

VILLAGE OF SOUTH ZANESVILLE

WATER RULES AND REGULATIONS

Completely Revised April 2004
Revised September 2007 (Section 9.6)
Revised May 2009 (Section 10.3.3)
Revised September 2009 (Section 10.1)
Revised October 2009 (Section 10.1)
Revised January 2010 (Section 10.3.3 (6))
Revised February 2014 (Section 10.3.3 (3))

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WATER DIVISION RULES AND REGULATIONS

The following rules and regulations, as established by the Council of the Village of South Zanesville, are published for the information and guidance of the users of the public water supply of the Village of South Zanesville, and are a part of the contract between the Village and each user of the facilities.

INTRODUCTION

The Village of South Zanesville, an Ohio municipality, is granted by the State Constitution to own and operate public utilities.

Municipal utility operations are considered to be proprietary functions of government and as such are not tax supported. Revenue to support the operations is derived from the sale of products and services.

The management, control, and supervision of all public work, including municipally owned public utilities, is a responsibility of the Village Administration, under control of the Village Council.

The rules and regulations and the rates of the water system are established by the Village Council and are contained herein.

CHAPTER 1

WATER SUPPLY SYSTEM

1.1 Ownership and control

The public water supply system of the Village of South Zanesville, Ohio, including all real estate, reservoirs, wells, pumping and treatment equipment, water mains, laterals, valves, fire hydrants, meters and services (to the property line), is owned by the Village of South Zanesville and is under the control of the Village Administrator and his duly authorized agents. Such control includes all piping from the Village water mains to the point of ultimate consumption or to where the Village water is finally discharged freely at atmospheric pressure.

1.2 Cross connections prohibited

No person, firm or corporation shall make or maintain a physical connection between the public water supply and any other source of water or other liquid unless the auxiliary or other water system and the method of connection and use of such system shall have been approved by the appropriate city official and by the Ohio Environmental Protection Agency. NO spigot or outlets shall be physically connected to a sewer or drain nor shall such spigot or outlet be below a free flow or submerged. Attention is called to Section 6109.13 of the Ohio Revised Code and to Chapter 3745-95 of the Ohio Administrative Code.

1.3 Contamination prohibited

No person shall put filth, animal matter or any other substance in any village water reservoir or swim or bath therein.

1.4 Continuous supply no guaranteed

The Village does not guarantee to consumers full volume, fixed pressure or an effective continuous supply of water, such matters being subject to the varying conditions which may disrupt the operations and require maintenance of the mains, service, pumping stations, reservoirs and other parts of the waterworks system.

Those customers using steam boilers or other facilities which require a constant or uninterrupted supply and which take water directly from the mains are advised to have a tank of sufficient size to hold an ample supply for emergency needs as no claim will be considered for damages of any nature arising from such action. The water division will, however, in case of accident or necessity, which requires the cutting off of the water supply, endeavor to notify its customers in advance. This will not occur, however, if a delay would cause a potential hazard to public health and safety or extensive property damage.

CHAPTER 2

TAMPERING WITH WATER SYSTEM

2.1 Remove meter seal or insert bypass

No person may connect to any public water line, tamper with or remove any meter seal, or insert a meter bypass without the permission of the Village Administrator or his agents under penalty provided in Section 4933.99 of the Ohio Revised Code and also under penalty of having the water turned off.

2.2 Obtain water unlawfully

No person shall operate, open or otherwise tamper with any valve, stopcock, curb stop or other device after same shall have been closed for violation of any rule or regulation of the Water Department, or unlawfully secure a supply of water through such valve, stopcock, curb stop or other device after same shall have been closed for the violation of any rule or regulation of the Water Department, or in any way take water for private use unlawfully or without first having secured the necessary permission from the authorized representative of the Water Department.

Continuous evidence of water being turned on after having been turned off for nonpayment shall result in the disconnecting of the service branch from the main line in which situation the customer shall pay all costs incurred in reconnecting the service branch, with the Village retaining the option of replacing the service branch with new materials.

