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FILE

April 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 first 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 2010 first quarter unaccounted-for-water reports and the non-revenue remedial plans.

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

Sincerely,

Sally W. Bloomfield

Enclosures

cc: Parties of Record (w/Enclosure)

PUCO

2010 APR 19 PM 3:24

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Technician SW Date Processed APR 19 2010

OHIO AMERICAN WATER COMPANY

First QUARTER 2010 UNACCOUNTED FOR WATER REPORTS
Pursuant to Stipulation p. 7 ¶13 D 2

OAWC District	1 st Quarter Levels	Non-Revenue Remediation Plan
Ashtabula	18.0%	✓
Blacklick	20.8%	✓
Huber Ridge	18.6%	
Lake Darby	5.6%	
Timberbrook	10.4%	
Worthington Hills	27.0%	
Lake White	12.2%	
Lawrence County	18.6%	
Marion	19.4%	✓
Mansfield Madison	17.9%*	✓
Beechcrest	1.5%	
East Aurora	-17.4%	
Tiffin	9.3%	

* The remaining nine districts of Mansfield 1st quarter levels were at 11% or below.

**UNACCOUNTED-FOR-WATER REPORTS
FOR
FIRST QUARTER 2010**

By

**OHIO AMERICAN WATER COMPANY
Systems**

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

Year 2010 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: _____
wkly newspaper ads

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

In the process. Will complete in October

Ohio American Water Company

Quarter # 1

Year 2010

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
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
2010	1	1907 PROSPECT	ASH. TWSP	1/1/2010	EMERGENCY	MAIN	0	AM	1/1/2010	PM	N/A
2010	1	2015 E. 42nd ST.	ASH. CITY	12/31/2009	NON-EMERGENCY	MAIN	23	PM	1/6/2010	AM	DTD
2010	1	2002 E. 41st ST.	ASH. TWSP	1/5/2010	NON-EMERGENCY	MAIN	0	AM	1/7/2010	AM	N/A
2010	1	LUCAS AVE.	SAYBROOK	1/7/2010	EMERGENCY	MAIN	0	PM	1/7/2010	PM	N/A
2010	1	2718 RT. 20	ASH. TWSP	1/8/2010	EMERGENCY	MAIN	0	AM	1/8/2010	PM	N/A
2010	1	1308 W. 40th ST.	ASH. CITY	1/10/2010	NON-EMERGENCY	MAIN	0	PM	1/11/2010	AM	N/A
2010	1	705 NORMAN AVE.	ASH. CITY	1/10/2010	NON-EMERGENCY	MAIN	0	AM	1/11/2010	PM	N/A
2010	1	2133 LAKE RD.	ASH. TWSP	1/12/2010	EMERGENCY	MAIN	3	AM	1/12/2010	PM	DTD
2010	1	E. 48th ST.	ASH. TWSP	1/14/2010	NON-EMERGENCY	MAIN	0	AM	1/19/2010	PM	N/A
2010	1	COLUMBUS AVE.	ASH. CITY	1/14/2010	NON-EMERGENCY	VALVE	0	AM	1/20/2010	AM	N/A
2010	1	WOODMAN @ BROADWAY	SAYBROOK	1/20/2010	EMERGENCY	MAIN	0	PM	1/20/2010	PM	N/A
2010	1	3306 SUPERIOR	ASH. CITY	1/21/2010	NON-EMERGENCY	SERVICE	3	AM	1/22/2010	AM	N/A
2010	1	E. 21st ST. & COLUMBUS	ASH. CITY	1/27/2010	EMERGENCY	MAIN	0	PM	1/27/2010	PM	N/A
2010	1	5853 SHEPPARD	SAYBROOK	1/29/2010	EMERGENCY	MAIN	0	AM	1/29/2010	PM	N/A
2010	1	W. 9th ST.	ASH. CITY	1/30/2010	EMERGENCY	MAIN	1	AM	1/30/2010	PM	DTD
2010	1	5909 OGDEN	ASH. TWSP	1/30/2010	EMERGENCY	MAIN	0	PM	1/30/2010	PM	N/A
2010	1	1944 E. PROSPECT	ASH. TWSP	2/1/2010	NON-EMERGENCY	MAIN	0	AM	2/1/2010	PM	N/A
2010	1	6208 AUSTIN	ASH. TWSP	1/27/2010	NON-EMERGENCY	MAIN	0	AM	2/2/2010	PM	N/A
2010	1	S. SANBORN RD.	SAYBROOK	1/28/2010	NON-EMERGENCY	MAIN	0	AM	2/2/2010	PM	N/A
2010	1	1421 MICHIGAN	ASH. CITY	2/1/2010	NON-EMERGENCY	MAIN	0	AM	2/3/2010	PM	N/A
2010	1	742 W. 52nd	ASH. CITY	2/1/2010	EMERGENCY	VALVE	0	AM	2/3/2010	PM	N/A
2010	1	3027 BLAIR	ASH. TWSP.	2/1/2010	NON-EMERGENCY	MAIN	0	PM	2/4/2010	AM	N/A
2010	1	1136 HARMON	ASH. CITY	2/4/2010	NON-EMERGENCY	MAIN	0	PM	2/5/2010	PM	N/A
2010	1	120 W. 42nd ST.	ASH. CITY	2/10/2010	EMERGENCY	MAIN	0	PM	2/10/2010	PM	N/A
2010	1	6303 JEFFERSON	ASH. CITY	2/10/2010	NON-EMERGENCY	SERVICE	1	AM	2/11/2010	PM	N/A
2010	1	6519 SANBORN	SAYBROOK	2/17/2010	NON-EMERGENCY	SERVICE	1	AM	2/18/2010	AM	N/A
2010	1	3200 NRE	ASH. TWSP	2/20/2010	EMERGENCY	MAIN	0	PM	2/20/2010	AM	N/A
2010	1	3312 NRE	ASH. TWSP.	2/25/2010	EMERGENCY	SERVICE	1	PM	2/25/2010	PM	N/A
2010	1	2308 EUREKA	ASH. TWSP.	3/1/2010	NON-EMERGENCY	MAIN	0	AM	3/2/2010	PM	N/A
2010	1	6047 SHELDON	KINGSVILLE	3/1/2010	EMERGENCY	MAIN/SERVICE	4	AM	3/2/2010	AM	DTD
2010	1	3333 SUBURBAN	ASH. TWSP.	3/2/2010	EMERGENCY	SERVICE	1	AM	3/2/2010	PM	N/A
2010	1	4203 LAKE RD.	NK	3/4/2010	EMERGENCY	SERVICE	1	AM	3/4/2010	PM	N/A
2010	1	4025 LAKE AVE.	ASH. CITY	3/6/2010	NON-EMERGENCY	SERVICE	1	PM	3/8/2010	PM	N/A
2010	1	742 W. 41st ST.	ASH. CITY	3/5/2010	NON-EMERGENCY	SERVICE	1	AM	3/10/10	PM	N/A

[illegible]

Ohio American Water Company Ashtabula District

Quarter # 1
2010

Total Customer Contacts

Customer Services

	Inquiries	Complaints
Account Information	2285	
Bad Debt/Bankruptcy	443	
Bill Adjustment	360	
Bill Information/Format	106	
Consumption	47	
Customer Notices	92	
Customer Service Staff	0	
Disconnection for Non-Pay	235	
Final Service	234	
General Information	468	
New Service	277	
NSF Check	0	
Payment Arrangements	171	
Rates	0	
Reconnection Non-Pay	114	
Service Order Appointment	372	
Other: Customer Service	1687	
Total	6891	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	
Main Breaks	28	
Mark Water Lines/Line Inspect	0	
Restoration	0	
Service line leak	0	
Water Sampling	0	
Others: Water Service	0	
Total	28	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	20	
Meter Repair/Leak	3	
Meter Replacement	0	
Others: Metering	0	
Total	23	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	
Hardness	0	
Low Pressure	18	
Odor	0	
Particles in Water	0	
Scum/Oil in Water	0	
Taste	0	
Other: Water Quality	0	
Total	18	0

