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April 30, 2012

Betty McCauley  
Chief of Docketing  
The Public Utilities Commission of Ohio  
180 E. Broad Street, 11th Floor  
Columbus, Ohio 43215

RECEIVED-DOCKETING DIV  
2012 APR 30 PM 3:28  
PUCO

Re: In the Matter of the Application of Aqua Ohio, Inc. for Authority to Change the Name of Ohio American Water Company to Aqua Ohio Water Company, Inc.  
PUCO Case No. 12-0720-WS-ACN

In the Matter of the Application of Aqua Ohio, Inc. for Approval of the Transfer of Certificates of Public Convenience and Necessity.  
PUCO Case No. 12-0721-WS-ATC

In the Matter of the Application of Aqua Ohio Water Company, Inc. for Approval to Change Its Bill Format.  
PUCO Case No. 12-0722-WS-ATA

Dear Ms. McCauley:

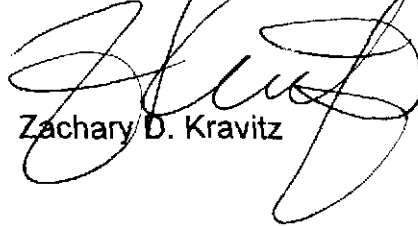
Please file and place on the docket the attached five (5) final copies of the tariff sheets regarding the above-referenced cases. One copy is for the tariff docket (Tariff No. 89-7025-WW-TRF), one copy is to be placed on the dockets in the above-referenced cases, with the remaining two (2) copies for distribution to the Rates and Tariffs, Energy and Water Division of the Commission's Utilities Department. The required documents are attached in the following order for the Aqua Ohio Water Company, Inc. Tariff PUCO No. 15:

1. Title Page, First Revised Title Page, Canceling Original Title Page;
2. Sheet No. (iv), 5<sup>th</sup> Revised Sheet No. (iv), Replaces 4<sup>th</sup> Revised Sheet No. (iv);
3. Sheet No. (v), 4<sup>th</sup> Revised Sheet No. (v), Replaces 3<sup>rd</sup> Revised Sheet No. (v);
4. Attachment 1 – Notification of Customer Rights; and
5. Attachment 2 – Sample Bill Format.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
technician MS Date Processed 4/30/12

Do not hesitate to contact me with any questions or concerns. Thank you for your assistance.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Z. Kravitz', written over the printed name.

Zachary D. Kravitz

Enclosures

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**AQUA OHIO WATER COMPANY**

Consisting of  
The Ashtabula District  
serving the City of Ashtabula and environs  
in Ashtabula County, Ohio;

The Lawrence County District,  
serving the Village of Chesapeake and territory adjacent thereto,  
including Big Branch Road, in Lawrence County, Ohio;

The Mansfield District,  
serving the areas in and around the City of Mansfield and  
the Village of Ontario, in Richland County, Ohio;

The Marion District,  
serving the City of Marion and environs in Marion County,  
portions of Washington Township and Canaan Township  
in Morrow County, a portion of Preble County, and a portion of Pee Pee Township in  
Pike County, Ohio;

The Tiffin District  
serving the City of Tiffin and environs in  
Seneca County, Ohio;

The Franklin County District  
serving portions of Madison, Blendon, Sharon, Brown, Prairie, Perry and Norwich Townships  
in Franklin County, Ohio;

And

The Portage County District  
serving portions of Brimfield and Shalersville Townships  
in Portage County, Ohio

**SCHEDULE OF RATES  
FOR THE DISTRIBUTION AND SALE OF WATER  
AND SEWER SERVICE FOR FRANKLIN AND PORTAGE COUNTIES**

Tariff No. 89-7025-WW-TRF

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Issued: April 30, 2012

Effective: May 1, 2012

Filed under authority in  
Case Nos. 12-720-WS-ACN, 12-721-WS-ATC and 12-0722-WS-ATA  
ISSUED BY: EDMUND P. KOLODZIEJ, PRESIDENT  
Aqua Ohio Water Company, Inc.  
6650 South Avenue, Boardman, Ohio 44512

