

**GENERAL WATER SERVICE****Available For**

All general water service Customers EXCEPT FOR FRANKLIN COUNTY AND PORTAGE COUNTY DISTRICT CUSTOMERS.

**Meter Rates**

The following shall be the rates for consumption:

	100 Cubic Feet Per Month	Rate Per 100 Cubic Feet	1,000 Gallons Per Month	Rate Per 1,000 Gallons
For the first	20	\$5.7412	15	\$7.6549
For the next	1,980	\$3.9705	1,485	\$5.2940
For all over	2,000	\$2.1115	1,500	\$2.8153

  

	100 Cubic Feet Bi-Monthly	Rate Per 100 Cubic Feet	1,000 Gallons Bi-Monthly	Rate Per 1,000 Gallons
For the first	40	\$5.7412	30	\$7.6549
For the next	3,960	\$3.9705	2,970	\$5.2940
For all over	4,000	\$2.1115	3,000	\$2.8153

**Unmetered Rates****\$84.75 BI-MONTHLY**

The Company, at its discretion, may install meters for customers on the unmetered rates. Once meters are installed, the Customers will be charged the appropriate metered rates.

**Service Charges**

These metered general water service Customers shall pay a service charge monthly, or bi-monthly, at the option of the Company, based on the size of meter installed, according to the rates set forth below:

Size of Meter	Service Charge	
	Monthly	Bi-Monthly
5/8"	\$9.51	\$19.02
3/4"	\$12.05	\$24.10
1"	\$17.90	\$35.80
1-1/2"	\$32.53	\$65.06
2"	\$50.09	\$100.18
3"	\$91.04	\$182.08
4"	\$149.56	\$299.12
6"	\$295.84	\$591.68

**Surcharge**

The metered general water service Customers served by the Marion District-Marion County and Morrow County shall pay a surcharge for water softening costs. This surcharge shall be at the rate set forth below:

Surcharge per 100 cubic feet	\$0.3415
or per 1,000 gallons	\$0.4553

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Ohio American Water Company  
365 East Center Street, Marion, Ohio 43302

**GENERAL WATER SERVICE**  
**RATES AND CHARGES FOR FRANKLIN COUNTY AND PORTAGE COUNTY DISTRICTS**

**1. DOMESTIC SERVICE**

Water Customer Charge

For 5/8" meter	\$9.51	per Month
For 3/4" meter	\$12.05	per Month
For 1" meter	\$17.90	per Month
For 1 1/2" meter	\$32.53	per Month
For 2" meter	\$50.09	per Month
For 3" meter	\$91.04	per Month
For 4" meter	\$149.56	per Month
For 6" meter	\$295.84	per Month

Water Consumption Charge - Basic Water Service (applies to all customers):

First 20 Ccf	\$5.7412 per Ccf*	or per 1,000 gallons \$7.6549
Next 1,980 Ccf	\$3.9118 per Ccf*	or per 1,000 gallons \$5.2157
All over 2000 Ccf	\$2.1115 per Ccf*	or per 1,000 gallons \$2.8153

Softening Surcharge (Only applies to the Lake Darby and Worthington Hills Service Areas) \$0.5745 per Ccf\*

Reverse Osmosis Surcharge (Huber Ridge) \$1.4994 per Ccf\*

**2. NON-DOMESTIC SERVICE:**

Water Customer Charge

For 5/8" meter	\$9.51	per Month
For 3/4" meter	\$12.05	per Month
For 1" meter	\$17.90	per Month
For 1 1/2" meter	\$32.53	per Month
For 2" meter	\$50.09	per Month
For 3" meter	\$91.04	per Month
For 4" meter	\$149.56	per Month
For 6" meter	\$295.84	per Month

Water Consumption Charge - Basic Water Service:

First 20 Ccf	\$5.7412 per Ccf*	or per 1,000 gallons \$7.6549
Next 1,980 Ccf	\$3.9118 per Ccf*	or per 1,000 gallons \$5.2157
All over 2000 Ccf	\$2.1115 per Ccf*	or per 1,000 gallons \$2.8153

Softening Surcharge (Only applies to the Lake Darby and Worthington Hills Service Areas) \$0.5745 per Ccf\*

Reverse Osmosis Surcharge (Huber Ridge) \$1.4994 per Ccf\*

Charges for water service will be comprised of the applicable Water Customer Charge plus the Water Consumption Charge calculated on the number of metered or estimated units at the appropriate rate block for non softened water (basic water service), plus any surcharges for softened water, reverse osmosis treated water or purchased water in Portage County.