Ohio American Water Company Ashtabula District

Quarter # 1

Year 2010

Disconnections	
With 14 Days Notice	
Non-Payment	187
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 2010

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

Quarter # 3

Year 2010

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

Quarter # 4

Year 2010

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

Ohio American Water Company
Franklin County District
Blacklick Water System

Year 2010 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	17.722	21.6%	0.572	0.667	01/13/10	0.490	01/29/10	0
2	15.570	20.9%	0.556	0.659	02/28/10	0.505	02/26/10	0
3	16.588	19.9%	0.535	0.627	03/07/10	0.400	03/02/10	0
4								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	16.627	20.8%	0.554					0
High	17.722	21.6%	0.572	0.667	01/13/10			0
Low	15.570	19.9%	0.535			0.400	03/02/10	0

Ohio American Water Company
Franklin County District
Blacklick Water System

Year

2010

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: _____ 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 2010

PWSID 2502412

Quarter # 1	See PUCO 2010 Q1 Water Leak Log
Quarter # 2	
Quarter # 3	
Quarter # 4	

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

Year 2010

PWSID 2502412

Quarter # 1

Total Customer Contacts

3923

Customer Services

	Inquiries	Complaints
Account Information	1232	0
Bad Debt/Bankruptcy	210	0
Bill Adjustment	152	0
Bill Information/Format	55	0
Consumption	24	0
Customer Notices	41	0
Customer Service Staff	0	0
Disconnection for Non-Pay	192	0
Final Service	54	0
General Information	272	0
New Service	89	0
NSF Check	0	0
Payment Arrangements	124	0
Rates	0	0
Reconnection Non-Pay	141	0
Service Order Appointment	138	0
Other: Customer Service	1193	0
Total	3917	0

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	2	0
Meter Replacement	0	0
Others: Metering	0	0
Total	4	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	2
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	6
Total	0	8

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

Year 2010

PWSID 2502412

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	163
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

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

Quarter # 2

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Blacklick Wastewater System

Year 2010

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	27.957	1.287	1/25/2010	0.719	1/19/2010	2		6%
	2	22.466	1.015	2/24/2010	0.678	2/18/2010	0		0%
	3	30.504	1.174	3/28/2010	0.835	3/1/2010	0		0%
2	4								
	5								
	6								
3	7								
	8								
	9								
4	10								
	11								
	12								

Totals	80.927						2
Avg	27.000	1.159			0.744		
Max	26.485	1.287	01/25/10		0.757		
Min	46.144	1.166			0.678	02/18/10	

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

Year 2010

Quarter # 1

Collection Main Cleaning Yes ☐ No ☒ If yes:

Quarter # 2

Collection Main Cleaning Yes ☐ No ☐ If yes:

Quarter # 3

Collection Main Cleaning Yes ☐ No ☐ If yes:

Quarter # 4

Collection Main Cleaning Yes ☐ No ☐ If yes:

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

Year

2010

Manhole Inspection Program

Quarter # 1

Number of Manholes Inspected this quarter

158

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☒

No ☐

If yes: 4

Street Address: 4690 Harbor Blvd. (Harbor Lift Station)
Date/Time of Backup 1/15/2010 at 10:00am
Blockage Cause: Grease
Date/Time Resolved: 1/15/2010 at 11:10am

Political Subdivision:
of Customers Affected:
Repair Means:

Madison Township
0
Sewer Jetter

Street Address: 4755 Glengate Dr.
Date/Time of Backup 2/18/2010 at 5:01pm
Blockage Cause: Grease
Date/Time Resolved: 2/18/2010 at 7:42pm

Political Subdivision:
of Customers Affected:
Repair Means:

Madison Township
0
Sewer Jetter

Street Address: 3621 Tylor Dr.
Date/Time of Backup 3/11/10 at 9:25am
Blockage Cause: Debris
Date/Time Resolved: 3/11/10 at 11:19am

Political Subdivision:
of Customers Affected:
Repair Means:

Madison Township
1
Sewer Jetter

Street Address: 3636 Arnsby Rd.
Date/Time of Backup 3/11/10 at 1:17pm
Blockage Cause: Grease and Rags
Date/Time Resolved: 3/11/10 at 3:35 pm

Political Subdivision:
of Customers Affected:
Repair Means:

Madison Township
0
Sewer Jetter

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

Year 2010

Quarter # 1

Total Customer Contacts

0

Customer Services

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

Sewer Service

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

Sewer Service

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

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

Year **2010**

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	
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

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Huber Ridge Water System

Year 2010 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	16.045	17.8%	0.518	0.728	01/18/10	0.402	01/01/10	0
2	14.312	18.9%	0.511	0.618	02/14/10	0.414	02/15/10	0
3	15.371	19.2%	0.496	0.574	03/07/10	0.429	03/15/10	0
4								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	15.243	18.6%	0.508					0
High	16.045	19.2%	0.518	0.728	01/18/10			0
Low	14.312	17.8%	0.496			0.402	01/01/10	0

Ohio American Water Company
Franklin County District
Huber Ridge Water System

Year 2010

PWSID 2502512

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

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

*

If yes:

Notification Method:

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

Quarter #2

Was the system flushed this quarter? Yes: ☐ No: ☒
Begin Date: _____ 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
Huber Ridge Water System**

Year 2010

PWSID 2502512

Quarter # 1	See PUCO 2010 Q1 Water Leak Log
Quarter # 2	
Quarter # 3	
Quarter # 4	

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

Year 2010

PWSID 2502512

Quarter # 1

Total Customer Contacts

2280

Customer Services

	Inquiries	Complaints
Account Information	874	0
Bad Debt/Bankruptcy	81	0
Bill Adjustment	75	0
Bill Information/Format	45	0
Consumption	16	0
Customer Notices	34	0
Customer Service Staff	0	0
Disconnection for Non-Pay	57	0
Final Service	44	0
General Information	136	0
New Service	61	0
NSF Check	0	0
Payment Arrangements	55	0
Rates	0	0
Reconnection Non-Pay	51	0
Service Order Appointment	95	0
Other: Customer Service	653	0
Total	2277	0

Metering

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

Water Quality

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

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 2010

PWSID 2502512

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	80
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

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

Quarter # 2

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System

Year 2010

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	26.174	1.892	1/24/2010	0.615	1/11/2010	2		6%
	2	24.853	1.833	2/22/2010	0.624	2/13/2010	5		18%
	3	32.444	1.718	3/13/2010	0.743	3/24/2010	12		39%
2	4								
	5								
	6								
3	7								
	8								
	9								
4	10								
	11								
	12								

Totals	83.471						19
Avg	28.000	1.814			0.661		
Max	28.649	1.892	01/24/10		0.684		
Min	47.972	1.766			0.615	01/11/10	

Ohio American Water Company
Franklin County District
Huber Ridge Wastewater System

Year 2010

Quarter # 1

Collection Main Cleaning Yes ☐ No ☒ If yes:

Quarter # 2

Collection Main Cleaning Yes ☐ No ☐ If yes:

Quarter # 3

Collection Main Cleaning Yes ☐ No ☐ If yes:

Quarter # 4

Collection Main Cleaning Yes ☐ No ☐ If yes:

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

Year

2010

Manhole Inspection Program

Quarter # 1

Number of Manholes inspected this quarter

142

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☒ X

No ☐ □

If yes: 3

Street Address: 3658 Panama Dr.
Date/Time of Backup 1/10/10 at 11:35pm
Blockage Cause: Grease and Debris
Date/Time Resolved: 1/11/10 at 1:45am