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### **Notification of Customer Rights**

Our office representatives are available to assist you with any questions you may have about your service. Each Customer inquiry is handled in a responsible manner with attention and care. Every effort is made to provide you with a prompt response to your inquiry. If you are not satisfied with your situation please contact the Customer Service Center at 1-877-987-2782, Monday to Friday, 7:30 a.m. to 5:00 p.m. You may also contact Aqua Ohio Water Company (Aqua Ohio) in writing at the following address: Aqua Ohio, 762 West Lancaster Ave., Bryn Mawr Pennsylvania, 19010.

If your complaint is not resolved, after you have called Aqua Ohio, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

The PUCO has adopted a comprehensive set of standards for water and sewer disposal system companies. A copy of these standards is available by contacting Aqua Ohio or the PUCO. A copy of Aqua Ohio's rates and tariff provisions are available for review upon request at our offices or from the PUCO.

The Customer has a right to see a proper Company photo identification and to know the reason(s) for the visit whenever a Company employee(s) or agent(s) seek access to the Customer's premises.

### **ARRANGING FOR SERVICE**

#### **Establishing Credit**

The Company will establish a residential Customer's credit worthiness, as set forth in chapter 4901:1-17 of the Ohio Administrative Code.

Aqua Ohio will require, in accordance with PUCO rules, new Customers to establish financial responsibility prior to receiving service. Financial responsibility may be established if: a) the Customer owns the property being served or other real estate in the service territory; or b) the Customer demonstrates that he/she is a satisfactory credit risk; or c) the Customer has a history of timely paying the bills of a similar utility; or d) the Customer provides a guarantor; or e) the Customer provides a security deposit.

**Deposits**

Deposits may be required from any Customer in an amount not to exceed one twelfth (1/12) of the estimated charge for all service for the ensuing twelve (12) months, plus 30 percent of the monthly estimated charge.

After discontinuing service, Aqua Ohio will promptly apply of the Customer's deposit, including accrued interest to the final bill. A transfer of service from one location to another within the service area does not prompt a refund of the deposit. The deposit will be refunded if the Customer has: 1) paid his/her bills for service for twelve (12) consecutive months without having had a service disconnection for nonpayment; 2) not had more than two occasions on which his/her bill was not paid by the due date; and 3) not been delinquent in the payment of his/her bills. Aqua Ohio will promptly return a Customer's deposit, plus any accrued interest, upon the Customer's request at any time the Customer's credit has been otherwise established, or reestablished.

**YOUR RESPONSIBILITIES AND OURS**

The Customer will install, if not already installed, and maintain at his/her own expense all customer service lines in the premises, and the Company shall own and maintain at its expense all mains and other facilities used in rendering service.

**PAYMENT OF BILLS**

All bills for water and/or sewer service are due and payable at the time specified on the bill. If your bill is not paid within 20 days after the bill was rendered, the Customer will be charged a late payment charge of five (5%) percent of the bill amount. The late payment charge will be based on current charges only. If payment for service is returned by the financial institution or is not recognized due to insufficient funds, a charge of \$17.25 will be assessed to cover the cost of processing. Failure to pay will render the Customer subject to discontinuance of service.

**DISCONNECTING YOUR SERVICE**

We may disconnect your service without your request and without prior notice only for the following reasons:

1. For tampering with any main, or other appliance under the control of, or belonging to, the Company;
2. For connecting the customer service line, or any pipe directly or indirectly connected to it, to any lines or pipes carrying or which are in a position to carry, clean waters, other nonsewage wastes, or unacceptable sewage; or
3. For any other violation of, or failure to comply with, the Company's tariff provisions, which may, in the opinion of the Company or any public authority, create an emergency situation.

