

Bricker & Eckler

COLUMBUS . CLEVELAND

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Sally W. Bloomfield 614.227.2368 sbloomfield@bricker.com 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,

ally W. broomquel

Sally W. Bloomfield

Enclosures

cc:

Parties of Record (w/Enclosure)

PR 19 PH 3:2 ()

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OHIO AMERICAN WATER COMPANY

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%	<u></u>
East Aurora	-17.4%	
Tiffin	9.3%	

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

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

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UNACCOUNTED-FOR-WATER REPORTS FOR FIRST QUARTER 2010

By

OHIO AMERICAN WATER COMPANY Systems

	Үөаг	2010							
		Water	UFW	Avg Daily	High	Date	Low	Date	# Days
		Delivery	%	Flow		of	Flow	of	Exceed
Quarter	Month	[Gallons]		[Gallons]	[Gallons] [Gallons] High Flow [Gallons] Low Flow Dsgn Cap	High Flow	[Gallons]	Low Flow	Dsgn Cap
	-	161,656,000	18.7%	-	5,693,000 6,008,000 01/12/10 4,922,000 01/02/10	01/12/10	4,922,000	01/02/10	0
	2	152,464,000	17.7%	5,822,000	5,822,000 6,116,000 02/01/10	02/01/10	5,528,000	02/24/10	0
~	ا	159,899,000	17.7%	5,653,000	5,653,000 5,899,000 03/08/10	03/08/10	5,262,000	03/13/10	0
	4								
	ŝ								
64	9								
	2								
	8								
ო	6								
	10								
	11								
4	12								
	Ava	158.006.333 18.0% 5.722.667 6.007,567	18.0%	5,722,667	6,007,667		5,237,333		>

0	0	01/02/10 0
5,237,333	5,528,000	4,922,000
	02/01/10	
6,007,667	6,116,000	5,899,000
5,722,667	5,822,000	5,653,000
18.0%	18.7%	17.7%
158,006,333	161,656,000	152,464,000
Avg	Hiah	Low



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Ohio American Water Company Ashtabula District

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Routine (Annual/Semi-Annual) Flushing Information

	/ear 2010	Quarter:1	nauon	
Was the system flushed this quarter? Begin Date: End Date:	Yes:	No:	X	If yes: Notification Method: □ Newspaper □ Sign Posting
		Quarter: 2		□ Radio □ Bill Insert □ Marquee □ Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Quarter: 2 No: Notification Date:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Quarter: <u>3</u> No: Notification <u>Date:</u>		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date: In the process. Will complete in October		Quarter: <u>4</u> No: Notification <u>Date:</u> wkly newspaper ads	D	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

Ohio American Water Company

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Quarter # 1		 	 	<u> </u>	
Year	2010				
Street Address					
Political Subdiv					
Date of Break/ Outa	no				
General Type	ye.				
Specific Type					
Number of Services	Affected				
Time Became Awar					
Date Problem Reso	ved				
Time Problem Reso	lved				
Boil Order issued b	<u>y</u>	 	 		
Street Address					
Political Subdiv					
Date of Break/ Outa	ae				
General Type	90				
Specific Type					
Number of Services	Affected				
Time Became Awar	9				
Date Problem Reso	lved				
Time Problem Reso	lved				
Boil Order issued b	У	 	 		_
Street Address					
Political Subdiv					
Date of Break/ Outa	ae				
General Type	5				
Specific Type					
Number of Services	Affected				
Time Became Awar	e				
Date Problem Reso					
Time Problem Reso					
Boil Order issued b	у	 	 		
Street Address					
Political Subdiv					
Date of Break/ Outa	ge				
General Type	.				
Specific Type					
Number of Services	Affected				
Time Became Awar	e				
Date Problem Reso	lved				
Time Problem Reso					
Boil Order issued b	у				

							Number				
							oť	Time	Date	Time	
<u>a</u>	<u>.</u>	ď	Political	Date of Break/			Services	Became	Problem	Problem	Boil Order
Quarter Street Address St		S	Subdiv	Outage	General Type	Specific Type	Affected	Aware	Resolved	Resolved	issued by
1 1907 PROSPECT ASH.	Ĺ	ASH.	ASH. TWSP	1/1/2010	EMERGENCY	MAIN	0	AM	1/1/2010	МЧ	N/A
1 2015 E. 42nd ST. ASH.		ASH.	ASH. CITY	12/31/2009	NON-EMERGENCY	MAIN	23	M	1/6/2010	AM	DTD
		ASH.	ASH. TWSP	1/5/2010	NON-EMERGENCY	MAIN	0	AM	1/7/2010	AM	N/A
1 LUCAS AVE. SAYBI		SAYBI	SAYBROOK	1/7/2010	EMERGENCY	MAIN	0	МЧ	1/7/2010	M	N/A
1 2718 RT. 20 ASH. TWSP		ASH. 7	TWSP	1/8/2010	EMERGENCY	MAIN	0	AM	1/8/2010	Md	N/A
1 1308 W. 40th ST. ASH. CITY		ASH. (Σ	1/10/2010	NON-EMERGENCY	MAIN	0	Md	1/11/2010	AM	N/A
1 705 NORMAN AVE. ASH. CITY		ASH. C	Ĕ	1/10/2010	NON-EMERGENCY	MAIN	0	AM	1/11/2010	M	N/A
1 2133 LAKE RD. ASH. TWSP		ASH. TI	VSP	1/12/2010	EMERGENCY	MAIN	ო	AM	1/12/2010	Mq	DTD
1 E. 48th ST. ASH. TWSP	-	ASH. TV	VSP	1/14/2010	NON-EMERGENCY	MAIN	0	AM	1/19/2010	ΡM	N/A
1 COLUMBUS AVE. ASH, CITY	_	ASH. CI	≿	1/14/2010	NON-EMERGENCY	VALVE	0	AM	1/20/2010	AM	N/A
AY .		SAYBRO	Ş	1/20/2010	EMERGENCY	MAIN	0	ΡM	1/20/2010	Ϋd	N/A
1 3306 SUPERIOR ASH. CITY		ASH. CI	≿	1/21/2010	NON-EMERGENCY	SERVICE	с С	AM	1/22/2010	AM	N/A
1 E. 21st ST, & COLUMBUS ASH, CITY		ASH. CI	≿	1/27/2010	EMERGENCY	MAIN	0	Μd	1/27/2010	ΡM	N/A
1 5853 SHEPPARD SAYBROOK		SAYBRO	¥	1/29/2010	EMERGENCY	MAIN	0	AM	1/29/2010	ΡM	N/A
1 W. 9th ST. ASH. CITY		ASH. CIT	≻	1/30/2010	EMERGENCY	MAIN	-	AM	1/30/2010	ΡM	DTD
1 5909 OGDEN ASH. TWSP	-	ASH. TW	Ъ	1/30/2010	EMERGENCY	MAIN	0	Md	1/30/2010	Μd	N/A
1 1944 E. PROSPECT ASH. TWSP		ASH. TW:	ЧS	2/1/2010	NON-EMERGENCY	MAIN	0	AM	2/1/2010	МЧ	N/A
1 6208 AUSTIN ASH. TWSP		ASH. TW:	ሮ	1/27/2010	NON-EMERGENCY	MAIN	0	AM	2/2/2010	ΡM	N/A
1 S. SANBORN RD. SAYBROOK		SAYBROC	×	1/26/2010	NON-EMERGENCY	MAIN	0	AM	2/2/2010	ΡM	N/A
z		ASH. CIT	ح	2/1/2010	NON-EMERGENCY	MAIN	0	AM	2/3/2010	Md	N/A
		ASH. CIT	≿	2/1/2010	EMERGENCY	VALVE	0	AM	2/3/2010	Md	N/A
~	-	ASH. TW:	SP.	2/1/2010	NON-EMERGENCY	MAIN	0	M	2/4/2010	AM	N/A
		ASH. CI	≿	2/4/2010	NON-EMERGENCY	MAIN	0	M	2/5/2010	M	N/A
1 120 W. 42nd ST. ASH. CITY		ASH. CI	≿	2/10/2010	EMERGENCY	MAIN	0	M	2/10/2010	ΡM	N/A
1 6303 JEFFERSON ASH. CITY		ASH. CI	≿	2/10/2010	NON-EMERGENCY	SERVICE	-	AM	2/11/2010	PM	N/A
1 6519 SANBORN SAYBROOK		SAYBRC	Š	2/17/2010	NON-EMERGENCY	SERVICE	~	AM	2/18/2010	AM	N/A
1 3200 NRE ASH. TWSP		ASH. TV	VSP	2/20/2010	EMERGENCY	MAIN	0	M	2/20/2010	AM	N/A
1 3312 NRE ASH. TWSP		ASH. TW	ßP.	2/25/2010	EMERGENCY	SERVICE	-	Md	2/25/2010	Ы	N/A
1 2308 EUREKA ASH. TWSP		ASH. TV	VSP.	3/1/2010	NON-EMERGENCY	MAIN	0	AM	3/2/2010	Md	N/A
1 6047 SHELDON KINGSVILLE	_	KINGSV	ILE	3/1/2010	EMERGENCY	MAIN/SERVICE	4	AM	3/2/2010	AM	DTD
1 3333 SUBURBAN ASH. TWSP.	_	ASH. T	WSP.	3/2/2010	EMERGENCY	SERVICE	-	AM	3/2/2010	Md	A/A
1 4203 LAKE RD. NK		ž		3/4/2010	EMERGENCY	SERVICE	-	AM	3/4/2010	Md	A/N
1 4025 LAKE AVE. ASH. CITY	-	ASH. (Ĕ	3/6/2010	NON-EMERGENCY	SERVICE	*	ΡM	3/8/2010	PM	N/A
1 742 W. 41st ST. ASH. CITY		ASH. C	Ĕ	3/5/2010	NON-EMERGENCY	SERVICE	÷	AM	3/10/10	¥ d	N/A

							Number				
							of	Time	Date	Time	
			Political	Date of Break/			Services	Became	Problem	Problem	Boil Order
Year O	Quarter	Street Address	Subdiv	Outage	General Type	Specific Type	Affected	Aware	Resolved Resolved	Resolved	issued by
4		013 F 16th ST	ASH CITY	3//5/10	NON-EMERGENCY	HYDRANT	33	AN	3/11/2010	AM	DTD
	- .		ASH CITY	3/12/2010	NON-EMERGENCY	MAIN	0	ΡM	3/17/2010	AM	N/A
		POGEDIS DI ACE (ACMC)	ASH CITY	3/19/2010	EMERGENCY	SERVICE	ب	Md	3/19/2010	ΡM	A/A
		ROGEN CI CALL AND COM	ASH CITY	3/19/2010	NON-EMERGENCY	MAIN	0	¢.	3/24/2010	AM	N/A
		AZAG EEDN AVE		3/22/2010	NON-EMERGENCY	MAIN	8	AM	3/25/2010	AM	N/A
	- c			3/20/2010	NON-EMERGENCY	MAIN	0	~	4/1/2010	AM	N/A
	אכ			4/5/2001	NON-EMERGENCY	MAIN	0	M	4/7/2010	ΡM	OTO
	ע כ			4/5/2010	NON-EMERGENCY	MAIN	0	M	4/7/2010	Mq	N/A
2010	N (N	6122-6123 McNUTT	SAYBROOK	4/7/2010	NON-EMERGENCY	SERVICE	• •	AM	4/8/2010	Μd	N/A
010	2										