Political Subdivision: Blendon Twp.
of Customers Affected: 0
Repair Means: Sewer Jetter

Street Address: 5593 Spohn Ct.
Date/Time of Backup 1/24/10 at 6:45pm
Blockage Cause: Grease and Debris
Date/Time Resolved: 1/24/10 at 7:30pm

Political Subdivision: Blendon Twp.
of Customers Affected: 1
Repair Means: Sewer Jetter

Street Address: 6375 Hibiscus Ct.
Date/Time of Backup 2/24/10 at 12:45pm
Blockage Cause: Unknown
Date/Time Resolved: 2/24/10 at 1:45pm

Political Subdivision: Blendon Twp.
of Customers Affected: 0
Repair Means: Sewer Jetter

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

Year 2010

Quarter # 1

Total Customer Contacts

0

Customer Services

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

Sewer Service

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

	Inquiries	Complaints
	0	0
	0	0
	0	0
	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 **2010**

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	
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

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Lake Darby Water System

Year 2010 PWSID 2502612

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	7.450	5.2%	0.240	0.371	01/24/10	0.115	01/21/10	0
2	6.152	5.6%	0.220	0.323	02/06/10	0.138	02/05/10	0
3	6.932	6.2%	0.224	0.324	03/28/10	0.143	03/16/10	0
4								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	6.845	5.6%	0.228					0
High	7.450	6.2%	0.240	0.371	01/24/10			0
Low	6.152	5.2%	0.220			0.115	01/21/10	0

Ohio American Water Company
Franklin County District
Lake Darby Water System

Year 2010

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 2010

PWSID 2502612

Quarter # 1	See PUCO 2010 Q1 Water Leak Log
Quarter # 2	
Quarter # 3	
Quarter # 4	

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

Year 2010

PWSID 2502612

Quarter # 1

Total Customer Contacts

1447

Customer Services

	Inquiries	Complaints
Account Information	455	0
Bad Debt/Bankruptcy	44	0
Bill Adjustment	102	0
Bill Information/Format	31	0
Consumption	6	0
Customer Notices	10	0
Customer Service Staff	0	0
Disconnection for Non-Pay	30	0
Final Service	26	0
General Information	78	0
New Service	37	0
NSF Check	0	0
Payment Arrangements	48	0
Rates	0	0
Reconnection Non-Pay	38	0
Service Order Appointment	63	0
Other: Customer Service	468	0
Total	1436	0

Water Service

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

Metering

	Inquiries	Complaints
Estimating	0	0
Meter Reading	9	0
Meter Repair/Leak	1	0
Meter Replacement	0	0
Others: Metering	0	0
Total	10	0

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	0	1
Odor	0	0
Particles in Water	0	0
Scum/Oil in Water	0	0
Taste	0	0
Other: Water Quality	0	1
Total	0	2

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

Year 2010

PWSID 2502612

Quarter # 1

Disconnections	
With 14 Days Notice	
Non-Payment	49
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

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

Quarter # 2

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Lake Darby Wastewater System

Year 2010

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	14.147	1.016	1/24/2010	0.278	1/12/2010	6		19%
	2	11.729	0.622	2/24/2010	0.236	2/17/2010	7		25%
	3	18.210	1.060	3/13/2010	0.404	3/24/2010	25		81%
2	4								
	5								
	6								
3	7								
	8								
	9								
4	10								
	11								
	12								

Totals	44.086						38
Avg	15.000	0.899			0.306		
Max	14.970	1.060	03/13/10		0.320		
Min	25.765	0.980			0.236	02/17/10	

Ohio American Water Company
Franklin County District
Lake Darby Wastewater System

Year 2010

Quarter # 1

Collection Main Cleaning Yes ☐ No ☒ If yes:

Quarter # 2

Collection Main Cleaning Yes ☐ No ☐ If yes:

Quarter # 3

Collection Main Cleaning Yes ☐ No ☐ If yes:

Quarter # 4

Collection Main Cleaning Yes ☐ No ☐ If yes:

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

Year **2010**

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

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☐

No ☐

If yes:

Street Address:

Date/Time of Backup

Blockage Cause:

Date/Time Resolved:

Political Subdivision:

of Customers Affected:

Repair Means:

Quarter # 3

Number of Manholes Inspected this quarter

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☐

No ☐

If yes:

Street Address:

Date/Time of Backup

Blockage Cause:

Date/Time Resolved:

Political Subdivision:

of Customers Affected:

Repair Means:

Quarter # 4

Number of Manholes Inspected this quarter

Sewerage Backups

Were there any Sewerage Backups this Quarter?

Yes ☐

No ☐

If yes:

Street Address:

Date/Time of Backup

Blockage Cause:

Date/Time Resolved:

Political Subdivision:

of Customers Affected:

Repair Means:

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

Year 2010

Quarter # 1

Total Customer Contacts

0

Customer Services

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

Sewer Service

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

Sewer Service

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

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

Year 2010

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	
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

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Timberbrook Water System

Year 2010 PWSID 2502712

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	1.565	10.0%	0.050	0.166	01/11/10	0.000	01/05/10	0
2	1.423	10.8%	0.051	0.067	02/14/10	0.020	02/13/10	0
3	1.580	10.3%	0.051	0.086	03/07/10	0.023	03/06/10	0
4								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	1.523	10.4%	0.051					0
High	1.580	10.8%	0.051	0.166	01/11/10			0
Low	1.423	10.0%	0.050			0.000	01/00/00	0

Ohio American Water Company
Franklin County District
Timberbrook Water System

Year

2010

PWSID

2502712

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: _____

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
Timberbrook Water System

Year 2010

PWSID 2502712

Quarter # 1 See PUCO 2010 Q1 Water Leak Log

Quarter # 2

Quarter # 3

Quarter # 4

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

Year 2010

PWSID 2502712

Quarter # 1

Total Customer Contacts

109

Customer Services

	Inquiries	Complaints
Account Information	39	0
Bad Debt/Bankruptcy	3	0
Bill Adjustment	7	0
Bill Information/Format	2	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	1	0
Final Service	4	0
General Information	12	0
New Service	3	0
NSF Check	0	0
Payment Arrangements	3	0
Rates	0	0
Reconnection Non-Pay	4	0
Service Order Appointment	8	0
Other: Customer Service	23	0
Total	109	0

Water Service

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

Metering

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

Water Quality

	Inquiries	Complaints
Discolored Water	0	
Hardness	0	
Low Pressure	0	22
Odor	0	
Particles in Water	0	
Scum/Oil in Water	0	
Taste	0	
Other: Water Quality	0	8
Total	0	30

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

Year 2010

PWSID 2502712

Quarter # 1

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

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

Quarter # 2

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

Quarter # 4

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

Ohio American Water Company
Franklin County District
Worthington Hills Water System

PWSID 2502812

Year 2010

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	8.422	26.6%	0.272	0.385	01/29/10	0.190	01/01/10	0
2	7.554	27.1%	0.270	0.383	02/05/10	0.151	02/06/10	0
3	8.584	27.2%	0.277	0.531	03/21/10	0.167	03/14/10	0
4								
5								
6								
7								
8								
9								
10								
11								
12								
Avg	8.187	27.0%	0.273					0
High	8.584	27.2%	0.277	0.531	03/21/10			0
Low	7.554	26.6%	0.270			0.151	02/06/10	0

Ohio American Water Company
Franklin County District
Worthington Hills Water System

Year 2010

PWSID 2502812

Routine (Annual/Semi-Annual) Flushing Information

Quarter #1

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

If yes:

Notification Method:

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

Quarter #2

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

If yes:

Notification Method:

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

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
Worthington Hills Water System

