

## CUSTOMER NOTICE FOR WATER A TARIFF GROUP DISTRICTS

Dear Aqua Ohio Water Company Customer:

On July 1, 2011, Aqua Ohio Water Company, Inc. (formerly known as Ohio American Water Company) filed with the Public Utilities Commission of Ohio (PUCO) a notice of its intent to seek an increase in rates in Case No. 11-4161-WS-AIR. Local public hearings on the rate case were held in Galloway, Ashtabula, Tiffin, Groveport, and Marion, Ohio. The Commission approved the new rates on June \_\_\_, 2012. The new rates will be effective for service rendered on or after June \_\_\_, 2012. The new water and wastewater rates represent an overall total revenue increase of approximately \$4,234,279, which equates to a 10.85% increase over current operating revenues. The factors contributing to the increase were costs associated with increased investment in new plant, production costs, and generating operating expenses.

Your rates are based on a water usage charge combined with a monthly customer charge. Both of these rates have changed as shown below. The effects of these combined charges are displayed in the bottom chart, showing the average combined bills for each service territory and type of customer.

The newly approved tariff changes for water sales, in all areas EXCEPT for those customers in the Mansfield District with unmetered service, are:

Rate per hundred cubic feet (Ccf)			Rate per hundred gallons (Cgal)		
Customer Usage	Prior Rate	New Rate	Customer Usage	Prior Rate	New Rate
1 through 20 Ccf	\$ 5.7412	\$ 6.8610	1 through 149.6 Cgal	\$ 0.76754	\$ 0.91725
Next 1,980 Ccf	\$ 3.9705	\$ 4.8090	Next 14,810.4 Cgal	\$ 0.53082	\$ 0.64291
All over 2,000 Ccf	\$ 2.1115	\$ 2.7930	All over 14,960 Cgal	\$ 0.28229	\$ 0.37340

The newly approved customer charges are as follows:

Meter Type	Prior Monthly Customer Charge	New Monthly Customer Charge
5/8" meter	\$ 9.51	\$ 8.55
3/4" meter	\$ 12.05	\$ 11.29
1" meter	\$ 17.90	\$ 16.76
1½" meter	\$ 32.53	\$ 30.45
2" meter	\$ 50.09	\$ 46.88
3" meter	\$ 91.04	\$ 85.21
4" meter	\$ 149.56	\$ 139.97
6" meter	\$ 295.84	\$ 276.87
8" meter	\$ 471.38	\$ 441.15

The Marion softening surcharge will be changed from \$0.3415 to \$0.4289 per Ccf, an increase of \$0.0874 per Ccf. The account activation charge for new service established during the Company's regular business hours will be changed from \$23.10 to \$25.91, an increase of \$2.81. The reconnection charge for reconnecting water service after discontinuing service for

noncompliance with the Company's tariff provisions will be changed from \$61.00 to \$70.83, an increase of \$9.83. The dishonored payment charge for processing a customer payment returned by the financial institution or not recognized due to insufficient funds will be changed from \$17.25 to \$18.73, an increase of \$1.48.

The newly approved fire service charges are as follows:

<b>Meter Type</b>	<b>Prior Monthly Customer Charge</b>	<b>New Monthly Customer Charge</b>
2" or smaller meter	\$ 8.78	\$ 10.14
2½" meter	\$ 13.77	\$ 15.90
3" meter	\$ 19.76	\$ 22.82
4" meter	\$ 35.10	\$ 40.54
6" meter	\$ 79.04	\$ 91.29
8" meter	\$ 140.56	\$ 162.35
10" meter	\$ 219.60	\$ 253.64
12" meter	\$ 316.21	\$ 365.22

The MANSFIELD DISTRICT'S unmetered rates will be changed from \$84.75 to \$101.67 bi-monthly, an increase of \$16.92 bi-monthly.

A representative bill of the water customers based on an average usage of customers at the prior rates and new rates is as follows:

<b>District and Class</b>	<b>Customer Usage (Ccf)</b>	<b>Customer Usage (Cgal)</b>	<b>Bill at Prior Rates</b>	<b>Bill at New Rates</b>	<b>Dollar Increase</b>
<b>Marion District, Marion and Morrow Counties (including softening charges):</b>					
Residential – Bi-Monthly	10	74.8	\$ 82.24	\$ 90.00	\$ 7.76
Commercial – Bi-Monthly	46	344	\$ 296.84	\$ 340.12	\$ 43.28
Industrial - Monthly	243	1,817.6	\$1,167.31	\$1,360.72	\$ 193.41
Public Authority - Monthly	167	1,249.2	\$ 829.77	\$ 962.65	\$ 132.88
<b>Marion District – Lake White, Ashtabula, Preble, Tiffin and Lawrence Counties:</b>					
Residential – Bi-Monthly	10	74.8	\$ 78.72	\$ 85.71	\$ 6.99
Commercial – Bi-Monthly	46	344	\$ 280.66	\$ 320.39	\$ 39.73
Industrial - Monthly	243	1,817.6	\$ 1,081.85	\$ 1,256.50	\$ 174.65
Public Authority - Monthly	167	1,249.2	\$ 771.03	\$ 891.02	\$ 119.99

Copies of the approved tariffs are on file and may be inspected by any interested person at any district office of Aqua Ohio Water Company, Inc. or at the offices of the Public Utilities Commission of Ohio, 180 East Broad Street, Columbus, Ohio 43215-3793, or online by visiting the Commission's Web site at <http://www.puco.ohio.gov>.

Please keep in mind that some changes affect certain customers differently than others, depending upon the usage and service provided by the Company. If you have any specific questions concerning the impact of this rate change on your bill, please call 877-987-2782. You are a valued customer and we welcome the opportunity to discuss this matter with you.