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Ohio American Water Company Ashtabula District

Quarter # 1 2010

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Total Customer Contacts

Customer Services

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

		T
	Inquiries	CompiaInts
	2285	
	443	
	360	
	106	
	47	1
	92	
	0	
y	235	
-	234	
	468	
	277	
	0	
	171	
	0	
	114	
nt	372	
	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

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2010

Quarter # 2

Year

2010

Year 2010		
Disconnections]	Г
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		Ĩ
Application Misrepresentation		ľ
Access Denial Other		
Quarter # 3		13 Starr, i
Year 2010		
Disconnections		Г
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		

Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Other

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

Quarter#4

Үеаг	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	

Year 2010

PWSID 2502412

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	Water	UFW	Avg Daily	High	Date	Low	Date	# Days
	Delivery	%	Flow	Flow	of		of	
	(MG)		(MG)	(MG)	High Flow	(MG)	Low Flow	Dsgn Cap
⊢	17.722	21.6%	0.572	0.667	01/13/10		01/29/10	0
	15.570	20.9%	0.556	0.659	02/28/10	0.505	02/26/10	0
$\left \right $	16.588	19.9%	0.535	0.627	03/07/10	0.400	03/02/10	0
┣—								
┣—								
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-								
<u> </u>								
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٩	9	0
		1/02/10
_		03/
		0.400
	01/13/10	
	0.667	
0.554	0.572	0.535
20.8%	21.6%	19.9%
16.627	17.722	15.570
Avg	High	Low L

Year 2010 PWSID 2502412 Routine (Annual/Semi-Annual) Flushing Information Quarter #1 Was the system flushed this quarter? Yes: □ Begin Date: _____ End Date: _____ Notification Date: ____ Ð If yes: No: Notification Method: Newspaper Sign Posting Radio **Bill Insert** Marquee Other Quarter #2

 Was the system flushed this quarter?
 Yes:

 Begin Date:
 End Date:

 No: If yes: Notification Method: Notification Date: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #3 Was the system flushed this quarter? Yes: If yes: No:
 Was the system flushed this quarter?
 Yes:
 I

 Begin Date:

 End Date:

 Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #4
 Was the system flushed this quarter?
 Yes:
 I
 No:

 Begin Date:
 End Date:
 Notification Date:
 If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

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Year	2010	PWSID	2502412
Quarter # 1	See PUCO 2010 Q1 Water Leak Log]
Quarter # 2	-		
Quarter # 3			
Quarter # 4			

Year

Quarter # 1

Total Customer Contacts

3923

Customer Services

2010

		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

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

Servic	Ce	
	Inquiries	Complaints
	0	0
	2	0
t	0	0
	0	0
	0	0
	0	0
	0	0
Total	2	0

Metering Inquiries Complaints Estimating 0 0 2 Û **Meter Reading** 2 0 Meter Repair/Leak Meter Replacement 0 0 Û **Others: Metering** Q 0 4 Total

PWSID

2502412

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

Year 2010

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PWSID 2502412

Quarter # 1		
Disconnections		
With 14 Days Notice		
Non-Payment	163	Non-Pa
Non-Emergency Regulation Violation	0	Non-Er
Application Misrepresentation	0	Applica
Access Denial	0	Access
Other	0	Other
With 24 Hours Notice		
Non-Payment	0	Non-Pa
Non-Emergency Regulation Violation	0	Non-Er
Application Misrepresentation	0	Applica
Access Denial	0	Access
Other	0	Other
Without Notice		
Non-Payment	0	Non-Pa
Non-Emergency Regulation Violation	0	Non-Er
Application Misrepresentation	0	Applica
Access Denial	0	Access
Other	0	Other
Quarter # 3		
Disconnections		
With 14 Days Notice		
Non-Payment		Non-Pa
Non-Emergency Regulation Violation		Non-Er
Application Misrepresentation		Applica
Access Denial		Access
Other		Other
With 24 Hours Notice		
Non-Payment		Non-Pa
Non-Emergency Regulation Violation		Non-E
Application Misrepresentation		Applic
Access Denial		Acces
Other		Other
	<u> </u>	
Without Notice		
Non-Payment		Non-Pa
Non-Emergency Regulation Violation		Non-Er
Application Misrepresentation		Applic
Access Denial		Access
Other		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	
	L
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	

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	

Deniai

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Year 2010

F			T									
%	6%	%0	%0	1 - - - -					- - -			
# of Days Exceeding Dsgn Capacity	2	0	0									
Date of Low Flow	1/19/2010	2/18/2010	3/1/2010									
Low Flow (MGD)	0.719	0.678	0.835									
Date of High Flow	1/25/2010	2/24/2010	3/28/2010									
High Flow (MGD)	1.287	1.015	1.174									
Avg Daily Flow (MGD)	27.957	22.466	30.504									
Month	Ļ	2	3	4	S.	9	7	60	σ,	10	11	12
Quarter			~			5			ر			4

Totals	80.927					2
Avg	27.000			0.744		
Мах	26.485	1.287	01/25/10	0.757ie		
Min	46.144	99 L L		0.678	02/18/10	

Year	2010		
Quarter #1			
Collection Main Cleanin	g Yes D] Nox	if yes:
Quarter # 2			
Collection Main Cleanin	g Yes D] No⊡	If yes:
Quarter # 3			
Collection Main Cleanin	g Yes D		If yes:
Quarter # 4			
Collection Main Cleanin	g Yes D	No 🖾	If yes:

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Year	2010			
Manhole Inspection Program	l			
Quarter # 1	Number of Manholes inspected this quarter	er	158	i
Sewerage Backups				
Were there any Sewera	ge Backups this Quarter?	Yes X	No 🗖	If yes: 4
Street Address:	4690 Harbor Blvd. (Harbor Lift Station)	Political \$	Subdivision:	Madison Township
Date/Time of Backup	1/15/2010 at 10:00am	# of Cust	omers Affected:	0
Blockage Cause:	Grease	Repair M	eans:	Sewer Jetter
Date/Time Resolved:	1/15/2010 at 11:10am	-		
Street Address:	4755 Glengate Dr.	Political \$	Subdivision:	Madison Township
Date/Time of Backup	2/18/2010 at 5:01pm	# of Cus	omers Affected:	0
Blockage Cause:	Grease	Repair M	leans:	Sewer Jetter
Date/Time Resolved:	2/18/2010 at7:42pm			
Street Address:	3621 Tylor Dr.	Political	Subdivision:	Madison Township
Date/Time of Backup	3/11/10 at 9:25am	# of Cust	omers Affected:	1
Blockage Cause:	Debris	Repair M	leans:	Sewer Jetter
Date/Time Resolved:	3/11/10 at 11:19am			
Street Address:	3636 Arnsby Rd.	Political	Subdivision:	Madison Township
Date/Time of Backup	3/11/10 at 1:17pm	# of Cust	omers Affected:	0
Blockage Cause:	Grease and Rags	Repair M	eans:	Sewer Jetter
Date/Time Resolved:	3/11/10 at 3:35 pm	·		

Year 2010

Quarter # 1 Total Customer Contacts

0

Customer Services

Sewer Service

Mark Sewer Lines Sewer Backup Sewer Odor Other:

Inquiries	Complaints
0.	0
0	0
0	0
0	0
	0
0	0

Total

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

(Inquiries	Complaints
I	Û	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

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

	Sewer Service				
	Inquiries	Complaints			
	0	0			
	0	0			
:t	0	0			
	0	0			
	0	0			
	0	0			
	0	0			
Total	0	0			

Year

Quarter #1

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Disconnections

2010

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

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	

Year

2010

PWSID 2502512

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	Water	UFW	Avg Daily	High	Date	Low	Date	# Days
	Delivery	%	Flow	Flow	of	Flow	oť	Exceed
Month	(MG)		(MG)	(JMG)	High Flow	(MG)	Low Flow	Dsgn Cap
-	16.045	17.8%	0.518	0.728	01/18/10	0.402	01/01/10	0
~	14.312	18.9%	0.511	0.618	02/14/10	0.414	02/15/10	0
n	15.371	19.2%	0.496	0.574	03/07/10	0.429	03/15/10	•
4								
2								
9								
7								
8								
თ								
10								
4								
12								

ſ			
	-	0	•
			01/01/10
			0.402
		01/18//10	
		0.728	
	0.508	0.518	0.496
	18.6%	19.2%	17.8%
	15.243	16.045	14.312
	Avg	Hiah	Low

PWSID

2502512

Marquee

Other

Year

2010

Routine (Annual/Semi-Annual) Flushing Information Quarter #1 Was the system flushed this quarter? If yes: Yes: No: •
 Vias the system flushed this quarter?
 Yes:
 L

 Begin Date:

 End Date:

 Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #2

 Was the system flushed this quarter?
 Yes:

 Begin Date:
 End Date:

 Was the system flushed this quarter? No: If yes: Notification Method: Notification Date: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #3 If yes: Was the system flushed this quarter? Yes: No: Begin Date: _____ End Date: _____ Notification Date: _____ Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #4 Was the system flushed this quarter?
 Was the system flushed this quarter?
 Yes:
 I

 Begin Date:
 End Date:
 Notification Date:
 No: If yes: Notification Method: Newspaper Sign Posting a Radio Bill Insert

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Year	2010	PWSID	2502512
Quarter # 1	See PUCO 2010 Q1 Water Leak Log		
Quarter # 2	-		
Quarter # 3			
Quarter # 4			

Year

Quarter # 1 Total Customer Contacts 2280

Customer Services

2010

ouotorin		1000	
		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

Water Service

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

lr	quiries	Complaints
	0	0
-	0	0
	0	0
Г	0	0
	0	0
	0	0
	0	0
otal	0	0

Mete	ning	
	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

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

Inquiries	Complaints
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	5
0	5

Year 2010

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

Guerter#2	
Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	L
With 24 Hours Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	<u>}</u>
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Contraction of the second s	
Quarter#4	
Quarter 44 Disconnections	
Disconnections	
Disconnections With 14 Days Notice	
Disconnections	
Disconnections With 14 Days Notice Non-Payment	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other With 24 Hours Notice	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other With 24 Hours Notice Non-Payment	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Without Notice	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Without Notice Non-Payment	
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Access Denial Other Without Notice Non-Payment Non-Payment Non-Emergency Regulation Violation	