Year 2010

PWSID 2502812

Quarter # 1 See PUCO 2010 Q1 Water Leak Log

Quarter # 2

Quarter # 3

Quarter # 4

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

Year 2010

PWSID 2502812

Quarter # 1

Total Customer Contacts

228

Customer Services

	Inquiries	Complaints
Account Information	45	0
Bad Debt/Bankruptcy	2	0
Bill Adjustment	29	0
Bill Information/Format	8	0
Consumption	2	0
Customer Notices	3	0
Customer Service Staff	0	0
Disconnection for Non-Pay	1	0
Final Service	13	0
General Information	26	0
New Service	14	0
NSF Check	0	0
Payment Arrangements	1	0
Rates	0	0
Reconnection Non-Pay	8	0
Service Order Appointment	30	0
Other: Customer Service	42	0
Total	224	0

Water Service

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

Metering

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

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

Year 2010

PWSID 2502812

Quarter # 1

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 # 2

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

Quarter # 3

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

Quarter # 4

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

Ohio American Water
Lake White

Year 2010

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	2.015	6.0%	0.065	0.084	4	0.050	22	0
	2	1.723	5.4%	0.062	0.077	27	0.045	10	0
	3	1.904	5.3%	0.061	0.084	14	0.047	24	0
2	4								
	5								
	6								
3	7								
	8								
	9								
4	10								
	11								
	12								
Avg		1.881	12.6%	0.063	0.082		0.047		0.000
High		2.015	13.9%	0.065	0.084		0.060		0
Low		1.723	11.0%	0.061	0.077		0.045		0

Total Customer Count

Jan	202
Feb	204
Mar	201
Apr	
May	
June	
July	
Aug	
Sep	
Oct	
Nov	
Dec	

Ohio American Water

Year 2010

Quarter # 1

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

Ohio American Water Lake White

Quarter # 1

2010

Total Customer Contacts

171

Total Customer Complaints

0

Customer Services

	Inquiries	Complaints
Account Information	35	
Bad Debt/Bankruptcy	17	
Bill Adjustment	7	
Bill Information/Format	1	
Consumption	1	
Customer Notices	2	
Customer Service Staff	0	
Disconnection for Non-Pay	8	
Final Service	10	
General Information	18	
New Service	13	
NSF Check	0	
Payment Arrangements	5	
Rates	0	
Reconnection Non-Pay	6	
Service Order Appointment	9	
Other: Customer Service	39	
Total	171	0

Metering

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

Water Quality

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

Water Service

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

**Ohio American Water
Lake White**

Quarter # 1

Year 2010

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 2010

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 2010

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 2010

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

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

[illegible]

2010		All Hydrants and Blowoffs			Deadend Blowoffs	
		Spring Flush			Fall Flush	
Type	Year	Address	Date Flushed	Minutes to Clear	Date Flushed	Minutes to Clear
Clow	2006	315 Little Theatre				
Mueller	1953	34 Little Theatre				
Mueller	1955	108 Crestview				
FV		Crestwood & Forest Hills				
Mueller	1981	1106 Pinehurst Apt.				
Mueller	1981	500 Pinehurst Apt.				
Mueller	1998	Lot 13 Pinehurst Blvd				
Mueller	1998	Lot 17 Pinehurst Blvd				
Mueller	1998	Lot 21 Waverly Woods Dr.				
M&H	1954	125 Waverly Gables				
M&H	1954	104 Valleyview				
M&H	1954	129 Valleyview				
Waterous	1984	229 Valleyview				
Mueller	2006	229 Valleyview by parking lot				
Mueller	1997	by emerg room hospital				
Mueller	2006	west of hospital				
M&H	1954	115 Dawn Lane				
M&H	1954	101 Dawn Lane				
M&H	1954	111 Sunrise				
M&H	1954	100 Sunrise				
FV		Waverly Gables going down				
FV		Rt 104 Tennis Road				
Mueller	1954	1237 Rt 552				
Mueller	1953	14 Shady Lane				
Clow	2006	Ripley Road				
Mueller	1953	37 Ripley Road				
FV		394 Rt 552				
FV		1490 Rt 552				
FV		Vallery				
Mueller	1953	2617 Rt 551				
Mueller	1958	2465 Rt 551				
FV		178 Rittenour Road				
Mueller	1953	Beginning of Virginia				
FV		Crumer Mt. Road				
FV		State Park Bricker				
Mueller	1953	278 Virginia				
M&H	1954	252 Skyline				
M&H	1954	131 Skyline				
M&H	1954	110 Barker Lane				
FV		Alpine Road				
FV		Lucerne Road 2" & 3/4" valves				
Mueller	1958	bottom of Virginia				
FV		1063 Rt 551				
FV		41 Bevans				
FV		405 Bevans				
FV		end of Baywood				
FV		end of Nye				
FV		end of Wells Jones				
FV		Bors House Rt 551				
FV		141 Harbor				
FV		573 Rt 551				
Total hours actual flushing				0.0		0.0

Hydrants 30
Blowoffs 20

During fall flushing some flushing valves were left on a slow flow throughout the night. All valves showing 90 minutes. This had been done previously, however, we only counted the actual time of hard flushing before. I normally takes 2 full days to complete a good flush of the system, both spring and fall.

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.

