	1	1135 E. 17TH ST.	ASH CITY	2/19/09	NON. EMERG.	MAIN	0	PM	2/19/2009	PM	N/A
2009	1	4909 DUNSMORE	ASH CITY	2/20/2009	NON. EMERG.	MAIN	0	PM	2/23/2009	AM	N/A
2009	1	791 E. 14TH ST.	ASH CITY	2/25/2009	EMERGENCY	MAIN	0	AM	2/25/2009	AM	N/A
2009	1	2547 HIGHLAND DR.	ASH CITY	2/26/2009	EMERGENCY	MAIN	0	AM	2/27/2009	PM	N/A
2009	1	529 AUDREY	ASH CITY	2/27/2009	NON. EMERG.	MAIN	0	PM	2/27/2009	AM	N/A
2009	1	RT. 20 & WOODMAN AVE.	SAYBROOK	3/4/2009	EMERGENCY	SERVICE	1	PM	3/4/2009	PM	N/A
2009	1	2314 HARBOR AVE.	ASH CITY	3/2/2009	NON. EMERG.	MAIN	16	AM	3/5/2009	AM	N/A
2009	1	2528 WALNUT BLVD.	ASH CITY	3/9/2009	EMERGENCY	SERVICE	1	AM	3/9/2009	PM	N/A
2009	1	7680 STUCKEY DR.	ASH CITY	3/10/2009	EMERGENCY	MAIN	1	PM	3/10/2009	PM	N/A
2009	1	1016 W. 55th ST.	N.K.	3/11/2009	EMERGENCY	SERVICE	0	PM	3/12/2009	PM	N/A
2009	1	RT. 20 (SAYBROOK PLAZA)	SAYBROOK	3/11/2009	EMERGENCY	OTHER	0	PM	3/12/2009	AM	N/A
2009	1	1016 W. 54th ST.	ASH CITY	3/12/2009	EMERGENCY	MAIN	0	AM	3/12/2009	PM	N/A
2009	1	1501 E. 30th ST.	ASH TWPSP.	3/13/2009	NON. EMERG.	VALVE	1	AM	3/23/2009	PM	N/A
2009	1	4005 SHI MAR	N.K.	3/24/2009	NON. EMERG.	SERVICE	1	AM	3/25/2009	PM	N/A
2009	1	2536 HIGHLAND DR.	ASH CITY	3/26/2009	NON. EMERG.	MAIN	0	AM	3/27/2009	AM	N/A
2009	1	4815 STRONG AVE.	ASH CITY	3/30/2009	NON. EMERG.	MAIN	0	AM	3/31/2009	AM	N/A
2009	2	3311 WILSON	ASH. TWPSP.	3/30/2009	NON. EMERG.	MAIN	0	AM	4/2/2009	AM	N/A
2009	2	6716 CONLEY	SAYBROOK	4/8/2009	NON. EMERG.	MAIN	0	AM	4/8/2009	AM	N/A
2009	2	3448 E. CENTER	N.K.	4/16/2009	NON. EMERG.	MAIN	0	AM	04/17/09	AM	N/A
2009	2	6093 WRIGHT	N.K.	4/22/2009	EMERGENCY	SERVICE	1	AM	04/21/09	PM	DTD
2009	2	W. 5th ST. & FRANKLIN	ASH CITY	4/22/2009	EMERGENCY	HYDRANT	0	AM	04/22/08	PM	DTD
2009	2	2521 W. 18th ST.	ASH CITY	4/28/2009	EMERGENCY	MAIN	2	AM	04/28/08	PM	DTD
2009	2	W. 9th ST.	ASH CITY	4/28/2009	EMERGENCY	VALVE	0	AM	04/28/08	PM	N/A
2009	2	1331 W. PROSPECT	ASH CITY	5/12/2009	EMERGENCY	VALVE	1	PM	04/29/08	PM	N/A
2009	2	PARK AVE.	ASH CITY	5/12/2009	NON. EMERG.	SERVICE	0	AM	05/14/08	PM	N/A
2009	2	5015 BENEFIT AVE.	ASH CITY	5/12/2009	NON. EMERG.	SERVICE	1	AM	05/14/08	PM	N/A
2009	2	610 BUNKER HILL RD.	ASH CITY	5/19/2009	NON. EMERG.	SERVICE	1	AM	6/1/2009	AM	N/A
2009	2	873 W. PROSPECT	ASH CITY	5/19/2009	NON. EMERG.	SERVICE	1	AM	6/1/2009	AM	N/A
2009	2	LAKE RD.	ASH CITY	5/21/2009	NON. EMERG.	MAIN	0	AM	6/1/2009	AM	N/A
2009	2	2425 MIDDLE RD.	ASH. TWPSP.	5/22/2009	NON. EMERG.	MAIN	0	PM	06/04/09	PM	N/A

Ohio American Water Company
Ashtabula District

Year	Quarter	Street Address	Political Subdiv	Date of Break/Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Boil Order Issued by
2009	2	5313 REED AVE.	ASH. CITY	5/20/2009	NON. EMERG.	SERVICE	1	PM	05/22/09	AM	N/A
2009	2	E. 26th ST. & STATE	ASH. TWSP.	5/23/2009	NON. EMERG.	MAIN	3	AM	05/23/09	PM	DTD
2009	2	2690 RT. 84	NK	5/27/2009	EMERGENCY	MAIN	0	AM	06/27/09	PM	N/A
2009	2	3539 RT. 20	NK	5/28/2009	NON. EMERG.	MAIN	0	AM	5/28/2009	AM	DTD
2009	2	LAKE RD. (NORTH SIDE)	ASH. TWSP.	5/28/2009	EMERGENCY	MAIN	0	PM	05/29/09	PM	N/A
2009	2	6410 EDWARDS AVE.	ASH. CITY	5/29/2009	EMERGENCY	MAIN	5	AM	05/29/09	PM	DTD
2009	2	2326 EUREKA RD.	ASH. TWSP.	5/28/2009	NON. EMERG.	VALVE	36	PM	06/03/09	PM	DTD
2009	2	6415 EDWARDS AVE.	ASH. CITY	6/3/2009	NON. EMERG.	MAIN	0	PM	06/09/09	PM	N/A
2009	2	1204 NORWOOD	ASH. CITY	6/4/2009	NON. EMERG.	SERVICE	1	AM	06/12/09	PM	N/A
2009	2	4011 STATE RD.	ASH. CITY	6/9/2009	NON. EMERG.	SERVICE	1	AM	6/10/2009	AM	N/A
2009	2	W. 46th ST. (FIELD)	ASH. CITY	6/9/2009	NON. EMERG.	SERVICE	1	PM	6/11/2009	PM	N/A
2009	2	VALLEY & JEFFERSON	ASH. TWSP.	6/20/2009	EMERGENCY	MAIN	0	AM	6/20/2009	PM	N/A
2009	2	W. 47th ST. & WEST AVE.	ASH. CITY	6/18/2009	NON. EMERG.	VALVE	0	AM	6/25/2009	AM	N/A
2009	3	1405 W. 3rd ST.	ASH. CITY	6/28/2009	EMERGENCY	SERVICE	1	PM	06/29/09	PM	N/A
2009	3	2133 LAKE RD.	ASH. TWSP.	6/29/2009	NON. EMERG.	SERVICE	1	PM	07/01/09	AM	N/A
2009	3	926 E. 23rd ST.	ASH. CITY	7/3/2009	EMERGENCY	MAIN	1	AM	07/01/09	PM	DTD
2009	3	3676 E. CENTER	NK	7/6/2009	NON. EMERG.	MAIN	4	AM	07/07/09	PM	DTD
2009	3	W. 26th ST. & LAKE AVE.	ASH. CITY	7/7/2009	NON. EMERG.	MAIN	0	AM	07/08/09	AM	N/A
2009	3	1044 BROWN DR.	ASH. CITY	7/2/2009	NON. EMERG.	SERVICE	1	AM	07/09/09	PM	N/A
2009	3	2133 LAKE RD.	ASH. TWSP.	7/11/2009	NON. EMERG.	SERVICE	1	AM	07/13/09	PM	N/A
2009	3	305 W. 53rd ST.	ASH. CITY	7/14/2009	NON. EMERG.	SERVICE	1	AM	07/16/09	PM	N/A
2009	3	6240 RUNKLE	ASH. TWSP.	7/20/2009	NON. EMERG.	MAIN	3	PM	07/24/09	PM	DTD
2009	3	3021 GLOVER	ASH. CITY	7/30/2009	NON. EMERG.	SERVICE	1	AM	08/09/09	AM	N/A
2009	3	COLUMBUS AVE. @ SCHENLEY	ASH. CITY	7/30/2009	NON. EMERG.	VALVE	0	AM	08/10/09	PM	N/A
2009	3	2613 HIGHLAND	ASH. CITY	7/31/2009	NON. EMERG.	SERVICE	1	AM	08/04/09	AM	N/A
2009	3	1416-1420 E. 1st ST.	ASH. CITY	8/1/2009	NON. EMERG.	SERVICE	4	PM	08/03/09	AM	N/A
2009	3	6618 MADISON	SAYBROOK	8/5/2009	NON. EMERG.	MAIN	0	AM	08/07/09	PM	N/A
2009	3	1727 E. CENTER	ASH. CITY	8/7/2009	EMERGENCY	SERVICE	1	PM	08/07/09	PM	N/A
2009	3	1203 E. 16th ST.	ASH. CITY	8/7/2009	NON. EMERG.	MAIN	0	PM	08/19/09	PM	N/A
2009	3	1715 WALNUT BLVD.	ASH. CITY	8/14/2009	EMERGENCY	MAIN	44	AM	08/14/09	PM	DTD
2009	3	7491 GLENWOOD DR.	NK	8/13/2009	NON. EMERG.	SERVICE	1	AM	08/19/09	AM	N/A
2009	3	3114 COURT ST.	ASH. TWSP.	8/13/2009	NON. EMERG.	MAIN	3	AM	08/24/09	AM	N/A
2009	3	7200 RIDGE AVE.	NK	8/11/2009	NON. EMERG.	SERVICE	1	PM	08/20/09	AM	DTD
2009	3	727 W. 38TH ST.	ASH. CITY	8/13/2009	NON. EMERG.	MAIN	0	PM	08/26/09	AM	N/A
2009	3	931 JOSEPH AVE.	ASH. CITY	8/26/2009	NON. EMERG.	MAIN	20	AM	08/27/09	PM	N/A
2009	3	3122 COURT ST.	ASH. TWSP.	8/28/2009	NON. EMERG.	MAIN	0	AM	08/02/09	PM	N/A
2009	3	517 PROSPECT	ASH. CITY	9/2/2009	NON. EMERG.	SERVICE	1	AM	09/04/09	PM	DTD
2009	3	6823 DUNBAR	SAYBROOK	8/21/2009	NON. EMERG.	SERVICE	1	PM	08/03/09	AM	N/A
2009	3	3219 FARGO	ASH. TWSP.	9/4/2009	NON. EMERG.	MAIN	0	AM	08/04/09	PM	N/A
2009	3	1813 W. 4th ST.	ASH. CITY	9/2/2009	NON. EMERG.	HYDRANT	25	PM	09/09/09	AM	DTD
2009	3	1726 W. 8th ST.	ASH. CITY	9/8/2009	NON. EMERG.	SERVICE	1	PM	09/10/09	AM	N/A
2009	3	ENGLEWOOD & LAKE RD.	NK	9/10/2009	NON. EMERG.	VALVE	0	AM	08/14/09	AM	N/A
2009	3	BRYNMORE & LAKE RD.	NK	9/8/2009	NON. EMERG.	MAIN	1	AM	08/14/09	PM	N/A
2009	3	727 W. 38TH ST.	ASH. CITY	9/8/2009	NON. EMERG.	MAIN	0	PM	09/15/09	AM	N/A
2009	3	627 W. 52nd ST.	ASH. CITY	9/8/2009	NON. EMERG.	SERVICE	1	AM	09/15/09	AM	N/A
2009	3	521 THAYER AVE.	ASH. CITY	9/14/2009	NON. EMERG.	SERVICE	1	PM	09/15/09	PM	N/A
2009	3	LAKE RD. & REGAL DR.	NK	9/14/2009	NON. EMERG.	MAIN	0	PM	09/17/09	PM	DTD
2009	3	4001 BENEFIT AVE.	ASH. CITY	9/14/2009	NON. EMERG.	VALVE	0	PM	09/18/09	PM	N/A
2009	3	AUDREY PL. & STATION AVE.	ASH. CITY	9/15/2009	NON. EMERG.	MAIN	0	PM	09/21/09	AM	N/A
2009	3	1501 W. 17th ST.	ASH. CITY	9/16/2009	NON. EMERG.	SERVICE	1	AM	09/22/09	PM	N/A
2009	3	523 W. 38th ST.	ASH. CITY	9/15/2009	NON. EMERG.	MAIN	0	PM	09/23/09	AM	N/A
2009	3	3209 FARGO	ASH. TWSP.	9/25/2009	NON. EMERG.	MAIN	0	AM	09/25/09	AM	DTD
2009	3	727 E. 16th ST.	ASH. CITY	9/18/2009	NON. EMERG.	MAIN	0	PM	09/25/09	PM	N/A
2009	3	1823 W. 9th ST.	ASH. CITY	9/27/2009	EMERGENCY	SERVICE	1	AM	09/27/09	AM	N/A
2009	3	4014 RT. 20	ASH. TWSP.	9/28/2009	EMERGENCY	MAIN	100	PM	09/28/09	PM	DTD
2009	3	7185 ENGLEWOOD	NK	9/25/2009	NON. EMERG.	SERVICE	1	PM	09/29/09	AM	N/A
2009	3	7147 PARKWOOD	ASH. TWSP.	9/25/2009	NON. EMERG.	SERVICE	1	AM	09/29/09	PM	N/A
2009	4	6619 HIRAM	ASH. TWSP.	10/2/2009	NON. EMERG.	SERVICE	1	PM	10/05/09	AM	N/A
2009	4	6421 FASSETT	ASH. TWSP.	10/2/2009	EMERGENCY	MAIN	13	PM	10/02/09	PM	DTD
2009	4	1905 W. 10th ST.	ASH. CITY	9/30/2009	NON. EMERG.	MAIN	0	PM	10/02/09	AM	N/A
2009	4	W. 44th ST.	ASH. CITY	9/30/2009	NON. EMERG.	SERVICE	0	PM	10/05/09	AM	N/A
2009	4	1146 E. 8th ST.	ASH. CITY	10/8/2009	EMERGENCY	SERVICE	0	PM	10/09/09	PM	N/A

Ohio American Water Company
Ashtabula District

Year	Quarter	Street Address	Political Subdiv	Date of Break/Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Received	Time Problem Resolved	Bolt Order issued by
2009	4	5726 POPLAR	ASH. CITY	10/9/2009	EMERGENCY	MAIN	15	AM	10/09/09	PM	N/A
2009	4	2539 W. 8th ST.	ASH. CITY	10/9/2009	NON. EMERG.	MAIN	0	AM	10/12/09	AM	N/A
2009	4	2607 W. 8th ST.	ASH. CITY	10/12/2009	NON. EMERG.	MAIN	0	AM	10/13/09	PM	N/A
2009	4	2103 PLEASANT VIEW	ASH. CITY	10/13/2009	EMERGENCY	MAIN	19	AM	10/13/09	PM	DTD
2009	4	535 W. 41st ST.	ASH. CITY	10/13/2009	EMERGENCY	SERVICE	1	PM	10/14/09	AM	N/A
2009	4	3037 LRW (KEVELA)	ASH. CITY	10/29/2009	EMERGENCY	MAIN	9	AM	10/29/09	AM	DTD
2009	4	1425 COLUMBUS AVE.	ASH. CITY	10/29/2009	NON. EMERG.	MAIN	0	AM	11/02/09	AM	N/A
2009	4	MICHIGAN AVE.	ASH. CITY	11/8/2009	EMERGENCY	VALVE	0	AM	11/08/09	AM	N/A
2009	4	W. 8th ST. & HIGHLAND	ASH. CITY	11/12/2009	NON. EMERG.	MAIN	0	AM	11/12/09	PM	N/A
2009	4	2718 RT. 20	ASH. TWSP.	11/15/2009	EMERGENCY	MAIN	0	PM	11/15/09	AM	N/A
2009	4	McNUTT & RT. 20	SAYBROOK	11/24/2009	NON. EMERG.	MAIN	0	PM	11/25/09	PM	N/A
2009	4	RT. 20 & HOPE AVE.	ASH. CITY	12/8/2009	NON. EMERG.	VALVE	0	AM	12/10/09	PM	N/A
2009	4	PHILLIPS & KNOLLWOOD	ASH. TWSP.	12/11/2009	EMERGENCY	MAIN	0	PM	12/11/09	PM	N/A
2009	4	1646 W. 8th ST.	ASH. CITY	12/15/2009	EMERGENCY	MAIN	35	AM	12/15/09	AM	DTD
2009	4	3207 GLOVER DR.	ASH. CITY	12/16/2009	NON. EMERG.	SERVICE	43	AM	12/18/09	AM	DTD
2009	4	1264 W. 40th ST.	ASH. CITY	12/21/2009	EMERGENCY	MAIN	12	AM	12/21/09	AM	DTD
2009	4	2417 COLUMBUS	ASH. CITY	12/19/2009	NON. EMERG.	MAIN	0	PM	12/18/09	AM	N/A
2009	4	1627 ALLEN AVE.	ASH. CITY	12/22/2009	EMERGENCY	MAIN	20	AM	12/22/09	PM	DTD
2009	4	3114 COURT ST.	ASH. TWSP.	12/21/2009	NON. EMERG.	MAIN	1	PM	12/28/09	AM	N/A
2009	4	SCHENLEY & TANNERY HILL (EDGEHIRE)	ASH. TWSP.	12/18/2009	NON. EMERG.	MAIN	13	AM	12/23/09	PM	DTD
2009	4	3801 SILVIEUS	ASH. TWSP.	12/23/2009	NON. EMERG.	MAIN	0	PM	12/29/09	AM	N/A
2009	4	RT. 20 (across from 4144)	NK	12/29/2009	EMERGENCY	HYDRANT	9	AM	12/29/09	PM	DTD