2.3 Installation and removal of meters, turn on of service

Meters may be installed and/or removed and water service turned on only under the supervision of the Village Water Department Personnel. No water service will be turned on unless the property owner has a person present at the property. Qualified plumbers are authorized to turn on the water service following repairs.

2.4 Penalties

If the Water Department finds that a meter seal has been broken or any bypass inserted, or there is evidence that the meter has been tampered with, the water shall be shut off and shall not be turned on again until the consumer or owner of the premises shall pay for the estimated quantity of water which has been used and not registered, and in addition thereto, be charged a fee for turning on said water as prescribed in Section 10.3. The penalties hereinabove are in addition to the penalties provided by Village Ordinance and by the criminal laws of the State of Ohio and the making payment hereinabove will not in any way relieve any person from criminal prosecution.

CHAPTER 3

APPLICATION FOR WATER SERVICE

3.1 Applications and security deposits

Any property owner, or his duly authorized agent, desiring water service ***must complete proper forms for each service*** in person at the Utilities Billing Office showing positive identification before such service will be provided (see Application Form, Appendix A).

A security deposit is required for certain new accounts as prescribed in Section 10.3.3 # 6. A deposit shall be required of the following specified customers who are starting water service with the Village of South Zanesville and who will have Village water meters and accounts;

1. A new water/sewer customer with the Village of South Zanesville who has no prior credit experience with the Village.
2. ***A tenant customer***
3. A customer that has been delinquent in the past 12 months.

Except for a tenant customer, the Village of South Zanesville will return any remaining balance of the deposit to the customer who made the deposit after a one-year period providing the customer has kept his account current for the preceding 12-month period.

Each water meter account of a customer shall be treated separately. At the option of the Village, should a customer of the Village of South Zanesville water move from a premise having a water meter on Village of South Zanesville water to another premise having a water meter on the Village of South Zanesville Water South Zanesville water may credit the customer's new water meter account with any balance due to the customer on a previous deposit. Customer does not have to pay another deposit if they have had 1-year good credit with the Village, unless customer is a renter. For a customer moving from the village, credit will be given on the final billing.

Water service will be refused to an applicant where billing for previous service or for assessments is outstanding.

Owners of rentals do not have to make a deposit on a rental that they will be cleaning. They need to fill out the proper papers and the water will be turned on for a maximum of five (5) business days then shut off at the end of the time period. Arrangements must be made for us to get a beginning and ending reading. Owners will be billed for the water and sewer used.

3.2 When service branch/water tap installation is required

The property owner, or his duly authorized agent, may make application at the Utilities Office for the installation of a water service branch connection.

The Village Administrator shall determine the charges for such service branch connection according to the provisions of the Sources of Revenue Schedules of the Rules and Regulations and inform the applicant as to the amount of such charges. Upon payment of the charges, as determined, the application for the service branch will be approved and the installation authorized. The Water Division will make and maintain the water tap, which shall remain the property of the Village.

In cases where a water main has not been installed across the entire frontage to be served but the property is within 200 feet of an existing water main and the area cannot be developed, the Village will permit a service to be extended to the property line at the expense of the owner. Payment arrangement will be made by the Village Council.

In the event the service branch connection is to be installed in a street or road outside the corporation limits of the Village, and the political subdivision (State, County or Township) requires a permit before excavations can be made, it shall be the responsibility of the applicant to obtain such permit. ***All installations will be the responsibility of the property owner requesting the water service or their duly authorized agent, water lines will be to the South Zanesville Water department specs. And installation approved and inspected before being backfilled.***

3.3 Permit refused

The request for a permit will be refused when any of the following conditions apply:

1. When the premise to be served does not abut a public street, road/utilities right away.
2. When a water main has not been installed across the entire frontage to be served.
3. When, in the judgment of the Village Administrator/ Water Superintendent, the existing water main is of insufficient size to supply the additional demand and maintain satisfactory service to established consumers.
4. When the applicant is delinquent in the payment of previous rents or charges

CHAPTER 4

WATER MAIN EXTENSIONS

4.1 Procedures for obtaining water main extensions

Any one or more property owners may request the Water Department to determine the feasibility of installing a water main extension to serve their premise.