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%

2010	
Number of Valves	81
Number of Valves to be Operated	44
Percent of Valves Operated	15%
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	2008	2010	Turns	Box	Valve
Valve No.	Critical Valves (once per year)		Line	Worked	Worked		Must	Depth In
1	At wells sytem valvo. (isolates wells from system)	6	AC	27-Apr	3-Mar	19.5	ok	
2	#1 well house. (isolates #1 from system)	6	AC	27-Apr	3-Mar	19	ok	inside
3	Valve beside generator (isolates #2 well from system)	6	AC	27-Apr	3-Mar	19.5	ok	
4	#2 well house. (isolates #2 well from system)	6	AC	27-Apr	3-Mar	20	ok	inside
5	Little Theatre...right (isolates whole system)	6	AC	27-Oct	3-Mar	21	ok	10
6	Little Theatre...middle..(isolates sytem to tank)	6	AC	27-Oct	3-Mar	20	ok	14
7	Little Theatre...left (isolate system towards lake)	6	AC	27-Oct	3-Mar	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	2010	Turns	Box Maint.	Depth
1	109 Waverly Gables	8	AC			24	ok	33
2	109 Waverly Gables/Dawn Lane	8	AC				ok	
3	Sunrise/Waverly Gables	8	AC	14-Aug		22	ok	30
4	Sunrise/Waverly Gables...middle of road	8	AC	10-Aug		19	ok	30
5	Waverly Gables from Pinehurst Apts	8	AC			17	ok	32
6	Waverly Gables...middle of road...right of valve #5	8	AC			22	ok	33
7	Waverly Gables...middle of road...left of valve #5	6	AC			19	ok	36
8	119 Valleyview...middle of road	8	AC	10-Aug		20	ok	31
9	119 Valleyview...left of driveway	6	AC			19	ok	32
10	119 Valleyview...right of driveway	8	AC			18	ok	32
11	139 Valleyview...middle of road	8	AC	14-Aug		20	ok	29
12	139 Valleyview...edge of road	8	AC	14-Aug		20	ok	31
13	141 Valleyview...45ft up towards hospital in road	8					ok	
14	Emerg Room at hospital	8	PVC	14-Aug		21	ok	33
15	160 Dawn...middle of road to Hilltop Med Center	6	AC	14-Aug		20	ok	33
16	By Stop sign on Dawn...	6	Ductile Iron			20	ok	27
17	Upper valve to Pinehurst loop	6	PVC				ok	
18	Lower valve to Pinehurst loop	6	PVC				ok	
19	on turn to hospital hill...down to Rt 104	2	pvc				ok	
20	In front field of 315 Little Theatre	6	AC			21	ok	38
21	In yard across from 314 Crestwood	2	PVC			21	ok	29
22	To Overlook Dr.	2	PVC	24-Sep		20	ok	26
23	609 Ripley...middle of road	8	AC	23-Sep			ok	
24	Ripley & Shady Lane...before Shady	6	AC	21-Aug			ok	24
25	Ripley & Shady Lane...after Shady	6	AC				ok	
26	620 Rt 552	2	PVC	24-Sep			ok	
27	Ripley	2	AC	18-Aug			ok	26
28	Tank #1	6	AC	6-Mar			ok	
29	Tank #2	8	AC	6-Mar			ok	
30	Tank #3	8	ac	6-Mar			ok	
31	706 Rt 552	2	pvc	24-Sep			ok	30
32	602 Rt 552	2	pvc				ok	
33	177 Gregg	2	pvc	20-Jul			ok	
34	140 Gregg	2	pvc	20-Jul			ok	
35	Field across from Shady Lane	2	pvc	18-Aug			ok	34
36	601 Vallery	2	pvc	28-Sep			ok	
37	1294 Rt 552	2	pvc	28-Sep			ok	
38	449 Vallery	2	pvc				ok	
39	Before Lake Crossing 289 Vallery	6	ac				ok	
40	beside Lake Crossing...loops Vallery	2	pvc	18-Aug			ok	30
41	Mid Field on Vallery	2	pvc	18-Aug			ok	34
42	Gregg Rd...Vallery...isolates Gregg. Before turn to Vallery	2	PVC	20-Jul				
43	Rt 551...up from Drennan...under guardrail	6	ac	18-Aug			ok	32
44	514 Virginia...loops to Bricker...4" valve	6	ac				ok	
45	By sample station #1...2" valve	2	pvc	28-Sep			ok	
46	190 Bricker...on turn	2	pvc				ok	
47	end of Bricker by old concrete building	2	pvc	28-Sep			ok	
48	278 Virginia	6	ac				ok	
49	51 Skyline	6	ac				ok	
50	51 Skyline to loop Barker	6	ac				ok	
51	174 Skyline to loop Barker	6	ac				ok	
52	252 Skyline...close by hydrant	6	ac				ok	
53	252 Skyline...in driveway	2	pvc				ok	
54	252 Skyline...up from driveway	2	pvc				ok	
55	Top of Alpine	2	pvc	19-Aug			ok	30
56	23 Woodland	2	pvc	24-Apr			ok	
57	13 Virginia	2	pvc			8	ok	25
58	11 Bevans/Rt 551	4	pvc				ok	
59	63 Bevans	2	pvc				ok	
60	81 Bevans	4	pvc				ok	
61	427 Bevans	4	pvc				ok	
62	Rt 551/Skyline...left one facing over hill...to Baywood	2	pvc	23-Apr		8	ok	36
63	Rt 551/Skyline...middle valve...	4	pvc	12-May			ok	22
64	Rt 551/Skyline...right one facing over hill...to Wells Jones	4	pvc	12-May		12	ok	36
65	226 Wells Jones	2	pvc				ok	
66	267 Lucerne	2	pvc				ok	
67	Lucerne...in field	2	pvc	12-May			ok	36
68	Corner of Lucerne and Woodland	2	pvc	12-May			ok	18
69	278 Rt 551/Marco Polo	2	pvc	24-Apr			ok	40
70	Nye/551	4	pvc	7-Mar			ok	
71	1489 Rt 551 Lt of valve 72	4	pvc	7-Mar			ok	
72	1489 Rt 551 Rt of valve 72	4	pvc	7-Mar			ok	
73	1489 Rt 551 to Baywood	2	pvc	7-Mar			ok	
74	entrance to Bevans 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 36
 Total Number Valves Actually worked this year 40 0
 Percentage of required inline Valves Actually Worked this year 108% 0%
 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 7
 Percentage of required critical and inline Valves Actually Worked this year 107% 16%

2010

Ohio Utilities Protection Service		Ticket No.	Work Date	Address	Job
OUPS	800 362 2764			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				

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

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

Ohio American Water Company
Lawrence County District

Year 2010

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	20.031	12.4%	0.646	0.767	01/09/10	0.565	01/29/10	0	3310
	2	16.740	12.3%	0.598	0.647	02/22/10	0.557	02/21/10	0	3320
	3	18.046	11.8%	0.582	0.617	03/01/10	0.535	03/26/10	0	3322
2	4								0	
	5								0	
	6								0	
3	7								0	
	8								0	
	9								0	
4	10								0	
	11								0	
	12								0	
2010										
	Avg	18.272	12.2%	0.609	0.677		0.552		0	3317
	High	20.031	12.4%	0.646	0.767	01/09/10	0.565		0	3322
	Low	16.740	11.8%	0.582	0.617		0.535	03/26/10	0	3310

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

Year 2010 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

[illegible]

Ohio American Water Company

Quarter # 1

Year 2010

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
Lawrence County District**

**Quarter # 1
2010**

**Total Customer Contacts
2754**

Customer Services

	Inquiries	Complaints
Account Information	895	0
Bad Debt/Bankruptcy	172	0
Bill Adjustment	187	0
Bill Information/Format	81	0
Consumption	22	0
Customer Notices	32	0
Customer Service Staff	0	0
Disconnection for Non-Pay	74	0
Final Service	82	0
General Information	210	0
New Service	127	0
NSF Check	0	0
Payment Arrangements	81	0
Rates	0	0
Reconnection Non-Pay	60	0
Service Order Appointment	119	0
Other: Customer Service	594	0
Total	2736	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	15	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	15	0

Metering

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

Water Quality

	Inquiries	Complaints
Discolored Water		1
Hardness		0
Low Pressure	11	0
Odor		1
Particles in Water		0
Scum/Oil in Water		0
Taste		0
Other: Water Quality	6	1
Total	17	3

**Ohio American Water Company
Lawrence County District**

Quarter # 1

Quarter # 2

Year 2010

Year 2010

Disconnections	
With 14 Days Notice	
Non-Payment	95
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

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

Quarter # 3

Quarter # 4

Year 2010

Year 2010

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

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

**Ohio American Water Company
Marion District**

Year 2010

Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of		Low Flow (MG)	# Days Exceed Dsgn Cap	Customer Count
						High Flow	Low Flow			
1	1	211,663	18.2%	6,828	7393	01/14/10	5,850	01/01/10		16816
	2	187,326	18.5%	6,690	7109	02/10/10	6,030	02/06/10		16771
	3	207,317	19.0%	6,688	7310	03/01/10	6,099	03/13/10		16771
	4									
2	5									
	6									
	7									
	8									
3	9									
	10									
	11									
	12									
2008										
Avg		202,102.000	18.6%	6,735.333	7271		5,993.000		0	12590
High		211,663.000	19.0%	6,828.000	7393	01/14/10	6,099.000		0	16816
Low		187,326.000	18.2%	6,688.000	7109		5,850.000	01/01/10	0	16771

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

Year 2010 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

2010

Marion 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
2010	1st	600 Patterson	Marion	1/15/2010	Main break	2" CI	30	10:00 AM	01/15/10	1:30 PM	Door tags
2010	1st	Pleasant St	Marion	1/28/2010	Main break	8" CI	10	12:55 PM	01/28/10	2:25 PM	Door tags
2010	1st	Kennedy Park	Marion	2/25/2010	Main break	8" CI	0	1:42 PM	03/02/10	1:00 PM	No customers affected
2010	1st	S High St	Marion	3/29/2010	Main break	6" CI	20	12:04 PM	03/29/10	1:10 PM	Door tags