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Year 2010

r					<u> </u>			T				
%	6%	18%	39%					:				
# of Days Exceeding Dsgn Capacity	2	IJ	12									
Date of Low Flow	1/11/2010	2/13/2010	3/24/2010									
Low Flow (MGD)	0.615	0.624	0.743									
Date of High Flow	1/24/2010	2/22/2010	3/13/2010									
High Flow (MGD)	1.892	1.833	1.718									
Avg Daily Flow (MGD)	26.174	24.853	32.444									
Month	-	7	3	7	S	9	7	œ	6	10	11	12
Quarter			4			2			r			4

				163 - 6363 - 236	2 Per 19 12 12 19 19 19 19 19 19 19 19 19 19	
Totals	83,471					19
Avg	28.000	1814		0.661		
Max	28.649	1.892	01/24/10	0.684	Total Control Section Section	
Min	47.972	1.766		0.615	01/11/10	

Year 2	010		
Quarter # 1			
Collection Main Cleaning	Yes 🛛	No X	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:

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	nuber Nuger	Hasteffater Gysteff	
Year	2010		
Manhole Inspection P Quarter # 1 Sewerage Backups	rogram Number of Manholes inspected	this quarter	142
Were there any a	Sewerage Backups this Quarter?	Yes X No	If yes: 3
Street Address: Date/Time of Ba		Political Subdivis # of Customers A	Affected: 0
Blockage Cause Date/Time Reso		Repair Means:	Sewer Jetter
Street Address: Date/Time of Ba Blockage Cause Date/Time Reso	Grease and Debris	Political Subdivis # of Customers A Repair Means:	•
Street Address: Date/Time of Ba Blockage Cause Date/Time Reso	: Unknown	Political Subdivis # of Customers A Repair Means:	

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Year 2010

Quarter # 1

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Total Customer Contacts

0

Customer Services

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Sewer Service

	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	C	0
Reconnection Non-Pay	0	0
Service Order Appointment	0	0
Other: Customer Service	0	0
-	rotal 0	0

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

Sew	er Service
Inquiries	Complaints
0	0
0	0
0	0
0	0
0	0
0	0
0	0
tal 0	0

Mark Sewer Lines
Sewer Backup
Sewer Odor
Other:

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

Year 2010

Quarter # 1 Disconnections With 14 Days Notice Non-Payment 0 Non-Emergency Regulation Violation Ó Application Misrepresentation 0 Access Denial 0 Other 0 With 24 Hours Notice Non-Payment 0 Non-Emergency Regulation Violation 0 Application Misrepresentation 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

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	

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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	<u> </u>
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	

Year

2010

2502612 PWSID

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# Days Exceed	Dsgn Cap	0	0	0									
Date of	Low Flow	01/21/10	02/05/10	03/16/10									
Low Flow	(MG)	0.115	0.138	0.143									
Date of	High Flow	01/24/10	02/06/10	03/28/10									
High Flow	(MG)	0.371	0.323	0.324									
Avg Daily Flow	(MG)	0.240	0.220	0.224									
UFW %		5.2%	5.6%	6.2%									
Water Delivery	(MG)	7,450	6.152	6.932									
	Month	-	2	3	4	5	9	7	æ	9	10	11	12

	_	
0	0	0
		01/21/10
		0.115
	01/24/10	
	0.371	
0.228	0.240	0.220
5.6%	6.2%	5.2%
6.845	7.450	6.152
Avg	High	Low

Year 2010 PWSID 2502612 Routine (Annual/Semi-Annual) Flushing Information Quarter #1 Was the system flushed this quarter? Yes: X No: If yes: Notification Method: Newspaper Sign Posting Radio **Bill Insert** Π Marguee Other Quarter #2 Was the system flushed this guarter? Yes: Π No: If yes: Begin Date: _____ End Date: _____ Notification Date: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #3 Was the system flushed this quarter? Yes: If yes: No: Begin Date: _____ End Date: _____ Notification Date: Notification Method: Newspaper Sign Posting Radio **Bill Insert** Marquee Other Quarter #4 Was the system flushed this quarter? Yes: No: If yes: Notification Date: Notification Method: Π Newspaper Sign Posting Radio Bill Insert Marquee Other

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Year	2010	PWSID 2502612
Quarter # 1	See PUCO 2010 Q1 Water Leak Log	
Quarter # 2		
Quarter # 3		
Quarter # 4		

Year 2010

Quarter #1

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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 Se

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

	Inquiries	Complaints
	0	0
	1	0
	0	0
	0	0
	0	0
	0	0
	0	0
otal	1	0

Mete	ring	
	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

PWSID 2502612

2010			,
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Year

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Quarter # 1		Quarter # 2	
Disconnections		Disconnections	
With 14 Days Notice		With 14 Days Notice	
Non-Payment	49	Non-Payment	
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation	0	Application Misrepresentation	
Access Denial	0	Access Denial	
Other	0	Other	
With 24 Hours Notice		With 24 Hours Notice	
Non-Payment	0	Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	
Application Misrepresentation	0	Application Misrepresentation	
Access Denial	0	Access Denial	
Other	0	Other	L
Without Notice		Without Notice	
Non-Payment		Non-Payment	
Non-Emergency Regulation Violation	0	Non-Emergency Regulation Violation	· · · · · · · · · · · · · · · · · · ·
Application Misrepresentation	0	Application Misrepresentation	
Access Denial	0	Access Denial	
Other		Other	
Quarter # 3		Quarter # 4	
Disconnections		Disconnections	
With 14 Days Notice		With 14 Days Notice	
Non-Payment		Non-Payment	
Non-Emergency Regulation Violation		Non-Emergency Regulation Violation	
Application Misrepresentation		Application Misrepresentation	
Access Denial		Access Denial	
Other			
		Other	
		Other	
With 24 Hours Notice		Other With 24 Hours Notice	[
With 24 Hours Notice			
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation		With 24 Hours Notice	
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation		With 24 Hours Notice Non-Payment	
With 24 Hours Notice		With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation	
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation		With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation	
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other		With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Without Notice		With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Without Notice	
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Without Notice Non-Payment		With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Without Notice Non-Payment	
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Without Notice Non-Payment Non-Emergency Regulation Violation		With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Without Notice Non-Payment Non-Emergency Regulation Violation	
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		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	
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Without Notice Non-Payment Non-Emergency Regulation Violation		With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other Without Notice Non-Payment Non-Emergency Regulation Violation	

PWSID 2502612

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Year 2010

r												
%	19%	25%	81%		ľ							
# of Days Exceeding Dsgn Capacity	9	7	25	_								
Date of Low Flow	1/12/2010	2/17/2010	3/24/2010									
Low Flow (MGD)	0.278	0.236	0.404									
Date of High Flow	1/24/2010	2/24/2010	3/13/2010									
High Flow (MGD)	1.016	0.622	1.060									
Avg Daily Flow (MGD)	14.147	11.729	18.210									
Month	÷	2	3	4	5	g	7	æ	თ	10	11	12
Quarter			1			2			ę			4

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	

Year Quarter # 1	2010	•	
Collection Main Cleanin	g Yes ⊡	No x	If yes:
Quarter # 2			
Collection Main Cleaning	g Yes ⊡	No 🗆	If yes:
Quarter # 3			
Collection Main Cleaning	g Yes ⊡	No 🗆	lf yes:
Quarter # 4			
Collection Main Cleanin	g Yes ⊡	No 🗆	If yes:

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	Lake Darby v	vastewater System		
Year	2010			
Manhole Inspection I	Program			
Quarter # 1	-	this guarter	a	1
Sewerage Backups	Number of Manifoles inspected	uns quarter	U U	•
ocnerzyo ouonopo				
Were there any	Sewerage Backups this Quarter?	Yes 🗆	No x	If yes:
Quarter # 2 Sewerage Backups	Number of Manholes inspected	this quarter		
Were there any	Sewerage Backups this Quarter?	Yes 🗆	No 🗆	lf yes:
Street Address:		Political Su		
Date/Time of Bi	•		mers Affected:	
Blockage Cause		Repair Mea	ans:	
Date/Time Res	olved:			
Sewerage Backups	Number of Manholes inspected		No. 17	16
Were there any	Sewerage Backups this Quarter?	Yes 🗅	No 🖾	If yes:
Street Address:	•	Political Su	ubdivision:	
Date/Time of Ba	ackup	# of Custor	mers Affected:	
Blockage Cause	e:	Repair Mea	ans:	
Date/Time Res	olved:			
Quarter # 4 Sewerage Backups	Number of Manholes inspected	this quarter		
Were there any	v Sewerage Backups this Quarter?	Yes 🗆	No 🗆	lf yes:
Street Address:	:	Political Su	ubdivision:	
Date/Time of Br	ackup	# of Custor	mers Affected:	
Blockage Caus		Repair Me		
Date/Time Res				

2010

Total Customer Contacts

Year

Quarter # 1

0

Customer Services

		Inquiries	Complaints
Account Information		0	0
Bad Debt/Bankruptcy		0	0
Bill Adjustment		0	0
Bill Information/Format	1	0	0
Consumption		0	0
Customer Notices		0	0
Customer Service Staff		Q	0
Disconnection for Non-Pay		0	0
Final Service	1	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	
	0	0	
	0	0	
;t	0	0	
	0	0	
	0	0	
	0	0	
	0	0	
Total	0	Ō	

Sewer Service

Mark Sewer Lines
Sewer Backup
Sewer Odor
Other:

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

Vaaa	0040	-
Year	2010	

Quarter # 1

Disconnections

	With 14 Days Notice
Non-Paym	ent
Non-Emer	gency Regulation Violation
Applicatio	n Misrepresentation
Access De	enial
Other	

0	
0	
0	
0	
0	

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0

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	

Quarter # 3

Other

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

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	<u> </u>

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	

Year

2010

PWSID 2502712

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Water UFW Avg Daily High Delivery % Flow Flow (MG) (MG) (MG)	10.0% 0.050	10.8% 0.051	1.580 10.3% 0.051 0.086					
	-							
Low Flow (MG)	0.000	0.020	0.023					
Date of Low Flow	01/05/10	02/13/10	03/06/10					
# Days Exceed Dsgn Cap		0	0					

	Т		
c	, 	0	0
			01/00/00
			0.000
		01/11/10	
		0.166	
0.064	2.001	0.051	0.050
10 407	10.4 /0	10.8%	10.0%
4 673	070.1	1.580	1.423
A122	HVH	High	Low

Year 2010 PWSID 2502712 **Routine (Annual/Semi-Annual) Flushing Information** Quarter #1 Was the system flushed this quarter? Yes: No: Ð If yes: Notification Method: Newspaper Sign Posting Radio **Bill Insert** Marquee Other Quarter #2 Was the system flushed this quarter?

 Was the system flushed this quarter?
 Yes:

 Begin Date:
 End Date:

 No: If yes: Notification Method: Notification Date: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #3 Was the system flushed this quarter? Yes: No: If yes: Begin Date: _____ End Date: _____ Notification Date: _____ Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other Quarter #4 Was the system flushed this guarter?