Construction of an approval water main extension may proceed under one of the following plans:

Plan No. I Payment of the entire cost in advance.

The Village Administrator/EPA shall approve the proposed extension and determine the estimated construction cost, such property owners may deposit with the Utility Department a sum equal to such estimated cost and the Village Administrator will there upon proceed with the construction. Any surplus in the deposit amount over and above the construction cost will be refunded to the owner or the owner's agent. Should the construction cost exceed the deposit amount, the owner or owners shall pay this excess amount and no water taps will be installed or water service rendered for the extension until the cost is paid in full.

Plan No. II Construction by owner.

In new subdivisions, the Village Administrator may permit or require the owner or owners to arrange for the laying of water main extensions by private contract, however, the work shall be done under the supervision of the Village Administrator/water superintendent. In any such case, the Water Department will require a deposit in the sum of 3 percent of the total estimated cost as a guarantee against defective workmanship or materials. Such deposit, less any sums expended by the department for repairs or replacement of defective work or materials, shall be refunded one year after the water main extension has been placed in service. No other refund or payment will be made. The Village Administrator /EPA must approve materials used for water main extensions under Plan II.

Plan III Special assessment in accordance with the Ohio Revised Code.

The owners of property to be served by a proposed water main extension may petition for, or Council may authorize, the construction of such extension and the assessment of the cost thereof in accordance with the provisions of the Ohio Revised Code.

4.2 General water main extension policies

No extension of a water main will be approved for less than the entire frontage of the premises to be served plus the necessary length of water main required extending the existing main to that frontage.

Plans for a subdivision shall be drawn by a registered engineer and approved by the EPA and must show complete water circulation within the area between the area and the existing system. Connections to the existing water main system at more than one point may be required at the discretion of the Village Administrator and the Water Superintendent.

All water mains shall be installed to plan and profile in accordance with the standard drawings and specifications of the South Zanesville Water Department.

The South Zanesville Water Department shall in all cases specify the size and location of the water main to be installed, as well as the type, number and locations of valves, fire hydrants or other appurtenances thereto. Water main construction shall be subject to inspection by the Village Administrator, Water Superintendent or there agent.

All water mains extended or installed under these rules and regulations, whether within or without the corporate limits of the Village, shall, upon being supplied with water, become the sole property of the Village of South Zanesville and all maintenance and repair costs and charges shall be assumed by the Water Department.

4.3 Water main replacement

The water Department may replace any existing distribution main as is necessary to improve the water distribution system. Such replacement may be in a different location, right-of-way or easement from the main being replaced, but shall be designed so as to serve all properties already connected to the existing main by means of individual service branches.

CHAPTER 5

SERVICE BRANCHES/ WATER TAPS

The connection through which a customer receives water from a water main shall be known as a service branch.

The existence of a water service branch to serve private property shall bind the owner thereof to comply with the rules and regulations of the Village of South Zanesville Water Department

A service branch shall serve only the premises described on the application and each branch shall be metered. Each house or building, including duplexes and apartments buildings, shall have a separate and distinct curb stop located outside the premises opposite such premises, each apartment shall have its own meter with curb stop. The Village Administrator may require properties or premises not so equipped to install additional services and/or curb stops at the expense of the property owner.

5.1 Portion installed and maintained by the Water Division

The service branch from the water main to and including the curb stop will be installed by the Water Department.

When a fill is placed over a curb box, the box must be raised. The Village will raise the curb box if given notice. Any associated cost can be charged to the customer if the box is covered by pavement or sidewalk or by a fill exceeding 3 inches in depth.

5.2 Portions installed and maintained by the property owner

The service branch from the curb stop to the point of connection with the building plumbing shall be installed and maintained by the property owner or his agent. This service branch shall have a minimum depth of cover of 42 inches and insofar as possible be laid in a straight line.

