

In a world where everything we touch frequently changes, water is our constant. We've never stopped needing it to drink, to cook, to clean, to live. We'll always need it for sanitation, for fire protection, for watering our lawns and washing our cars.

It's easy to take water for granted. And because so many do, we don't.

We are scientists, environmentalists, innovators, and protectors. We are also residents and employees in the communities we serve. We understand how important, how precious, and how critical water is to daily life.

**WE CARE ABOUT WATER.  
IT'S WHAT WE DO.**

**We Are Here to Help**

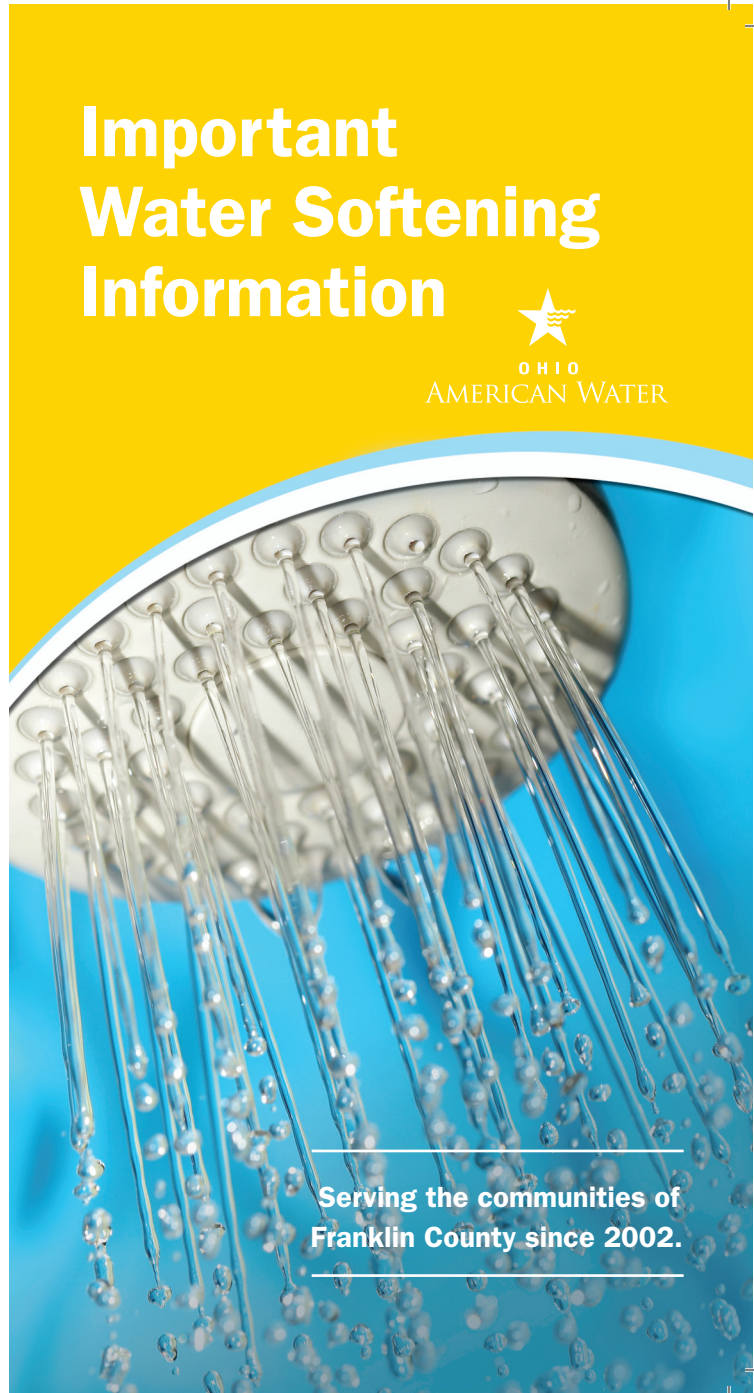
Customers may contact customer service at Ohio American Water, seven days a week, 24 hours a day at 1-800-673-5999 (toll free) or visit [www.ohioamwater.com](http://www.ohioamwater.com).