\*1 Ccf = 100 cubic feet

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**GENERAL SEWER SERVICE  
RATES AND CHARGES FOR FRANKLIN AND PORTAGE COUNTY DISTRICTS**

1. DOMESTIC AND NON-DOMESTIC SERVICE

Sewer Customer Charge - Applicable to Customers  
who only receive Sewer Service:

For 5/8" meter	\$9.51	per Month
For 3/4" meter	\$12.05	per Month
For 1" meter	\$17.90	per Month
For 1/1/2" meter	\$32.53	per Month
For 2" meter	\$50.09	per Month
For 3" meter	\$91.04	per Month
For 4" meter	\$149.56	per Month
For 6" meter	\$295.84	per Month

Sewer Consumption Charge:

First 13.33 cubic feet	\$8.8358	per Ccf*
or per 1,000 gallons	\$11.7811	
Next 586.67 cubic feet	\$5.8920	per Ccf *
or per 1,000 gallons	\$7.8560	
Over 600 cubic feet	\$2.3000	per Ccf *
or per 1,000 gallons	\$3.0667	

Domestic Customers without Ohio American Water Service	\$52.54	per Month
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Charges for sewer service will be comprised of the applicable Sewer Customer Charge and the Sewer Consumption Charge calculated on the number of metered or estimated units at the appropriate rate block in accordance with the Summer/Winter Usage Formula.

\*1 Ccf = 100 cubic feet

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**GENERAL WATER SERVICE LARGE QUANTITY USERS****Available For**

All new and existing general water service customers (1) whose average consumption exceeds 1,200,000 cubic feet (9,000,000 gallons) per month, regardless of meter size, (2) are located adjacent to a water distribution main that is adequate and suitable for supplying the requested service, and (3) who agree to be bound by the terms of this tariff sheet for an initial period of twelve months.

**Special Terms and Conditions**

In order to qualify for the water rates provided on this sheet, the customer agrees:

- 1) To establishment of an Annual Base Period water usage level for one-year pricing purposes that is equal to the average of the customer's most recent two calendar years' total water purchases, or for new customers, from estimates agreed to by the customer and the company;
- 2) To guarantee to purchase, or pay for, on a monthly basis and as a Minimum Monthly, an amount of water equal to 6% per month of the Annual Base Period water usage level, as determined above;
- 3) That the cost of Minimum Monthly purchases shall be determined as of the date service commences under this tariff, and shall be priced at the current General Water Service volumetric rates for such purchase levels;
- 4) That water purchases under this tariff shall be for an initial period of twelve months, but may be continued under this tariff (with annual review and reestablishment, when appropriate, of the customer's Annual Base Period water usage level) unless terminated by either party after thirty days' advance written notice. Water purchases under this tariff may be adjusted for succeeding tariff pricing changes; however, all such tariff pricing changes will only be changed under direction of the Public Utilities Commission of Ohio;
- 5) When a customer elects to avail itself of this tariff, such customer shall remain so classified for a period of at least twelve months. Should such customer elect to leave this tariff, it shall not again be permitted to avail itself of this tariff until at least twelve months have elapsed but, during such period, such customer shall obtain service under the regular tariff for General Water Service; and
- 6) That other general terms and conditions of water service in effect shall also be effective for service under this tariff sheet.

**Water Rates**

Monthly water purchases in excess of the Minimum Monthly purchase levels described in item (2) above, which do not exceed the monthly average usage of the Annual Base Period water usage level by more than two times, will be priced at a rate of \$1.90 per hundred cubic feet. The softening surcharge set forth in the General Water Service tariffs for customers in the Marion District-Marion County will be added to the rate per hundred cubic foot previously stated, for customers in that District.