It will be the responsibility of the property owner to maintain the plumbing on the owner's side of the curb stop that will withstand turn on and turn offs at the curb stop and all natural stresses. The Village will not be responsible for breaks on the property owner's side of the curb stop caused by private contractors or by the operation of the curb stop.

Should it be determined that a broken service line is causing a traffic hazard or property damage or is leaking enough to cause a problem with the village water supply, the water may be turned off at once. The customer should make arrangements for a temporary water supply until such time as the necessary repairs can be made.

5.3 Failure to make repairs

Failure of the property owner to make repairs when necessary may result in the water being turned off at the curb stop and the property owner charged for the estimated quantity of water wasted.

5.4 Service calls

Service calls will be made without charge for the following purposes:

1. Leak investigation
2. To locate the Village-owned portion of the system

If during investigations it is determined that the leak is in the customer's portion of the system, the Village will turn off the water at the curb stop. The customer is responsible for accurately locating the leak and for repair. Following repairs service may be turned back on by a qualified plumber. There will be a special charge for any turn on after normal working hours. Charges are as prescribed in Section 10.3.

Any required repairs to the curb stop will performed by the Village during normal working hours as soon as it can be scheduled.

5.5 Freezing

The Village will not assume the cost of thawing water services on the customer's side of the curb stop. The customer must demonstrate that their portion of the service line is not frozen before the Village will attempt to thaw the line on the street side of the curb stop. It is the Villages policy not to use electric welders to thaw services.

CHAPTER 6

METERING

6.1 Meter furnished by the Village

The water meter and remote registers, sized for the anticipated demand, will be furnished and owned by the Village. Fees and charges will be as prescribed in Section 10.3.2.

6.2 Settings

Normally, meters will be installed inside the building or residence with a register, or remote reader, installed outside. In some cases the meter may need to be installed outside of the building in an approved type pit purchased, installed and owned by property owner.

6.3 Building plumbing to provide space for meter

When a meter is to be installed inside a building, the plumbing shall provide the correct space for the meter. Plumbing to receive 5/8 inch by 3/4 inch meter, 1 inch meter or 2 inch, shall be installed in a horizontal position not more than four feet from floor level with a shut off on each side of the meter and in a location that will prevent the meter from freezing and is easily accessible by water department employees.

Details on meter settings larger than 1-inch size will be supplied at the time service branch permit issued.

6.4 Admittance to the property or premises

Inspectors, meter readers or employees of the Water Department, whose duty it may be to enter upon private premises to examine meters, pipes or other fixtures used in connection with the Village water supply, shall be equipped with proper badge, uniforms, or such other credentials as the South Zanesville Village Council may deem necessary to identify them as agents of the Water Department. Such inspectors, meter readers or employees authorized by the Water Department must have free access at all reasonable hours to all parts of the building for the purpose of inspecting meters, examining fixtures and observing the manner in which the water is used. In case of any authorized inspector, meter readers or employee is refused admittance to any premises or is hindered or prevented from making such examination, the water shall be turned off and not turned on again until free access is given.

It is the policy of the Water Department to inspect, annually; the meters installed inside buildings or residences to ascertain their general condition, check for leaks and to compare inside and outside readings. It is to the customers' advantage to facilitate access for meter readers to aid in early detection of unknown leaks.

6.5 Meter damage

Water meters damaged by hot water, frost, or negligence shall be repaired by the South Zanesville Water Department at the expense of the property owner. The minimum charge is as prescribed in Section 10.3, Special service charges. Any additional cost or repair or new meter, if required, will be added to this minimum.

6.6 Meter testing

The Water Department will, on its initiative, undertake to test and correct any meter, which in its judgment is registering incorrectly, without the consent of the property owner. The Water Department will not be responsible for any breakage of pipes or valves occurring during removal or installation of meters, where such breakage is due to old or faulty plumbing.