**Ohio American Water Company
Ashtabula District**

Quarter # 4

2009

**Total Customer Contacts
10256**

Customer Services

	Inquiries	Complaints
Account Information	4897	
Bad Debt/Bankruptcy	536	
Bill Adjustment	348	
Bill Information/Format	93	
Consumption	20	
Customer Notices	60	
Customer Service Staff	0	
Disconnection for Non-Pay	295	
Final Service	442	
General Information	710	
New Service	298	
NSF Check	0	
Payment Arrangements	266	
Rates	0	
Reconnection Non-Pay	129	
Service Order Appointment	339	
Other: Customer Service	1758	
Total	10191	

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	27	
Mark Water Lines/Line Inspect	0	
Restoration	0	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	27	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	21	
Meter Repair/Leak	4	
Meter Replacement	0	
Others: Metering	0	
Total	25	0

Water Quality

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

**Ohio American Water Company
Ashtabula District**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	219
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Quarter # 4

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	258
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

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

Year	2009	PWSID	2502412					
Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	21.997	22.2%	0.709	0.894	01/18/09	0.602	01/09/09	0
2	19.783	22.0%	0.706	0.845	02/08/09	0.631	02/27/09	0
3	21.553	23.2%	0.695	0.805	03/22/09	0.619	03/06/09	0
4	20.384	23.8%	0.679	0.786	04/26/09	0.625	04/01/09	0
5	22.137	23.3%	0.714	0.826	05/25/09	0.597	05/08/09	0
6	20.841	23.5%	0.695	0.808	06/07/09	0.628	06/12/09	0
7	19.355	22.6%	0.624	0.766	07/05/09	0.523	07/31/09	0
8	19.680	22.6%	0.635	0.774	08/02/09	0.556	08/04/09	0
9	19.159	23.0%	0.639	0.770	09/27/09	0.562	09/04/09	0
10	18.588	23.1%	0.600	0.753	09/27/09	0.494	09/30/09	0
11	17.156	23.4%	0.572	0.659	11/01/09	0.469	11/06/09	0
12	18.119	22.9%	0.584	0.690	12/06/09	0.513	12/18/09	0
Avg	19.896	23.0%	0.654					0
High	22.137	23.8%	0.714	0.894	01/18/09			0
Low	17.156	22.0%	0.572			0.469	11/06/09	0

Ohio American Water Company
Franklin County District
Blacklick Water System

Year 2009

PWSID 2502412

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

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

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

If yes:

Notification Method:

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

Quarter #2

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

Begin Date: May, 2009 End Date: _____ Notification Date: _____

If yes:

Notification Method:

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

Quarter #3

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

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

If yes:

Notification Method:

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

Quarter #4

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

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

If yes:

Notification Method:

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

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

Year **2009**

PWSID **2502412**

Quarter # 1	See PUCO 2009 Q1 Water Leak Log
Quarter # 2	See PUCO 2009 Q2 Water Leak Log
Quarter # 3	See PUCO 2009 Q3 Water Leak Log
Quarter # 4	See PUCO 2009 Q4 Water Leak Log

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

Year 2009

PWSID 2502412

Quarter # 4

**Total Customer Contacts
5445**

Customer Services

	Inquiries	Complaints
Account Information	3019	0
Bad Debt/Bankruptcy	197	0
Bill Adjustment	116	0
Bill Information/Format	71	0
Consumption	19	0
Customer Notices	26	0
Customer Service Staff	0	0
Disconnection for Non-Pay	150	0
Final Service	58	0
General Information	244	0
New Service	99	0
NSF Check	0	0
Payment Arrangements	115	0
Rates	0	0
Reconnection Non-Pay	110	0
Service Order Appointment	166	0
Other: Customer Service	1054	0
Total	5444	

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	1	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	1	0

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

Year 2009

PWSID 2502412

Quarter # 1

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

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	126
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	167
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	173
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
Franklin County District
Blacklick Wastewater System

Year 2009

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity		%
							Capacity		
1	1	0.845	1.062	1/10/2009	0.704	1/27/2009	0		0%
	2	1.011	1.690	2/12/2009	0.751	2/3/2009	8		29%
	3	0.809	0.974	3/1/2009	0.508	3/24/2009	0		0%
2	4	0.967	1.361	4/22/2009	0.745	4/1/2009	8		27%
	5	0.867	1.256	5/2/2009	0.686	5/22/2009	2		6%
	6	0.672	0.875	6/19/2009	0.577	6/24/2009	0		0%
3	7	0.598	0.717	7/3/2009	0.486	7/9/2009	0		0%
	8	0.614	0.890	8/28/2009	0.539	8/15/2009	0		0%
	9	0.624	0.767	9/7/2009	0.519	9/22/2009	0		0%
4	10	0.684	1.135	10/31/2009	0.595	10/5/2009	0		0%
	11	0.717	0.904	11/1/2009	0.599	11/28/2009	0		0%
	12	0.755	1.010	12/30/2009	0.655	12/2/2009	0		0%

Totals	9.163						18
Avg	1.000	1.053			0.614		
Max	0.756	1.690	02/12/09		0.605		
Min	1.456	0.995			0.486	07/09/09	

Ohio American Water Company
Franklin County District
Blacklick Wastewater System

Year 2009

Quarter # 1

Collection Main Cleaning Yes ☐ No ☒ If yes:

Quarter # 2

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

Quarter # 3

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Blacklick Wastewater System

Year

2009

Manhole Inspection Program

Quarter #4

Number of Manholes inspected this quarter

12

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☒

No ☐

If yes: 5

Street Address: 5080 Gunston Drive

Date/Time of Backup 10/4/2009

Blockage Cause: Grease

Date/Time Resolved: 10/4/2009

Political Subdivision:

of Customers Affected:

Repair Means:

Madison Township

1

Sewer Jetter

Street Address: 3381 Latonia

Date/Time of Backup 10/29/2009

Blockage Cause: Grease

Date/Time Resolved: 10/29/2009

Political Subdivision:

of Customers Affected:

Repair Means:

Madison Township

1

Sewer Jetter

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

Year 2009

Quarter # 4

Total Customer Contacts

0

Customer Services

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

Sewer Service

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

Sewer Service

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

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

Year **2009**

Quarter # 1

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

Quarter # 2

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

Quarter # 3

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

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

Year	2009	PWSID	2502512					
Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	16.685	17.4%	0.538	0.749	01/20/09	0.484	01/29/09	0
2	14.298	16.8%	0.510	0.601	02/20/09	0.409	02/21/09	0
3	14.916	16.7%	0.481	0.541	03/22/09	0.428	03/17/09	0
4	14.497	15.8%	0.483	0.560	4/11/09	0.403	04/22/09	0
5	17.244	15.9%	0.556	0.707	05/31/09	0.388	05/04/09	0
6	16.670	16.2%	0.556	0.681	06/07/09	0.430	06/01/09	0
7	16.658	16.2%	0.537	0.640	07/08/09	0.415	07/22/09	0
8	16.357	16.5%	0.528	0.597	08/16/09	0.420	08/19/09	0
9	15.569	16.3%	0.519	0.648	09/05/09	0.434	09/30/09	0
10	16.067	17.3%	0.518	0.638	10/11/09	0.421	10/10/09	0
11	14.496	17.4%	0.483	0.547	11/26/09	0.414	11/24/09	0
12	15.317	17.7%	0.494	0.629	12/31/09	0.414	12/02/09	0
Avg	15.731	16.7%	0.517					0
High	17.244	17.7%	0.556	0.749	01/20/09			0
Low	14.298	15.8%	0.481			0.388	05/04/09	0

Ohio American Water Company
Franklin County District
Huber Ridge Water System

Year

2009

PWSID 2502512

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

Was the system flushed this quarter?

Yes:

☐

No:

*

If yes:

Notification Method:

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

Begin Date:

End Date:

Notification Date:

Quarter #2

Was the system flushed this quarter?

Yes:

*

No:

□

If yes:

Notification Method:

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

Begin Date:

May, 2009

End Date:

Notification Date:

Quarter #3

Was the system flushed this quarter?

Yes:

☐

No:

*

If yes:

Notification Method:

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

Begin Date:

End Date:

Notification Date:

Quarter #4

Was the system flushed this quarter?

Yes:

*

No:

□

If yes:

Notification Method:

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

Begin Date:

End 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	See PUCO 2009 Q3 Water Leak Log
Quarter # 4	See PUCO 2009 Q4 Water Leak Log

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

Year 2009

PWSID 2502512

Quarter # 4

**Total Customer Contacts
2931**

Customer Services

	Inquiries	Complaints
Account Information	1728	0
Bad Debt/Bankruptcy	80	0
Bill Adjustment	50	0
Bill Information/Format	23	0
Consumption	8	0
Customer Notices	10	0
Customer Service Staff	0	0
Disconnection for Non-Pay	66	0
Final Service	45	0
General Information	116	0
New Service	52	0
NSF Check	0	0
Payment Arrangements	65	0
Rates	0	0
Reconnection Non-Pay	55	0
Service Order Appointment	94	0
Other: Customer Service	537	0
Total	2929	

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	2	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	2	0

Water Service

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

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

Year 2009

PWSID 2502512

Quarter # 1

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

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	71
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

Disconnections	
With 14 Days Notice	
Non-Payment	75
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	87
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
Franklin County District
Huber Ridge Wastewater System

Year 2009

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity		%
							Capacity		
1	1	0.539	0.712	1/10/2009	0.384	1/14/2009	0		0%
	2	0.756	1.695	2/11/2009	0.464	2/24/2009	2		7%
	3	0.510	0.703	3/1/2009	0.331	3/13/2009	0		0%
	4	0.794	1.837	4/14/2009	0.447	4/27/2009	2		7%
2	5	0.663	2.080	5/1/2009	0.399	5/10/2009	2		6%
	6	0.511	0.826	6/19/2009	0.316	6/15/2009	0		0%
	7	0.589	0.834	7/22/2009	0.460	7/7/2009	0		0%
	8	0.560	0.656	8/13/2009	0.328	8/14/2009	0		0%
3	9	0.509	0.817	9/27/2009	0.266	9/19/2009	0		0%
	10	0.600	1.215	10/31/2009	0.412	10/22/2009	1		3%
	11	0.586	0.783	11/1/2009	0.485	11/27/2009	0		0%
	12	0.751	1.264	12/25/2009	0.552	12/1/2009	2		6%

Totals	7.368						9
Avg	1.000	1.119			0.404		
Max	0.621	2.080	05/01/09		0.405		
Min	1.203	1.103			0.266	09/19/09	

Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System

Year 2009

Quarter # 1

Collection Main Cleaning Yes ☐ No ☒ If yes:

Quarter # 2

Collection Main Cleaning Yes ☒ No ☐ If yes:
Routine sewer cleaning

Quarter # 3

Collection Main Cleaning Yes ☒ No ☐ If yes:
Routine sewer cleaning

Quarter # 4

Collection Main Cleaning Yes ☒ No ☐ If yes:
Routine sewer cleaning

Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System

Year

2009

Manhole Inspection Program

Quarter # 4

Number of Manholes inspected this quarter

47

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☒

No ☐

If yes: 1

Street Address: 3488 Sagion Drive

Date/Time of Backup 11/12/2009

Blockage Cause: Grease

Date/Time Resolved: 11/12/2009

Political Subdivision:

of Customers Affected:

Repair Means:

Blendon Township

1

Sewer Jetter

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

Year 2009

Quarter # 4

Total Customer Contacts

0

Customer Services

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

Sewer Service

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

Sewer Service

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

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

Year 2009

Quarter # 1

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

Quarter # 2

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

Quarter # 3

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

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

Year 2009 **PWSID** 2502612

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	1	7.865	8.5%	0.253	0.311	01/07/09	0.188	01/30/09	0
	2	6.855	8.0%	0.245	0.356	02/06/09	0.098	02/05/09	0
	3	8.246	7.6%	0.266	0.362	03/15/09	0.153	03/10/09	0
	4	7.568	9.4%	0.252	0.347	04/26/09	0.187	04/03/09	0
2	5	8.212	6.7%	0.265	0.354	05/10/09	0.204	05/08/09	0
	6	8.103	7.7%	0.270	0.391	06/07/09	0.215	06/12/09	0
	7	8.565	6.2%	0.276	0.359	07/26/09	0.189	07/25/09	0
	8	8.016	5.6%	0.259	0.376	08/16/09	0.151	08/17/09	0
3	9	7.303	5.6%	0.243	0.350	09/27/09	0.152	09/28/09	0
	10	7.149	6.1%	0.231	0.311	10/17/09	0.148	10/14/09	0
	11	7.062	6.2%	0.235	0.393	11/11/09	0.080	11/10/09	0
	12	7.228	6.4%	0.233	0.330	12/28/09	0.106	12/02/09	0
4									
Avg		7.681	7.0%	0.252					0
High		8.565	9.4%	0.276	0.393	11/11/09			0
Low		6.855	5.6%	0.231			0.080	11/10/09	0

Ohio American Water Company
Franklin County District
Lake Darby Water System

Year 2009

PWSID 2502612

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

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

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

Quarter #2

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

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

Quarter #3

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

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

Quarter #4

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

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

Ohio American Water Company
Franklin County District
Lake Darby Water System

Year 2009

PWSID 2502612

Quarter # 1	See PUCO 2009 Q1 Water Leak Log
Quarter # 2	See PUCO 2009 Q2 Water Leak Log
Quarter # 3	See PUCO 2009 Q3 Water Leak Log
Quarter # 4	See PUCO 2009 Q4 Water Leak Log

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

Year 2009

PWSID 2502612

Quarter # 4

**Total Customer Contacts
1569**

Customer Services

	Inquiries	Complaints
Account Information	818	0
Bad Debt/Bankruptcy	47	0
Bill Adjustment	57	0
Bill Information/Format	15	0
Consumption	6	0
Customer Notices	6	0
Customer Service Staff	0	0
Disconnection for Non-Pay	31	0
Final Service	23	0
General Information	54	0
New Service	38	0
NSF Check	0	0
Payment Arrangements	37	0
Rates	0	0
Reconnection Non-Pay	38	0
Service Order Appointment	60	0
Other: Customer Service	332	0
Total	1562	

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	5	0
Meter Repair/Leak	0	0
Meter Replacement	0	0
Others: Metering	0	0
Total	5	0

Water Quality

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

Water Service

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

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

Year 2009

PWSID 2502612

Quarter # 1

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

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	43
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 2

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

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	51
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
Franklin County District
Lake Darby Wastewater System

Year 2009

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 X If yes:

Quarter # 4

Collection Main Cleaning Yes ☐ No X If yes:

Ohio American Water Company
Franklin County District
Lake Darby Wastewater System