Monthly water purchases, which exceed the monthly average usage of the Annual Base Period water usage, level, as described in item (1) above, by more than two times, will be paid for at the volumetric rates applicable for General Water Service.

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**PRIVATE FIRE SERVICE**

The rates for private fire service are based upon the size of the service, and no additional charges will be made for fire hydrants, hose connections, sprinkler systems, or standpipes connected to and supplied by such private fire services.

<u>Size of Service</u>	<u>Rate Per Month</u>	<u>Rate Per Annum</u>
2" Diameter & smaller	\$8.78	\$105.36
2-1/2" Diameter	\$13.77	\$165.24
3" Diameter	\$19.76	\$237.12
4" Diameter	\$35.10	\$421.20
6" Diameter	\$79.04	\$948.48
8" Diameter	\$140.56	\$1,686.72
10" Diameter	\$219.60	\$2,635.20
12" Diameter	\$316.21	\$3,794.52

This Private Fire Service rate applies to all Ohio American Water Company Customers. At the inception of this revised tariff provision, current Private Fire Service customers in Franklin and Portage Counties will remain on the grandfathered sprinkler head rate of \$1.0700 per month if the service line rate would produce a higher rate to the customer than the sprinkler head rate. Customers will be entitled to receive the grandfathered rate only as long as the customer receives the same private fire service as received at the time the sprinkler head rate was grandfathered. Eligible customers in Franklin and Portage Counties will continue to pay the grandfathered rate of \$1.0700 per sprinkler head until the Commission sets a different rate or the rate is eliminated.

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2. DEFINITIONS (Cont.)

- (G) "Cross-connection" is any connection or arrangement between the pipelines of the Company or any pipe, fixtures or other facilities directly or indirectly connected therewith, and any private source or system of water supply, or non-potable source or system, including soil, waste, drainage and other piping and fixtures or hoses or other devices connected thereto on Customer's premises, through which backflow can occur.
- (H) "Customer" is any person, firm, corporation or governmental unit served by the Company.
- (I) "Customer Service Line" is that portion of the water service line carrying water from the Company's Service Pipe to the structure or premises, which is supplied, installed and maintained at the cost of the customer. The Customer Service Line shall also include all of the necessary pipe, fittings, valves and appurtenances.
- (J) "Customer Sewer Service Line" is that portion of the sewer service line, including the connection fitting attached to the sanitary sewer main, from the Customer's structure or premises to the point of connection to the Company's sewer main.
- (K) "Dead-end Main" is the section of a water distribution system that is not connected to another section of pipe by means of a connecting loop.
- (L) "Depositor" is any person, firm corporation or governmental unit making a deposit with the Company under an agreement providing for the construction of a main extension and related facilities in accordance with the Extension of Mains provision herein.
- (M) "Distribution Main" means water pipe owned, operated, or maintained by the Company, which is used for the purpose of distribution of water from which service connections with Customers are taken.
- (N) "Domestic Service" refers to:
- I. the consumption of water provided by the Company; or
  - II. the discharge of sewage into the Company's sewer system by a Customer for his/her or family's personal, normal household activities including but not limited to, waste from drinking water, fountains, toilets, urinals, bathtubs, showers, lavatories, garbage disposal, laundries and sinks at a residence where the Customer resides and where the account is listed with the Company in the Customer's own name.
- (O) "Domestic" is synonymous with residential.
- (P) "Foundation Drain" is a pipe installed inside or outside the foundation of a structure for the purpose of draining ground or subsurface water away from foundation.
- (Q) "Governmental Unit" is any municipality or other political subdivision or agency of the State of Ohio or the Federal Government.

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2. DEFINITIONS (Cont.)