Upon request from an owner or customer and agreement to pay for the testing charge, the Water Department will remove any meter and test it, upon payment of the fee prescribed in Section 10.3, for a 5/8-inch through 1-inch size meter and for all other sizes a fee equal to the cost of removing and testing the meter. If upon examination and test it is found that the meter registers outside the tolerance limits of the following percentage of water through it, viz., 2 percent over or under on disc meters sizes 5/8-inch to 2-inch on flows from one to 20 gallons per minute: 5 percent over or under on all types and sizes of meters on flows from low to high rating, then it shall be considered "inaccurate" and the water charge will be adjusted upon the basis of that test and no charge will be made for testing.

The Village will make re-reads and check for leaks as part of routine customer service. Routine customers request for service, and for final readings, shall be scheduled at least 24 hours in advance.

6.7 Remote registers

In accordance with the provisions of Chapter 743.02 of the Ohio Revised Code, the South Zanesville Village Council hereby amends Chapter 6, Metering: Section 6.2. Section 6.2 Settings by adding the following:

On all active service properties existing the customer, for their convenience, can pay for a Remote Register or whenever a meter needs replaced a Remote Register will be installed. For all new services, a Remote Register will be installed when a meter is installed.

CHAPTER 7

WATER SERVICE DISCONTINUED

7.1 By user or property owner

Any water user or property owner may discontinue water service and be exempt from regular billing by requesting a shut off /final bill at the Billing Office by filling out the proper forms. There will be NO turn-offs made unless someone is in the premises if the meter is inside.

At least 14 days prior to the sale of real property, any party to the sale may request a meter reading, and a final bill for outstanding charges would be rendered within 10 days after the request is made. ***Water cannot be shut off if premises are occupied and the proper notifications have not been made.***

7.2 By the Village

Water service may be refused or discontinued to any person, whether tenant or owner, for failure to pay an outstanding water bill at any place of residence or ownership, past or present, within our water district. Village personnel may not turn on water without the customer or his agent being present. A reconnect fee is payable to restore service after a turn-off for delinquency as prescribed in Section 10.3. This rule shall in no way reduce the responsibility of a property owner for water bills applicable to premises owned.

Water service may be refused or to a property owner at any given property, including his residence, in the event there are unpaid water bills at any property of which he is the owner.

CHAPTER 8

FIRE

8.1 Connections

Any property owner desiring to obtain a connection with the Village water mains to supply a private fire line or sprinkler system shall make application as provided in Section 3.2.

8.2 Charge for connection

See “Sources of Revenue”, Section 10.2.

8.3 Use of pipe restricted

Pipes or appurtenances installed to serve private fire lines or sprinkler systems shall not be tapped or used for the general water supply of any building structure or premises. (See “Cross Connections Prohibited”, Section 1.2). Permissions to install a separate fire service for an individual; building shall be granted only at the discretion of the Village Administrator.

All fire lines must be equipped with a detector check valve conforming to AWWA Spec. C709. In the case of unmetered fire lines, the detector check shall be equipped to utilize both an audible and visual signal.

8.4 Use by Village

See “Water Rates and Charges”, Section 10.3.

8.5 Use by Fire Departments

In case of fire, any fire department shall have the right to use any and all private lines or appurtenances even though the fire is not on the premises served by such private line.

8.6 Private use of fire hydrants

No person except an authorized agent of the Water Department, or the Fire Department, or a person with special permission from the Village Administrator, shall take any water from fire hydrants under any circumstances. In case any damage is done

to a fire hydrant by any person, he shall, upon demand of the Water Department, pay such damage and all costs and expenses incurred by reason thereof. A flat rate fee per day, or part thereof, shall be paid for water taken from hydrant for any reason except fire fighting as prescribed in Section 10.3. Payment arrangements must be made in advance at the Billing Office.

CHAPTER 9

ACCOUNTING PRACTICE AND PROCEDURES

9.1 Books and account numbers

For accounting purposes the entire Village has been issued account numbers. Individual accounts have been numbered with the first two digits being the book number, the middle 3 or 4 digits being the account number and the last digits being the tenant number. All residential customers are billed bi-monthly while commercial and industrial customers are billed monthly.