**Ohio American Water Company
Marion District**

**Quarter # 1
2010**

**Total Customer Contacts
14833**

Customer Services

	Inquiries	Complaints
Account Information	1307	0
Bad Debt/Bankruptcy	414	0
Bill Adjustment	169	0
Bill Information/Format	50	0
Consumption	31	0
Customer Notices	170	0
Customer Service Staff	0	0
Disconnection for Non-Pay	134	0
Final Service	185	0
General Information	401	0
New Service	173	0
NSF Check	0	0
Payment Arrangements	125	0
Rates	0	0
Reconnection Non-Pay	58	0
Service Order Appointment	480	0
Other: Customer Service	1151	0
Total	4848	0

Water Service

	Inquiries	Complaints
Disconnection for Repairs	0	0
Main Breaks	3	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	3	0

Metering

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

Water Quality

	Inquiries	Complaints
Discolored Water	0	0
Hardness	0	0
Low Pressure	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

**Ohio American Water Company
Marion District**

Quarter # 1

Year 2010

Disconnections	
With 14 Days Notice	
Non-Payment	122
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 2010

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 2010

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 2010

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

Ohio American Water
Mansfield Madison System #1

Year 2010

Quarter	Month	Water	UFW	Avg Daily	High	Date Of	Low	Date Of	# Days	
		Delivery (MG)	%	Flow (MG)	Flow (MG)	High Flow	Flow (MG)	Low Flow	Exceed	
1	1	1.393	17.7%	0.044	0.052	1/7/10	0.040	1/4/10	0	Total Count 354
	2	1.296	17.9%	0.046	0.049	2/22/10	0.042	2/23/10	0	
	3	1.463	18.2%	0.047	0.049	3/1/10	0.039	3/3/10	0	
2	4								0	Total Count 354
	5								0	
	6								0	
3	7								0	Total Count 354
	8								0	
	9								0	
4	10								0	Total Count 354
	11								0	
	12								0	

Avg	1.384	17.9%	0.046	0.050	0.040	0.000
High	1.463	18.2%	0.047	0.052	0.042	0
Low	1.296	17.7%	0.044	0.049	0.039	0

**Ohio American Water
Mansfield Madison #1**

Quarter # 1

Year 2010

Street Address

Political Subdiv Madison Mifflin Township

Date of Break/ Outage

General Type

Specific Type

Number of Services Affected 0

Time Became Aware

Date Problem Resolved

Time Problem Resolved

Restorations Made. Type & Size

Boil Order Information none

Ohio American Water Mansfield Madison #1

Quarter # 1
2010

Total Customer Contacts
131

Total Customer Complaints
0

Customer Services

	Inquiries	Complaints
Account Information	34	0
Bad Debt/Bankruptcy	5	0
Bill Adjustment	2	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	4	0
Customer Service Staff	0	0
Disconnection for Non-Pay	14	0
Final Service	2	0
General Information	4	0
New Service	5	0
NSF Check	0	0
Payment Arrangements	2	0
Rates	0	0
Reconnection Non-Pay	2	0
Service Order Appointment	0	0
Other: Customer Service	57	0
Total	131	0

Metering

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

Water Quality

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

Water Service

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

**Ohio American Water
Mansfield Madison #1**

Quarter # 1

Year 2010

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 # 2

Year 2010

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 2010

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 2010

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

Ohio American Water
Mansfield Biscayne System #2

Year 2010

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	2.466	9.8%	0.080	0.094	1/26/10	0.057	1/21/10	0	
	2	2.159	9.8%	0.077	0.110	2/25/10	0.056	2/23/10	0	
	3	2.328	9.8%	0.075	0.085	3/2/10	0.066	3/31/10	0	Total Count 228
2	4								0	
	5								0	
	6								0	Total Count 228
3	7								0	
	8								0	
	9								0	Total Count 228
4	10								0	
	11								0	
	12								0	Total Count 228

Avg	1.384	9.8%	0.046	0.050	0.040	0.000
High	2.466	9.8%	0.080	0.110	0.066	0
Low	2.159	9.8%	0.075	0.085	0.056	0

**Ohio American Water
Mansfield Biscayne #2**

Quarter # 1

Year 2010

Street Address

Political Subdiv

Imperial Estates Mifflin Township

Date of Break/ Outage

General Type

Specific Type

Number of Services Affected

Time Became Aware

Date Problem Resolved

Time Problem Resolved

Restorations Made. Type & Size

Boil Order Information

Ohio American Water Mansfield Biscayne #2

**Quarter # 1
2010**

Total Customer Contacts	Total Customer Complaints
35	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	1	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	1	0
Service Order Appointment	3	0
Other: Customer Service	24	0
Total	35	0

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

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

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

**Ohio American Water
Mansfield Biscayne #2**

Quarter # 1

Year 2010

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 2010

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 2010

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 2010

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

Ohio American Water
Mansfield Bryonaire System #3

Year 2010

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	0.421	8.2%	0.014	0.015	1/4/10	0.009	1/7/10	0	155
	2	0.374	8.2%	0.013	0.019	2/26/10	0.010	2/8/10	0	
	3	0.629	8.6%	0.020	0.023	3/26/10	0.014	3/3/10	0	
2	4								0	155
	5								0	
	6								0	
3	7								0	155
	8								0	
	9								0	
4	10								0	155
	11								0	
	12								0	

Avg	1.384	8.3%	0.016	0.019	0.011	0.000
High	0.629	8.6%	0.020	0.023	0.014	0
Low	0.374	8.2%	0.013	0.015	0.009	0

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 1

Year 2010

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 Bryonaire #3

**Quarter # 1
2010**

Total Customer Contacts	Total Customer Complaints
16	0

Customer Services		
	Inquiries	Complaints
Account Information	5	0
Bad Debt/Bankruptcy	1	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	2	0
Other: Customer Service	8	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	0	0
Mark Water Lines/Line Inspect	0	0
Restoration	0	0
Service line leak	0	0
Water Sampling	0	0
Others: Water Service	0	0
Total	0	0

**Ohio American Water
Mansfield Bryonaire #3**

Quarter # 1

Year 2010

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 2010

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 2010

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 2010

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

Ohio American Water
Mansfield Halabrien System #4

Year 2010

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	0.096	10.0%	0.003	0.004	1/12/10	0.003	1/4/10	0	
	2	0.092	10.0%	0.003	0.004	2/5/10	0.002	2/26/10	0	
	3	0.091	10.0%	0.003	0.003	3/1/10	0.002	3/18/10	0	Total Count 21
2	4								0	
	5								0	
	6								0	Total Count 21
3	7								0	
	8								0	
	9								0	Total Count 21
4	10								0	
	11								0	
	12								0	Total Count 21

Avg	1.384	10.0%	0.003	0.004		0.002		0.000
High	0.096	10.0%	0.003	0.004		0.003		0
Low	0.091	10.0%	0.003	0.003		0.002		0

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 1

Year 2010

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 # 1
2010

Total Customer Contacts	Total Customer Complaints
0	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

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

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

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

**Ohio American Water
Mansfield Halabrien #4**

Quarter # 1

Quarter # 2

Year 2010

Year 2010

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

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

Quarter # 3

Quarter # 4

Year 2010

Year 2010

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

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

Ohio American Water
Mansfield Walcrest System #5

Year 2010

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	0.217	8.3%	0.007	0.008	1/14/10	0.006	1/4/10	0	
	2	0.193	8.3%	0.007	0.007	2/1/10	0.006	2/9/10	0	
	3	0.200	8.3%	0.006	0.008	3/11/10	0.004	3/29/10	0	Total Count 42
2	4								0	
	5								0	
	6								0	Total Count 42
3	7								0	
	8								0	
	9								0	Total Count 42
4	10								0	
	11								0	
	12								0	Total Count 42

Avg	1.384	8.3%	0.046	0.050	0.040		0.000
High	0.217	8.3%	0.007	0.008	0.006		0
Low	0.193	8.3%	0.006	0.007	0.004		0