- (R) "House Connection" is a pipe carrying sewage from a premises to a company sewer main.
- (S) "Main Extension" means an extension, including any fire hydrants if fire protection is provided, from the nearest existing adequate main along a route determined in accordance with reasonable utility engineering practices to a point perpendicular to the most remote structure to be served fronting the main extension.
- (T) "Manager" means the highest ranking employee of the Company with direct responsibility for the Ohio American Water Company.
- (U) "Nondomestic Service" refers to:
- I. the consumption of water provided by the Company; or
  - II. the discharge of waste into the Company's sewer system by a Customer who does not take domestic service including but not limited to commercial or industrial usage.
- (V) "Nondomestic Sewage" is synonymous with commercial and/or industrial.
- (W) "Outage" means any interruption of a company system, other than a customer service line, which causes the cessation of service.
- (X) "Premises" is:
- I. A building under one roof owned or leased by one party and occupied as one business or residence; or
  - II. A combination of buildings owned or leased by one party, which is located on a single site, and occupied by one family, business or institution, which constructs and operates its own secondary distribution system. Such site separated by public highways or streets. Non-dedicated roadways through the site shall not be considered as dividing or separating the same into more than one site; or
  - III. Each unit of a double or multiple unit building wherein each unit is under separate ownership or lease; or
  - IV. Each unit of a double or multiple unit building wherein the Customer's service pipe for each unit is connected to a separate service pipe and curb stop of the Company; or
  - V. A building owned or leased by one party, having two or more apartments, offices, or suites of offices; or
  - VI. A mobile home park or area in which space is rented or leased for the parking and occupancy of trailers or mobile homes.

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3. APPLICATIONS FOR WATER AND/OR SEWER SERVICE (Cont.)

- (C) Where a rental property for more than one unit has a single line serving two or more units, and the customer(s) in one or more units has qualified for disconnection, after the Company provides 14 days notice to the property owner, the property owner shall either (i) immediately install a separate service line to the unit(s) so that the Company may shut off the water only to the offending customer(s) of the involved unit(s); (ii) pay the bill on account of the customer of the unit(s); or (iii) assure access to Company personnel to the customer(s) meter(s) or separate curb stop.
- (D) No charge will be made for turning on the water and/or sewer service to new Customers during regular working hours.
- (E) Accepted application for water and/or sewer service to be supplied to any premises shall constitute a license to the Customer to take and receive a supply of water and/or sanitary sewer service for said premises for the purposes specified in such application. If the customer shall use, or knowingly permit to be taken or used, water and/or sanitary sewer service from said premises for any persons or purposes other than those specified in such application, such use shall be a violation of the contract, and the Company shall have the right under such circumstances to discontinue water and/or sewer service to said premises after due notice to the Customer, unless Customer shall have first obtained the written permission of the Company to use the water and/or sanitary sewer service in such manner not specified by the Application.
- (F) In the interest of public health and for the protection of Company property, the Company will not permit customer service lines, or any other lines or pipes carrying or which are in a position to carry sewage, to be connected either on or off any premises with any lines which the Company knows or has good reason to believe carries, or is in a position to carry, nondomestic sewage, unless the consent of the Company is first obtained.
- (G) The Company prohibits the discharge of clean waters into its sewage system. The Company reserves the right to prohibit, accept or require pretreatment of nondomestic sewage.
- (H) When application is made to install a customer sewer service line, for sewer service, or for the reinstatement of sewer service, the Company shall be entitled to assume that the piping and fixtures to which the service will be supplied are in order.

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5. PRIVATE FIRE PROTECTION SERVICE (Cont.)

- (D) The Applicant shall furnish, attach and make a part of his Application, three complete sets of drawings approved by the appropriate governmental agency and approved by the Company showing the pipes, valves, hydrants, tanks, openings and appurtenances contemplated in the Application. Such sketch must also show any other water supply system and pipelines and appurtenances, which may exist on the premises, and there shall be no connection between such other supply, and pipes connected to the Company's mains.
- (E) The Customer agrees to obtain in advance the approval of the Company for any change, alteration or addition in the fixtures, openings and uses specified in the Application.
- (F) The Company shall determine the size and location of any connections made to its distribution mains for private fire protection service, and will, at the cost and expense of the Customer, make the connection to its main. The installation and maintenance of the service connection from the distribution main to the property line shall be at the cost and expense of the Customer.
- (G) The extent of the rights of the private fire protection service Customer is to receive, but only at times of fire on his premises, such supply of water as shall then be available and no other or greater.
- I. The Company shall not be considered in any manner an insurer of property or persons, or to have undertaken to extinguish fire or to protect any persons or property against loss or damage by fire or otherwise, and it shall be free and exempt from any and all claims for damages on account of any injury to property or persons by reason of fire, water, failure to supply water or pressure, or for any other cause whatsoever, if same is without willful misconduct on its part.
- II. The Company reserves the right to disconnect private fire protection service for non-payment for the private fire protection service in accordance with Section 13, "Disconnection of water and/or Sewer Service" set forth in this Tariff. When a disconnect notice is sent to the customer, the Company reserves the right, at its option, to notify the appropriate fire marshal of the proposed disconnection.