 Was the system flushed this quarter?
 Yes:

 Begin Date:
 End Date:

 No: If yes: Notification Date: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

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Year_	2010	PWSID 2502712
Quarter # 1	See PUCO 2010 Q1 Water Leak Log	
Quarter # 2	_	
Quarter # 3		
Quarter # 4		

Year

Quarter # 1

Total Customer Contacts

109

Customer Services

2010

		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 Se

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

Servi	C0	
	Inquiries	Complaints
	0	0
	0	0
t	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

Metering Inquiries Complaints Estimating 0 0 Û Meter Reading 0 Meter Repair/Leak 0 0 Meter Replacement 0 O **Others: Metering** 0 0 Ö 0 Total

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

Other

Access Denial

4

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0

0

0

0

0

0

0

0

0

0

0

0

0

Year 2010

Non-Emergency Regulation Violation

Non-Emergency Regulation Violation

Non-Emergency Regulation Violation

Non-Emergency Regulation Violation Application Misrepresentation

Non-Emergency Regulation Violation Application Misrepresentation

Non-Emergency Regulation Violation Application Misrepresentation

Application Misrepresentation

Application Misrepresentation

Application Misrepresentation

With 14 Days Notice

With 24 Hours Notice

Without Notice

With 14 Days Notice

With 24 Hours Notice

Without Notice

Disconnections

Disconnections

Quarter #1

Non-Payment

Access Denial

Other

Other

Other

Quarter # 3

Other

Other

Other

	FAIDIN	
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		
•		

Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

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

DWEID 2502712

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

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Year

Dsgn Cap 2502812 # Days Exceed 0 0 0 Low Flow DISMO 01/01/10 02/06/10 03/14/10 Date 0.151 0.167 0.190 Low Flow (MG) **High Flow** 02/05/10 03/21/10 01/29/10 Date ę 0.385 0.383 0.531 High Flow (MG) Avg Daily Flow 0.272 0.270 0.277 (MG) 26.6% 27.1% 27.2% NHU % Delivery Water (MG) 8.422 7.554 8.584 2010 Month (**o**) 10 ÷ 4 ပာလ ∞ 3 -2 2

0 2/06/10 0
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0

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			THOLAN	ington mins wat	ei oyatem			
	Year	2010					PWSID	2502812
		Routin	e (Annual/Sei	mi-Annual) Flushi	ng Information			
Quarter #1					-			
Was the syst Begin Date:	tem flushed this i		Yes:	Notification Date:	No:	₩.	If yes: Notificatio	n Method: Newspaper Sign Posting Radio Bill Insert
Quarter #2 Was the syst	tem flushed this	quarter?	Yes:		No:	Ð	L L If yes:	Marquee Other
Begin Date:		•		Notification Date:				on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the syst Begin Date:	tem flushed this	quarter? End Date:	Yes:	Notification Date:	No:		If yes: Notificatio D D D D D D	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Quarter #4 Was the sys Begin Date:	tem flushed this	quarter? End Date:	Yes:	D Notification Date:	No:		If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

•

Year 2010	PWSID 2502812
Quarter # 1 See PUCO 2010 Q1 Water Leak Log	
Quarter # 2	
Quarter # 3	
Quarter # 4	

Year

Quarter #1.

Total Customer Contacts

228

Customer Services

2010

		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 Sei

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

Servi	ce	
	Inquiries	Complaints
	0	0
	0	0
;t ∏	0	0
	0	0
	0	0
	0	0
	0	0
Total	0	0

Mete	ring	
	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

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

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

Year	2010
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Non-Emergency Regulation Violation Application Misrepresentation

Disconnections

With 14 Days Notice

With 24 Hours Notice

Without Notice

With 14 Days Notice

With 24 Hours Notice

Disconnections

Quarter # 1

Non-Payment

Access Denial

Other

Other

Quarter # 3

Other

Other

Other

gton Hills '	Water System	,	
	•	PWSID	2502812
	Quarter#		
	Disconnections		
	Mitch of Come Notice		
8	With 14 Days Notice		ſ
0	Non-Payment Non-Emergency Regulation Violation		
0	Application Misrepresentation		
0	Access Denial		
	Other		
<u> </u>			L
	With 24 Hours Notice		
0	Non-Payment		
0	Non-Emergency Regulation Violation		
0	Application Misrepresentation		
0	Access Denial		
0	Other		
	Without Notice		
0	Non-Payment		
0	Non-Emergency Regulation Violation		
D	Application Misrepresentation		
0	Access Denial		
0	Other		
	Quarter # 4		
	Disconnections		
	With 14 Days Notice		
	Non-Payment		ſ
	Non-Emergency Regulation Violation		
	Application Misrepresentation		
	Access Denial		
	Other		
			<u> </u>
·	With 24 Hours Notice		
	Non-Payment		ſ
	Non-Emergency Regulation Violation		
	Application Misrepresentation		
	Access Denial		
	Other		
			L
1	Without Notice		
	Non-Payment		
	HACHT- CATHOLIC		

Non-Emergency Regulation Violation Application Misrepresentation

Access Denial

Other

Without Notice	
Ion-Payment	
ion-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	

Ohio American Water Lake White

Year 2010

	•	•	• •												
# Days Exceed	usgn cap	0	0										0.000	0	0
Date Of Low	FI0W	P P	24												
Flow	0.050	0.045	0.047										0.047	0.060	0.045
Date Of High	Flow	27	14												
High Flow		0.077	0.084										0.082	0.084	0.077
Avg Daily Flow	(MG)	0.062	0.061										0.063	0.065	0.061
UFW %	6 0%	5.4%	5.3%										12.6%	13.9%	11.0%
Water Delivery	(MG)	1.723	1.904										 1.881	2.015	1.723
:	Month	• ~	3	4	5	9	2	œ	6	10	11	12	Avg	High	Low
	Quarter		-			5			S			4			

Total Customer Count

1

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I					ł	ł	1		1			1	1
	202	204	201										
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	ы О	Νον	Dec	

Ohio American Water

Year 2010 Quarter # 1

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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

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2010

Total Customer Contacts 171

Total Customer Complaints

Customer	Sen	vices	
		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	
тт	otal	171	0

Water Servi	се	
	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	1
Total	0	0

м	etering	
	Inquiries	Complaints
Estimating	0	
Meter Reading	0	
Meter Repair/Leak	0	
Meter Replacement	0	
Others: Metering	0	
Tot	al 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 Lake White

Quarter # 1

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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

2010 Year

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

Quarter # 2

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

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

2010

Year

Ohio American Water Company Lake White District 2009 Water Leak Log

CSL = Company Sarvice 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

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Comment Comment La finid tection Difference	3///2009 III open right between Ni 301 and ryy Bay way from the	i nue unuel todu leaking, tway ovio reprate this in the formations.															
Date Restoration Completed	SUTEROUS SILVE	012140US 314 55			_	_							_				
ration	╉		LIP		_	 -			_				_				
Size of Restoration T	8×8	4×4	*		-										ł	t	
Elapsed Days	•	-															
Repair Date	3/7/2009	6/15/2009	12/26/2009			ļ											
Report Date Repair Date	3/7/2009	6/11/2009	12/26/2009					-		I		-	-			t	
Date Bolt Order Lifted	9-Mar	n/R				ł										-	-
Services Method of Affacted Notification	in person	In person			•												
Boil Order Services Method of (Y or N) <u>Affected</u> Notification	19	-	•	_													
Boil Order (Y or N)	٢	z	z														
a Size	4	4	3/4				-							ļ			
Service Area Township Leak Type	CWM	CSL	CSL	.			•••										
aa Townshi	8 d.	4 4	dd	┟╌	 -												
Service Are	Lake White	Lake White	Lake White														
Location	Rt 551/Nve Rd	84 Baywood	Pinehurst														
	ŀ	0	-	-		0	-		, 	80	₽	Ę		-	÷	4	\$2

All Hydrants and Blowoffs

Deadend Blowoffs

2010				g Flush		Flush
<u>Type</u>	Year	Address	Date	Minutes to	Date	Minutes to Clear
			Flushed	Clear	Flushed	Clear
Clow	2006	315 Little Theatre				<u></u>
Mueller	1953	34 Little Theatre				
Mueller	1955	108 Crestview				
FV		Crestwood & Forest Hills	<u> </u>			1
Mueller	1981	1106 Pinehurst Apt.		ļ		
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				1
M&H	1954	104 Valleyview				
M&H	1954	129 Valleyview				
Waterous	1984	229 Valleyview				
Mueller	2006	229 Valleyview by parking lot		1		1
Mueller	1997	by emerg room hospital			· · · · · · · · · · · · · · · · · · ·	1
Mueller	2006	west of hospital				1
M&H	1954	115 Dawn Lane				1
M&H	1954	101 Dawn Lane				+
M&H	1954	111 Sunrise				
M&H						
	1954	100 Sunrise		-		
FV		Waverly Gables going down				<u> </u>
FV		Rt 104 Tennis Road				
Mueller	1954	1237 Rt 552				
Mueller	1953	14 Shady Lane				<u> </u>
Clow	2005	Ripley Road				
Mueller	1953	37 Ripley Road		ļ	· · · · · · · · · · · · · · · · · · ·	ļ
FV		394 Rt 552				
FV		1490 Rt 552				
FV [Vallery				
Mueller	1953	2617 Rt 551				
Mueller	1958	2465 Rt 551				Ĩ
FV		178 Rittenour Road				
Mueller	1953	Begining of VirgInla				1
FV		Crumer Mt. Road				1
FV		State Park Bricker				
Mueller	1953	278 Virginia				T
M&H	1954	252 Skyline				+
M&H	1954	131 Skyline		-{		<u> </u>
M&H	1954	110 Barker Lane			·	+
FV	1334	Alpine Road			<u> </u>	
FV		Lucerne Road 2" & 3/4" valves				+
	1059		_		<u> </u>	╂────
Mueller	1958	bottom of Virginia			<u> </u>	
FV		1063 Rt 551				{ ——
FV		41 Bevens				_
FV		405 Bevens				+
FV		end of Baywood				<u> </u>
FV		end of Nye				∔
F۷		end of Wells Jones				I
FV		Bors House Rt 551				1
FV		141 Harbor				
FV		573 Rt 551			1	
					1	T

Hydrants 30 Blowoffs 20

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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.