Year

2009

Manhole Inspection Program

Quarter # 1 Number of Manholes inspected this quarter 0
Sewerage Backups

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

Quarter # 2 Number of Manholes inspected this quarter 275
Sewerage Backups

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

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

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

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

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

Quarter # 3 Number of Manholes inspected this quarter 50
Sewerage Backups

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

Quarter # 4 Number of Manholes inspected this quarter 8
Sewerage Backups

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

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

Year 2009

Quarter # 4

Total Customer Contacts

0

Customer Services

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

Sewer Service

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

Sewer Service

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

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

Year 2009

Quarter #1

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

Quarter #2

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

Quarter #3

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

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

Year		2009	PWSID		2502712				
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	1	1.706	7.8%	0.055	0.139	01/20/09	0.001	01/08/09	0
	2	1.516	8.3%	0.054	0.193	02/13/09	0.001	02/14/09	0
	3	1.600	7.6%	0.051	0.094	03/15/09	0.005	03/26/09	0
2	4	1.735	6.4%	0.058	0.220	04/26/09	0.016	04/10/09	1
	5	1.873	11.7%	0.060	0.236	05/25/09	0.000	05/26/09	1
	6	1.906	12.2%	0.064	0.113	06/07/09	0.027	06/14/09	0
3	7	1.878	11.7%	0.061	0.096	07/04/09	0.024	07/05/09	0
	8	1.791	12.7%	0.058	0.104	08/16/09	0.003	08/15/09	0
	9	1.621	13.0%	0.054	0.081	09/06/09	0.021	09/19/09	0
4	10	1.607	13.1%	0.052	0.067	10/12/09	0.022	10/11/09	0
	11	1.522	10.9%	0.051	0.087	11/22/09	0.023	11/26/09	0
	12	1.622	10.9%	0.052	0.078	12/28/09	0.019	12/12/09	0
	Avg	1.698	10.5%	0.056					0
	High	1.906	13.1%	0.064	0.236	05/25/09			1
	Low	1.516	6.4%	0.051			0.000	01/08/09	0

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

Year 2009

Quarter	Month	Avg Daily Flow (MGD)	High Flow (MGD)	Date of High Flow	Low Flow (MGD)	Date of Low Flow	# of Days Exceeding Dsgn Capacity		%
							Capacity		
1	1	0.385	0.556	1/7/2009	0.283	1/30/2009	3		10%
	2	0.526	0.920	2/11/2009	0.345	2/6/2009	13		46%
	3	0.438	0.617	3/5/2009	0.310	3/23/2009	6		19%
2	4	0.517	0.786	4/14/2009	0.357	4/12/2009	15		48%
	5	0.407	0.702	5/2/2009	0.284	5/8/2009	7		23%
	6	0.324	0.386	6/18/2009	0.239	6/22/2009	0		0%
3	7	0.346	0.520	7/30/2009	0.248	7/8/2009	2		6%
	8	0.319	0.472	8/16/2009	0.239	8/3/2009	0		0%
	9	0.281	0.363	9/7/2009	0.232	9/4/2009	0		0%
4	10	0.317	0.534	10/31/2009	0.202	10/12/2009	1		3%
	11	0.324	0.481	11/1/2009	0.246	11/24/2009	0		0%
	12	0.396	0.648	12/25/2009	0.302	12/1/2009	4		13%

Totals	4.580						51
Avg	0.000	0.582			0.274		
Max	0.381	0.920	02/11/09		0.273		
Min	0.687	0.554			0.202	10/12/09	

Ohio American Water Company
Franklin County District
Timberbrook Water System

Year

2009

PWSID

2502712

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

Was the system flushed this quarter?

Yes:

☐

No:

☒

If yes:

Begin Date: _____

End Date: _____

Notification Date: _____

Notification Method:

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

Quarter #2

Was the system flushed this quarter?

Yes:

☒

No:

☐

If yes:

Begin Date: _____

End Date: _____

Notification Date: _____

Notification Method:

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

Quarter #3

Was the system flushed this quarter?

Yes:

☐

No:

☒

If yes:

Begin Date: _____

End Date: _____

Notification Date: _____

Notification Method:

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

Quarter #4

Was the system flushed this quarter?

Yes:

☒

No:

☐

If yes:

Begin Date: _____

End Date: _____

Notification Date: _____

Notification Method:

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

Ohio American Water Company
Franklin County District
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	See PUCO 2009 Q3 Water Leak Log
Quarter # 4	See PUCO 2009 Q4 Water Leak Log

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

Year 2009

PWSID 2502712

Quarter # 4

Total Customer Contacts

102

Customer Services

	Inquiries	Complaints
Account Information	49	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	1	0
Bill Information/Format	1	0
Consumption	0	0
Customer Notices	2	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	3	0
General Information	8	0
New Service	5	0
NSF Check	0	0
Payment Arrangements	3	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	12	0
Other: Customer Service	15	0

Total 100

Water Service

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

Total 2 0

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 Company
Franklin County District
Timberbrook Water System**

Year **2009**

PWSID 2502712

Quarter # 1

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

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	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 # 2

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

Quarter # 4

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

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

Year 2009 **PWSID** 2502812

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap
1	1	9.419	26.4%	0.303	0.390	01/14/09	0.260	01/25/09	0
	2	7.931	27.1%	0.283	0.355	02/06/09	0.220	02/20/09	0
	3	8.719	28.1%	0.281	0.329	03/01/09	0.228	03/18/09	0
	4	8.731	27.7%	0.291	0.291	04/26/09	0.245	04/02/09	0
2	5	11.119	28.6%	0.358	0.488	05/05/09	0.225	05/10/09	0
	6	11.957	29.0%	0.398	0.514	06/07/09	0.322	06/03/09	0
	7	12.451	26.2%	0.401	0.580	07/10/09	0.280	07/11/09	0
	8	12.496	27.8%	0.403	0.537	08/16/09	0.281	08/22/09	0
3	9	8.990	27.0%	0.299	0.507	09/20/09	0.188	09/26/09	0
	10	6.726	27.4%	0.217	0.267	10/02/09	0.179	10/30/09	0
	11	6.469	27.3%	0.216	0.313	11/10/09	0.113	11/09/09	0
	12	7.707	27.3%	0.249	0.347	12/31/09	0.170	12/06/09	0

Avg	9.393	27.5%	0.308						0
High	12.496	29.0%	0.403	0.580	07/10/09				0
Low	6.469	26.2%	0.216				0.113	11/09/09	0

Ohio American Water Company
Franklin County District
Worthington Hills Water System

Year 2009

PWSID 2502812

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

Was the system flushed this quarter?

Yes:

☐

No:

*

If yes:

Begin Date: _____

End Date: _____

Notification Date: _____

Notification Method:

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

Quarter #2

Was the system flushed this quarter?

Yes:

☐

No:

*

If yes:

Begin Date: _____

End Date: _____

Notification Date: _____

Notification Method:

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

Quarter #3

Was the system flushed this quarter?

Yes:

☒

No:

☐

If yes:

Begin Date: 9/30/2009

End Date: 9/30/2009

Notification Date: _____

Notification Method:

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

Quarter #4

Was the system flushed this quarter?

Yes:

☐

No:

*

If yes:

Begin Date: _____

End Date: _____

Notification Date: _____

Notification Method:

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

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

Year **2009**

PWSID 2502812

Quarter # 1	See PUCO 2009 Q1 Water Leak Log
Quarter # 2	See PUCO 2009 Q2 Water Leak Log
Quarter # 3	See PUCO 2009 Q3 Water Leak Log
Quarter # 4	See PUCO 2009 Q4 Water Leak Log

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

Year 2009

PWSID 2502812

Quarter # 4

**Total Customer Contacts
333**

Customer Services

	Inquiries	Complaints
Account Information	103	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	40	0
Bill Information/Format	4	0
Consumption	5	0
Customer Notices	4	0
Customer Service Staff	0	0
Disconnection for Non-Pay	2	0
Final Service	3	0
General Information	25	0
New Service	5	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	6	0
Service Order Appointment	69	0
Other: Customer Service	58	0
Total	326	

Water Service

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

Metering

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

Water Quality

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

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

Year 2009

PWSID 2502812

Quarter # 1

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

Quarter # 3

Disconnections	
With 14 Days Notice	
Non-Payment	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 # 2

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

Quarter # 4

Disconnections	
With 14 Days Notice	
Non-Payment	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

**Ohio American Water
Lake White**

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap
1	1	2.468	12.0%	0.080	0.100	15	0.058	5	0
	2	2.640	11.9%	0.094	0.114	1	0.076	27	0
	3	2.203	13.1%	0.071	0.123	3	0.047	22	0
2	4	1.996	12.2%	0.067	0.125	20	0.041	30	0
	5	2.056	11.8%	0.066	0.083	4	0.046	5	0
	6	2.033	11.6%	0.068	0.091	22	0.048	5	0
3	7	2.062	10.6%	0.067	0.083	20	0.049	1	0
	8	2.012	9.4%	0.065	0.095	30	0.048	28	0
	9	1.922	8.8%	0.064	0.083	15	0.040	23 25	0
4	10	1.950	8.5%	0.063	0.128	12	0.039	6	0
	11	1.884	6.5%	0.062	0.093	27	0.045	29	0
	12	2.334	6.4%	0.075	0.142	23-24-25	0.047	12	0

Avg	2.128	12.6%	0.070	0.105		0.049		0.000
High	2.640	13.9%	0.094	0.142		0.076		0
Low	1.864	11.0%	0.062	0.083		0.039		0

Total Customer Count

Jan	403
Feb	402
Mar	403
Apr	407
May	408
June	409
July	414
Aug	411
Sep	410
Oct	406
Nov	405
Dec	402

**Ohio American Water
Lake White**

Quarter # 4

Year 2009

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

Ohio American Water Lake White

**Quarter # 4
2009**

Total Customer Contacts	Total Customer Complaints
244	0

Customer Services		
	Inquiries	Complaints
Account Information	120	
Bad Debt/Bankruptcy	7	
Bill Adjustment	9	
Bill Information/Format	2	
Consumption	2	
Customer Notices	1	
Customer Service Staff	0	
Disconnection for Non-Pay	2	
Final Service	17	
General Information	17	
New Service	15	
NSF Check	0	
Payment Arrangements	5	
Rates	0	
Reconnection Non-Pay	1	
Service Order Appointment	10	
Other: Customer Service	34	
Total	242	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	2	
Odor	0	
Particles In Water	0	
Scum/Oil in Water	0	
Taste	0	
Other: Water Quality	0	
Total	2	0

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

Yearly Total of Customer Contacts 1319
Yearly Total of Customer Complaints 0

Ohio American Water
Lake White

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	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 2009

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

Yearly
Totals 2009

Disconnections	
With 14 Days Notice	
Non-Payment	27
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

2009

Number of Valves	81
Number of Valves to be operated	44
Percent of Valves Operated	107%
Number of Valves Requiring Maintenance	0
Percent of Valves Requiring Maintenance	0%
Number of Boxes Requiring Maintenance	0
Percent of Boxes Requiring Maintenance	0%
Number of Valves Requiring Replacement	0
Percent of Valves Requiring Replacement	0%

2008

Number of Valves	81
Number of Valves to be Operated	44
Percent of Valves Operated	105%
Number of Valves Requiring Maintenance	0
Percent of Valves Requiring Maintenance	0%
Number of Boxes Requiring Maintenance	0
Percent of Boxes Requiring Maintenance	0%
Number of Valves Requiring Replacement	0
Percent of Valves Requiring Replacement	0%

Lake White	Size	Type	2009	2008	Turns	Box	Valve
Critical Valves (once per year)		Line	Worked	Worked		Maint	Depth in.
At wells sytem valve. (isolates wells from system)	6	AC	27-Apr	2-Apr	19.5	ok	
#1 well house. (isolates #1 from system)	6	AC	27-Apr	7-Jun	19	ok	inside
Valve beside generator (isolates #2 well from system)	6	AC	27-Apr	5-Jun	19.5	ok	
#2 well house. (isolates #2 well from system)	6	AC	27-Apr	26-Mar	20	ok	inside
Little Theatre..right (isolates whole system)	6	AC	27-Oct	30-Oct	21	ok	10
Little Theatre..middle..(isolates sytem to tank)	6	AC	27-Oct	30-Oct	20	ok	14
Little Theatre..left (isolate system towards lake)	6	AC	27-Oct	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

7

7

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

Distribution Valves (once every 2 years)	Size	Type	2009	2008	Turns	Box Maint	Depth
63 Bevens	2	pvc		24-Jan		ok	
81 Bevens	4	pvc		26-Jun		ok	
427 Bevens	4	pvc		26-Jun		ok	
Rt 551/Skyline..left one facing over hill...to Baywood	2	pvc	23-Apr		8	ok	36
Rt 551/Skyline...middle valve...	4	pvc	12-May			ok	22
Rt 551/Skyline...right one facing over hill...to Wells Jones	4	pvc	12-May		12	ok	36
226 Wells Jones	2	pvc				ok	
267 Lucerne	2	pvc				ok	
Lucerne...in field	2	pvc	12-May			ok	36
Corner of Lucerne and Woodland	2	pvc	12-May			ok	18
278 Rt 551/Marco Polo	2	pvc	24-Apr			ok	40
Nye/551	4	pvc	7-Mar			ok	
1489 Rt 551 Lt of valve 72	4	pvc	7-Mar	30-Oct		ok	
1489 Rt 551 Rt of valve 72	4	pvc	7-Mar	30-Oct		ok	
1489 Rt 551 to Baywood	2	pvc	7-Mar	30-Oct		ok	
entrance to Bevens from Rt 551. Past Nye Rd.	4	pvc	19-Aug			ok	32

Total Number of Distribution Valves 74 74

Total valves Required to be worked 37 38

Total Number Valves Actually worked this year 40 38

Percentage of required inline Valves Actually Worked this year 108% 106%

Total Number of System Valves 81 81

Total Number of System Valves Required to be worked each year 44 43

Total Number of System Valves Actually Worked this year 47 45

Percentage of required critical and inline Valves Actually Worked this year 107% 105%

2009

Hydrant Valves		Size	Type	2007	2008	2009	Turns	Box Maint	Depth	Box Maint	Painted
34 Little Theatre	6	AC						ok		ok	2007
315 Little Theatre	6	AC		9-May			20	ok	16"	ok	2007
108 Crestwood	6	AC		24-Apr			21	ok	30"	ok	2006
1106 Pinehurst Apt	6	PVC		24-Apr			20	ok	36"	ok	2007
500 Pinehurst Apt	6	PVC		24-Apr			19	ok	38"	ok	2005
Lot 13 Pinehurst Blvd	6	pvc		30-May			21	ok	30"	ok	2008
Lot 17 Pinehurst Blvd	6	pvc		31-May			21	ok	43"	ok	2006
Lot 21 Waverly Woods Dr.	6	pvc		24-Apr			21	ok	39"	ok	2007
126 Waverly Gables	8	AC		24-Apr				ok	30"	ok	2006
104 Valleyview	6	AC		31-May			21	ok	26"	ok	2007
129 Valleyview	6	AC					21	ok	36"	ok	2006
229 Valleyview	6	AC					21	ok	30"	ok	2006
229 Valleyview..parking lot	6	AC					21	ok	34"	ok	2007
100 Dawn..emerg. Entrance to Hospital	6	Ductile					21	ok	20"	ok	2006
100 Dawn...west of hospital	6	Ductile						ok		ok	2006
115 Dawn	8	AC		22-May			21	ok	36"	ok	2007
101 Dawn	8	AC		22-May			20	ok	30"	ok	2006
111 Sunrise	6	AC					20	ok	30"	ok	2006
100 Sunrise	6	AC		23-May				ok	24"	ok	2005
1237 Rt 552	6	AC		23-May			20	ok	30"	ok	2007
14 Shady Ln	6	AC		7-Jun			20	ok	31"	ok	2005
Ripley Rd	6	AC		9-May			21	ok	31"	ok	2006
37 Ripley Rd	6	AC		9-May			20	ok	20"	ok	2007
2617 Rt 551	6	AC		9-Jul			19	ok	40"	ok	2007
2455 Rt 551	6	AC		18-Jul				ok		ok	2007
577 Virginia	6	AC		17-Jul	18-Jul		20	ok	32"	ok	2007
278 Virginia	6	AC		18-Jul				ok		ok	2006
252 Skyline	6	AC						ok		ok	2007
131 Skyline	6	AC		27-Jun				ok		ok	2007
110 Barker Ln	6	AC		2-Jun				ok		ok	2007
13 Virginia	6	AC		7-Jun			21	ok	24"	ok	2007
Hydrant at Tank	6	Ductile			1-May						2008

Total Number of Hydrant Valves

Total valves Required to be worked

Total Number Valves Actually worked this year

Total Number Valves Actually worked in 07 and 08

Hydrants Painted

32

2006

9

2005

6

2007

16

23

25

2

32

16

2

32

16

2009

Ohio Utilities Protection Service	Ticket No. or spoke to	Work Date	Address	Job
OUPS 800 362 2764	A916001854	15-Jun	Company ID# 51171	press 4
Pike Gas				
947 5121 937 393 4602 or 937 393 1991				
800 276 4006 Emergency #				
Pike County Engineers 947 4259				
Emergency # 970 0148				
Pike County Sewer 740 708 9038	Joe spotted		Repair leak at 57 Baywood. In turn on both sides of road.	

