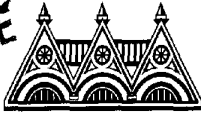


FILE



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PUCO

March 10, 2005

**VIA HAND DELIVERY**

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

**Re: Ohio American Water Company  
Case No. 03-2390-WS-AIR  
TRF No. 89-7025-WW-TRF**

Dear Ms. Jenkins:

The Office of the Ohio Consumers' Counsel ("OCC") notified Ohio American Water Company ("Ohio American") that its Notification of Customer Rights incorrectly listed the name of OCC. Ohio American notified Staff of the error, and Staff then requested Ohio American to clarify the language pertaining to the section entitled "Establishing Credit."

Attached herewith is a revised copy of Ohio American's Notification of Customer Rights, which reflects the corrections, requested by both OCC and the Staff. Also attached is a copy of Ohio American's sample bill format that reflects the correct listing of OCC.

These changes do not alter the intent of the pages previously filed on February 25, 2005—they are clarifications.

If you have any questions, please give me a call.

Sincerely,

Sally W. Bloomfield

Enclosure

cc: Sue Daly (w/Enclosure)  
Parties of Record (w/Enclosure)

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 CN Date Processed 3/10/05

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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 1-800-673-5999, 24 hours a day, 7 days a week. You may also contact Ohio American in writing at the following address: Ohio American Water Company, P.O. Box 578, Alton, Illinois 62002-0578.

If your questions are not resolved, after you have contacted Ohio American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826 or 1-614-466-3292, or for TDD/TTY toll free at 1-800-686-1570 or 1-614-466-8180, from 8:00 a.m. to 5:00 p.m. weekdays, or visit the PUCO website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

After contacting the Company, residential customers may also contact the Office of the Ohio Consumers' Counsel (OCC), toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m., or visit the OCC website at [www.pickocc.org](http://www.pickocc.org).

The PUCO has adopted a comprehensive set of standards for water and sewer disposal system companies. A copy of Ohio American Water Company's rates and tariff provisions are available for review upon request at our offices or from the Public Utilities Commission of Ohio.

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.

As always, we welcome your comments and suggestions on how we can serve you better. Call our local number 1-800-673-5999.

### **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.

Ohio American Water Company 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 1/12 of the estimated charge for all service for the ensuing 12 months, plus 30 percent of the monthly estimated charge.

Deposits will be refunded as set forth in Chapter 4901:1-17 of the Ohio Administrative Code. If a guarantor is provided rather than a deposit, the guarantor will be released as set forth in Chapter 4901:1-17 of the Ohio Administrative Code.

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**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 \$21.25 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 14 days written notice for any of the following reasons:

1. For non-payment of any tariffed 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 fourteen 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;

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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 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 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 \$31.50.

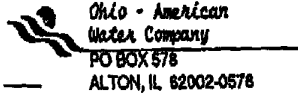
When water and/or sewer service to a premises has been terminated for any reason, other than for temporary vacancy, it will be renewed only upon the acceptance of a new application and after the conditions, circumstances or practices which caused the water and/or sewer service to be discontinued are 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**

Ohio American 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 1½% fast or slow, no charge shall be made to the Customer for such test.



For Service To:



ACCOUNT NUMBER	
AMOUNT DUE	\$76.87
DUE DATE	Feb 06, 2003
AMOUNT DUE AFTER DUE DATE	
Please return this portion with check ▼ Payable to the address below ▼	

Ohio American Water Company  
PO Box 2568  
Decatur, Illinois 62525-2568



**Customer Account Information**

For Services To:

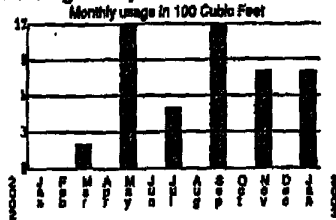
Account Number:  
Premise Number:

**Billing Period & Meter Information**

Billing Date: Jan 22, 2003  
Billing Period: Nov 19 to Jan 20 (62 days)  
Next reading on/about:  
Rate Type: Residential

Meter readings in current billing period:  
Meter Number 046202251A is a 5/8-inch meter.  
Present-actual 192  
Last-actual 184  
100 Cubic Feet used 8  
1 cu ft equals approx 7.50 gal  
Gallons used 5984

**Water Usage Comparison**



**Billing Summary**

<b>Prior Balance</b>	
Balance from last bill	\$69.29
Payments as of Jan 22, 2003. Thanks!	-40.00
Total prior balance, Jan 22, 2003	29.29
<b>Adjustments</b>	
WATER CHARGE ADJUSTMENT - 91	2.27
Total adjustments, Jan 22, 2003	2.27
<b>Current Water Charges</b>	
WATER CHARGE (\$.000000 x 8.00)	45.31
Total water charges, Jan 22, 2003	45.31
<b>TOTAL AMOUNT DUE</b>	<b>\$76.87</b>

**Messages to you from Ohio American Water Company**

To provide you with the best possible service, our Customer Service Center is now here to serve you 24 hrs a day 7 days a week. Our new toll-free number is 1-800-673-5999. If you have any questions about your bill or the services we provide please feel free to contact us.

\*If your questions are not resolved after you have called Ohio-American, you may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays or visit the PUCO website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov). Residential customers may also call the Office of the Ohio Consumers' Counsel (OCC) toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit the OCC website at [www.pickocc.org](http://www.pickocc.org).

\*RECONNECTION POLICY CHANGE - beginning Sept 3, 2002, Customers whose water service is disconnected for non-payment must contact Ohio-American Water with their paid receipt number by 3:00 pm EST to ensure same day service reconnection. Calls received after 3:00 pm will be scheduled for reconnection by 2:00 pm the next business day.

Customer Service & Emergencies 1-800-673-5999 (24 Hours)  
For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)  
Rates available upon request.  
Visit us on the INTERNET at: [www.oawc.com](http://www.oawc.com)