81	Number of Valves	81	ivnes
44	Number fo Valves to be Operated	44	ated
15%	Percent of Valves Operated	107%	ated
0	Number of Velves Requiring Maintenance	0	ance
0%	Percent of Valves Requiring Maintenance	0%	ance
¢	Number of Boxes Requiring Maintenance	0	ance
0%	Percent of Boxes Requiring Maintenance	0%	ance
0	Number of Valves Requiring Replacement	0	nent
0%	Percent of Valvas Requiring Replacement	0%	nent

	2009
81	Number of Valves
44	Number of Valves to be operated
107%	Percent of Valves Operated
0	Number of Valves Requiring Maintenance
0%	Percent of Velves Requiring Maintenance
0	Number of Boxes Requiring Maintenance
0%	Percent of Boxes Requiring Maintenance
0	Number of Valves Requiring Replacement
07	Percent of Valves Requiring Replacement

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Valve	Lake White	50.0	Туре	2008	2010	Tures	Bot	
No.	Critical Valves (once per year)		Line	Worked	Worked	fin and the second	in the state of th	Céptine la
1	At wells sytem valve. (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 Theatremiddle(isolates sytem to tank)	6	AC	27-Oct	3-Mar	20	ok	14
7	Little Theatreleft (isolate system towards lake)	6	AC	27-Oct	3-Mar	20	olk	21

	Total Number Vah	ves Required		7	7			
	Distribution Valves (once every 2 years)	Size	Туре	2009	2010	Turns	Bor Maint	Depth
	109 Waverly Gables	8	AC			24	ok	33
	109 Waverly Gables/Dawn Lane		AC				ok	L
	Sunrise/Waverly Gables	8	AC	14-Aug		22	ek	30
	Sunrise/Waverty Gables, middle of road	8	AC	10-Aug		19	ok	30
-	Waverty Gables from Pinehurst Apts		AC			17	ok	32
	Waverly Gablesmiddle of roadright of valve #5	8	AC			22	ok	5 2
	Wayerly Gablesmiddle of readleft of valve #5	6	AC			19	ok	35
-	119 Valleyviewmiddle of road	6	AG	10-Aug	···· · · ·	20	ok	31
	119 Valleyviewleft of driveway	6	AC			19	ok	32
_	119 Valleyviewright of driveway	ŝ	AG			19	ok	32
_	139 Valleyviewmiddle of road	6	AC	14-Aug	·	20	ek	25
	139 Valleyviewedge of road	8	AC	14-Aug		20	ak	31
	141 Valleyview45ft up towards hospital in road	8	AC			· · · · ·	pk.	
_	Emerg Room at hospital	. 8	PVC	14-Aug		21	ok	33
	100 Dawnmiddle of road to Hilltop Med Center	6	AC	14-Aug		20	_ ok	31
_	By Stop sign on Dawn	6	Ductile Iron			20	ok	27
	Upper valve to Pinehurst loop	6	PVC			· · · · ·	ok	
8	Lower valve to Pinehurst 100p	6	PVC				ok	.
	on turn to hospital hilldown to Rt 104	2	pve				ok	 -
	In front field of 315 Little Theatre	6	AC			21	ok	38
	in yard across from 314 Crestwood	2	PVC			21		20
_	To Overlook Dr.	2	₽VC	24-Sep		20	ok	26
	609 Ripleymiddle of road	6	AC	23-5ep		ļ	ok	
4	Ripley & Shady Lanebefore Shady	6	AC	21-Aug		ļ	ok	24
5	Ripley & Shady Laneafter Shady	6	AC				ok	ļ
6	620 Ptt 552	2	PVC	24-6ep		<u> </u>	ok	1
7	Ripley	2	AC	18-Aug			ok	26
8	Tank #1	6	AC	6-Mar			ok	
۹.	Tank #2	6	AC	6-Mar			ok	
0	Tank #3	6	ac	6-Mar			ok	
1	706 Rt 552	2	pvc	24-Sep			ok	30
2	602 Pt 552	2	pvć				cik	
3	177 Gregg	Z	pvo	20-Jul			ok	
4	140 (šregg	2	pve	20-Jul			ok	
5	Field across from Shady Lane	2	pvc	18-Aug			ak	34
6	601 Vallery	2	pve	28-Sep			ok	
7	1294 Rt 552	2	pvc	28-Sep			ok	
8	449 Vallery	2	pvc				ok	
9	Before Lake Crossing 289 Vallery	6	ac				olt	
0	beside Lake Crossingloops Vallery	2	pvc	18-Aug			ok	30
1	Mid Field on Vallery	2	pvc	18-Aug			ok	34
2	Gregg RdValleryisolates Gregg, Before turn to Vallery	2	PVC	20~Jul				
3	Rt 551up from Drennanunder guardrail	6	ac	18-Aug			ok	32
4	514 Virginialoops to Bricker4" valve	6	20				ok	
5	By sample station #12" valve	2	pvc	28-Sep		1	ok	
ß	190 Brickeron turn	2	pvc				ok	Ţ
.7	end of Bricker by old concrete building	2	pvc	28-9ep			ok	
8	278 Virginia	6	26			1	ok	
9	51 Skyline	6	EC.			1	ok	
_	51 Skyline to loop Barker	6	40			1	ok	
1	174 Skyline to loop Barker	6	80			1	ok	1
2	252 Skylineclose by hydrant	6	30				ok	T
3	252 Skylinein driveway	2	PVC			1	ok	ŀ
4	252 Skylineup from driveway	2	pvc			1	ok	
5	Top of Alpine	2	pvc	19-Aug			ok	30
_	23 Woodland	2	pyc	24-Apr		1	ok	1
7	13 Virginia	2	pvc			8	, ok	23
8	11 Bevens/Rt 551		pvc pvc		1	1 -	ok	1
9	63 Bevens	2	pvo	····	<u>†-₩</u>	1	ok	1
0	81 Bevens	4	pvc		h	1	ok	1
1	427 Bevens	4	pvc	<u> </u>	1	1	DK	+
2	Rt 551/Skylineleft one facing over hillto Baywood	2	pve	23-Apr	i	8	DK	36
3	Rt 551/Skylinemiddle valve		pvc	12-May	<u> </u>	+	ok	22
4	Rt 551/Skylineright one facing over hillto Welts Jones	4	pvc	12-May	1	12	ok	36
5	226 Wells Jones	2	pvc		†		ok	1
÷	267 Lucerne	2	pvc	<u> </u>	1		ok	1
7	Lucernein field	2	pvc pvs	12-May	ł	1	ok	36
8	Corner of Lucerne and Woodland		pve	12-May	1		ok	18
9	278 Rt 551/Marco Polo	2	pve	24-405	t ··		- ek	40
0	Nye/\$51		pve	7-Mar	†		ok	1
<u>'</u> 1	1489 Rt 551 Lt of valve 72		pvc pvc	7-Mar	1	1	- ok	1
2	1489 Rt 551 Rt of valve 72	4	pve	7-Mar	····	1	ok	1
3	1489 Rt 551 to Baywood	2	pvc pvc	7-mar 7-Mar			ok	†
4	enterance to Bevens from Rt 551, Past Nye Rd.	4	pvc	19-Aug		1	ok	32
<u> </u>			ribution Valves		74			

.

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 Acually Worked this year	47	7
Percentage of required critical and inline Valves Acually Worked this year	107%	16%

2010	Ticket No.	Work Date	Address	Job
Ohio Utilities Protection Service			Company ID# 51171	press 4
OUPS 800 362 2764				
Pike Gas				
947 5121 937 393 4602 or 937 393 1991				
800 276 4006 Emergency #				
Pike County Engineers 947 4259				
E hergency # 970 0148				
Pike County Sewer 740 708 9038				
	Ticket No.	Work Date	Address	Job
Ohio Utilities Protection Service				
OUPS 800 362 2764				
Pike Gas.				
947 5121 937 393 4602 of 937 393 1991				
800 276 4006 Emergency # 11 11 11 11 11 11 11 11 11 11 11 11 1				
Pike County Engineers 947,4269				
Emergency # 97010148				
Pike County Sever 740 708 9038 Configuration 201				
	Ticket No.	Work Date	Address	Job
Ohio Utilities Protection Service				
OUPS 800 362 2764 5 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2				
1.1				
947 5121 937 393 4602 or 937 393 1991				
800 276 4006 Emergency # 15, 19 10 276 4006				
4259				
Emergency # 870 0148				

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Ohio American Water Company Lawrence County District

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2010
Year
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Customer Count	2310 July 1	3320	3322											3317	3322	3310
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0
Date Of Low Flow	01/29/10	02/21/10	03/26/10													03/26/10
Low Flow (MG)	0.565	0.557	0.535											0.552	0.565	0.535
Date Of High Flow	01/09/10	02/22/10	03/01/10												01/09/10	
High Flow (MG)	0.767	0.647	0.617											0.677	0.767	0.617
Avg Daily Flow (MG)	0.646	0.598	0.582											0.609	0.646	0.582
UFW %	12.4%	12.3%	11.8%										2010	12.2%	12.4%	11.8%
Water Delivery (MG)	20.031	16.740	18.046											18.272	20.031	16.740
Month	1	2	Υ	4	5	G	-	~	6	10	11	12		Avg	Hiah	Low
Quarter			-			5			ę			4				

		ican Water Company ce County District		
Routine		ni-Annual) Flushing Info	rmation	
Year	2010	Quarter:	1	
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Notification Date:	No:	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Quarter:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Quarter: Notification Date:	<u>3</u> No:	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Quarter:	4 No:	If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert

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- Marquee Other

		Boil Order issued by	N/A	N/A	N/A	N/A	N/A	N/A	MA	N N				l	
		Problem Resolved		N) WI	1PM IPM	10AM 10		10AM	11AM						
	Date Problem	Resolved	01/04/10	01/10/10	01/15/10	01/18/10		02/17/10	Г	ſ	Ţ				
	Time Became	Aware	BAM	4PM	Mdt	10AM	3PM	11AM	10AM		WWAR				
Number of	Services	Affected	0	0	•	0	0	0	-						
		Specific Type	Break	Break	Pinhole	Solit	Break	Solit	Brook		Punhole				
		General Type	Leak	Leak	leak	Leak	Leak	eak		VIDO	Leak				
		Date of Break/ Outage Gene	1/4/2010	1/9/2010	1/14/2010	1/17/2010	1/19/2010	0106/81/6	01001010	01070110	3/16/2010				
		Political Subdiv	I Inion Township	I Juino Township	Chesanaake	Chasanaaka	Eavetta	Estratio		rayeue	Chesapeake				
		Quarter Street Address	Booth Streat	Buffalo Creek Road	Contend Doct	Controls Only a	Township Doad 1022	Township coad 4030		East Urive	North Huntington Heights Dr.				
		_	1	-								 	7		
		Year	2010								Ļ				

Ohio American Water Company Lawrence County District

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Quarter # 1	
	I
Year 2010	l
Street Address	1
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	1
Number of Services Affected	ļ
Time Became Aware	I
Date Problem Resolved	
Time Problem Resolved	:
Boll Order issued by	ļ
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

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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

	IIIquines	vompiantis
	895	0
	172	0
	187	0
	81	0
	22	0
	32	0
	0	0
	74	0
	82	0
	210	0
	127	0
	0	0
	81	0
	0	0
	60	0
	119	0
	594	0
al	2736	0

Water Service

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

	Inquiries	Complaints
	0	0
	15	0
:t	0	0
	0	0
	0	0
	0	0
	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	
Total	3	0