We may disconnect your service after at least twenty-four (24) hours prior written notice for any of the following reasons:

- (a) For use of water and/or sewer service not stated in your application for service, or for the use of service upon any premises not stated in such application; or
- (b) To prevent waste or reasonably avoidable loss of water.

Personal delivery of the notice to the customer's premise shall first be attempted and, only if personal service cannot be accomplished at that time, the notice shall be securely attached to the premises in a conspicuous manner.

We may disconnect your service upon 15 days written notice for any of the following reasons:

1. For non-payment of any tarified charges when due or within any additional period for payment permitted by the Company, or for not making a deposit as required. Disconnection of service for non-payment may not occur prior to fifteen days after the due date;
2. For any violation of, or failure to comply with, the Company's tariff other than for those reasons where no notice is required;
3. For misrepresentation in the application as to any material fact;
4. For denial to the company of reasonable access to the premises for the purpose of inspection; or
5. For violation of federal, state, or local laws or ordinances where such violation affects the provision of utility service.

Disconnection of service for nonpayment is prohibited if the disconnection of service would be especially dangerous to health. You must have a form, which can be obtained from the Company, signed by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified midwife, or local board of health physician stating that a special danger exists to the health of the customer or permanent resident of the household.

If service has been disconnected prior to receipt of the medical certification, service shall be restored upon receipt of the medical certification form.

The medical certification shall prohibit the disconnection for thirty (30) days. Certification may be renewed two additional times (thirty days each) by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified midwife, or local board of health physician. The total certification period is not to exceed ninety days in any 12 month period.



**RECONNECTION OF SERVICE**

The Company may require a customer to make a deposit or an additional deposit on an account, as set forth in Chapter 4901:1-17 of the Ohio Administrative Code, to reestablish creditworthiness. The customer may also reestablish creditworthiness by providing a guarantor, as set forth in Rule 4901:1-15-28 and Chapter 4901:1-17 of the Ohio Administrative Code. If service has been discontinued, there will be a service reconnection charge of \$61.00.

When water and/or sewer service to a premises has been terminated for any reason, other than for temporary vacancy, it will be renewed only upon the acceptance of a new application and after the conditions, circumstances or practices which caused the water and/or sewer service to be discontinued are corrected to the satisfaction of the Company, and upon payment, or provision for payment under a deferred payment plan agreement, of all charges due and payable by the Customer.

In order to guarantee the reinstatement of service the same day on which payment is made, both of the following conditions must apply:

1. You must notify the Company no later than 12:30 p.m., and you must make payment or provide proof of payment; and
2. If reconnection occurs after normal Company business hours, you will be responsible for the reconnection charge that is based upon the out-of-pocket expense of the Company.

**TESTING OF METER**

Aqua Ohio will, at its own expense, make a test of the accuracy of registration of a meter upon request of a Customer, provided that such Customer does not make a request for tests more frequently than once in three (3) years. If the Customer makes a request for a meter test more frequently than once in three (3) years, the Customer will be billed for such additional test(s) at the actual cost to the Company. However, if the test shows the meter to be more than 1 ½ % fast or slow, no charge shall be made to the Customer for such test. Aqua Ohio or the Customer may request that a meter test be performed in the presence of a Commission staff member. The Customer also has the right to be present.

The Company shall test the meter within thirty (30) days following the Customer's request. The Customer has the right to be notified of the scheduled test date. The Customer or the Customer's representative may be present when the meter test is performed. The Company shall provide the Customer the on-site test results at the time of the test.

## Sample Bill Format

**AQUA**

Aqua Ohio Water Company

762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Tel: 677.987.2782

Fax: 677.789.8292

e Mail: [custserv@aquamerica.com](mailto:custserv@aquamerica.com)

Questions about your water service?... Contact us before the due date.