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8. METERS (Cont.)

- (G) Separate premises shall be separately metered and billed. As a general rule, only one premises shall be supplied through one meter or meter setting. For good cause, the Company may permit more than one service line meter or meter setting.
- (H) The Company will, at its own cost and expense, make a test of the accuracy of registration of a meter upon request of a Customer, provided that such Customer does not make request for tests more frequently than once in three (3) years. In the event that a Customer should request a meter test more frequently than once in three (3) years, the Customer will be billed for such additional test or tests at the actual cost thereof to the Company; provided, however, that if the test shows the meter to be more than one and one-half per cent (1-1/2%) fast or slow, no charge shall be made to the Customer for such test or tests. A report giving the results of such tests will be made to the Customer, and a complete record of the same will be kept on file in the office of the Company for a period of not less than three (3) years.
1. The Company shall test the meter within thirty (30) days following the Customer's request.
  2. The Customer has the right to be notified of the scheduled test date.
  3. The Customer or the Customer's representative may be present when the meter test is performed.
  4. The Company shall provide the Customer the on-site test results at the time of the test.
- (I) Meter readings in units of hundred cubic feet are converted to units of thousand gallons for billing purposes if the existing schedule of charges is stated in gallon units. The factor used for making the conversion from hundred cubic feet to thousand gallons is based on the use of one cubic foot as being equivalent to seven and one half (7.4805) gallons.
- (J) The Company reserves the right to put seals on any meter, or on its couplings in and for any premises, and may discontinue service if such seals are found broken or removed in accordance with Section 13.
- (K) No Customer shall remove or cause or permit the removal of a meter by his agents once it has been placed, and any change in location of the meter desired by the Customer shall first be approved by the Company in writing, but shall be made by the Customer at his own cost and expense.

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**14. RENEWAL OF WATER AND/OR SEWER SERVICE AFTER DISCONTINUANCE**

- (A) When water and/or sewer service to a premises has been terminated for any reason, other than for temporary vacancy in accordance with Section 13 (A), service will be reconnected unless prevented by circumstances beyond the Company's control, or unless the Customer requests otherwise, by the close of the following regular business day after any of the following:
1. Receipt of the full amount of arrears for which service was disconnected, including any required deposit or reconnection charge. In the instance where for the second time within a twelve month period, a Customer has tendered Company a check which has been dishonored, has closed a credit card which number has been tendered as payment or otherwise used a payment method that resulted in inability to process to completion, Company retains the right to consider that payment has not been made until the payment clears the bank (the Customer may pay with cash or a money order to avoid delay in reconnection). The Company will inform the Customer of the time frame needed to verify the payment, which will be no longer than the time frame required for verifying whether the payment has been processed by the bank or credit card company.
  2. The elimination of conditions that warranted disconnection of service.
  3. An agreement by the Company and the Customer on a deferred payment plan and a payment, if required under the plan.
- (B) If service has been discontinued and the Customer wishes to guarantee the reinstatement of the service the same day on which payment is rendered, both of the following conditions apply:
1. If reinstatement of service is requested the same day, the Customer must notify the Company no later than 12:30 p.m., and the customer must make payment in the company's business office or provide proof of payment; and
  2. The Company may require the Customer to sign an agreement to pay the Company's incurred costs for reinstatement of service if it occurs after normal Company business hours. The fee shall be collected at the time reinstatement of service arrangements are made or rendered with the Customer's next billing at the Company's discretion.
- (C) If a guarantor is required in order to reestablish service, the guarantor must sign an acknowledgement of willingness to accept the responsibility for payment of the customer's bill in case the Customer defaults.
- (D) The Company may not insist upon payment of any current bill, excluding any reconnection charge, before restoring service unless the bill is more than fourteen (14) days past due.