9.2 Liability and registration of property owners

A. Liability

1. Water service may be terminated or denied to any person who has outstanding water bills with the Village of South Zanesville. All previous water bills must be paid in full before water will be turned on.

B. Registration of ownership

1. The owner (s) of premises supplied with water by the Village shall register with the Billing Office within thirty (30) days after any change of ownership of the premises: and prior to any changes in the account for water to said premises. Water service may be terminated or denied for any premises for which a current registration is not on file.
2. The registration shall contain acknowledgement of personal liability for water and sewer and trash charges by the person that signs the registration form. A separate registration must be filed for each separate account, unit, meter, or service location.
3. The filing of a registration[see appendix A] one owner shall be sufficient to satisfy the requirement of registration for all owners of said premises/ properties.

9.3 Billing practice

A bill for water service will be issued for each billing period or part of a billing period during which the curb stop in the service branch is listed on the records of the Billing Office as being in the “ON” or open position.

The charges will normally be determined from the difference between two consecutive meter readings. When for any reason a meter reading has not been obtained, the charge can be “estimated” from quantities of water used during 6 previous billing periods.

Bills are due and payable upon issue by the Billing Office and must be paid at the office within 15 days. Accounts not cleared by 36 days from date of issue shall be considered as being delinquent and water service may be discontinued at any time thereafter. Unless arrangements have been made. [see payment plan 9.6]

The Billing Office will endeavor to give proper notice of water and/or sewer charges but cannot guarantee delivery of mail. Failure to receive notice by mail shall not excuse customers from prompt payment of bills.

Water accounts are established and assigned to the property itself. Billing is sent in care of individuals. Owners of property will be held responsible for water used in their premises/ property when the water account is in their name, but payments will be accepted from tenants under the conditions stated in our water termination policy.[9.5]

Any charges for unpaid water and/or sewer charges will be immediately released upon payment IN FULL of the amount certified as unpaid rents, charges and penalties.

The billing Office will accept any partial payment of unpaid water charges in the amount of ten dollar (\$10.00) or more, before due date when penalty's are applied, after the penalty date bills must be paid in full.

It shall be the responsibility of the owner of property to maintain the piping and plumbing fixtures in good condition and no adjustments will be made for leaks that register on the meter.

9.4 Payment plan

One payment plan per calendar year, one payment plan at a time, payment plan can be setup for amount owed divided by 12 months, or any amount customer wants for as many months as they want up to 12 months, payment must be paid each month, Future water,sewer,trash bills must be paid in full each billing period, if in default of either the entire amount must be paid or the water service will be shut off, penalties will be waived on the payment plan.

See Appendix B

9.5Adjudication procedure

Procedures for resolving disputes involving the water utilities have been established as follows:

Step 1 - Customer notifies the clerk in the billing office. The water clerk will thoroughly research the problem within five (5) working days of the customer request. An answer will be transmitted to the customer within ten (10) calendar days of the original complaint.

Step 2 – If the customer is not satisfied with the answer received, the complaint will be turned over to the Administrator.

Step 3 – If the customer is still not satisfied with the resolution of the problem, the customer may have a meeting with the Mayor. **SEE TERMINATION POLICY CHAPTER 9.6**

9.6 Termination policy

VILLAGE OF SOUTH ZANESVILLE WATER SERVICES TERMINATION POLICY

I DEFINITIONS

The following definitions apply whenever said terms appear in these rules.

1. Village: The Village of South Zanesville including the Village of South Zanesville Utilities Department.
2. Consumer: Any person who is the ultimate user of water utility services provided by the Village.
3. Customer: Any person who enters into a contractual agreement with the Village to receive or to pay for utility services provided by the Village, customers may, but need not, be consumers of the services provided under such a contractual agreement.
4. Consumer Benefited Unit: Any service address in which the customer who is contractually liable for utility services furnished that address does not reside.
5. Customer Benefited Unit: Any service address in which the customer contractually liable for utility services that resides.
6. Billing Address: The address at which the customer is contractually liable for utility services furnished to a service address receives billing from the Village Billing, address may, but need not, be the address at which said services are received.
7. Service Address: Any individual address at which water utility services are furnished a consumer of customer benefited unit. The singular may include the plural. Most services addresses will be individually metered. However, in some buildings one meter may supply more than one benefited unit. In such circumstances, each individual benefited unit is a separate service address as that term is used herein. In any case where one meter supplies more than one benefited unit, the customer shall be the owner or legally authorized agent of the owner of the premises.