## CUSTOMER NOTICE FOR FRANKLIN AND PORTAGE COUNTIES

Dear Aqua Ohio Water Company Customer:

On July 1, 2011, Aqua Ohio Water Company, Inc. (formerly known as Ohio American Water Company) filed with the Public Utilities Commission of Ohio (PUCO) a notice of its intent to seek an increase in rates in Case No. 11-4161-WS-AIR. Local public hearings on the rate case were held in Galloway, Ashtabula, Tiffin, Groveport, and Marion, Ohio. The Commission approved the new rates on June \_\_\_, 2012. The new rate will be effective for service rendered on or after June \_\_\_, 2012. The new water and wastewater rates represent an overall total revenue increase of approximately \$4,234,279, which equates to a 10.85% increase over current operating revenues. The factors contributing to the increase were costs associated with increased investment in new plant, production costs, and generating operating expenses.

Your rates are based on the water and/or wastewater usage charge combined with a monthly customer charge. These rates have changed as is shown below. The effects of these combined charges are displayed in the bottom chart, showing the average combined bills for each service territory and type of customer.

The newly approved tariff changes for water sales in FRANKLIN and PORTAGE COUNTIES are:

Rate per hundred cubic feet (Ccf)			Rate per hundred gallons (Cgal)		
Customer Usage	Prior Rate	New Rate	Customer Usage	Prior Rate	New Rate
1 through 20 Ccf	\$ 5.7412	\$ 6.8610	1 through 149.6 Cgal	\$ 0.76754	\$ 0.91725
Next 1,980 Ccf	\$ 3.9118	\$ 4.8090	Next 14,810.4 Cgal	\$ 0.52297	\$ 0.64291
All over 2,000 Ccf	\$ 2.1115	\$ 2.7930	All over 14,960 Cgal	\$ 0.28229	\$ 0.37340

The newly approved tariff changes for wastewater sales in FRANKLIN and PORTAGE COUNTIES are:

Rate per hundred cubic feet (Ccf)			Rate per hundred gallons (Cgal)		
Customer Usage	Prior Rate	New Rate	Customer Usage	Prior Rate	New Rate
First 13.33 Ccf	\$ 8.8358	\$ 9.1980	First 99.7 Cgal	\$ 1.18126	\$ 1.22968
Next 586.67 Ccf	\$ 5.8920	\$ 6.3210	Next 4,388.3 Cgal	\$ 0.78770	\$ 0.84505
Over 600 Ccf	\$ 2.3000	\$ 2.4670	Over 4,488 Cgal	\$ 0.30749	\$ 0.32981

The newly approved customer charges are as follows:

Meter Type	Prior Monthly Customer Charge	New Monthly Customer Charge
5/8" meter	\$ 9.51	\$ 8.55
3/4" meter	\$ 12.05	\$ 11.29
1" meter	\$ 17.90	\$ 16.76
1½" meter	\$ 32.53	\$ 30.45
2" meter	\$ 50.09	\$ 46.88

3" meter	\$ 91.04	\$ 85.21
4" meter	\$ 149.56	\$ 139.97
6" meter	\$ 295.84	\$ 276.87
8" meter	\$ 471.38	\$ 441.15

The softening surcharge will be changed from \$0.5745 to \$0.80060 per Ccf, an increase of \$0.2261 per Ccf. The reverse osmosis surcharge will be changed from \$1.4994 to \$1.4179, a decrease of \$0.0815 per Ccf. The account activation charge for new service established during the Company's regular business hours will be changed from \$23.10 to \$25.91, an increase of \$2.81. The reconnection charge for reconnecting water service after discontinuing service for noncompliance with the Company's tariff provisions will be changed from \$61.00 to \$70.83, an increase of \$9.83. The dishonored payment charge for processing a customer payment returned by the financial institution or not recognized due to insufficient funds will be changed from \$17.25 to \$18.73, an increase of \$1.48. The fire service sprinkler charge will be changed from \$1.07 to \$1.24, an increase of \$0.17 per sprinkler head.

A representative bill of the water and wastewater customers based on an average usage of customers at the prior rates and new rates is as follows:

District and Class	Customer Usage (Ccf)	Customer Usage (Cgal)	Bill at Prior Rates	Bill at New Rates	Dollar Increase
<b>Franklin and Portage Counties:</b>					
Residential –Monthly	5	37.4	\$ 38.22	\$ 42.86	\$ 4.64
Commercial –Monthly	23	172	\$ 136.07	\$ 160.20	\$ 24.13
<b>Franklin County – Huber Ridge with Reverse Osmosis:</b>					
Residential –Monthly	5	37.4	\$ 45.71	\$ 49.94	\$ 4.23
Commercial –Monthly	23	172	\$ 170.56	\$ 192.81	\$ 22.25
<b>Franklin County – Lake Darby and Worthington Hills with Softening Surcharge:</b>					
Residential –Monthly	5	37.4	\$ 41.09	\$ 46.86	\$ 5.77
Commercial –Monthly	23	172	\$ 149.28	\$ 178.61	\$ 29.33
<b>Franklin and Portage Counties Wastewater:</b>					
Residential –Monthly	5	37.4	\$ 53.69	\$ 54.54	\$ .85
Commercial –Monthly	23	172	\$ 184.27	\$ 192.28	\$ 8.01

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Please keep in mind that some changes affect certain customers differently than others, depending upon the usage and service provided by the Company. If you have any specific

questions concerning the impact of this rate change on your bill, please call 877-987-2782. You are a valued customer and we welcome the opportunity to discuss this matter with you.

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

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**in**

**Case No(s). 11-4161-WS-AIR**

Summary: Letter of Notification Proposed Customer Notices electronically filed by Ms. Melissa L. Thompson on behalf of Aqua Ohio Water Company, Inc.