Ohio Utilities Protection Service	Ticket No.	Work Date	Address	Job
OUPS 800 362 2764	A928101415	14-Oct	48 Gregg	new water tap
Pike Gas	16820			
947 5121 937 393 4602 or 937 393 1991				
800 276 4006 Emergency #				
Pike County Engineers 947 4259				
Emergency # 970 0148				
Pike County Sewer 740 708 9038				

Ohio Utilities Protection Service	Ticket No.	Work Date	Address	Job
OUPS 800 362 2764	A 929600350	26-Oct	80 Rittenour	service line relocate
Pike Gas	no gas lines			
947 5121 937 393 4602 or 937 393 1991				
800 276 4006 Emergency #				
Pike County Engineers 947 4259				
Emergency # 970 0148				
Pike County Sewer 740 708 9038				

CSL = Company Service Leak; CWM = Company Water Main; HYD = Hydrant; VLV = Valve; CO = Company Other; PSI = Private Service Leak; PWN = Private Water Main; PO = Private Other DRP= Door Tag; DTD = Door to Door

[illegible]

2009		Blowoffs			Deadend Blowoffs	
		Spring Flush			Fall Flush	
Type	Year	Address	Date	Minutes to	Date	Minutes to
			Flushed	Clear	Flushed	Clear
Clow	2006	315 Little Theatre	20-Apr	3		
Mueller	1953	34 Little Theatre	20-Apr	4		
Mueller	1955	108 Crestview	20-Apr	3	12-Oct	26
FV		Crestwood & Forest Hills	20-Apr	15		
Mueller	1981	1106 Pinehurst Apt.	20-Apr	2	12-Oct	3
Mueller	1981	500 Pinehurst Apt.	20-Apr	1	12-Oct	1
Mueller	1998	Lot 13 Pinehurst Blvd	20-Apr	2		
Mueller	1998	Lot 17 Pinehurst Blvd	20-Apr	6	12-Oct	7
Mueller	1998	Lot 21 Waverly Woods Dr.	20-Apr	1		
M&H	1954	125 Waverly Gables	20-Apr	2		
M&H	1954	104 Valleyview	20-Apr	2		
M&H	1954	129 Valleyview	20-Apr	1		
Waterous	1984	229 Valleyview	20-Apr			
Mueller	2006	229 Valleyview by parking lot	20-Apr	1		
Mueller	1997	by emerg room hospital	20-Apr	3		
Mueller	2006	west of hospital	20-Apr	1		
M&H	1954	115 Dawn Lane	20-Apr	4		
M&H	1954	101 Dawn Lane	20-Apr	6		
M&H	1954	111 Sunrise	20-Apr	8		
M&H	1954	100 Sunrise	20-Apr	1		
FV		Waverly Gables going down	20-Apr	1	12-Oct	17
FV		Rt 104 Tennis Road	20-Apr	20	12-Oct	40
Mueller	1954	1237 Rt 552	20-Apr	1		
Mueller	1953	14 Shady Lane	20-Apr	1		
Clow	2005	Ripley Road	20-Apr	3		
Mueller	1953	37 Ripley Road	20-Apr	9	12-Oct	12
FV		394 Rt 552	20-Apr	20	12-Oct	47
FV		1490 Rt 552	20-Apr	36	12-Oct	7
FV		Vallery	20-Apr	21	12-Oct	10
Mueller	1953	2617 Rt 551	21-Apr	1		
Mueller	1958	2465 Rt 551	21-Apr	4		
FV		178 Rittenour Road	21-Apr	4	12-Oct	8
Mueller	1953	Begining of Virginia	21-Apr	1		
FV		Crumer Mt. Road	21-Apr	5	12-Oct	7
FV		State Park Bricker	21-Apr	24	12-Oct	20
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 2" & 3/4" valves	21-Apr	5		

Type	Year	Address	Date Flushed	Minutes to Clear	Date Flushed	Minutes to Clear
Mueller	1958	bottom of Virginia	21-Apr	5		
FV		1063 Rt 551	21-Apr	3	12-Oct	10
FV		41 Bevans	21-Apr	7	12-Oct	12
FV		405 Bevans	21-Apr	7	12-Oct	12
FV		end of Baywood	21-Apr	22	12-Oct	50
FV		end of Nye	21-Apr	4	12-Oct	40
FV		end of Wells Jones	21-Apr	33	12-Oct	40
FV		Bors House Rt 551	21-Apr	1		
FV		141 Harbor	21-Apr	6	12-Oct	8
FV		573 Rt 551	21-Apr	7		12
Total hours actual flushing				5.9		6.5

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.

Ohio American Water Company to Conduct Hydrant Flushing

American Water flushes hydrants twice a year. In the spring all hydrants are flushed.

During the fall season only the smaller deadend and some selected fire hydrants are flushed.

**Ohio American Water Company
Lawrence County District**

Year		2009									
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Customer Count	
1	1	21.318	15.9%	0.688	0.871	01/20/09	0.606	01/01/09	0	3322	
	2	18.307	15.7%	0.654	0.755	02/09/09	0.613	02/18/09	0	3320	
	3	19.381	16.1%	0.625	0.696	03/03/09	0.572	03/13/09	0	3320	
	4	18.876	15.8%	0.629	0.789	04/23/09	0.546	04/15/09	0	3326	
2	5	20.540	14.5%	0.663	0.774	05/31/09	0.505	05/01/09	0	3312	
	6	20.304	13.6%	0.677	0.868	06/22/09	0.520	06/26/09	0	3316	
	7	20.139	13.4%	0.650	0.871	07/13/09	0.514	07/11/09	0	3309	
	8	20.705	12.6%	0.668	0.744	08/03/09	0.613	08/28/09	0	3312	
3	9	19.542	12.6%	0.651	0.703	09/20/09	0.598	09/11/09	0	3318	
	10	20.492	13.1%	0.661	0.830	10/17/09	0.554	10/08/09	0	3309	
4	11	18.008	13.4%	0.600	0.774	11/24/09	0.524	11/19/09	0	3302	
	12	19.347	13.4%	0.624	0.711	12/13/09	0.539	12/01/09	0	3313	
	2009										
	Avg	19.747	14.2%	0.649	0.782		0.559		0	3315	
	High	21.318	16.1%	0.688	0.871	07/13/09	0.613		0	3326	
	Low	18.008	12.6%	0.600	0.696		0.505	05/01/09	0	3302	

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

Year 2009 Quarter: 1

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

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

Quarter: 2

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

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

Quarter: 3

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

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

Quarter: 4

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

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

Ohio American Water Company
Lawrence County District

Year	Quarter	Street Address	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Boil Order Issued by
2009	1	Overtown Dr.	Ches. Village	1/12/2009	Leak	Split	2	9:00	01/02/09	13:00	N/A
		Fayette Fire Station	Fayette	1/13/2009	Leak	Split	0	4PM	01/14/09	12AM	N/A
		Sandusky @ US 52	Fayette	1/20/2009	Leak	Break	0	9AM	01/20/09	11:16AM	N/A
		375 CR 3	Union	1/24/2009	Leak	Split	0	9AM	01/24/09	2PM	N/A
		Madison Street	Fayette	2/6/2009	Leak	Saddle	0	3PM	02/09/09	7PM	N/A
		Robertson Rd.	Union	2/22/2009	Leak	Split	0	4PM	02/25/09	15:45	N/A
		Twp. Rd. 1011	Fayette	2/23/2009	Leak	Break	2	2PM	03/05/09	11AM	N/A
		Comfort Inn	Fayette	3/3/2009	Leak	Split	0	11AM	03/06/09	15:30	N/A
		Turkey Dr.	Union	Unk	Leak	Split	8	11AM	04/16/09	4PM	N/A
		Jane Street	Union	4/6/2009	Leak	Unknwn	10	2PM	05/05/09	11PM	N/A
		Hawthorn Lane	Union	5/12/2009	Leak	Coupling Leak	4	9PM	06/16/09	15:30	N/A
		Kellys Lane @ Elks Trailer Pk.	Ches. Village	6/12/2009	Leak	PVC Ell	15	1PM	06/16/09	3PM	N/A
		Symmes Creek Rd.	Union	6/12/2009	Leak	Ball	8	1PM	06/16/09	7PM	N/A
		County Road 32	Union	6/12/2009	Leak	Ball	45	4PM	06/16/09	1:30PM	N/A
		Symmes Creek Rd.	Union	6/12/2009	Leak	Ball	8	10AM	06/21/09	12:30PM	N/A
		County Road 32	Union	6/21/2009	Leak	Split	15	9:30AM	06/21/09	3PM	N/A
		Thompson Hollow	Union	6/23/2009	Leak	Pinhole	4	1PM	07/03/09	14:30-00	N/A
		46 Township Rd. 1428W	Fayette	7/3/2009	Leak	Pinhole	1	8AM	07/03/09	15:30	N/A
		406 R. 3rd. Ave	Chesapeake-VIL	7/3/2009	Leak	Split	3	4:30PM	07/07/09	5:30 PM	N/A
		Highland Ave.	Union	7/7/2009	Leak	Damage	1	1PM	08/07/09	3PM	N/A
		County Rd. 1 @Summit	Fayette	8/7/2009	Leak	Break	12	10AM	08/19/09	2PM	N/A
		Winters Rd.	Chesapeake-VIL	8/12/2009	Leak	Pinhole	20	10AM	08/21/09	3PM	N/A
		Charlotte Ln.	Fayette	8/21/2009	Leak	Split	10	8:30	08/25/09	10:30AM	N/A
		Township Rd. 1041	Union	8/25/2009	Leak	Pinhole	2	10AM	08/27/09	2PM	N/A
		8205 County Rd. 1	Fayette	8/27/2009	Leak	Pinhole	0	11AM	08/14/09	12PM	N/A
		Robertson Rd.	Chesapeake-VIL	9/4/2009	Leak	Ball	50	2:30	09/18/09	2:30PM	N/A
		Pinecrest @ CR 104	Union	9/18/2009	Leak	Ball	12	8AM	09/21/09	10AM	N/A
		Winters Rd.	Chesapeake-VIL	9/21/2009	Leak	Ball	12	8AM	10/02/09	3PM	N/A
		4 Bailey St.	Fayette	10/2/2009	Leak	Saddle	7	5PM	10/04/09	7PM	N/A
		Township Rd. 1027	Fayette	10/4/2009	Leak	Saddle	75	8AM	10/13/09	10:30AM	N/A
		Big Branch Road	Union	10/13/2009	Leak	Saddle	9	4:30PM	10/15/09	7:30PM	N/A
		County Road 1	Fayette	10/16/2009	Leak	Cap Blown Off	10	3PM	10/18/09	6PM	N/A
		Deer Park Subdivision	Union	10/18/2009	Leak	Pin Holes	150	3AM	10/18/09	8AM	N/A
		Symmes Creek Road	Union	10/18/2009	Leak	Break	0	4PM	11/02/09	3PM	N/A
		Township Rd. 1027	Union	11/7/2009	Leak	Pin Holes	0	1PM	11/12/2009	10AM	N/A
		Symmes Creek Road	Union	11/7/2009	Leak	Ball	160	12:30PM	11/24/2009	9PM	N/A
		US 52 At County Road 144	Fayette	11/24/2009	Leak	Unknown	0	3PM	12/16/2009	2PM	N/A
		County Road 35	Union	12/14/2009	Leak	Coupling	100	1PM	12/21/2009	2PM	N/A
		County Road 1 At Division St.	Fayette	12/20/2009	Leak	Break	100	1PM	12/21/2009	2PM	N/A

Ohio American Water Company

Quarter # 1	
Year 2009	
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Service Awnrs Date Problem Resolved Time Problem Resolved Bill Order Issued by	
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Service Awnrs Date Problem Resolved Time Problem Resolved Bill Order Issued by	
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Service Awnrs Date Problem Resolved Time Problem Resolved Bill Order Issued by	
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Service Awnrs Date Problem Resolved Time Problem Resolved Bill Order Issued by	

Ohio American Water Company

Quarter # 2	
Year 2009	
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Service Awnrs Date Problem Resolved Time Problem Resolved Bill Order Issued by	
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Service Awnrs Date Problem Resolved Time Problem Resolved Bill Order Issued by	
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Service Awnrs Date Problem Resolved Time Problem Resolved Bill Order Issued by	
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Service Awnrs Date Problem Resolved Time Problem Resolved Bill Order Issued by	

Ohio American Water Company

Quarter # 3	
Year 2009	
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Service Awnrs Date Problem Resolved Time Problem Resolved Bill Order Issued by	
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Service Awnrs Date Problem Resolved Time Problem Resolved Bill Order Issued by	
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Service Awnrs Date Problem Resolved Time Problem Resolved Bill Order Issued by	
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Service Awnrs Date Problem Resolved Time Problem Resolved Bill Order Issued by	

**Ohio American Water Company
Lawrence County District**

**Quarter # 4
2009**

Total Customer Contacts

Customer Services

	Inquiries	Complaints
Account Information	1299	
Bad Debt/Bankruptcy	150	
Bill Adjustment	135	
Bill Information/Format	47	
Consumption	11	
Customer Notices	28	
Customer Service Staff	0	
Disconnection for Non-Pay	117	
Final Service	89	
General Information	181	
New Service	129	
NSF Check	0	
Payment Arrangements	86	
Rates	0	
Reconnection Non-Pay	55	
Service Order Appointment	125	
Other: Customer Service	454	
Total	2906	

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	21	
Mark Water Lines/Line Inspect	79	
Restoration	0	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	100	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	1	
Meter Repair/Leak	2	
Meter Replacement	0	
Others: Metering	0	
Total	3	0

Water Quality

	Inquiries	Complaints
Discolored Water	7	
Hardness	0	
Low Pressure	9	
Odor	0	
Particles in Water	0	
Scum/Oil in Water	0	
Taste	0	
Other: Water Quality	0	
Total	16	0

**Ohio American Water Company
Lawrence County District**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	104
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	105
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	104
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

**Ohio American Water Company
Marion District**

Year		2009									
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Customer Count	
1	1	214,673	21.4%	6,925	7613	01/19/09	6,092	01/01/09	0		
	2	196,381	20.7%	7,014	7595	02/09/09	6,261	02/21/09	0	16771	
	3	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	04/01/09	5,769	04/11/09			
	5	216,229	19.1%	6,975	7,861	05/12/09	6,068	05/09/09			
2	6	211,131	19.2%	7,038	7,943	06/24/09	6,214	06/06/09			
	7	213,359	18.9%	6,883	7,682	07/20/09	5,914	07/05/09			
3	8	212,025	19.0%	6,840	7,464	08/13/09	5,905	08/29/09			
	9	202,095	18.4%	6,737	7,455	09/23/09	5,649	09/07/09			
	10	203,487	18.4%	6,564	7,205	10/06/09	5,394	10/31/09			
4	11	191,430	17.1%	6,381	6,895	11/02/09	5,585	11/27/09			
	12	204,887	18.0%	6,609	7,397	12/21/09	5,421	12/25/09			
2009											
Avg		205,838.333	19.4%	6,768.583	7,487.250		5,831.417		0	8386	
High		216,229.000	22.2%	7,038.000	7,943.000	#REF!	6,261.000		0	16771	
Low		191,430.000	17.1%	6,381.000	6,895.000		5,394.000	#REF!	0	16771	

**Ohio American Water Company
Marion District**

**Quarter # 4
2009**

**Total Customer Contacts
16179**

Customer Services

	Inquiries	Complaints
Account Information	7591	0
Bad Debt/Bankruptcy	1066	0
Bill Adjustment	389	0
Bill Information/Format	135	0
Consumption	61	0
Customer Notices	96	0
Customer Service Staff	0	0
Disconnection for Non-Pay	496	0
Final Service	649	0
General Information	1036	0
New Service	524	0
NSF Check	0	0
Payment Arrangements	509	0
Rates	0	0
Reconnection Non-Pay	277	0
Service Order Appointment	557	0
Other: Customer Service	2738	0
Total	16124	

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	27	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	27	0

Metering

	Inquiries	Complaint
Estimating	0	0
Meter Reading	4	0
Meter Repair/Leak	3	0
Meter Replacement	0	0
Others: Metering	0	0
Total	7	0