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**ATTESTATION OF PROPERTY OWNER/PROPERTY MANAGER/LANDLORD**

I, \_\_\_\_\_, whose business address is

attest that I am the owner of, or property manager for, the residence at the following address ("Premises"):  
(Circle One)

I elect to assume the charges for water/sewer service to the Premises and request Ohio American Water Company to list me or my company as the customer for the Premises beginning on the date  
(Circle One)

set forth below.

The Ohio American customer at the Premises has vacated it and I now authorize Ohio American Water Company to disconnect the water and/or sewer service at the Premises effective upon the date set forth below.

By \_\_\_\_\_  
(Signature of Property Owner/Property Manager/Landlord)

Date \_\_\_\_\_

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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 complaint is not resolved, after you have called Ohio American, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance 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 at [www.puco.ohio.gov](http://www.puco.ohio.gov).

Residential customers may also contact the Ohio Consumers' Counsel 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 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 these standards is available by contacting the Ohio American Water Company or the Public Utilities Commission of Ohio. 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 (Cont.)**

After discontinuing service, Ohio American will promptly apply 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. Ohio American 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 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;
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.

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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. Ohio American 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.

**CUSTOMER NOTICE FOR FRANKLIN AND PORTAGE COUNTIES**

AM353i

Dear Ohio American Customer:

On May 7, 2009, the Ohio American Water Company (Company) filed with the Public Utilities Commission of Ohio (PUCO) a notice of its intent to seek an increase in rates in Case No. 09-0391-WS-AIR. Local public hearings on the rate case were held in Mansfield, Marion, Galloway, Groveport, Westerville, Ashtabula, and Tiffin, Ohio. The Commission approved the new rates on May 5, 2010. The Company will be implementing new rates on a bills rendered basis effective on May 19, 2010. The new water and wastewater rates represent an overall total revenue increase of approximately \$2,647,801, which equates to a 7.1% increase over current operating revenues. The factors contributing to the increase were costs associated with increased investment in new plant, production costs, and general operating expenses.

Your rates are based on water and/or a wastewater charge combined with a monthly service 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 charges for water and wastewater sales in FRANKLIN AND PORTAGE COUNTIES (formerly served by Citizens Utilities of Ohio) are:

WATER	RATE PER HUNDRED CUBIC FEET (CCF)			RATE PER THOUSAND GALLONS		
	CUBIC FEET PER MONTH	PRIOR RATE	NEW RATE	GALLONS PER MONTH	PRIOR RATE	NEW RATE
For the first	2,000	\$ 5.0449	\$ 5.7412	15,000	\$ 6.7265	\$ 7.6549
For the next	198,000	\$ 3.0324	\$ 3.9118	1,485,000	\$ 4.0432	\$ 5.2157
For all over	200,000	\$ 2.1115	\$ 2.1115	1,500,000	\$ 2.8153	\$ 2.8153

WASTEWATER (SEWER)	RATE PER HUNDRED CUBIC FEET (CCF)			RATE PER THOUSAND GALLONS		
	CUBIC FEET PER MONTH	PRIOR RATE	NEW RATE	GALLONS PER MONTH	PRIOR RATE	NEW RATE
For the first	2,000	\$ 8.2600	\$ 8.8358	15,000	\$ 11.0133	\$ 11.7811
For the next	198,000	\$ 5.8340	\$ 5.8920	1,485,000	\$ 7.7787	\$ 7.8560
For all over	200,000	\$ 2.2772	\$ 2.3000	1,500,000	\$ 3.0363	\$ 3.0667

The newly approved service charges for water and wastewater IF the customer takes only wastewater service are as follows:

METER SIZE	PRIOR MONTHLY CHARGE	NEW MONTHLY CHARGE
5/8"	\$ 9.51	\$ 9.51
3/4"	\$ 12.03	\$ 12.05
1"	\$ 17.06	\$ 17.90
1 1/2"	\$ 29.65	\$ 32.53

