

customer service

**Our customer service center is available
seven days a week, 24-hours a day.**

1-800-673-5999

If you have a touch-tone phone and know your account number, you can access your account 24-hours a day with. You can learn your current account balance, your usage for the past three months, when your last payment was made and when your next payment is due. To reach this service, use the same number listed above.

Mailing Address

Your water bill payment can be mailed to:

Ohio American Water
P.O. Box 94551
Palatine, IL 60094-4551

All other correspondence should be mailed to:

American Water
1410 Discovery Pkwy
P.O. Box 578
Alton, IL 62002
Attn: Correspondence Group

Budget Billing

Ohio American Water is now offering an optional billing plan which allows customers who are billed bi-monthly to pay that bill month by month. Contact Ohio American Water 800-673-5999 for an application.

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

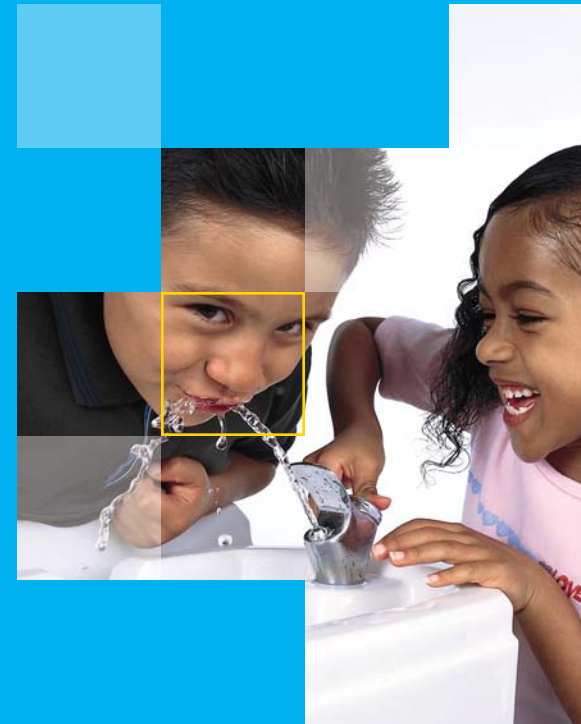


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AWOH1073 (10/09)



Your
rights &
responsibilities
as a valued customer



Dear Customer

As your water service supplier, we recognize the trust you place in us to provide high quality, reliable drinking water service. It is a responsibility we take very seriously. We work hard to ensure every drop of your drinking water meets all state and federal drinking water quality standards.

There is more to good water service than providing high quality water. This guide will help you understand the many services we offer, as well as your rights and responsibilities as an Ohio American Water customer. We hope you will review the contents of this guide and keep it for your future use.

If you have any questions about your water service that are not answered by the information provided here, please phone our Customer Service Center at 1-800-673-5999.

Sincerely,

The Employees of Ohio American Water



365 East Center Street
Marion, OH 43302-4101

1-800-673-5999
www.ohioamwater.com

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, seven days a week. You may also contact Ohio American Water in writing at the following address: Ohio American Water, P.O. Box 578, Alton, Illinois 62002-0578.

If your complaint is not resolved after you have contacted Ohio American Water, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll-free at 1-800-686-7826 or 1-614-466-3292, or for TTY/TDD 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 www.PUCO.ohio.gov.

The Office of the Ohio Consumers' Counsel (OCC) represents utility customers in matters before the PUCO. The OCC can be contacted toll-free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m., or visit 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 Ohio American Water or the Public Utilities Commission of Ohio. A copy of the Ohio American Water 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) seeks access to the customer's premises.

As always, we welcome your comments and suggestions on how we can serve you better. Call us at 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, in accordance with PUCO rules, will require 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 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 $\frac{1}{2}$ of the estimated charge for all service for the ensuing 12 months, plus 30 percent of the monthly estimated charge.

After discontinuing service, Ohio American Water 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 Water 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 percent (5%) 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. Ohio American Water offers an optional billing plan which allows residential customers who are billed bi-monthly to pay that bill month to month. Contact our Customer Service Center at 1-800-673-5999 for an application.

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 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 water, 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:

1. 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

2. 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 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 \$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

Ohio American Water 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 1.5% fast or slow, no charge shall be made to the customer for such test. Ohio American Water 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.