Water Quality

	Inquiries	Complaint
Discolored Water	0	0
Hardness	0	0
Low Pressure	21	0
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	21	0

Ohio American Water Company
Marion District

2009

Year	Quarter	Street Address	Political Subdiv	Date of Break/Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Bolt Order Issued by
2008	1st	267 Fairview	Marion	1/7/09	Main Break	2" C I	20	11:55 AM	01/07/09	1:15 AM	Door tags
2009	1st	York & Scioto	Marion	1/18/09	Main Break	2" C I	12	8:13 AM	01/18/09	11:00 AM	Door tags
2009	1st	Schoto & Center St	Marion	1/18/09	Main Break	2" C I	20	11:00 AM	01/18/09	3:55 PM	Door tags
2009	1st	Cascade Dr	Marion	1/23/09	Main Break	10" C I	2	10:00 AM	01/23/09	1:30 PM	Field Service Representative
2009	1st	Indiana & Kenimore	Marion	1/25/09	Main Break	8" T I	10	8:48 PM	01/25/09	7:30 PM	Door tags
2009	1st	Plantation & Keener	Marion	1/26/09	Main Break	8" T I	10	12:25 PM	01/26/09	2:40 PM	Door tags
2009	1st	Main & Walnut	Prospect	1/27/09	Main Break	12" HDPE	50	12:00 PM	01/27/09	5:09 PM	Door tags
2009	1st	610 Herman St	Marion	1/23/09	Main Break	2" C I	8	1:00 PM	01/23/09	3:00 PM	Door tags
2009	1st	Gooding Rd & Holverson	Marion	2/4/09	Main Break	12" HDPE	500	7:04 AM	02/06/09	6:30 AM	Press release and Reverse 911
2009	1st	Forest & Indiana	Marion	3/11/09	Repair Fire Hydrant	8" C I	40	10:22 AM	03/11/09	11:46 AM	Door tags
2009	1st	668 Henry St	Marion	3/19/09	Repair Fire Hydrant	8" C I	30	9:45 AM	03/19/09	1:58 PM	Door tags
2009	1st	Brown & Latourrette	Marion	3/19/09	Main Break	8" A C	20	2:00 PM	03/19/09	3:30 PM	Door tags
2009	2nd	Pole Lane @ Haron Ln	Marion	5/27/09	Main break	8" D I	75	11:00 AM	05/27/09	12:40 PM	Door tags
2009	2nd	City of Marion	Marion	4/1/09	Main break	20" C I	17000	11:50 AM	04/01/09	9:30 PM	Reverse 911
2009	3rd	389 Thompson	Marion	7/1/09	Repair water line		30	12:16 PM	07/01/09	2:30 PM	Door tags
2009	3rd	Cascade Dr	Marion	7/14/09	Main Break	10" C I	1	4:50 PM	07/14/09	8:40 PM	Field service representative
2009	3rd	Campbell Rd and Bennett St	Marion	7/15/09	Replacement of valve	8" T I	5	11:30 AM	07/15/09	12:30 PM	Door tags
2009	3rd	Campbell Rd and Bennett St	Marion	7/15/09	Main Break	8" T I	2	9:30 AM	07/28/09	12:35 PM	Door tags
2009	3rd	Cobblestone Creek Rd	Marion	8/14/09	Main Break	8" C609	12	11:45 AM	08/14/09	1:05 PM	Door tags
2009	3rd	186 S Main St	Marion	8/17/09	Main Break	12" C I	50	9:06 AM	08/17/09	9:00 AM	Door tags
2009	3rd	538 Wheeler Dr	Marion	8/18/09	Lower main in county	8" P	8	11:22 AM	08/18/09	3:20 PM	Door tags
2009	3rd	833 Decatur	Marion	8/21/09	Main Break	2" C I	20	2:15 PM	08/21/09	3:16 PM	Door tags
2009	3rd	Walnut and Ivey Ave	Marion	9/29/09	Main Break	8" C I	12	12:17 PM	09/29/09	3:00 PM	Door tags
2009	3rd	N State and Hocker Ave	Marion	9/29/09	Main Break	2" C I	5	4:15 PM	09/29/09	7:00 PM	Door tags
2009	4th	N State St	Marion	10/9/10	Main break	8" C I	30	3:30 PM	10/10/09	12:15 AM	Door tags
2009	4th	Durfee Dr	Marion	10/11/09	Main break	16" T I	1	2:00 AM	10/12/09	1:30 PM	Door tags
2009	4th	Elk St	Marion	11/10/09	Installation of Irq meter pit	8" C I	12	11:50 AM	11/10/09	11:00 AM	Door tags
2009	4th	Main St	Marion	11/11/09	Valve repair	8" C I	25	1:55 PM	11/11/09	1:55 PM	Door tags
2009	4th	Jefferson St	Marion	11/17/09	Replace valve & hydrant	8" C I	30	9:30 AM	11/16/09	4:15 PM	Door tags
2009	4th	Madison Ave	Marion	12/11/09	Main break	2" C I	14	2:00 PM	12/11/09	2:46 PM	Door tags
2009	4th	Branner Ave	Marion	12/21/09	Main break	2" C I	2	1:30 PM	12/21/09	2:30 PM	Door tags
2009	4th	N State St	Marion	12/22/09	Replace hydrant	8" C I	50	11:50 AM	12/22/09	4:04 PM	Door tags
2009	4th	Silver St	Marion	12/30/09	Cap a main	8" C I	30	9:50 AM	12/30/09	10:50 AM	Door tags

Ohio American Water Company
Marion District
Routine (Annual/Semi-Annual) Flushing Information
Year 2009 Quarter: 1

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

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

Was the system flushed this quarter? Yes: ☐ Quarter: 2 No: ☐
Begin Date: _____ End Date: _____ Notification Date: _____

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

Was the system flushed this quarter? Yes: ☐ Quarter: 3 No: ☐
Begin Date: _____ End Date: _____ Notification Date: _____

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

Was the system flushed this quarter? Yes: ☐ Quarter: 4 No: ☐
Begin Date: _____ End Date: _____ Notification Date: _____

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

**Ohio American Water Company
Marion District**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	473
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	503
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 Madison System #1

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Total Count	354
1	1	2.519	32.8%	0.081	0.107	1/26/09	0.061	1/28/09	0	354	
	2	2.341	29.9%	0.084	0.097	2/25/09	0.078	2/27/09	0		
	3	1.685	27.2%	0.054	0.105	3/2/09	0.037	3/17/09	0		
2	4	1.244	23.5%	0.041	0.046	4/27/09	0.037	4/28/09	0	354	
	5	1.379	26.3%	0.044	0.049	5/22/09	0.037	5/14/09	0		
	6	1.353	22.8%	0.045	0.052	6/8/09	0.034	5/18/09	0		
3	7	1.335	21.3%	0.043	0.053	7/20/09	0.034	7/21/09	0	354	
	8	1.351	21.8%	0.043	0.048	8/10/09	0.039	8/20/09	0		
	9	1.269	21.5%	0.042	0.054	9/15/09	0.037	9/9/09	0		
4	10	1.251	22.7%	0.040	0.044	10/5/09	0.034	10/6/09	0	354	
	11	1.239	21.9%	0.041	0.046	11/23/09	0.037	11/17/09	0		
	12	1.449	18.6%	0.046	0.062	12/24/09	0.037	12/1/09	0		

Avg	1.535	24.2%	0.050	0.064		0.042	0.000
High	2.519	32.8%	0.084	0.107		0.078	0
Low	1.239	18.6%	0.040	0.044		0.034	0

**Ohio American Water
Mansfield Madison #1**

Quarter # 4

Year 2009

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

**Ohio American Water
Mansfield Madison #1**

**Quarter # 4
2009**

7002812

**Total Customer Contacts
236**

**Total Customer Complaints
0**

Customer Services		
	Inquiries	Complaints
Account Information	94	0
Bad Debt/Bankruptcy	7	0
Bill Adjustment	7	0
Bill Information/Format	8	0
Consumption	1	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	7	0
Final Service	9	0
General Information	10	0
New Service	14	0
NSF Check	0	0
Payment Arrangements	5	0
Rates	0	0
Reconnection Non-Pay	8	0
Service Order Appointment	14	0
Other: Customer Service	55	0
Total	235	0

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

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

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

Yearly Total of Customer Contacts 1302
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Madison #1**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

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

Quarter # 4

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	8
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

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

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Total Count
1	1	4.390	9.4%	0.142	0.158	1/7/09	0.114	1/27/09	0	228
	2	4.088	9.4%	0.146	0.183	2/19/09	0.122	2/3/09	0	
	3	4.811	9.4%	0.155	0.199	3/11/09	0.133	3/10/09	0	
2	4	5.104	9.5%	0.170	0.195	4/1/09	0.143	4/28/09	0	228
	5	4.817	9.5%	0.055	0.178	5/5/09	0.120	5/18/09	0	
	6	4.817	9.5%	0.160	0.179	6/21/09	0.149	6/4/09	0	
3	7	2.916	9.6%	0.094	0.207	7/16/09	0.140	7/30/09	0	228
	8	2.849	9.6%	0.091	0.201	8/3/09	0.153	8/20/09	0	
	9	2.792	9.6%	0.090	0.101	9/14/09	0.077	9/30/09	0	
4	10	2.607	9.7%	0.084	0.096	10/28/09	0.075	10/19/09	0	228
	11	2.423	9.6%	0.080	0.102	11/6/09	0.062	11/5/09	0	
	12	2.892	9.9%	0.093	0.087	12/24/09	0.072	12/30/09	0	

Avg	1.535	9.5%	0.050	0.064	0.042	0.000
High	5.104	9.9%	0.170	0.207	0.153	0
Low	2.423	9.4%	0.055	0.087	0.062	0

**Ohio American Water
Mansfield Biscayne #2**

Quarter # 4

Year 2009

Street Address	
Political Subdiv	Imperial Estates Mifflin Township
Date of Break/ Outage	7/13/2009
General Type	Break
Specific Type	
Number of Services Affected	0
Time Became Aware	7/10/2009
Date Problem Resolved	7/13/2009
Time Problem Resolved	2:00pm
Restorations Made. Type & Size	Yard 4x4
Boil Order Information	N/A

**Ohio American Water
Mansfield Biscayne #2**

Quarter # 4

7005912

2009

Total Customer Contacts	Total Customer Complaints
100	0

Customer Services		
	Inquiries	Complaints
Account Information	31	0
Bad Debt/Bankruptcy	4	0
Bill Adjustment	1	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	2	0
Final Service	8	0
General Information	9	0
New Service	5	0
NSF Check	0	0
Payment Arrangements	7	0
Rates	0	0
Reconnection Non-Pay	5	0
Service Order Appointment	4	0
Other: Customer Service	23	0
Total	99	0

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

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

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

Yearly Total of Customer Contacts 590
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Biscayne #2**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	8
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	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

Ohio American Water
Mansfield Bryonaire System #3

Year

2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Total Count
1	1	0.317	6.6%	0.010	0.016	1/28/09	0.010	1/29/09	0	155
	2	0.373	6.0%	0.013	0.015	2/25/09	0.007	2/20/09	0	
	3	0.591	8.4%	0.019	0.050	3/12/09	0.012	3/17/09	0	
2	4	0.427	8.4%	0.014	0.018	4/24/09	0.010	4/6/09	0	155
	5	0.568	8.4%	0.018	0.023	5/22/09	0.012	5/5/09	0	
	6	0.666	8.4%	0.022	0.025	6/25/09	0.016	6/1/09	0	
3	7	1.054	8.5%	0.034	0.043	7/16/09	0.022	7/1/09	0	155
	8	1.652	8.6%	0.053	0.078	8/31/09	0.034	8/4/09	0	
	9	1.702	8.7%	0.056	0.120	9/10/09	0.022	9/24/09	0	
4	10	1.051	8.7%	0.033	0.046	10/30/09	0.023	10/1/09	0	155
	11	0.908	8.3%	0.030	0.119	11/10/09	0.011	11/30/09	0	
	12	0.487	8.4%	0.015	0.025	12/31/09	0.010	12/1/09	0	

Avg	1.535	8.1%	0.026	0.048	0.016	0.000
High	1.702	8.7%	0.056	0.120	0.034	0
Low	0.317	6.0%	0.010	0.015	0.007	0

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 4

Year 2009

Street Address	
Political Subdiv	Imperial Estates Mifflin Township
Date of Break/ Outage	
General Type	Leak
Specific Type	Service Line
Number of Services Affected	None
Time Became Aware	08:00am
Date Problem Resolved	11/11/2009
Time Problem Resolved	12:30 PM
Restorations Made. Type & Size	4ft x 4ft lawn
Boil Order Information	

**Ohio American Water
Mansfield Bryonaire #3**

**Quarter # 4
2009**

7005812

Total Customer Contacts	Total Customer Complaints
45	0

Customer Services		
	Inquiries	Complaints
Account Information	17	0
Bad Debt/Bankruptcy	3	0
Bill Adjustment	0	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	5	0
General Information	3	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	3	0
Other: Customer Service	10	0
Total	45	0

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

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

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

Yearly Total of Customer Contacts 304
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

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

Quarter # 4

Year 2009

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

Ohio American Water
Mansfield Halabrien System #4

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Total Count	21
1	1	0.093	10.3%	0.003	0.004	1/26/09	0.002	1/7/09	0	Total Count	21
	2	0.080	10.2%	0.003	0.003	2/5/09	0.002	2/3/09	0		
	3	0.090	10.2%	0.003	0.003	3/3/09	0.002	3/2/09	0		
2	4	0.085	10.0%	0.003	0.003	4/2/09	0.002	4/1/09	0	Total Count	21
	5	0.092	10.0%	0.003	0.004	5/29/09	0.002	5/4/09	0		
	6	0.094	9.9%	0.003	0.012	6/10/09	0.001	6/8/09	0		
3	7	0.115	9.9%	0.003	0.005	7/24/09	0.003	7/1/09	0	Total Count	21
	8	0.127	10.0%	0.004	0.005	8/10/09	0.003	8/4/09	0		
	9	0.106	10.0%	0.003	0.004	9/1/09	0.003	9/17/09	0		
4	10	0.101	10.0%	0.003	0.004	10/19/09	0.003	10/6/09	0	Total Count	21
	11	0.099	10.0%	0.003	0.005	11/5/09	0.002	11/23/09	0		
	12	0.103	10.0%	0.003	0.004	12/7/09	0.003	12/1/09	0		

Avg	1.535	10.0%	0.003	0.005	0.002	0.000
High	0.127	10.3%	0.004	0.012	0.003	0
Low	0.080	9.9%	0.003	0.003	0.001	0

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 1

Year 2009

Street Address

Political Subdiv Hallabrin Madison Township

Date of Break/ Outage

General Type

Specific Type

Number of Services Affected

Time Became Aware

Date Problem Resolved

Time Problem Resolved

Restorations Made. Type & Size

Boil Order Information

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 4

7001412

2009

Total Customer Contacts

21

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	6	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	0	0
General Information	1	0
New Service	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	14	0
Total	21	0

Metering

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

Water Quality

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

Water Service

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

Yearly Total of Customer Contacts 79
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

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

Quarter # 4

Year 2009

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

Ohio American Water
Mansfield Walcrest System #5

Year

2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Total Count
1	1	0.188	9.5%	0.006	0.007	1/26/09	0.004	1/27/09	0	42
	2	0.160	9.5%	0.006	0.008	2/9/09	0.004	2/12/09	0	
	3	0.173	9.8%	0.006	0.008	3/19/09	0.004	3/4/09	0	
2	4	0.176	8.7%	0.006	0.023	4/16/09	0.004	4/1/09	0	42
	5	0.205	8.9%	0.007	0.011	5/29/09	0.004	5/4/09	0	
	6	0.192	8.9%	0.006	0.010	6/24/09	0.004	6/3/09	0	
3	7	0.224	8.9%	0.007	0.009	7/7/09	0.005	7/1/09	0	42
	8	0.223	8.8%	0.007	0.010	8/13/09	0.005	8/3/09	0	
	9	0.233	8.0%	0.007	0.011	9/17/09	0.006	9/9/09	0	
4	10	0.236	8.3%	0.007	0.012	10/9/09	0.005	10/6/09	0	42
	11	0.189	8.3%	0.006	0.008	11/3/09	0.004	11/17/09	0	
	12	0.195	8.3%	0.006	0.007	12/3/09	0.004	12/1/09	0	

Avg	1.535	8.8%	0.050	0.064	0.042	0.000
High	0.236	9.8%	0.007	0.023	0.006	0
Low	0.160	8.0%	0.006	0.007	0.004	0