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 1

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 # 1
2010

Total Customer Contacts	Total Customer Complaints
18	0

Customer Services		
	Inquiries	Complaints
Account Information	9	0
Bad Debt/Bankruptcy	1	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	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	5	0
Total	18	0

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

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

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

**Ohio American Water
Mansfield Walcrest #5**

Quarter # 1

Year 2010

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 2010

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 2010

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 2010

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 2010

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	0.674	0.9%	0.022	0.024	1/5/10	0.015	1/29/10	0	
	2	0.608	8.2%	0.022	0.023	2/9/10	0.019	2/8/10	0	
	3	0.407	2.0%	0.013	0.026	3/16/10	0.017	3/9/10	0	Total Count 175
2	4								0	
	5								0	
	6								0	Total Count 175
3	7								0	
	8								0	
	9								0	Total Count 175
4	10								0	
	11								0	
	12								0	Total Count 175

Avg	1.384	6.8%	0.019	0.024		0.017		0.000
High	0.674	8.2%	0.022	0.026		0.019		0
Low	0.407	0.9%	0.013	0.023		0.015		0

**Ohio American Water
Mansfield Greenridge #6**

Quarter # 1

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 # 1
2010**

Total Customer Contacts	Total Customer Complaints
16	0

Customer Services		
	Inquiries	Complaints
Account Information	7	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	2	0
General Information	5	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	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	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
Mansfield Greenridge #6**

Quarter # 1

Quarter # 2

Year 2010

Year 2010

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

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

Quarter # 3

Quarter # 4

Year 2010

Year 2010

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

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

Ohio American Water
Mansfield Harpcrest System #7

Year 2010

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	1.362	11.2%	0.044	0.051	1/12/10	0.031	1/13/10	0	
	2	1.280	10.6%	0.046	0.054	2/3/10	0.041	2/4/10	0	
	3	1.425	12.9%	0.046	0.054	3/3/10	0.037	3/31/10	0	Total Count 321
2	4								0	
	5								0	
	6								0	Total Count 321
3	7								0	
	8								0	
	9								0	Total Count 321
4	10								0	
	11								0	
	12								0	Total Count 321

Avg	1.384	11.6%	0.045	0.053			0.036		0.000
High	1.425	12.9%	0.046	0.054			0.041		0
Low	1.280	10.6%	0.044	0.051			0.031		0

**Ohio American Water
Mansfield Harpcrest #7**

Quarter # 1

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 # 1
2010

Total Customer Contacts
30

Total Customer Complaints
0

Customer Services

	Inquiries	Complaints
Account Information	3	0
Bad Debt/Bankruptcy	3	0
Bill Adjustment	7	0
Bill Information/Format	1	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	2	0
General Information	9	0
New Service	2	0
NSF Check	0	0
Payment Arrangements	0	0
Rates	0	0
Reconnection Non-Pay	0	0
Service Order Appointment	2	0
Other: Customer Service	1	0
Total	30	0

Metering

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

Water Quality

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

Water Service

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

**Ohio American Water
Mansfield Harprest #7**

Quarter # 1

Year 2010

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 2010

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 2010

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 2010

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 Mohican System #8

Year 2010

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	0.247	8.1%	0.008	0.009	1/18/10	0.007	1/4/10	0	
	2	0.219	8.1%	0.008	0.010	2/9/10	0.007	2/1/10	0	
	3	0.262	8.1%	0.008	0.010	3/10/10	0.007	3/1/10	0	Total Count 68
2	4								0	
	5								0	
	6								0	Total Count 68
3	7								0	
	8								0	
	9								0	Total Count 68
4	10								0	
	11								0	
	12								0	Total Count 68

Avg	1.384	8.1%	0.008	0.010	0.040	0.000
High	0.262	8.1%	0.008	0.010	0.007	0
Low	0.219	8.1%	0.008	0.009	0.007	0

**Ohio American Water
Mansfield Mohican #8**

Quarter # 1

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 # 1
2010**

Total Customer Contacts	Total Customer Complaints
7	0

Customer Services		
	Inquiries	Complaints
Account Information	2	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	1	0
General Information	0	0
New Service	3	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	0	0
Total	7	0

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

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

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

**Ohio American Water
Mansfield Mohican #8**

Quarter # 1

Year 2010

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 2010

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 2010

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 2010

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 2010

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	0.189	9.7%	0.006	0.007	1/12/10	0.005	1/4/10	0	
	2	0.169	9.7%	0.006	0.007	2/3/10	0.005	2/1/10	0	
	3	0.188	9.7%	0.006	0.007	3/15/10	0.005	3/1/10	0	Total Count 38
2	4								0	
	5								0	
	6								0	Total Count 38
3	7								0	
	8								0	
	9								0	Total Count 38
4	10								0	
	11								0	
	12								0	Total Count 38

Avg	1.384	9.7%	0.006	0.007		0.005	0.000
High	0.189	9.7%	0.006	0.007		0.005	0
Low	0.169	9.7%	0.006	0.007		0.005	0

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

Quarter # 1

Year 2009

Street Address

Political Subdiv

Little Valley Madison Township

Date of Break/ Outage

General Type

Specific Type

Number of Services Affected

Time Became Aware

Date Problem Resolved

Time Problem Resolved

Restorations Made. Type & Size

Boil Order Information

Ohio American Water Mansfield Little Valley #9

Quarter # 1
2010

Total Customer Contacts	Total Customer Complaints
7	0

Customer Services		
	Inquiries	Complaints
Account Information	1	0
Bad Debt/Bankruptcy	0	0
Bill Adjustment	0	0
Bill Information/Format	0	0
Consumption	0	0
Customer Notices	0	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	1	0
General Information	2	0
New Service	2	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	0	0
Total	7	0

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

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

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

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

Quarter # 1

Year 2010

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 2010

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 2010

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 2010

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

Ohio American Water
Mansfield Ford Rd System #10

Year 2010

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	0.052	10.2%	0.002	0.002	1/15/10	0.001	1/4/10	0	18
	2	0.051	10.2%	0.002	0.004	2/22/10	0.001	2/1/10	0	
	3	0.055	10.3%	0.002	0.002	3/1/10	0.001	3/1/10	0	
2	4								0	18
	5								0	
	6								0	
3	7								0	18
	8								0	
	9								0	
4	10								0	18
	11								0	
	12								0	

Avg	1.384	10.2%	0.002	0.003	0.001	0.000
High	0.055	10.3%	0.002	0.004	0.001	0
Low	0.051	10.2%	0.002	0.002	0.001	0

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

Quarter # 1

Year 2009

Street Address

Political Subdiv

Ford Road 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 Ford Rd #10**

**Quarter # 1
2010**

Total Customer Contacts	Total Customer Complaints
0	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

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

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

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

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

Quarter # 1

Year 2010

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 2010

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 2010

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 2010

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 2010

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	2.728	4.3%	0.088	0.133	01/04/10	0.044	01/01/10	0	
	2	2.593	-3.0%	0.084	0.172	02/22/10	0.056	02/23/10	0	
	3	2.729	3.3%	0.088	0.120	03/22/10	0.034	03/13/10	0	
2	4									
	5									
	6									
3	7									
	8									
	9									
4	10									
	11									
	12									
Avg		2.683	1.5%	0.087	0.142	2/15/2010	0.045	2/11/2010	0	0
High		2.729	4.3%	0.088	0.172	02/22/10	0.034	03/13/10	0	0
Low		2.593	-3.0%	0.084	0.120	1/4/2010	0.034	1/1/2010	0	0