Water Quality

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

Ohio American Water Company Lawrence County District

Quarter #1

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Quarter # 2

Year 2010		Year	2010
Disconnections		E	Disconnections
With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	95 0 0 0 0	With 14 Non-Payment Non-Emergency Regula Application Misreprese Access Denial Other	
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	0 0 0 0 0	With 24 I Non-Payment Non-Emergency Regula Application Misreprese Access Denial Other	
Without Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	0 0 0 0 0	Witho Non-Payment Non-Emergency Regula Application Misreprese Access Denial Other	
Quarter #3		Quarter # 4	
Year 2010		Үеаг	2010
Disconnections With 14 Days Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	0 0 0 0 0		
With 24 Hours Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	0 0 0 0 0	With 24 Non-Payment Non-Emergency Regul Application Misreprese Access Denial Other	
Without Notice Non-Payment Non-Emergency Regulation Violation Application Misrepresentation Access Denial Other	0 0 0 0 0	With Non-Payment Non-Emergency Regul Application Misreprese Access Denial Other	

With 14 Days Notice	
ent	0
ency Regulation Violation	0
Misrepresentation	0
nial	0
	0
With 24 Hours Notice	
ent	0
	ŏ
ency Regulation Violation	
Nisrepresentation	0
nial	0
	0
Without Notice	
ent	0
ency Regulation Violation	0
Misrepresentation	0
nial	0
	0
	U V I

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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	

Water Company	District
Dhio American	Marion

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2010 Year

Customer Count	16816	16771	16771							34				12590	16816	16771
# Days Exceed Dsgn Cap														0	0	0
Date Of Low Flow	01/01/10	02/06/10	03/13/10													01/01/10
Law Flow (MG)	5,850	6,030	6,099											5,993.000	6,099.000	5,850.000
Date Of High Flow	01/14/10	02/10/10	03/01/10												01/14/10	
High Flow (MG)	7393	7109	7310	-										7271	7393	7109
Avg Daily Flow (MG)	6,828	6,690	6,688											6,735.333	6,828.000	6,688.000
UFW %	18.2%	18.5%	19.0%										2008	18.6%	19.0%	18.2%
Water Delivery (MG)	211,663	187,326	207,317											202,102.000	211,663.000	187,326.000
Month	Ŧ	2	ę	4	5	9	~	8	6	10	11	12		Avg	Hiah	Low
Quarter			~			CV			ო			4		_		

		rican Water Compa arion District	ny		
	•	mi-Annual) Flushing		on	
Year	2010	Quarter:	1		
Was the system flushed this quarter? Begin Date: End Date: _	Yes:	Notification Date:	No:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Quarter: Notification Date:	 No:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date: _	Yes:	Quarter: D Notification Date:	3 No:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this quarter? Begin Date: End Date:	Yes:	Quarter: D Notification Date:	4 No:		If yes: Notification Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

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Marion District

2010											
							Number of				
							Services	Time Became Date Problem	Oate Problem		
Year	Quarter	Street Address	Political Subdiv	Date of Break Outage	General Type	Specific Type	Affected	Aware	Resolved	Resolved Time Problem Resolved	Boil Order issued by
2010	1st	600 Pattarson	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	1/26/2010	Main break	6. CI	10	12:65 PM	01/28/10	2:25 PM	Door tags
2010	1st	Kennedy Park	Marion	2/25/2010	Main break	5.5	•	1:42 PM	03/02/10	1:00 PM	No customers affected
2010	1ड	S High St	Marion	3/29/2010	Main break	6" CI	20	12:04 PM	03/29/10	1:10 PM	Door tags
Contraction of the second		The second s									

Ohio American Water Company Marion District

 Quarter # 1 2010

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Total Customer Contacts 14833

Customer Services

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

	Inquiries	Complaints
	1307	0
	414	0
	169	0
	50	0
	31	0
	170	0
	0	0
Y	134	0
	185	0
	401	0
	173	0
	0	0
	125	0
	0	0
	58	0
it	480	0
	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	l
Estimating	0	0	
Meter Reading	3	0	
Meter Repair/Leak	0	0	l
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

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Quarter # 2

Year 2010	
Disconnections	
With 14 Days Notice	
Non-Payment	122
Ion-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Xher	0
With 24 Hours Notice	
Ion-Payment	0
Ion-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

uarter # 3

2010 Year

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

2010 Year

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

Quarter # 4

Year

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

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Year 2010

			354			354			364			354
			Total Count 354			Total Count 354			Total Count 364			Total Count 354
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
Date Of Low Flow	1/4/10	2/23/10	3/3/10									
Low Flow (MG)	0.040	0.042	0.039									
Date Of High Flow	1/7/10	2/22/10	3/1/10									
Hìgh Flow (MG)	0.052	0.049	0.049									
Avg Daily Flow (MG)	0.044	0.046	0.047									
UFW %	17.7%	17.9%	18.2%									
Water Delivery (MG)	1.393	1.296	1.463									
Water Deliver Quartei Month (MG)	-	2	۳	4	9	9	2	œ	6	10	11	12
Quartei			-			2			ო			4

					A market of a market of a local state of the
	1.384	17.9%	0.046	0.050 0.040	0.000
1	1.463	18.2%	0.047	0.052	
I	1.296	17.7%	0.044	0.049	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

Total Customer Complaints

131

Custome	· Serv	vices	
		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

Water Servi	ce	
	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

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

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

Ohio American Water Mansfield Madison #1

Quarter # 1

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Year 201

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Quar	er #	2	t, die	

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 # 3

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

Year	2010

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

Quarter # 4

Year

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

Ohio American Water Mansfield Biscayne System #2

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					228			228			228			228	
					Total Count 228			Total Count 228			Total Count 228			Total Count 228	
# Days	Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	•	0	0000
Date Of	Low	Flow	1/21/10	2/23/10	3/31/10										and the second characteristic and second
	Flow	(MG)	0.057	0.056	0.066										0 0 0
Date Of	High	Flow	1/26/10	2/25/10	3/2/10										0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	Flow	(DMG)	0.094	0.110	0.085										0 DED
Avg Daily		(MG)	0.080	0.077	0.075										0 046
UFW	%		9.8%	9.8%	9.8%										1000
Water	Delivery	(MG)	2.466	2.159	2.328										1 204
		Quartel Month (MG)	+	2	3	4	\$	9	7	ω	6	10	11	12	
		Quarte			-			۲۹ 			e			4	

1.384	9.8%	0.046	0.050	0.000
2.466	9.8%	0.080	0.110	0.066
2.159	9.8%	0.075	0.085	0.056

Ohio American Water Mansfield Biscayne #2

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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 35 Total Customer Complaints 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			

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

Ohio American Water Mansfield Biscayne #2

Quarter #1

Year 2010

Disconnections

With 14 Days Notice

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

1
0
D
0
0

0

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0

Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	
Access Denial	
Other	
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	
Application Misrepresentation	

With 24 Hours Notice

Quarter # 3

Access Denial

Other

Year

2010

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

2010 Year

Quarter # 2

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

Quarter # 4

Year

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

x

Year

					155			155			155			155			
					Total Count			Total Count 155			Total Count 155			Total Count 155			
# Days	Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0	0.000	0	0
Date Of	Low	Flow	1/7/10	2/8/10	3/3/10												
Low	Flow	(MG)	0.009	0.010	0.014										0.011	0.014	0.009
Date Of	High	Flow	1/4/10	2/26/10	3/26/10												
High	Flow	(MG)	0.015	0.019	0.023										0.019	0.023	0.015
UFW Avg Daily	Flow	(MG)	0.014	0.013	0.020										0.016	0.020	0.013
UFW	%		8.2%	8.2%	8.6%										8.3%	8.6%	8.2%
Water	Delivery		0.421	0.374	0.629										1.384	0.629	0.374
		Quartel Month	•	2	3	4	5	9	2	8	6	10	11	12	Avg	High	Low
		Quarter			-			2			3			4			

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 16

Total Customer Complaints 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	D			
Rates	0	0			
Reconnection Non-Pay	0	0			
Service Order Appointment	2	0			
Other: Customer Service	8	. 0			
Total	16	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					
	Inquirles	Complaints			
Estimating	0	0			
Meter Reading	0	0			
Meter Repair/Leak	0	0			
Meter Replacement	0	0			
Others: Metering	0	0			
Total	0	0			

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

Ohio American Water Mansfield Bryonaire #3

Quarter #1

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2010 Year

Disconnections

With 14 Days Notice

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

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0 0 0

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0

With 24 Hours Notice
lon-Payment
lon-Emergency Regulation Violation
pplication Misrepresentation
ccess Denial
Other
Without Notice
on-Payment
Ion-Emergency Regulation Violation
pplication Misrepresentation

Quarter # 3

Access Denial

Other

Year

2010

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Mith 24 Hours Notice	
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	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 # 2

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

Үеаг

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

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					21			21			21			21	
					Total Count 21			Total Count 21			Total Count 21			Total Count 21	
# Days	Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0	
Date Of	Low	Flow	1/4/10	2/26/10	3/18/10										
Low	Flow	(MG)	0.003	0.002	0.002										
Date Of	High	Flow	1/12/10	2/5/10	3/1/10										
High	Flow	(MG)	0.004	0.004	0.003										
Avg Daily		(MG)		0.003	0.003			•							
UFW A	%		10.0%	10.0%	10.0%										
Water	Delivery	(MG)	0.096	0.092	0.091										
		Quartel Month (MG)	-	2	3	4	2	G	2	œ	Б Б	10	11	12	
		Quartel			*			2			8			4	

5	1.384	10.0%	0.003 0.	0.004	0.00	2	0.000
High	0.096	10.0%	0.003	0.004	0.00	3	0
Low	0.091	10.0%	0.003	0.003	0.00	2	0

Ohio American Water Mansfield Halabrien #4

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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 0

Total Customer Complaints 0

Customer Se	rvices	
	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

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

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

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

Ohio American Water Mansfield Halabrien #4

Quarter #1

Year 2010

Year

Quarter # 2

2010

Disconnections		
With 14 Days Notice		
Non-Payment	0	No
Non-Emergency Regulation Violation	0	No
Application Misrepresentation	0	Ap
Access Denial	0	Ac
Other	0	Otl
With 24 Hours Notice		
Non-Payment	0	No
Non-Emergency Regulation Violation	0	No
Application Misrepresentation		Ap
Access Denial	0	Ac
Other	0	Ot
Without Notice		i.
Non-Payment	0	No
Non-Emergency Regulation Violation	0	No
Application Misrepresentation	0	Ap
Access Denial	0	Ac
Other	0	Ot

Quarter # 3

Үеаг

2010

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	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 # 4

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

Ohio American Water Mansfield Walcrest System #5

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					42			42			42			42	
					Total Count 42			Total Count 42			Total Count 42			Total Count 42	
# Days	Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0	
Date Of	Low	Flow	1/4/10	2/9/10	3/29/10										
Low	Flow	(MG)	900.0	0.006	0.004	· · ·									
Date Of	High	Flow	1/14/10	2/1/10	3/11/10										a de la construction de la construcción de la c
Hīgh	Flow	(MG)	0.008	0.007	0.008										
4		(MG)	0.007	0.007	0.006										
			8.3%	8.3%	8.3%										
Water	Delivery	Quartel Month (MG)	0.217	0.193	0.200										
		I Month	-	2	n	4	S	ဖ	2	80	6	10	11	12	
		Quarte			-			7		•	ო			4	