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 4

Year 2009

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

**Ohio American Water
Mansfield Walcrest #5**

**Quarter # 4
2009**

7004912

Total Customer Contacts	Total Customer Complaints
14	0

Customer Services		
	Inquiries	Complaints
Account Information	4	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	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	3	0
General Information	3	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	1	0
Other: Customer Service	1	0
Total	14	0

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

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

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

Yearly Total of Customer Contacts 97
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

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

Quarter # 4

Year 2009

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

**Ohio American Water
Mansfield Greenridge System #6**

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Total Count	175
1	1	0.917	9.7%	0.030	0.030	1/30/09	0.025	1/6/09	0	Total Count	175
	2	0.788	9.7%	0.028	0.031	2/20/09	0.017	2/25/09	0		
	3	0.646	9.7%	0.021	0.022	3/13/09	0.018	3/5/09	0		
2	4	0.680	9.6%	0.022	0.026	4/23/09	0.018	4/15/09	0	Total Count	175
	5	0.690	9.7%	0.022	0.035	5/21/09	0.020	5/4/09	0		
	6	0.777	9.7%	0.026	0.031	6/24/09	0.019	6/11/09	0		
3	7	0.825	9.7%	0.026	0.031	7/14/09	0.020	7/30/09	0	Total Count	175
	8	0.831	9.7%	0.026	0.031	8/10/09	0.021	8/28/09	0		
	9	0.763	9.5%	0.025	0.027	9/25/09	0.020	9/24/09	0		
4	10	0.714	9.7%	0.023	0.030	10/1/09	0.016	10/22/09	0	Total Count	175
	11	0.630	9.6%	0.021	0.024	11/6/09	0.017	11/5/09	0		
	12	0.708	9.6%	0.022	0.025	12/24/09	0.018	12/3/09	0		

**Ohio American Water
Mansfield Greenridge #6**

Quarter # 4

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 # 4
2009**

7005612

Total Customer Contacts	Total Customer Complaints
90	0

Customer Services		
	Inquiries	Complaints
Account Information	45	0
Bad Debt/Bankruptcy	0	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	3	0
Final Service	0	0
General Information	6	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	2	0
Service Order Appointment	5	0
Other: Customer Service	25	0
Total	89	0

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

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

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

Yearly Total of Customer Contacts 370
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Greenridge #6**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

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

Quarter # 4

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	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

Ohio American Water
Mansfield Harpcrest System #7

Year

2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Total Count
1	1	1.434	2.0%	0.046	0.057	1/16/09	0.036	1/13/09	0	321
	2	1.258	9.0%	0.045	0.046	2/6/09	0.035	2/2/09	0	
	3	1.300	2.7%	0.042	0.043	3/2/09	0.030	3/16/09	0	
2	4	1.298	10.4%	0.043	0.048	4/28/09	0.037	4/6/09	0	321
	5	1.328	3.6%	0.043	0.055	5/7/09	0.035	5/28/09	0	
	6	1.231	10.3%	0.041	0.045	6/15/09	0.032	6/18/09	0	
3	7	1.286	3.2%	0.041	0.047	7/16/09	0.037	7/22/09	0	321
	8	1.262	10.1%	0.040	0.041	8/13/09	0.036	8/19/09	0	
	9	1.490	3.2%	0.049	0.058	9/23/09	0.032	9/25/09	0	
4	10	1.111	9.2%	0.035	0.049	10/1/09	0.037	10/5/09	0	321
	11	1.119	0.6%	0.037	0.047	11/6/09	0.029	11/20/09	0	
	12	1.271	8.3%	0.041	0.045	12/28/09	0.031	12/7/09	0	

Avg	1.535	6.0%	0.042	0.048	0.034	0.000
High	1.490	10.4%	0.049	0.058	0.037	0
Low	1.111	0.6%	0.035	0.041	0.029	0

**Ohio American Water
Mansfield Harpcrest #7**

Quarter # 4

Year 2009

Street Address	
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 # 4
2009**

Total Customer Contacts	Total Customer Complaints
222	0

Customer Services		
	Inquiries	Complaints
Account Information	114	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	1	0
Bill Information/Format	1	0
Consumption	2	0
Customer Notices	2	0
Customer Service Staff	0	0
Disconnection for Non-Pay	4	0
Final Service	11	0
General Information	13	0
New Service	8	0
NSF Check	0	0
Payment Arrangements	5	0
Rates	0	0
Reconnection Non-Pay	3	0
Service Order Appointment	3	0
Other: Customer Service	54	0
Total	222	0

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

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

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

Yearly Total of Customer Contacts 1243
Yearly Total of Customer Complaints 0

**Ohio American Water
Mansfield Harprest #7**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 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 # 4

Year 2009

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

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

Year

2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Total Count
1	1	0.265	9.7%	0.009	0.010	1/19/09	0.005	1/27/09	0	68
	2	0.217	9.7%	0.008	0.010	2/4/09	0.003	2/9/09	0	
	3	0.247	9.7%	0.008	0.009	3/20/09	0.007	3/2/09	0	
2	4	0.308	9.4%	0.010	0.015	4/24/09	0.007	4/28/09	0	68
	5	0.373	9.6%	0.012	0.019	5/22/09	0.007	5/12/09	0	
	6	0.329	9.6%	0.011	0.014	6/26/09	0.007	6/11/09	0	
3	7	0.393	9.6%	0.012	0.022	7/16/09	0.007	7/2/09	0	68
	8	0.362	9.6%	0.011	0.016	8/10/09	0.008	8/19/09	0	
	9	0.234	9.3%	0.008	0.016	9/24/09	0.007	9/21/09	0	
4	10	0.291	9.5%	0.009	0.010	10/19/09	0.007	10/28/09	0	68
	11	0.257	9.5%	0.008	0.010	11/6/09	0.007	11/10/09	0	
	12	0.347	8.1%	0.011	0.021	12/24/09	0.007	12/1/09	0	

Avg	1.535	9.4%	0.010	0.014	0.042	0.000
High	0.393	9.7%	0.012	0.022	0.008	0
Low	0.217	8.1%	0.008	0.009	0.003	0

**Ohio American Water
Mansfield Mohican #8**

Quarter # 4

Year 2009

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

**Ohio American Water
Mansfield Mohican #8**

**Quarter # 4
2009**

7003212

Total Customer Contacts	Total Customer Complaints
17	0

Customer Services		
	Inquiries	Complaints
Account Information	3	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	1	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	1	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	3	0
Other: Customer Service	4	0
Total	16	0

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

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

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

Yearly Total of Customer Contacts	64
Yearly Total of Customer Complaints	0

**Ohio American Water
Mansfield Mohican #8**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

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

Quarter # 4

Year 2009

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

Ohio American Water
Mansfield Little Valley System #9

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	
1	1	0.153	9.7%	0.005	0.006	1/28/09	0.004	1/2/09	0	
	2	0.130	9.8%	0.005	0.005	2/10/09	0.004	2/2/09	0	
	3	0.152	9.8%	0.005	0.005	3/24/09	0.003	3/26/09	0	Total Count 38
2	4	0.136	9.5%	0.004	0.010	4/30/09	0.003	4/1/09	0	
	5	0.178	9.6%	0.006	0.008	5/1/09	0.004	5/11/09	0	
	6	0.147	9.7%	0.005	0.010	6/16/09	0.004	6/1/09	0	Total Count 38
3	7	0.144	9.7%	0.004	0.005	7/6/09	0.004	7/1/09	0	
	8	0.162	9.8%	0.005	0.007	8/31/09	0.004	8/6/09	0	
	9	0.184	9.6%	0.006	0.009	9/10/09	0.004	9/29/09	0	Total Count 38
4	10	0.163	9.7%	0.005	0.007	10/12/09	0.004	10/1/09	0	
	11	0.180	9.7%	0.006	0.007	11/4/09	0.005	11/17/09	0	
	12	0.196	9.7%	0.006	0.007	12/1/09	0.005	12/16/09	0	Total Count 38

Avg	1.535	9.7%	0.005	0.007		0.004		0.000
High	0.196	9.8%	0.006	0.010		0.005		0
Low	0.130	9.5%	0.004	0.005		0.003		0

Ohio American Water
Mansfield Little Valley #9

Quarter # 4

Year 2009

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

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

**Quarter # 4
2009**

7002512

Total Customer Contacts	Total Customer Complaints
39	0

Customer Services		
	Inquiries	Complaints
Account Information	14	0
Bad Debt/Bankruptcy	1	0
Bill Adjustment	1	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	2	0
Final Service	2	0
General Information	3	0
New Service	1	0
NSF Check	0	0
Payment Arrangements	2	0
Rates	0	0
Reconnection Non-Pay	1	0
Service Order Appointment	1	0
Other: Customer Service	10	0
Total	38	0

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

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

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

Yearly Total of Customer Contacts 158
Yearly Total of Customer Complaints 0

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

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

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

Quarter # 4

Year 2009

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

Ohio American Water
Mansfield Ford Rd System #10

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Total Count
1	1	0.070	10.1%	0.002	0.004	1/6/09	0.001	1/20/09	0	18
	2	0.050	10.1%	0.002	0.002	2/2/09	0.001	2/4/09	0	
	3	0.050	10.2%	0.002	0.002	3/2/09	0.001	3/3/09	0	
2	4	0.057	10.2%	0.002	0.002	4/2/09	0.001	4/1/09	0	18
	5	0.063	10.3%	0.002	0.002	5/1/09	0.001	5/4/09	0	
	6	0.081	10.2%	0.003	0.005	6/15/09	0.001	6/16/09	0	
3	7	0.094	10.3%	0.003	0.010	7/16/09	0.001	7/1/09	0	18
	8	0.086	10.3%	0.002	0.008	8/12/09	0.001	8/19/09	0	
	9	0.070	10.3%	0.002	0.003	9/9/09	0.001	9/22/09	0	
4	10	0.066	10.2%	0.002	0.002	10/1/09	0.001	10/14/09	0	18
	11	0.058	10.2%	0.002	0.003	11/12/09	0.001	11/10/09	0	
	12	0.056	10.2%	0.002	0.002	12/1/09	0.001	12/2/09	0	

Avg	1.535	10.2%	0.002	0.004	0.001	0.000
High	0.094	10.3%	0.003	0.010	0.001	0
Low	0.050	10.1%	0.002	0.002	0.001	0

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

Quarter #4

Year 2009

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

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

**Quarter # 4
2009**

7006612

Total Customer Contacts	Total Customer Complaints
8	0

Customer Services		
	Inquiries	Complaints
Account Information	5	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	8	0

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

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

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

Yearly Total of Customer Contacts 48
Yearly Total of Customer Complaints 0

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

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

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

Quarter # 4

Year 2009

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

Ohio American Water Company
Beechcrest

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	2.851	-114.3%	0.092	0.148	01/31/09	0.030	01/11/09	0	602
	2	2.438	-3.0%	0.087	0.135	02/24/09	0.045	02/01/09	0	601
	3	2.873	-32.5%	0.093	0.108	03/04/09	0.010	03/05/09	0	601
2	4	2.943	15.4%	94.960	0.201	04/08/09	0.061	04/07/09	0	580
	5	3.035	5.5%	97.890	0.141	05/26/09	0.060	05/28/09	0	580
	6	2.878	-18.0%	0.093	0.140	06/25/09	0.038	06/26/09	0	580
3	7	2.991	6.9%	0.086	0.158	07/15/09	0.046	07/03/09	0	520
	8	2.946	2.4%	0.095	0.159	08/18/09	0.050	08/20/09	0	520
	9	2.851	-1.5%	0.092	0.129	09/21/09	0.050	09/12/09	0	520
4	10	2.885	0.6%	0.093	0.157	10/07/09	0.052	10/09/09	0	492
	11	2.759	-2.0%	0.089	0.129	11/16/09	0.057	11/26/09	0	492
	12	2.969	7.2%	0.096	0.176	12/13/09	0.056	12/19/09	0	492
Avg		2.868	-11.1%	16.147	0.148	7/2/2009	0.046	6/29/2009	0	548
High		3.035	15.4%	97.890	0.201	04/08/09	03/05/09	01/00/00	0	602
Low		2.438	-114.3%	0.087	0.108	1/31/2009	0.010	1/11/2009	0	492

Ohio American Water Company
Beechcrest

Routine (Annual/Semi-Annual) Flushing Information

Year 2009 Quarter: 1

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

Begin Date: End Date: Notification Date:

If yes: Notification Method:

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

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

Begin Date: 4/7/2009 End Date: 4/14/2009 Notification Date: 4/8/2008

If yes: Notification Method:

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

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

Begin Date: End Date: Notification Date:

If yes: Notification Method:

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

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

Begin Date: End Date: Notification Date:

If yes: Notification Method:

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

**Ohio American Water Company
Beechcrest**

Quarter # 4

Year 2009

Street Address	1316 Brookdale Ln
Political Subdiv	Brimfield
Date of Break/ Outage	10/16/2009
General Type	
Specific Type	
Number of Services Affected	60
Time Became Aware	13:30
Date Problem Resolved	10/16/2009
Time Problem Resolved	16:00
Boil Order issued by	Steve Cheline
Street Address	3545 Lawndale Dr.
Political Subdiv	Brimfield
Date of Break/ Outage	11/13/09
General Type	
Specific Type	
Number of Services Affected	102
Time Became Aware	11:45
Date Problem Resolved	11/13/09
Time Problem Resolved	15:00
Boil Order issued by	Steve Cheline
Street Address	3644 Duffield Rd
Political Subdiv	Brimfield
Date of Break/ Outage	12/13/09
General Type	
Specific Type	
Number of Services Affected	51
Time Became Aware	11:15
Date Problem Resolved	12/13/09
Time Problem Resolved	18:30
Boil Order issued by	Steve Cheline

**Ohio American Water Company
Beechcrest**

**Quarter # 4
2009**

**Total Customer Contacts
346**

Customer Services

	Inquiries	Complaints
Account Information	144	
Bad Debt/Bankruptcy	9	
Bill Adjustment	26	
Bill Information/Format	3	
Consumption	2	
Customer Notices	5	
Customer Service Staff	0	
Disconnection for Non-Pay	13	
Final Service	11	
General Information	13	
New Service	12	
NSF Check	0	
Payment Arrangements	4	
Rates	0	
Reconnection Non-Pay	8	
Service Order Appointment	21	
Other: Customer Service	73	
Total	344	

Water Service

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

Metering

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

Water Quality

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

**Ohio American Water Company
Beechcrest**

Quarter # 1

Year 2009

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

Quarter # 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	0
Access Denial	0
Other	0

Quarter # 3

Year 2009

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

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

Ohio American Water Company
East Aurora

Year 2009

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date of High Flow	Low Flow (MG)	Date of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	1.247	-102.2%	0.040	0.077	01/31/09	0.023	01/24/09	0	289
	2	1.055	-15.1%	0.038	0.054	02/09/09	0.010	02/20/09	0	289
	3	1.599	11.3%	0.052	0.163	03/26/09	0.032	03/07/09	0	289
2	4	1.175	-11.2%	0.037	0.072	04/01/09	0.024	04/18/09	0	285
	5	1.170	98.5%	0.038	0.093	05/07/09	0.010	05/06/09	0	285
	6	1.138	-127.2%	0.037	0.062	06/26/09	0.021	06/20/09	0	285
3	7	1.155	-17.8%	0.037	0.072	07/21/09	0.018	07/25/09	0	283
	8	1.186	-14.3%	0.038	0.076	08/30/09	0.019	08/22/09	0	283
	9	1.119	-8.3%	0.036	0.053	09/28/09	0.012	12/09/09	0	283
4	10	1.029	-7.8%	33.210	0.056	10/12/09	0.014	10/05/09	0	279
	11	1.002	-26.2%	0.032	0.050	11/09/09	0.016	11/11/09	0	279
	12	1.018	-7.3%	0.032	0.050	12/07/09	0.014	12/19/09	0	279
Avg		1.158	-19.0%	2.802					0	
High		1.599	98.5%	33.210	0.163	03/26/09			0	289
Low		1.002	-127.2%	0.032			0.010	05/06/09	0	279

**Ohio American Water Company
East Aurora**

**Quarter # 4
2009**

**Total Customer Contacts
241**

Customer Services

	Inquiries	Complaints
Account Information	101	
Bad Debt/Bankruptcy	9	
Bill Adjustment	11	
Bill Information/Format	1	
Consumption	1	
Customer Notices	3	
Customer Service Staff	0	
Disconnection for Non-Pay	10	
Final Service	9	
General Information	12	
New Service	4	
NSF Check	0	
Payment Arrangements	4	
Rates	0	
Reconnection Non-Pay	10	
Service Order Appointment	17	
Other: Customer Service	45	
Total	237	