METER SIZE	PRIOR MONTHLY CHARGE	NEW MONTHLY CHARGE
2"	\$ 44.75	\$ 50.09
3"	\$ 80.00	\$ 91.04
4"	\$ 130.34	\$ 149.56
6"	\$ 256.21	\$ 295.84

The softening surcharge will be changed from \$0.6007 per ccf to \$0.5745 per ccf, a decrease of \$0.0262 per ccf. The reverse osmosis surcharge will be changed from \$1.1922 to \$1.4994 per ccf, an increase of \$0.3072 per ccf. The account activation charge will remain unchanged at \$23.10 for new service establishment during the Company's regular business hours. The fire service sprinkler charges will be changed from \$1.01 to \$1.07, an increase of \$0.06. The dishonored payment charge will remain unchanged at \$17.25.

**CALCULATION OF AVERAGE BILL AT PRIOR AND NEW RATES**

DISTRICT AND CLASS	USAGE (CCF)	USAGE (GALLONS)	BILL AT PRIOR RATES	BILL AT NEW RATES	INCREASE
<b>FRANKLIN COUNTY AND PORTAGE COUNTY:</b>					
Residential Monthly:	7.00	5,250	\$ 44.82	\$ 49.70	\$ 4.88
Commercial Monthly:	31.00	23,250	\$ 130.34	\$ 167.36	\$ 37.02
<b>FRANKLIN COUNTY - HUBER RIDGE WITH REVERSE OSMOSIS:</b>					
Residential Monthly:	7.00	5,250	\$ 53.17	\$ 60.19	\$ 7.02
Commercial Monthly:	31.00	23,250	\$ 167.30	\$ 213.85	\$ 46.55
<b>FRANKLIN COUNTY - LAKE DARBY AND WORTHINGTON HILLS WITH SOFTENING SURCHARGE:</b>					
Residential Monthly:	7.00	5,250	\$ 49.03	\$ 53.72	\$ 4.69
Commercial Monthly:	31.00	23,250	\$ 148.96	\$ 185.17	\$ 36.21
<b>FRANKLIN COUNTY AND PORTAGE WASTEWATER:</b>					
Residential Monthly:	6.00	4,500	\$ 49.56	\$ 53.01	\$ 3.45
Commercial Monthly:	37.00	27,750	\$ 248.20	\$ 276.88	\$ 28.68

Copies of the approved tariffs are on file and may be inspected by any interested person at any district office of Ohio-American or at the offices of the Public Utilities Commission of Ohio, 180 East Broad Street, Docketing Section, Columbus, Ohio 43215-3793, or can be reviewed online at the PUCO's web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Please keep in mind that some changes affect certain customers differently than others, depending on the usage and service provided. If you have any specific questions concerning the impact of this rate change on your bill, please call 1-800-673-5999. You are a valued customer and we welcome the opportunity to discuss this matter with you.

### CUSTOMER NOTICE FOR WATER A TARIFF GROUP DISTRICTS

Dear Ohio American Customer:

On May 7, 2009, the Ohio American Water Company (Company) filed with the Public Utilities Commission of Ohio (PUCO) a notice of its intent to seek an increase in rates in Case No. 09-0391-WS-AIR. Local public hearings on the rate case were held in Mansfield, Marion, Galloway, Groveport, Westerville, Ashtabula, and Tiffin, Ohio. The Commission approved the new rates on May 5, 2010. The Company will be implementing new rates on a bills rendered basis effective on May 19, 2010. The new water and wastewater rates represent an overall total revenue increase of approximately \$2,647,801, which equates to a 7.1% increase over current operating revenues. The factors contributing to the increase were costs associated with increased investment in new plant, production costs, and general operating expenses.