Bill Date  
April 15, 2011Total Amount Due  
\$ 13.70Current Charges Due Date  
May 09, 2011

Aqua Ohio Water Company

1230150

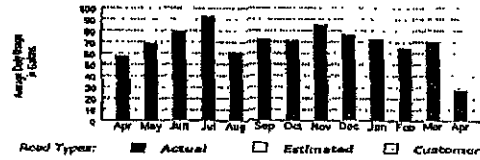
PWSID # OH4301511

**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	10073750	5/8	04/09/11 04/06/11	3 Actual	600 0	600	Gallons
Old Meter	88285772	5/8	04/06/11 03/07/11	30 Actual	92400 92100	300	Gallons
Average Daily Usage = 27 Gallons				Total Days: 33	Total Usage:	900	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 18.36
Total Payments Received .....	18.36
Remaining Balance .....	0.00
Customer Charge .....	9.21
900 gallons @ \$0.0045446 per gallon .....	4.09
Total Water Charges .....	13.30
System Improvement Charge (SIC) .....	0.40
Amount Due On or Before 05/09/11 .....	\$ 13.70
Amount Due AFTER the Current Due Date .....	\$ 14.39

**Water Usage History**

Message Center (see reverse side for other information)

**AQUA Water Bill**

Aqua Ohio Water Company

762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Keep top portion for your records.  
Return this portion with your payment.

Service To:

Account Number

On or Before 05/09/11 Pay This Amount \$ 13.70

After 05/09/11 Pay This Amount \$ 14.39

Amount Due

\$ 13.70

Please make check payable to Aqua OH.  
Print your account number on your check,  
then mail to address on back.

1061497

### Sample Bill Format – Back Important Customer Information

Customer Service: 877.WTR.AQUA or 877.987.2782 Fax: 866-780-8292 e-mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com) [www.aquaohio.com](http://www.aquaohio.com)

We welcome the opportunity to work with you and will do our best to answer your questions. If your complaint is not resolved after you have called Aqua Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8 a.m. to 5 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel (OCC) for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org). You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges.

Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment. Please notify our office immediately upon change of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified.

#### **EXPLANATION OF TERMS**

**Actual Read:** Meter reading obtained by a company employee or one of our automatic meter reading systems.

**Customer Charge:** This charge covers the cost of having water service available, including operations, maintenance, meter reading, and other necessary services that are not covered under the consumption charge. It is billed whether or not you use any water.

**Customer Read:** Meter reading obtained from our customer.

**Employee Identification:** All company employees carry an identification card showing their picture and employee number.

**Estimated Bill:** When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

**Late Charge:** A penalty of 5 percent on current billing amounts.

**Meter Reading:** We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

**System Improvement Charge:** SIC is a percentage charge that is applied to the bill. The charge covers costs associated with replacing aging distribution system facilities, such as water mains, service lines, valves, fire hydrants.

**Method of Payment:** You can pay your bill by any of the following methods:

**By mail:** Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us, Aqua OH: P.O. Box 1229, Newark, NJ 07101-1229. **DO NOT SEND CASH.**

**By phone:** Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.268.2906. Customers with bank accounts may also pay through their bank. (Call the company or your bank for details)

**In Person:** Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Ohio's service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday. Please call us or visit [www.aquaohio.com](http://www.aquaohio.com) to find the Western Union location closest to you.

**Online:** You can pay your bill online for a fee. Visit [www.aquaohio.com](http://www.aquaohio.com) and click on Customer Service. Under "Online Bill Payment" select "online".

**ZipCheck®:** A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

**Payment Terms:** You should pay your bill on or before the due date.

**Return Payment Charge:** If for any reason your payment is returned to us from the bank, we will add a service charge to your account. Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE  
NAME "Aqua OH"  
SHOWS THROUGH THE WINDOW  
OF THE PAYMENT ENVELOPE.



**Aqua OH**

P.O. Box 1229  
Newark, NJ 07101-1229

\*071011229296\*