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	1	
Mark Water Lines/Line Inspect	0	
Restoration	0	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	1	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	3	
Odor	0	
Particles in Water	0	
Scum/Oil in Water	0	
Taste	0	
Other: Water Quality	0	
Total	3	0

**Ohio American Water Company
East Aurora**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	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

Year 2009

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

Ohio American Water Company
East Aurora

Routine (Annual/Semi-Annual) Flushing Information

Year 2009 Quarter: 1st

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

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

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

Year 2009 Quarter: 2nd

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

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

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

Year 2009 Quarter: 3rd

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

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

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

Year 2009 Quarter: 4th

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

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

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

Ohio American Water Company

Quarter # 1	
Year	2009
Street Address	10311 Wentworth
Political Subdiv	Shallersville
Date of Break/ Outage	3/26/2009
General Type	Bolts on tapped repair clamp rotted off
Specific Type	
Number of Services Affected	52
Time Became Aware	1500
Date Problem Resolved	3/27/2009
Time Problem Resolved	1200
Boil Order Issued by	Tom Richardson
Street Address	2763 Cleremont
Political Subdiv	Shallersville
Date of Break/ Outage	3/27/2009
General Type	Service saddle broke from due to over pressurization of system
Specific Type	
Number of Services Affected	62
Time Became Aware	0700
Date Problem Resolved	3/27/2009
Time Problem Resolved	1400
Boil Order Issued by	Tom Richardson
Street Address	10305 Wentworth
Political Subdiv	Shallersville
Date of Break/ Outage	3/28/2009
General Type	Repair band bolts gave way due to system over pressurization
Specific Type	
Number of Services Affected	0
Time Became Aware	1500
Date Problem Resolved	26-Mar
Time Problem Resolved	1800
Boil Order Issued by	No outage

Ohio American Water Company

Quarter # 2	
Year	2009
No breaks this quarter	

Ohio American Water Company

Quarter # 3	
Year	2009
Street Address	2758 Stanwich
Political Subdiv	Shallersville
Date of Break/ Outage	7/16/09
General Type	Leak
Specific Type	Service line off of tap
Number of Services Affected	1
Time Became Aware	12/15/09
Date Problem Resolved	10:30
Time Problem Resolved	1600
Boil Order Issued by	No Boil Alert issued, there was no need, only 3 feet of copper was depressurized on the service line

**Ohio American Water Company
East Aurora**

Quarter # 4	
Year	2009
Street Address	2737 Cleremont Fire Hydrant #14 Replacement
Political Subdiv	Shallersville
Date of Break/ Outage	12/23/09
General Type	
Specific Type	
Number of Services Affected	0
Time Became Aware	18:00
Date Problem Resolved	12/23/09
Time Problem Resolved	1600
Boil Order Issued by	No Boil Alert issued, there was no need, only 3 feet of pipe was depressurized on the hydrant run

**Ohio American Water Company
Tiffin District**

Year **2009**

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap	Customer Count
1	1	52,973	9.2%	1,709	1,846	01/19/09	1,581	01/01/09	0	6241
	2	45,412	10.0%	1,689	1,737	02/01/09	1,529	02/05/09	0	
	3	47,237	9.9%	1,524	1,648	03/01/09	1,435	03/13/09	0	
2	4	47,565	8.9%	1,586	1,754	04/15/09	1,403	04/12/09	0	6227
	5	46,877	10.1%	1,512	1,731	05/06/09	1,381	05/24/09	0	
	6	44,599	11.1%	1,487	1,712	06/16/09	1,352	06/11/09	0	
3	7	48,064	11.1%	1,550	1,863	07/27/09	1,400	07/17/09	0	6224
	8	50,235	10.6%	1,620	1,954	08/24/09	1,426	08/08/09	0	
	9	51,812	9.7%	1,727	1,936	09/23/09	1,427	09/06/09	0	
4	10	51,952	8.9%	1,676	1,871	10/19/09	1,539	10/17/09	0	6176
	11	49,428	8.9%	1,676	1,816	11/03/09	1,514	11/27/09	0	
	12	50,720	8.8%	1,636	1,733	12/08/09	1,470	12/28/09	0	

2008

Avg	25,207.972	9.9%	1,616	1,800		1,455			0	6217
High	51,952.000	11.1%	1,727	1,954	08/24/09	1,581			0	6241
Low	44,599	8.9%	1,487	1,648		1,352		06/11/09	0	6176

Year: 2009 Quarter: 1



If yes:

Notification Method:

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

If yes:

Notification Method:

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

If yes:

Notification Method:

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

If yes:

Notification Method:

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

Ohio American Water Company

Quarter # 1	
Year	2009
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Boil Order issued by	
Street Address Political Subdiv 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

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 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

Quarter # 3	
Year	2009
Street Address Political Subdiv Date of Break/ Outage General Type Specific Type Number of Services Affected Time Became Aware Date Problem Resolved Time Problem Resolved Boil Order issued by	

Street Address
Political Subdiv
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

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**

Year	Quarter	Street Address	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Botl Order Issued by
2009	1	148 Mohawk St	Tiffin City	12/16/2008	Kill Main	Company	N/A	08:00 A.M.	12/23/08	2:30 P.M.	N/A
2009	1	54 & 60 Circular St	Tiffin City	1/23/2009	Service Leak	Company	N/A	3:10 P.M.	01/27/09	3:00 P.M.	N/A
2009	1	262 W. Market St	Tiffin City	1/7/2009	Repair Stop	Company	N/A	11:20 A.M.	01/08/09	4:00 P.M.	N/A
2009	1	19 Elia St	Tiffin City	1/20/2008	Repair Stop	Company	1	9:15 A.M.	01/20/09	4:00 P.M.	N/A
2009	1	116 Grand Ave	Tiffin City	1/23/2009	Main	Company	N/A	6:00 P.M.	01/23/09	11:00 P.M.	N/A
2009	1	94 & 100 Indian Ln	Tiffin City	1/31/2009	Main	Company	N/A	9:30 A.M.	01/30/09	12:30 P.M.	N/A
2009	1	380 Wendt St	Tiffin City	1/30/2009	Service Leak	Company	N/A	08:40 A.M.	01/30/09	6:00 P.M.	N/A
2009	1	338 Circular St	Tiffin City	2/4/2009	Repair Stop	Company	N/A	1:30 P.M.	02/06/09	12:00 P.M.	N/A
2009	1	55 Ohio Ave	Tiffin City	2/5/2009	Replace Service	Company	N/A	07:40 A.M.	02/05/09	3:08 P.M.	N/A
2009	1	289 Hall St	Tiffin City	2/6/2009	Main	Company	N/A	07:30 A.M.	02/08/09	4:00 P.M.	N/A
2009	1	Elia St	Tiffin City	2/7/2009	Main	Company	N/A	08:00 A.M.	02/07/09	11:00 P.M.	N/A
2009	1	192 St. Francis Ave #3	Tiffin City	2/9/2009	Service Leak	Company	N/A	1:40 P.M.	02/10/09	2:00 P.M.	N/A
2009	1	70 Grand Ave	Tiffin City	2/19/2009	Repair Stop	Company	N/A	08:30 A.M.	02/19/09	1:30 P.M.	N/A
2009	1	52 Fostoria	Tiffin City	2/13/2009	Main	Company	14	08:36 P.M.	02/13/09	8:30 A.M.	Kathy McClain
2009	1	27 Main St	Tiffin City	2/2/2009	Repair Stop	Company	N/A	3:10 P.M.	02/19/09	12:00 P.M.	N/A
2009	1	15 Boehler St	Tiffin City	2/25/2009	Main	Company	N/A	10:00 A.M.	02/25/09	4:00 P.M.	N/A
2009	1	265 N. Washington St	Tiffin City	3/2/2009	Turn off Service	Company	N/A	7:30 A.M.	03/02/09	11:00 A.M.	N/A
2009	1	248 S. Washington St	Tiffin City	3/4/2009	Repair Stop	Company	N/A	11:30 A.M.	03/04/09	3:30 P.M.	N/A
2009	1	517 N. Sandusky St	Tiffin City	3/9/2009	Main	Company	N/A	9:31 A.M.	03/09/09	3:30 P.M.	N/A
2009	1	328 Greenfield St	Tiffin City	3/9/2009	Kill Service	Company	N/A	8:50 A.M.	03/11/09	3:30 P.M.	N/A
2009	1	198-208 Cottage Ave	Tiffin City	3/9/2009	Kill Service	Company	N/A	8:50 A.M.	03/12/09	11:30 A.M.	N/A
2009	1	168 Hudson	Tiffin City	3/16/2009	Main	Company	N/A	3:30 P.M.	03/17/09	9:00 A.M.	N/A
2009	1	272 Charlotte St	Tiffin City	3/16/2009	Kill Service	Company	N/A	1:25 P.M.	03/19/09	11:00 A.M.	N/A
2009	1	134 N. Washington St	Tiffin City	3/16/2009	Main	Company	N/A	3:44 P.M.	03/19/09	2:30 P.M.	N/A
2009	1	79 S. Washington St	Tiffin City	3/16/2009	Kill Main	Company	N/A	3:30 P.M.	03/23/09	12:00 P.M.	N/A
2009	1	145 Madison St	Tiffin City	3/27/2009	Main	Company	N/A	10:20 A.M.	03/27/09	3:45 P.M.	N/A
2009	1	248 Miami St	Tiffin City	3/26/2009	Replace Hydrant	Company	N/A	9:00 A.M.	03/30/09	4:00 P.M.	N/A
2009	1	56 Sycamore St	Tiffin City	3/26/2009	Replace Service	Company	N/A	9:05 A.M.	03/31/09	4:00 P.M.	N/A
2009	2	126 Elmer St	Tiffin City	3/31/2009	Repair Stop	Company	N/A	9:00 A.M.	04/01/09	2:00 P.M.	N/A
2009	2	1780 Winfield Dr	Tiffin City	3/23/2009	Kill Main	Company	N/A	8:00 A.M.	04/02/09	3:00 P.M.	N/A
2009	2	323/2009	Tiffin City	3/23/2009	New Fire Hydrant	Company	N/A	4:00 P.M.	04/03/09	4:00 P.M.	N/A
2009	2	323/2009	Tiffin City	3/23/2009	Kill Service	Company	N/A	11:20 A.M.	04/07/09	12:00 P.M.	N/A
2009	2	283 S. Monroe St	Tiffin City	4/8/2009	Kill Service	Company	N/A	11:15 A.M.	04/09/09	3:00 P.M.	N/A
2009	2	343 Madison Blvd	Tiffin City	4/6/2009	Replace Service	Company	N/A	10:05 A.M.	04/09/09	4:00 P.M.	N/A
2009	2	242 Hudson St	Tiffin City	4/7/2009	Valve Repair	Company	N/A	12:20 P.M.	04/13/09	2:00 P.M.	N/A
2009	2	Center St & W. Market St	Tiffin City	4/7/2009	Kill Main	Company	N/A	7:48 A.M.	04/19/09	4:00 P.M.	N/A
2009	2	225 Eighth Ave	Tiffin City	4/14/2009	Kill Service	Company	N/A	10:40 A.M.	04/21/09	12:00 P.M.	N/A
2009	2	230 Seventh Ave	Tiffin City	4/20/2009	Repair Stop	Company	N/A	10:00 A.M.	04/21/09	12:00 P.M.	N/A
2009	2	60 Sycamore St	Tiffin City	4/8/2009	Repair Stop	Company	N/A	10:30 A.M.	04/22/09	12:00 P.M.	N/A
2009	2	111 Clay St	Tiffin City	4/16/2009	Repair Curb Box	Company	N/A	8:35 A.M.	04/23/09	2:00 P.M.	N/A
2009	2	259 W. Market St	Tiffin City	4/21/2009	Repair Stop	Company	N/A	4:15 P.M.	04/24/09	4:00 P.M.	N/A
2009	2	210 Bennet St	Tiffin City	4/23/2009	Replace Service	Company	N/A	8:10 A.M.	04/27/2009	8:30 P.M.	N/A
2009	2	20 Maplewood St	Tiffin City	4/27/2009	Repair Main	Company	N/A	8:10 A.M.	5/8/2009	4:00 P.M.	N/A
2009	2	Well & W. Davis St	Tiffin City	4/27/2009	Repair Hydrant	Company	N/A	9:40 A.M.	5/4/2009	4:00 P.M.	N/A
2009	2	448 Miami St	Tiffin City	5/1/2009	Repair Valve	Company	N/A	9:15 A.M.	5/11/2009	12:00 P.M.	N/A
2009	2	82 Main St	Tiffin City	5/1/2009	Repair Stop	Company	N/A	8:30 A.M.	5/7/2009	4:00 P.M.	N/A
2009	2	26 Clinton Ave	Tiffin City	5/1/2009	New Service	Company	N/A	11:16 A.M.	6/12/2009	1:00 P.M.	N/A
2009	2	67 Greenfield St	Tiffin City	5/8/2009	Repair Stop	Company	N/A	4:15 P.M.	5/19/2009	3:00 P.M.	N/A
2009	2	Oil St & Lattner Ave	Tiffin City	5/13/2009	Kill Service	Company	N/A	12:20 P.M.	5/13/2009	5:00 P.M.	N/A
2009	2	N. Washington & Webster	Tiffin City	5/13/2009	Replace Service	Company	N/A	9:11 A.M.	5/18/2009	4:00 P.M.	N/A
2009	2	90 Circular	Tiffin City	5/13/2009	Replace Service	Company	N/A	8:27 A.M.	5/19/2009	3:45 P.M.	N/A
2009	2	148 Mohawk St	Tiffin City	6/18/2009	Tie In	Company	8	3:45 P.M.	05/23/09	5:00 P.M.	Kathy McClain
2009	2	422 Miami St	Tiffin City	6/22/2009	Abandon Main	Company	N/A	2:23 P.M.	06/02/09	1:30 P.M.	N/A
2009	2	1680 W Co Rd 64	Tiffin City	6/1/2009	Main Break	Company	N/A	12:00 P.M.	06/03/09	2:30 P.M.	N/A
2009	2	61 Erie St	Tiffin City	6/1/2009	Service Leak	Company	N/A	7:30 A.M.	06/04/09	4:00 P.M.	N/A
2009	2	380 Miami St	Tiffin City	6/4/2009	Service Leak	Company	N/A	2:00 P.M.	06/05/09	11:30 A.M.	N/A
2009	2	95 Melmore St	Tiffin City	6/29/2009	Repair Stop	Company	N/A	4:00 P.M.	06/09/09	2:00 P.M.	N/A
2009	2	156 Hampden Park	Tiffin City	5/29/2009	Repair Stop	Company	N/A	9:16 A.M.	06/15/09	11:30 A.M.	N/A
2009	2	13 Ann St	Tiffin City	6/11/2009	Repair Stop	Company	N/A	10:45 A.M.	06/17/09	1:30 P.M.	N/A
2009	2	179 N. Washington St	Tiffin City	6/10/2009	Repair Stop	Company	N/A	11:15 A.M.	6/23/2009	2:00 P.M.	N/A
2009	2	98 Center St	Tiffin City	6/18/2009	Repair Stop	Company	N/A				