Your rates are based on water charge combined with a monthly service 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 charges for water sales are in all areas EXCEPT those former customers of Citizens Water Utilities of Ohio and those customers in the Mansfield District with unmetered service are:

WATER	RATE PER HUNDRED CUBIC FEET (CCF)			RATE PER THOUSAND GALLONS		
	CUBIC FEET PER MONTH	PRIOR RATE	NEW RATE	GALLONS PER MONTH	PRIOR RATE	NEW RATE
For the first	2,000	\$ 5.1399	\$ 5.7412	15,000	\$ 6.8532	\$ 7.6549
For the next	198,000	\$ 3.6969	\$ 3.9705	1,485,000	\$ 4.9292	\$ 5.2940
For all over	200,000	\$ 1.6600	\$ 2.1115	1,500,000	\$ 2.2133	\$ 2.8153

The newly approved service charges are as follows:

METER SIZE	PRIOR MONTHLY CHARGE	NEW MONTHLY CHARGE	METER SIZE	PRIOR MONTHLY CHARGE	NEW MONTHLY CHARGE
5/8"	\$ 9.51	\$ 9.51	2"	\$ 44.75	\$ 50.09
3/4"	\$ 12.03	\$ 12.05	3"	\$ 80.00	\$ 91.04
1"	\$ 17.06	\$ 17.90	4"	\$ 130.34	\$ 149.56
1 1/2"	\$ 29.65	\$ 32.53	6"	\$ 256.21	\$ 295.84

The Marion softening surcharge will be changed from \$0.3609 per ccf to \$0.3415 per ccf, a decrease of \$0.0194 per ccf. The account activation charge will remain unchanged at \$23.10 for new service establishment during the Company's regular business hours. The dishonored payment charge will remain unchanged at \$17.25.

The newly approved fire service charges are as follows:

METER SIZE	PRIOR MONTHLY CHARGE	NEW MONTHLY CHARGE	METER SIZE	PRIOR MONTHLY CHARGE	NEW MONTHLY CHARGE
< 2"	\$ 8.25	\$ 8.78	6"	\$ 74.28	\$ 79.04
2 1/2"	\$ 12.94	\$ 13.77	8"	\$ 132.09	\$ 140.56
3"	\$ 18.57	\$ 19.76	10"	\$ 206.37	\$ 219.60
4"	\$ 32.99	\$ 35.10	12"	\$ 297.16	\$ 316.21

The MANSFIELD DISTRICT'S unmetered rates will be changed from \$78.70 to \$84.75 bi-monthly, an increase of \$6.05 bi-monthly.

**CALCULATION OF AVERAGE BILL AT PRESENT AND NEW RATES**

DISTRICT AND CLASS	USAGE (CCF)	USAGE (GALLONS)	BILL AT PRIOR RATES	BILL AT NEW RATES	INCREASE
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**Marion District, Marion and Morrow Counties (includes softening charge):**

Residential Bi-Monthly:	12.00	9,000	\$ 85.03	\$ 92.01	\$ 6.98
Commercial Bi-Monthly:	44.00	33,000	\$ 226.42	\$ 244.16	\$ 17.74
Industrial Monthly:	328.00	246,000	\$ 1,369.33	\$ 1,459.26	\$ 89.93
Public Authority Monthly:	155.00	116,250	\$ 667.33	\$ 713.28	\$ 45.95

**Ashtabula, Preble, Tiffin and Lawrence County**

**Marion District - Lake White**

Residential Bi-Monthly:	12.00	9,000	\$ 80.70	\$ 87.91	\$ 7.21
Commercial Bi-Monthly:	44.00	33,000	\$ 210.54	\$ 229.14	\$ 18.60
Industrial Monthly:	328.00	246,000	\$ 1,250.95	\$ 1,347.25	\$ 96.30
Public Authority Monthly:	155.00	116,250	\$ 611.39	\$ 660.35	\$ 48.96

Copies of the approved tariffs are on file and may be inspected by any interested person at any district office of Ohio-American or at the offices of the Public Utilities Commission of Ohio, 180 East Broad Street, Docketing Section, Columbus, Ohio 43215-3793, or can be reviewed online at the PUCO's web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Please keep in mind that some changes affect certain customers differently than others, depending on the usage and service provided. If you have any specific questions concerning the impact of this rate change on your bill, please call 1-800-673-5999. You are a valued customer and we welcome the opportunity to discuss this matter with you.