0		
0.00	0	0
0.040	0.006	0.004
0.050	0.008	0.007
0.046	0.007	0.006
8.3%	8.3%	8.3%
	7	93
1.384	0.21	0.1

Ohio American Water Mansfield Walcrest #5

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Quarter # 1	
Year 2009	
Street Address	
Political Subdiv	Walcrøst 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 18 Total Customer Complaints 0

Customer Services Inquiries Complaints Account Information 9 Û Bad Debt/Bankruptcy 1 0 Bill Adjustment 0 0 Bill Information/Format 0 0 Consumption 0 0 **Customer Notices** 0 O Customer Service Staff 0 0 Disconnection for Non-Pay 0 Q Final Service 0 0 General Information 1 0 New Service 1 0 NSF Check 0 Û Payment Arrangements 0 0 Rates 0 0 **Reconnection Non-Pay** 0 0 Service Order Appointment 1 0 Other: Customer Service 5 Û Total 18 Û

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

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

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

Ohio American Water Mansfield Walcrest #5

Quarter #1

Year 2010

Quarter # 2

Year

2010

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

Quarter # 3

Year

2010

Disconnections	
With 14 Days Notice	
Non-Payment	
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	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 # 4

Year

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

Ohio American Water Mansfield Greenridge System #6

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				175			175			175			175	
				Total Count 175			Total Count 175			Total Count 175			Total Count 175	
# Days	Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0	
Date Of	Flow	1/29/10	2/8/10	3/9/10										
Low	NG)	0.015	0.019	0.017										
Date Of	Flow	1/5/10	2/9/10	3/16/10										
High	NG)	0.024	0.023	0.026										
۲,	(MG)	0.022	0.022	0.013										
UFW "	\$	0.9%	8.2%	2.0%										
Water	Delivery Quartel Month (MG)	0.674	0.608	0.407										
	Month	F	5	e	4	9	9	7	œ	6	10	11	12	
	Quartei			-			2			n			4	

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

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 16 Total Customer Complaints 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		

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

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

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

Ohio American Water Mansfield Greenridge #6 Quarter # 2

Quarter #1

Year 2010

Year 2010

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

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

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

Quarter # 4

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

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2010 Year

			321			321			321			321			
			Total Count 321	-		Total Count 321			Total Count 321			Total Count 321			
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0	0.000	0	0
Date Of Low Flow	1/13/10	2/4/10	3/31/10												
Low Flow (MG)	0.031	0.041	0.037										0.036	0.041	0.031
Date Of High Flow	1/12/10	2/3/10	3/3/10										K. J. K. L. K. M. LEFT, J. K.	[1] S. L. C. L.	
High Flow (MG)	0.051	0.054	0.054										0.053	0.054	0.051
Avg Daily Flow (MG)	0.044	0.046	0.046										0.045	0.046	0.044
UFW %	11.2%	10.6%	12.9%										11.6%	12.9%	10.6%
Water Delivery (MG)	1.362	1.280	1.425										1.384	1.425	1.280
Quartel Month	-	2	e	4	\$	ę	7	ø	б	10	11	12	Avg	High	Low
Quartei			-			2			ę			4			

Ohio American Water Mansfield Harpcrest #7

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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

Total Customer Complaints

30

Customer Se	rvices	
	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	Ó	0
Customer Service Staff	0	0
Disconnection for Non-Pay	0	0
Final Service	2	D
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

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

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

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

Ohio American Water Mansfield Harpcrest #7

Quarter #1

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Other

2010 Year

Disconnections	
With 14 Days Notice	_
Non-Payment	Γ
Non-Emergency Regulation Violation	
Application Misrepresentation	Г
Access Denial	F

_	
	0
	0
	_0
	0
	0

With 24 Hours Notice

Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

Quarter # 3

Үеаг

2010

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

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

Ohio American Water Mansfield Mohican System #8

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			68			68			68			88
			Total Count			Total Count			Total Count			Total Count 68
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
Date Of Low Flow	1/4/10	2/1/10	3/1/10							-		
Low Flow (MG)	0.007	0.007	0.007									
Date Of High Flow	1/18/10	2/9/10	3/10/10									
High Flow (MG)	0.009	0.010	0.010									
Avg Daily Flow (MG)	0.008	0.008	0.008									
UFW %	8.1%	8.1%	8.1%	,	=				-			
Water Delivery Quarte৷ Month (MG)	0.247	0.219	0.262									
Month	-	2	ę	4	S	9	~	8	6	10	11	12
Quartei			~			2		_	რ			4

8.1% 0.008 0.010 9.0 8.1% 0.008 0.010 9.0 8.1% 0.008 0.010 9.0	
8.1% 0.008	1.384 8.1%
8.1% 0.008	0.262 8.1%
8.1% 0.008	0.219 8.1%
8.1%	1.384 8.1%
8.1%	0.262 8.1%
8.1%	0.219 8.1%
	1.384 0.262 0.219

Ohio American Water Mansfield Mohican #8

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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	
Boll Order Information	

Ohio American Water Mansfield Mohican #8

Quarter # 1 2010

Total Customer Contacts

Total Customer Complaints

7

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	Q			
Service Order Appointment	1	0			
Other: Customer Service	0	0			
Total	7	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			
Tota	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	D	0			
Other: Water Quality	0	0			
Total	0	0			

Ohio American Water Mansfield Mohican #8

Quarter #1

Year 2010

Disconnections

With 14 Days Notice

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

0
0
0
0
0

0

0

0

0

0

0

0

0

0

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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	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 # 2

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

Quarter # 4

Year

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

Ohio American Water Mansfield Little Valley System #9

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												1
ľ	1		38			38			38			38
			Total Count			Total Count 38			Total Count 38			Total Count 38
# Days Exceed Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
Date Of Low Flow	1/4/10	2/1/10	3/1/10									
Low Flow (MG)		0.005	0.005									
Date Of High Flow	1/12/10	2/3/10	3/15/10									
High Flow (MG)	0.007	0.007	0.007									
UFW Avg Daily % Flow (MG)	0.006	0.006	0.006									
UFW %	9.7%	9.7%	9.7%									
Water Delivery Quarteı Month (MG)		0.169	0.188									
Month	-	2	ო	4	2	9	~	8	6	10	11	12
Quartei			~			2			n			4

0.000	0	0
0.005	0.005	0.005
0.007	0.007	0.007
0.006	0.006	0.006
9.7%	9.7%	9.7%
1.384	0.189	0.169

Ohio American Water Mansfield Little Valley #9

8

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

z

Total Customer Contacts 7 Total Customer Complaints 0

Customer Se	rvices	
	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

Water Se	ervice	
	Inquiries	Col
tion for Repairs	0	
-	•	1

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

Met	ering	
	Inquiries	Complaints
Estimating	0	0
Meter Reading	0	0
Meter Repair/Leak	D	D
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/Oll in Water	0	0
Taste	0	0
Other: Water Quality	0	0
Total	0	0

Ohio American Water Mansfield Little Valley #9

Quarter # 1

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2010 Year

Disconnections

With 14 Days Notice

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

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0

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

Quarter # 3

Access Denial

Other

Year 2010

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

Year

Quarter # 2

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

2010 Year

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

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				18	I		≌			9			18
				Total Count			Total Count 18			Total Count			Total Count
# Days Exceed	Dsgn Cap	0	0	0	0	0	0	0	0	0	0	0	0
Date Of Low	Flow	1/4/10	2/1/10	3/1/10									
Low Flow	(MG)	0.001	0.001	0.001							-		
Date Of High	Flow	1/15/10	2/22/10	3/1/10									
High Flow	(MG)	0.002	0.004	0.002									
	(MG)	0.002	0.002	0.002									
~ UFW ~		10.2%	10.2%	10.3%				-					
Water Deliverv	Quartel Month (MG)	0.052	0.051	0.055									
	Month	-	2	ę	4	ŝ	w	7	œ	6	10	11	12
	Quartei		*	-		÷.	2		-	3			4

0.001 v	0.001 0.001 0.001 0.001 0.001 0.001 0.001 0.001 0.001 0.001 0.001 0.001 0.001 0.001 0.001 0.001 0.001 0.001 0.0	0.00	0	0
0.001	0 4 0			
	0.003 0.004 0.002	0.001		0.001
0.002 0.002 0.002		0.002	0.002	0.002 0
10.2% 0.002 10.3% 0.002 10.2% 0.002	10.2% 10.3% 10.2%	-		%
	1 1 1	4 10.2%		1 10.2% (

Quarter #1

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Year 2009

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

Ohio American Water Mansfield Ford Rd #10

Quarter # 1 2010

Total Customer Contacts 0

Total Customer Complaints 0

Customer Se	rvices	
	Inquiries	Complaints
Account Information	Ø	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 Noп-Pay	0	0
Final Service	0	0
General Information	D	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

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

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

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

Ohio American Water Mansfield Ford Rd #10

Quarter #1

Year 2010

Disconnections

With 14 Days Notice

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

	0
1	0
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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

	0
	0
	0
	0
1	0

Quarter # 3

Access Denial

Other

Year 2

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					
Application Misrepresentation	0				
Access Denial	0				
Other	0				

Year 2010

Quarter #2

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

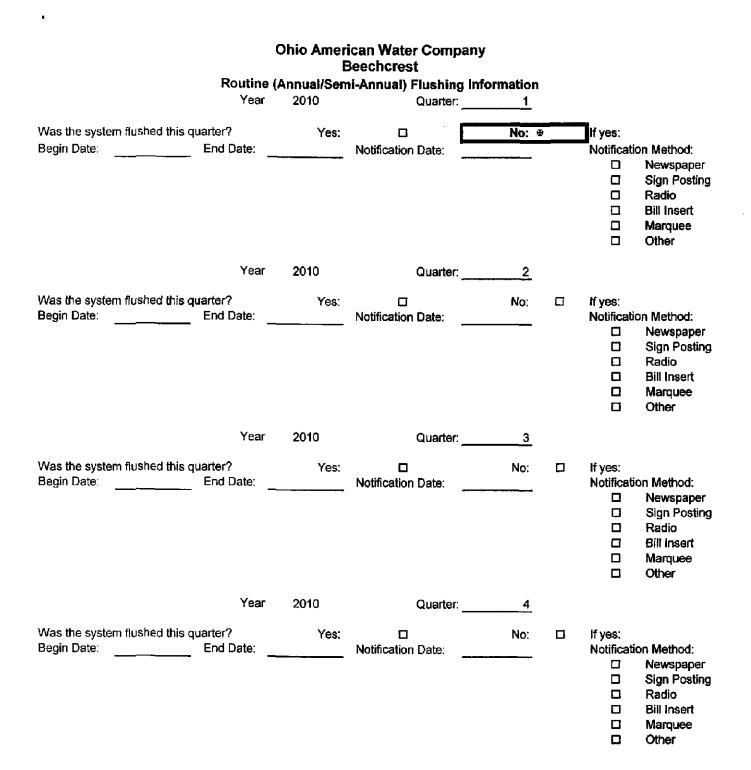
Ohio American Water Company Beechcrest

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Year 2010

Customer Count													0	0	0
# Days Exceed Dsgn Cap	0	0	0										0	0	0
Date of Low Flow	01/01/10	02/23/10	03/13/10										2/11/2010	01/00/00	1/1/2010
Low Flow (MG)	0.044	0.056	0.034								-		0.045	03/13/10	0.034
Date of High Flow	01/04/10	02/22/10	03/22/10								-		2/15/2010	02/22/10	1/4/2010
High Flow (MG)	0.133	0.172	0.120										0.142	0.172	0.120
Avg Daily Flow (MG)	0.088	0.084	0.088										0.087	0.088	0.084
UFW %	4.3%	-3.0%	3.3%										 1.5%	4.3%	-3.0%
Water Delivery (MG)	2.728	2.593	2.729										2.683	2.729	2.593
Month	<i>4</i>	6	3	4	5	9	7	8	o.	10	11	12	Avg	High	Low
Quarter						5			n			4			