Ohio American Water Company
Tiffin District

Year	Quarter	Street Address	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Bolt Order issued by
2008	2	287 Clinton Ave	Tiffin City	6/24/2008	Repair Main	Company	N/A	7:33 A.M.	6/24/2008	3:00 P.M.	N/A
2008	2	201 E. Perry St	Tiffin City	6/19/2008	Repair Stop	Company	N/A	1:00 P.M.	6/25/08	4:00 P.M.	N/A
2008	3	200 St Francis	Tiffin City	6/16/2008	Repair Main	Company	N/A	7:00 a.m.	6/16/08	4:00 P.M.	N/A
2008	3	217 S Washington	Tiffin City	5/28/2008	Valve Repair	Company	N/A	9:00 a.m.	6/05/08	3:00 p.m.	N/A
2008	3	635 N Washington	Tiffin City	6/24/2008	Repair Stop	Company	N/A	2:28 p.m.	6/25/08	11:00 p.m.	N/A
2008	3	273 E Market	Tiffin City	6/23/2008	Kill Service	Company	N/A	3:24 p.m.	7/6/2008	3:30 p.m.	N/A
2008	3	34 Gibson	Tiffin City	7/6/2008	Repair Service	Company	N/A	1:00 p.m.	6/29/08	1:00 p.m.	N/A
2008	3	Miami Street	Tiffin City	6/25/2008	Kill Service	Company	N/A	7:45 a.m.	6/29/08	2:00 p.m.	N/A
2008	3	278 Clinton	Tiffin City	7/11/2008	Repair Main	Company	40	7:25 a.m.	6/29/08	7:00 p.m.	Kathy McClain
2008	3	Greenfield/E Market	Tiffin City	7/13/2008	Kill Service	Company	N/A	8:30 a.m.	6/29/08	11:30 a.m.	N/A
2008	3	Greenfield/Hedges	Tiffin City	7/10/2008	Kill Service	Company	N/A	8:30 a.m.	6/29/08	4:15 p.m.	N/A
2008	3	Greenfield	Tiffin City	7/16/2008	Repair Main	Company	N/A	9:17 a.m.	6/29/08	3:30 p.m.	N/A
2008	3	56 Fosteria	Tiffin City	7/13/2008	Kill Main	Company	11	7:00 a.m.	6/29/08	3:00 p.m.	Kathy McClain
2008	3	818 E Perry	Tiffin City	7/12/2008	Repair Service	Company	N/A	8:00a.m.	6/29/08	2:00 p.m.	N/A
2008	3	208 Madison	Tiffin City	7/28/2008	Kill Service	Company	N/A	10:10 a.m.	6/29/08	11:00 a.m.	N/A
2008	3	255 E Perry	Tiffin City	8/3/2008	Repair Main	Company	20	4:15 p.m.	6/29/08	3:00 a.m.	Kathy McClain
2008	3	211 Miami	Tiffin City	7/30/2008	Kill Service	Company	N/A	10:10 a.m.	6/29/08	4:00 p.m.	N/A
2008	3	514 E Perry	Tiffin City	8/3/2008	Kill Service	Company	N/A	4:00 p.m.	6/29/08	4:00 p.m.	N/A
2008	3	144 Clay	Tiffin City	7/29/2008	Kill Service	Company	N/A	7:35 a.m.	6/29/08	11:30 p.m.	N/A
2008	3	40 & 48 Huss	Tiffin City	8/10/2008	Repair Main	Company	N/A	12:32 p.m.	6/29/08	12:00 p.m.	N/A
2008	3	255 E Perry	Tiffin City	8/13/2008	Repair Main	Company	N/A	12:27 p.m.	6/29/08	3:00 p.m.	N/A
2008	3	14 Fosteria	Tiffin City	8/11/2008	Kill Main	Company	N/A	4:00 p.m.	6/29/08	2:00 p.m.	N/A
2008	3	138 Greenfield	Tiffin City	8/10/2008	Kill Service	Company	N/A	2:10 p.m.	6/29/08	2:00 p.m.	N/A
2008	3	24 Ohio	Tiffin City	8/29/2008	Repair Main	Company	N/A	12:15 p.m.	6/29/08	3:00 p.m.	N/A
2008	3	51 Main	Tiffin City	7/17/2008	Repair Stop	Company	5	10:12 a.m.	6/29/08	11:00 p.m.	N/A
2008	3	Clinton & Perry	Tiffin City	7/27/2008	Repair Main	Company	N/A	9:27 a.m.	6/29/08	7:00 p.m.	Kathy McClain
2008	3	279 E Market	Tiffin City	8/4/2008	Replace Service	Company	N/A	1:10 p.m.	6/29/08	4:00 p.m.	N/A
2008	3	E Market & Circular	Tiffin City	8/17/2008	Install Valve	Company	7	11:00 a.m.	6/29/08	4:00 p.m.	Kathy McClain
2008	3	44 Apple	Tiffin City	8/17/2008	Repair Stop	Company	N/A	11:20 a.m.	6/29/08	4:00 p.m.	N/A
2008	3	66 - 67 Ohio	Tiffin City	8/24/2008	Repair Valve	Company	N/A	10:32 a.m.	6/29/08	3:30 p.m.	N/A
2008	3	94 Tomb	Tiffin City	9/28/2008	Repair Stop	Company	N/A	1:20 p.m.	6/29/08	1:00 p.m.	N/A
2008	4	21 Circular	Tiffin City	10/6/2008	Service Leak	Company	N/A	3:55 p.m.	10/07/08	3:00p.m.	N/A
2008	4	238 Elm Ave	Tiffin City	9/18/2008	Service Leak	Company	N/A	3:30 p.m.	10/08/08	4:00 p.m.	N/A
2008	4	171 Miami	Tiffin City	10/16/2008	move hydrant	Company	N/A	2:45 p.m.	10/19/08	4:00 p.m.	N/A
2008	4	Hunter & Elm St	Tiffin City	10/22/2008	Valve Repair	Company	N/A	12:00 p.m.	10/26/08	3:00 p.m.	N/A
2008	4	47 St Clair	Tiffin City	10/22/2008	Repair Stop	Company	N/A	12:00 P.M.	10/27/08	3:00 p.m.	N/A
2008	4	60 Melmore	Tiffin City	10/26/2008	Replace Hydrant	Company	N/A	1:30 p.m.	12/29/08	3:00 p.m.	N/A
2008	4	154 Am	Tiffin City	11/24/2008	Replace Hydrant	Company	N/A	3:00 p.m.	11/25/08	3:30 p.m.	N/A
2008	4	817 N Sandusky	Tiffin City	11/6/2008	Kill Service	Company	N/A	8:00 a.m.	11/23/08	2:00 p.m.	N/A
2008	4	Liclin & Linwood	Tiffin City	11/17/2008	Replace Hydrant	Company	N/A	8:00 a.m.	11/03/08	4:00 p.m.	N/A
2008	4	E Perry (Brenneman Music Hall)	Tiffin City	10/22/2008	Kill Service	Company	N/A	12:00 p.m.	10/30/08	11:30 a.m.	N/A
2008	4	203 E Market	Tiffin City	11/4/2008	Repair Main	Company	N/A	8:00 a.m.	11/03/08	10:00 p.m.	N/A
2008	4	24 Apple	Tiffin City	11/3/2008	Service Leak	Company	N/A	10:55 a.m.	11/04/08	4:00 p.m.	N/A
2008	4	24 Ohio	Tiffin City	11/3/2008	Service Leak	Company	N/A	2:45 p.m.	11/06/08	3:00 p.m.	N/A
2008	4	Greenfield 50'E of Hedges	Tiffin City	11/4/2008	Kill Service	Company	N/A	2:00 p.m.	11/11/08	2:00 p.m.	N/A
2008	4	189 S Monroe	Tiffin City	11/6/2008	cut in new stop	Company	N/A	2:00 p.m.	11/4/2008	2:00 p.m.	N/A
2008	4	42 Ohio	Tiffin City	11/6/2008	Repair Stop	Company	N/A	8:30 a.m.	11/13/08	11:30 a.m.	N/A
2008	4	8th Ave/N Washington	Tiffin City	11/12/2008	Replace Hydrant	Company	5	3:45 p.m.	11/14/08	1:00 P.M.	Kathy McClain
2008	4	112 Vientz	Tiffin City	11/4/2008	Repair Stop	Company	N/A	1:40 p.m.	11/16/08	2:00 p.m.	N/A
2008	4	219 S Sandusky	Tiffin City	11/11/2008	Repair Stop	Company	N/A	2:00 p.m.	11/18/08	11:00 a.m.	N/A
2008	4	425 W Perry	Tiffin City	11/18/2008	Repair Stop	Company	N/A	2:10 p.m.	11/18/08	3:45 p.m.	N/A
2008	4	166 Melmore	Tiffin City	11/3/2008	Repair Service	Company	N/A	10:50 a.m.	11/04/08	2:00 p.m.	N/A
2008	4	128 Erie	Tiffin City	12/17/2008	Repair Stop	Company	N/A	1:20 p.m.	12/23/08	1:00 p.m.	N/A
2008	4	407 N Sandusky	Tiffin City	12/18/2008	Service Leak	Company	N/A	2:10 p.m.	12/18/08	4:00 p.m.	N/A
2008	4	186 Miami	Tiffin City	11/25/2008	cut in new stop	Company	N/A	8:00 a.m.	11/30/08	3:00 P.M.	N/A
2008	4	2725 S State route 100	Tiffin City	11/30/2008	Valve Repair	Company	N/A	8:30 a.m.	12/04/08	12:00 p.m.	N/A
2008	4	221 2nd Ave	Tiffin City	12/30/2008	Valve Repair	Company	N/A	4:00 p.m.	12/07/08	12:00 p.m.	N/A
2008	4	207 E Perry	Tiffin City	12/6/2008	Repair Service	Company	N/A	2:45 p.m.	12/09/08	1:00 p.m.	N/A
2008	4	2720 Twp Road 1195	Tiffin City	11/30/2008	Valve Repair	Company	N/A	2:30 p.m.	12/08/08	4:00 p.m.	N/A
2008	4	Intersection 1194 & 1195 3 valves	Tiffin City	12/4/2008	Valve Repair	Company	N/A	10:00 a.m.	12/08/08	4:00 p.m.	N/A
2008	4	106 Jefferson	Tiffin City	12/10/2008	Repair Main	Company	N/A	8:34 a.m.	12/11/08	4:00 p.m.	N/A

**Ohio American Water Company
Tiffin District**

Year	Quarter	Street Address	Political Subdiv	Date of Break/ Outage	General Type	Specific Type	Number of Services Affected	Time Became Aware	Date Problem Resolved	Time Problem Resolved	Bill Order issued by
2009	4	224 Hall	Tiffin City	12/11/2009	Repair Service	Company	N/A	9:00 a.m.	12/22/09	11:00 a.m.	N/A
2009	4	252 Circular	Tiffin City	12/16/2009	Repair Stop	Company	N/A	10:20 a.m.	12/21/09	1:30 p.m.	N/A
2009	4	222 Hudson	Tiffin City	12/28/2009	Repair Service	Company	N/A	9:15 a.m.	12/30/09	3:00 p.m.	N/A

**Ohio American Water Company
Tiffin District**

**Quarter # 4
2009**

**Total Customer Contacts
4014**

Customer Services

	Inquiries	Complaints
Account Information	1897	
Bad Debt/Bankruptcy	226	
Bill Adjustment	168	
Bill Information/Format	52	
Consumption	18	
Customer Notices	35	
Customer Service Staff	0	
Disconnection for Non-Pay	75	
Final Service	236	
General Information	301	
New Service	173	
NSF Check	0	
Payment Arrangements	96	
Rates	0	
Reconnection Non-Pay	39	
Service Order Appointment	173	
Other: Customer Service	508	
Total	3997	

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	7	
Mark Water Lines/Line Inspect	0	
Restoration	0	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	7	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	7	
Meter Repair/Leak	0	
Meter Replacement	0	
Others: Metering	0	
Total	7	0

Water Quality

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

**Ohio American Water Company
Tiffin District**

Quarter # 1

Year 2009

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

Quarter # 2

Year 2009

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

Quarter # 3

Year 2009

Disconnections	
With 14 Days Notice	
Non-Payment	75
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 4

Year 2009

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

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

By

**OHIO AMERICAN WATER COMPANY
Systems**

**Ohio American Water
Ashtabula District
1st Quarter Plan
2010**

Leak detection

By following the plan outlined below diligently, the Ashtabula District can reduce unaccounted for water to acceptable levels.

1. Re-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. Review the consumption of large users to spot trends that would indicate a meter is slowing down.
6. Contract testing of large meters suspected of slowing down.
7. Physically inspect mains in remote areas and easements.
8. Continue to get actual readings on all meters 3" and larger, each month.
10. Utilize the new leak correlator to pin point leaks for quicker repair.
11. Devote a minimum of 80 hours a month to leak detection, surveying valves, hydrants, and services.

Independent testing of meters over 3" conducted in December 2009, showed all meters were operating within accepted parameters.

**Ohio American Water Company
Franklin County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2009 4th Quarter

- 1) Continued to examine all reported "zero consumption" accounts for more than three (3) consecutive months for a working water meter.
 - a. Zero consumption meter readings have been verified that they are vacant, closed or no active accounts.
 - b. Consecutive estimate estimates are down to less than 3 for any single account. Therefore water accounting by actual reading of meters appears correct.
- 2) Obtained actual readings on all water service meters 1" and larger.
 - a. All 1" and large meters have been read.
- 3) Since all service areas' water meters are read every month, meter readers have watched for potential water leaks while performing their meter reading routes.
- 4) Repaired all reported company leaks consistent with the timeframes presented in the Stipulation.
- 5) Performed seasonal fire hydrant pump down and checked for leaks. Found 5 fire hydrants with ongoing leaks.
- 6) Repaired 3 fire hydrants in the WHWTP water system. All of the fire hydrants indicated leakage.
- 7) Repaired 2 fire hydrants in the HRWTP water system. Both had ongoing leaks.

**Ohio American Water Company
Franklin County District**

Remedial Report for Unaccounted for Water

Action Plan for 2010 1st Quarter

- 1) Continue change-out of Length of Service (LOS) meter required for 2010.
- 2) Continue to review Worthington Hills UFW to check for seasonal variation and changes.
- 3) 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.
- 4) Will inspect suspect storm water catch basins to find subsurface leakage release in the WHWTP service area.

**Ohio American Water Company
Marion County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2009 4th Quarter

1. Performed leak detection on 64 miles of water mains. Also, 438 fire hydrants, 318 valves, and 517 service lines were sounded for leak noise.
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. One new meter was installed to help account for water usage and reduce unaccounted for water.
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.
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. Forty two radio read meters were installed in the fourth 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 6" protectus meter was installed in the fourth quarter to help identify possible leakage
9. Verified that inactive accounts are still inactive. Any inactive account with consumption was reviewed and investigated to determine the cause for consumption.
10. Performance indicators to gauge the successfulness of the districts UFW reduction efforts are being developed. Currently the AWWA performance indicators are being used but more district specific indicators will be added to help the Marion Water District.

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

**Ohio American Water Company
Marion County District**

Remedial Report for Unaccounted for Water

Action Plan for 2010 1st Quarter

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

Supplemental information:

The Marion Water district is comprised of 276 miles of water mains. A leak survey of the entire system would cost approximately \$74,000 (based on a \$5,000 mobilization fee and \$250 per mile of water main) and would take a little less than two months to complete. A leak surveyor can reasonably survey about 3 - 5 miles of water main per day. At the current production costs the yearly costs to produce 3 % of water (the difference between the current UFW and 15%) is only \$40,000. A yearly leak survey would cost approximately \$34,000 more than 3% 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 line.
2. Review all Large service accounts (accounts with 2 inch and larger meters) to ensure that the appropriate meter type is being used to capture all water used by the customer.
3. Review the billing process to ensure data accuracy
4. Regularly review open Leak numbers with the Network Staff.
5. Continue to devote planned time to review zero consumption accounts to insure accuracy.
6. Continue to complete a monthly water audit and water balance using the AWWA water audit software
7. Continue to get accurate meter reading on large meters, and set a goal to eliminate all meter read estimates
8. Identify sites that can be metered so water leakage from customer's private pipe network can be accounted for and billed
9. Verify that inactive accounts are still inactive.
10. Develop performance indicators to gauge the successfulness of the Districts' UFW reduction efforts.
11. Develop a comprehensive loss control plan with short term, mid term, and long term goals for lost water reduction and maintaining the lower levels of lost water.

**Ohio American Water Company
Richland County District**

**Remedial Report for Unaccounted for Water
Action Plan for 2009 3rd Quarter**

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

**Ohio American Water Company
Richland County District**

**Remedial Report for Unaccounted for Water
Action Plan for 2009 4th 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
2. Review all Large service accounts (accounts with 2 inch and larger meters) to ensure that the appropriate meter type is being used to capture all water used by the customer.
 - Have verified that there are no large meter accounts in this system.
3. Review the billing process to ensure data accuracy
 - Continue to have Operations Coordinator supply meter edit reports for review.
4. Regularly review open Leak numbers with the Network Staff.
 - Continue review on weekly basis
5. Continue to devote planned time to review zero consumption accounts to insure accuracy.
 - Having operations coordinator supply data when available.
6. Continue to complete a monthly water audit and water balance using the AWWA water audit software
7. Continue to get accurate meter reading on large meters, and set a goal to eliminate all meter read estimates
 - All meters are read on schedule and orders generated for local staff on any unread meters

8. Identify sites that can be master metered so water leakage from customer's private pipe network can be accounted for and billed
 - Have no accounts in this system that could be master metered.
9. Verify that inactive accounts are still inactive.
 - Local staff checks accounts on bi- weekly basis.
10. Develop performance indicators to gauge the successfulness of the Districts' UFW reduction efforts.
 - Working with immediate supervisor to set up performance indicators
11. Develop a comprehensive loss control plan with short term, mid term, and long term goals for lost water reduction and maintaining the lower levels of lost water.
 - Working with immediate supervisor on plan.