Residential and business customers may call 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 8:00 a.m. to 5:00 p.m. weekdays, or visit [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 8:00 a.m. to 5:00 p.m. weekdays, or visit [www.pickocc.org](http://www.pickocc.org).



[www.ohioamwater.com](http://www.ohioamwater.com)  
1-800-673-5999



# Important Water Softening Information



OHIO  
AMERICAN WATER

Serving the communities of  
Franklin County since 2002.

Printed on paper containing recycled content. Each ton of recycled paper saves 7,000 gallons of water.



### What is the hardness of my water?

The Franklin County District draws its water supply from groundwater in the area. The hardness of this water averages 480 mg/L of total hardness (as calcium carbonate). In order to reduce the impact of hard water, the hardness is reduced by Ohio American Water to a level of 90-150 mg/L total hardness. This is the level of treatment recommended by the Ohio EPA to be considered softened and is a 70% reduction in the hardness level of the well water.

### Why doesn't the company soften to a lower hardness level?

The level of hardness in the water delivered to your home is not arbitrarily determined. By reducing the hardness to a level between 120-150 mg/L, the benefits of softened water can be achieved at a minimal cost to you. A higher reduction is achievable, but this would result in increased operational expenses and would impact your water rates. It is the goal of Ohio American Water to provide the best quality water service while minimizing the controllable costs

### How can I tell if my water is soft enough?

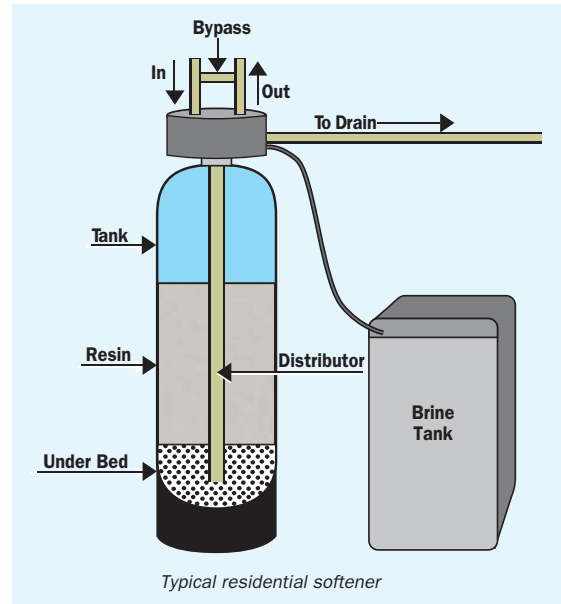
Hardness is an aesthetic characteristic of water quality. Each of us has our own unique preferences, so everyone will not perceive the softness level similarly. While some might consider water softened to 0 mg/L as feeling soft, others might consider the water as having an oily feeling. Water softness is a personal preference.

### What should I consider before using an in-home water softener?

If you choose to install or use an in-home water softener for your personal use because you desire a lower level of water hardness, there are several aspects to be considered before doing so:

- Over-softened water can create unstable water leading to corroded plumbing and fixtures and the premature failure of water-using appliances. Water that has been treated in-home should be analyzed by an independent lab to assure the softener is properly adjusted. Tests should include hardness, alkalinity, pH and corrosiveness.

- In-home water softeners use water to regenerate. This will cause you to use more water, which will result in higher water, sewer and electric bills.
- Utilizing in-home water softening devices can cause increased sodium levels in the treated water.
- If you desire softer water, adjust the level of softening in the operating cycle to treat a hardness level of 120 mg/L (7 grains hardness).



### How should I "turn off" my home softener?

If you choose to no longer use the in-home water softener, it should be isolated from your plumbing as it could create taste, odor and color issues. We suggest that you open the by-pass valve and close the valves feeding and leaving the softener so that water cannot run through your softener. Simply unplugging the water softener will lead to undesirable water quality consequences.