Ohio American Water Company

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Quarter # 1	
Year 2010	
Street Address	3560 Duffield
Political Subdiv	Beechcrest
Date of Break/ Outage	2/22/2010
General Type	Shear Break on 6" Cl
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

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

Quarter # 4 2010

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Total Customer Contacts

0

Customer Services

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

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

Metering

	Inquiries	Complaints
	0	
	0	
	0	
	0	
	0	
Total	0	0

Water Quality

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

Water Service

	Inquiries	Complaints
	0	
	0	
۰ T	0	
	0	
	0	
	0	
	0	
Total	0	0

Ohio American Water Company Beechcrest

Quarter #1

Year

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2010

Quarter # 2

Year

2010

Disconnections		
With 14 Days Notice		
Non-Payment	17	No
Non-Emergency Regulation Violation	0	No
Application Misrepresentation	0	Ap
Access Denial	0	Aci
Other	0	Ott
With 24 Hours Notice		
Non-Payment	0	No
Non-Emergency Regulation Violation	0	No
Application Misrepresentation	0	Ap
Access Denial	0	Ac
Other	0	Oth
Without Notice		
Non-Payment	0	No
Non-Emergency Regulation Violation	0	No
Application Misrepresentation	0	Ар
Access Denial	0	Ac
Other	0	Oth

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

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

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Year

2010

	610275			-	1000 0000		112 005	-		1					
Customer Count		a statut da anti-arrange anti-arrange anti- arrange anti-arrange anti-arrange anti- arrange anti-arrange anti-arrange anti- arrange anti-arrange anti-arrange anti- arrange anti-arrange anti-arrange anti- arrange anti-arrange anti- arrange anti-arrange anti- arrange anti-arrange anti- arrange anti-arrange anti- arrange anti-arrange anti- arrange anti- arrange anti-arrange anti- arrange anti- arrange anti- arrange anti-		 Treat are the first of the state of the stat				1 Transition and the statements and the state of the state state and the statements and the state of the state state and the statements and the state of the statement statements and the statements and the statement statement statement statements and the statement statement statement statements and the statement statement statement statement statements and the statement statement state statement statement state						0	0
# Days Exceed Dsgn Cap	0	0	0										0	0	0
Date of Low Flow	01/01/10	02/14/10	03/13/10												03/13/10
Low Flow (MG)	0.013	0.012	0.010												0.010
Date of High Flow	01/26/10	02/06/10	03/12/10											02/06/10	
High Flow (MG)	0.042	0.069	0.057											0.069	
Avg Daily Flow (MG)	0.032	0.032	0.032										0.032	0.032	0.032
UFW %	-18.5%	-25.7%	-7.9%										-17.4%	-7.9%	-25.7%
Water Delivery (MG)	0.984	0.979	0.989										0.984	0.989	0.979
Month	-	2	3	4	S	9	7	co	6	10	41	12	Avg	High	Low
Quarter			-			7			ი. კ			4	<u> <u> </u></u>	•••	

			rican Water (East Aurora	Company				
	Routine	(Annual/Sei	mi-Annual) Flu	ushing info	rmation			
	Year	2010	•	uarter: <u>1st</u>				
Was the system flushed this qua		Yes:			No:	Ŧ	If yes:	
Begin Date:	End Date:	2010	Notification Da		<u> </u>		Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this qua Begin Date:	Year arter? End Date: Year	2010 Yes: 	D Notification Da	uarter: <u>2nd</u> ate:	No:		If yes: Notification	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this qua Begin Date:		2010 Yes: 2010	D Notification Da		No:		If yes: Notificatio	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this qua Begin Date:	arter? End Date:	Yes:	D Notification Da	ate:	No:		If yes: Notificatio D D D D D	on Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

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Ohio American Water Company

Quarter #1

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Year 2010

No breaks this quarter

Ohio American Water Company East Aurora

Quarter # 2 2009

Total Customer Contacts

0

Customer Services

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

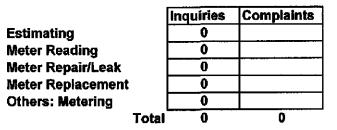
Inquiries	Complaints
0	
0	
0	
0	
0	
0	
0	
0	
0	
0	
0	
0	
0	
0	
0	
0	
0	
0	0

Water Service

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

	Inquiries	Complaints
	0	
	0	
ct	0	
	0	
	0	
	0	1
	0	
Total	0	0

Metering



Water Quality

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

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

Ohio American Water Company East Aurora Quarter # 2

Quarter #1

Year

1

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2009

21

Without Notice

Non-Emergency Regulation Violation Application Misrepresentation 0

0

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0

Non-Payment

Access Denial

Other

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2009

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

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

Disconnections		
With 14 Days Notice		
Non-Payment	17	
Non-Emergency Regulation Violation	0	
Application Misrepresentation	0	
Access Denial		
Other	0	
With 24 Hours Notice		
Non-Payment	0	
Non-Emergency Regulation Violation	0	
Application Misrepresentation	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	

Ohio American Water Company Tiffin District

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2010 Year

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

	C		rican Wate Iffin Distri		ny		
	Routine (A	Annual/Sen	ni-Annual)	Flushing I	Information		
	Year	2010	-	Quarter:	1		
Was the system flushed this qu Begin Date: <u>4/5/2010</u>	arter? End Date:	Yes: 5/4/2010	⊠ Notification	Date:	No: <u>4/1/2010</u> 2		n Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this qu Begin Date:	arter? End Date:	Yes:	D Notification	 Date:	2 	If yes: Notification	n Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this qu Begin Date:	arter? End Date:	Yes:	D Notification	Quarter:	3 No:	If yes: Notification D D D D D D	n Method: Newspaper Sign Posting Radio Bill Insert Marquee Other
Was the system flushed this qu Begin Date:	arter? End Date:	Yes:	☐ Notification	Quarter:	4 	If yes: Notificatio	n Method: Newspaper Sign Posting Radio Bill Insert Marquee Other

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	Sued by																																			T															
	Boil Order issued by	NIA	N/A	N/A	NIA	AIN	N/A	N/A	N/A	N/A	N/A	N/A	N/A	A/A	NIA	N/A			NIA	NIA	N/A	VIA	NIA	NIA	A110		NIA																								
	blem Resolved		3;45 p.m.							-				2:00 p.m.						_				1.00 0 m			4:00 p.m.																								
F	Resolved		01/03/10			01/13/10			01/14/10					01/20/10			01/22/10				02/06/10	02/04/10		01/10/00			01/01/20																								
Time Became	Aware	9:15 a.m.	10:00 a.m.	11:15 a.m.	B:00 a.m.	8;00 a.m.	4:14 p.m.	11:14 p.m.	1:00 p.m.	12:30 p.m.	2:46 p.m.	10:15 a.m.	11:30 a.m.	0.40 s m	0.46 a m		1:30 p.m.	1:15 p.m.	8:60 a.m.	3:07 a.m.	1:00 p.m.	2:55 n.m.	2-00 n m	2.4E a un	-H1-0 D-LH-	9:30 a.m.	8:00 a.m.																								
Number of Services	Affected	NIA	NIA	NIA	NA	NA	N/A	N/A	N/A	N/A	N/A	N/A	A/A	VIN		Y.N	A/A	NA	NIA	ដ	8	20	NIN		AN.	MA	NA																								
	Specific Type	Company	Company	Customer	Company	Gustomer	Customer	Company	Company	Company	Company	Company	Company	Company		Company	Company	Company	Company	Company	Company	Company	Ampano	COULDAILY	company	Company	Company																								
	General Type		Repair Main										L	L			Repair Main					L	Condex 1 Att	MH VICH LEAN			Leak					AN ANAL AN ANALYSIS ANALYSIS																			
	utage					1/8/2010					ŀ																3/10/2010																								
	Political Subdiv	Tiffin City	Titfin City	Tiffin City	Tiffin City	Tiffin City	Tiffin Chv	Tiffin City			11111 LTLY	Little City	Tiffin City	Tiffin City	Titfin City	Tittin City	Tiffin City			imn cary	Tiffin City	Tiffin City	Tiffin City																												
	Street Address					50				191 E Market						arket St	Ella Street																																		
	Quarter S	-	-	t-	-	-	-	-	-	-			-,		-	-	1	1	•	-				• 1	1 1	4	-	Γ	Ī									Ī			T	Ī							Ī	Ţ	
	Year	2010	2010	2010	2010	2010	2010	2010	2010	2010				2	0UR	20 1 0	2010	2010	2010	0100				50-0 50-0	2010	2010	2010																								

Ohio American Water Company Tiffin District

Ohio American Water Company

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Quarter # 1	
Year 2	2007
Street Address	
Political Subdiv	
Date of Break/ Outage	
General Type	
Specific Type	
Number of Services Affect	cted
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 Affe	
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	- 4 B
Number of Services Affe	cteo
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 Affe	cted
Time Became Aware	
Date Problem Resolved	
Time Problem Resolved	
Boil Order issued by	

Ohio American Water Company Tiffin District

Quarter # 1 2010

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Total Customer Contacts 2912

Customer Services

		Inquiries	Complaints
Account Information		1035	1
Bad Debt/Bankruptcy		209	1
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

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

	Inquiries	Complaints
	0	
	7	
t	0	
	0	
	0	
	0	
	0	
Total	7	0

Metering

	Inquiries	Complaints
Estimating	0	
Meter Reading	5	
Meter Repair/Leak	1	
Meter Replacement	D	
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

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Year 2010

Disconnections

With 14 Days Notice	
Non-Payment	49
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Dther	0
With 24 Hours Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	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

Year

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

Quarter #4

Year

2010

Disconnections	
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	0
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0
Without Notice	
Non-Payment	0
Non-Emergency Regulation Violation	0
Application Misrepresentation	0
Access Denial	0
Other	0

2010

NON-REVENUE REMEDIATION PLANS FOR FIRST QUARTER 2010

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OHIO AMERICAN WATER COMPANY Systems

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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.
- 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

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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

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Leak Detection