**Ohio American Water Company
Beechcrest**

Routine (Annual/Semi-Annual) Flushing Information

Year 2010 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

Year 2010 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

Year 2010 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

Year 2010 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

Quarter # 1	
Year	2010
Street Address	3560 Duffield
Political Subdiv	Beechcrest
Date of Break/ Outage	2/22/2010
General Type	Shear Break on 6" CI
Specific Type	
Number of Services Affected	28
Time Became Aware	11:30am
Date Problem Resolved	2/22/2010
Time Problem Resolved	16:00
Boil Order issued by	Steve Cheline

**Ohio American Water Company
Beechcrest**

**Quarter # 4
2010**

**Total Customer Contacts
0**

Customer Services

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

Water Service

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

Metering

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

Water Quality

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

**Ohio American Water Company
Beechcrest**

Quarter # 1

Year 2010

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

Quarter # 2

Year 2010

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 2010

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 2010

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

Year 2010

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	0.984	-18.5%	0.032	0.042	01/26/10	0.013	01/01/10	0
	2	0.979	-25.7%	0.032	0.069	02/06/10	0.012	02/14/10	0
	3	0.989	-7.9%	0.032	0.057	03/12/10	0.010	03/13/10	0
2	4								
	5								
	6								
3	7								
	8								
	9								
4	10								
	11								
	12								
	Avg	0.984	-17.4%	0.032					0
	High	0.989	-7.9%	0.032	0.069	02/06/10			0
	Low	0.979	-25.7%	0.032			0.010	03/13/10	0

**Ohio American Water Company
East Aurora**

Routine (Annual/Semi-Annual) Flushing Information

Year 2010 Quarter: 1st

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

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

If yes:

Notification Method:

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

Year 2010 Quarter: 2nd

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

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

If yes:

Notification Method:

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

Year 2010 Quarter: 3rd

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

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

If yes:

Notification Method:

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

Year 2010 Quarter: 4th

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

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

If yes:

Notification Method:

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

Ohio American Water Company

Quarter # 1

Year	2010
-------------	-------------

No breaks this quarter

**Ohio American Water Company
East Aurora**

**Quarter # 2
2009**

**Total Customer Contacts
0**

Customer Services

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

Water Service

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

Metering

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

Water Quality

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

**Ohio American Water Company
East Aurora**

Quarter # 1

Year 2009

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

Quarter # 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 # 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 # 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
Tiffin District

Year		2010										2009										Customer Count													
Quarter	Month	Water Delivery (MG)	UFW %	Avg Daily Flow (MG)	High Flow (MG)	Date Of High Flow	Low Flow (MG)	Date Of Low Flow	# Days Exceed Dsgn Cap																										
1	1	53,479	9.4%	1.725	1.925	01/15/10	1.568	01/01/10	0																										
	2	47,040	8.5%	1.680	1.739	02/23/10	1.545	02/27/10	0																										
	3	51,876	10.2%	1.673	1.777	03/15/10	1.575	03/04/10	0													6240													
2	4								0																										
	5								0																										
	6								0																										
3	7								0																										
	8								0																										
	9								0																										
4	10								0																										
	11								0																										
	12								0																										
		Avg	50,798.333	9.3%	1.693	1.814		1.563		0													1560												
		High	53,479.000	10.2%	1.725	1.925	01/15/10	1.575		0													6240												
		Low	47,040.000	8.5%	1.673	1.739		1.545	02/27/10	0													6240												

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

Year 2010 Quarter: 1

Was the system flushed this quarter? Yes: ☒ No: ☐
Begin Date: 4/5/2010 End Date: 5/4/2010 Notification Date: 4/1/2010

☐ 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
Tiffin District**

[illegible]

Ohio American Water Company

Quarter # 1	
Year	2007
<p>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</p>	
<p>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</p>	
<p>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</p>	
<p>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</p>	

**Ohio American Water Company
Tiffin District**

**Quarter #1
2010**

**Total Customer Contacts
2912**

Customer Services

	Inquiries	Complaints
Account Information	1035	
Bad Debt/Bankruptcy	209	
Bill Adjustment	139	
Bill Information/Format	44	
Consumption	7	
Customer Notices	29	
Customer Service Staff	0	
Disconnection for Non-Pay	66	
Final Service	132	
General Information	234	
New Service	145	
NSF Check	0	
Payment Arrangements	66	
Rates	0	
Reconnection Non-Pay	32	
Service Order Appointment	122	
Other: Customer Service	639	
Total	2899	0

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	5	
Meter Repair/Leak	1	
Meter Replacement	0	
Others: Metering	0	
Total	6	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

**Ohio American Water Company
Tiffin District**

Quarter # 1

Quarter # 2

Year 2010

Year 2010

Disconnections	
With 14 Days Notice	
Non-Payment	49
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

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

Quarter # 3

Quarter # 4

Year 2010

Year 2010

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

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

**NON-REVENUE REMEDIATION PLANS
FOR
FIRST QUARTER 2010**

By

**OHIO AMERICAN WATER COMPANY
Systems**

Ohio American Water Ashtabula District 2nd 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 2010 1st 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) Found and repaired a non-surfacing water leak in a 12" water main valve in the BLWTP system. Leak was estimated at 50 gpm.

**Ohio American Water Company
Franklin County District**

Remedial Report for Unaccounted for Water

Action Plan for 2010 2nd 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 ten (10) storm water catch basins to find subsurface leakage release in the WHWTP service area.
- 5) All large & critical valves in the BLWTP, HRWTP and WHWTP systems will be sounded for leaks.
- 6) 150 fire hydrants in each of the BLWTP and HRWTP will be sounded for leaks after spring water distribution system flushing
- 7) flushing has been completed.
- 8) 50 fire hydrants in the WHWTP will be sounded for leaks after the spring water distribution system flushing has been completed.
- 9) Revise and update the ILI report for BLWTP and HRWTP systems.
- 10) Develop an ILI report for the WHWTP system.

**Ohio American Water Company
Marion County District**

Remedial Report for Unaccounted for Water

Actions/Progress Made in 2010 1st Quarter

1. Performed leak detection on 66 miles of water mains. Also, 847 fire hydrants, 444 valves, and 486 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. Several new meters will be installed next quarter 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. Currently there are no open leaks.
5. Continued to devote planned time to review zero consumption accounts to insure accuracy.
6. A water audit and water balance using the AWWA water audit software was completed for each month this quarter.
7. Continued to get accurate meter reading on large meters. Identified customer accounts with a high estimate rate and replace meters with radio read meters. Sixteen radio read meters were installed in the fourth quarter to reduce meter read estimates. Twenty one malfunctioning meters were identified and replaced in the first quarter.
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 master meter was installed in the first 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.

**Ohio American Water Company
Marion County District**

Remedial Report for Unaccounted for Water

Action Plan for 2010 2nd 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.

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**

Actions/Progress Made in 2010

- 1) Leak Detection: No activity to report.
- 2) Inactive Account Survey: No activity to report.
- 3) Zero Consumption Accounts: No activity to report.
- 4) Fire Service Accounts: N/A
- 5) Draw Down Test: No activity to report.
- 6) Review Large Users: N/A
- 7) Large Meter Testing: N/A
- 8) Physically Inspect mains in remote areas & easements: No activity to report.
- 9) Obtain actual readings on meters 3" and larger: N/A
- 10)

**Ohio American Water
Richland County District**

Remedial Report for Unaccounted for Water

Action Plan for 1st Quarter 2010

Water Loss

Leak Detection

1. Continue to survey water main via visual inspection.
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 meter pit installations for leaks.
5. Review daily well logs to spot trends.
6. Physically inspect mains in remote areas and easements.
7. Continue to get actual readings on all meters .
- 11.Devote a minimum of 4 hours a month to leak detection, surveying valves, and services.

**Ohio American Water
Richland County District**

Remedial Report for Unaccounted for Water

Action Plan for 2nd Quarter 2010

Water Loss

Leak Detection