II WATER SERVICE TERMINATION POLICY

Water service to customer or consumer benefited units may be terminated by the Village only for the following reason

- a. Non-payment by the customer for water to the service address affected.
- b. Emergencies and repairs.
- c. At customer request, providing that a termination to be done at a customer's request shall be done only in compliance with the procedures set forth below in Part V, Voluntary Termination of Service.
- d. Metering tampering, theft of service, or fraud.
- e. Condemnation and finding that the premises are unfit for human habitation and vacated as provided in
_____.
- f. Abandonment of the premises.
- g. Refusal to permit the Village to have access to the premises to read the meter or to inspect water equipment.

Unless the notice requirement is dispensed with as provided in Parts IV or V below, termination of the service may not occur without proper notice and adequate opportunity for hearing before termination. These rules shall be complied with by all Village employees.

No termination of service shall occur except in compliance with these rules. If water service has been terminated or suspended, service shall not be restored except if some responsible adult is available at each service address to be restored to ensure that restoration will not cause damage to premises.

III. NOTICE PROCEDURES

Unless the notice requirement is dispensed with as provided in Parts IV or V below, written notice of proposed termination must be sent by the Village at least 14 days prior to the date proposed for termination. Notices may be mailed with first class postage prepaid to reasonably assured delivery within that time. The date of the notice shall be the date of mailing, and a dated copy of any notice sent shall be retained by the Village in business file relating to each service address referred to in the business file relating to each service address referred to in the notice. Notices shall clearly and conspicuously advise any recipient of each of the following facts:

- a. Identifying information, including the service address to be affected, the account number, the customer's name and address, and the identity of the Village water department and its address.
- b. The date proposed for termination if the account is not paid, or hearing requested, or separate account established.
- c. The reason for the proposed termination, including (if payable) the amount claimed to be due; the location and hours at which payment in person can be made; and the minimum payment which, tendered at or before termination, is necessary to avoid termination.
- d. A notice that any individual consumers of water services may avoid termination by (1) paying the current months charges, (2) paying the standard residential deposit required to initiate water service, except that if the consumer is indigent the deposit may be made in a reasonable number of installments, and (3) assuming responsibility for payment of future charges, if that individual consumer does not owe an outstanding bill to the Village for an account establishes in that consumer's name, or if any such bill is paid or satisfactory payments arrangements are made at that time.

- e. The reason that a customer or consumer of water services has the right to a hearing to contest the reasons for the proposed termination, and that if a hearing is requested, the termination will not take place until the hearing process is completed.
- f. The title, address, telephone number, and the hours, during which the Village may be contacted to request a hearing, explore payment alternatives or special consideration in hardship cases, or to assume responsibility for future utility charges. This information will appear in all capital letters at the bottom of the notice, after the words, "FINAL NOTICE-IF YOU HAVE ANY QUESTIONS OR DISPUTE ABOUT THIS BILL CALL (INSERT INFORMATION)".

The notice attached hereto as Exhibit 1 satisfies these requirements.

In the event any service address that would be affected by termination is a customer.

Benefited unit, notice of termination of service, in this form and manner, must be delivered to each service address so affected, in addition to delivery to the customer.

IV EMERGENCIES AND REPAIRS

Termination of service may occur without prior notice if emergency circumstances involve imminent danger to persons or property, including a break in a water service line. In cases where the Village Designee determines there is a threat of contamination of the public water supply or a threat to the health of the public, termination will be immediate, until all hazards are eliminated.

Prior notice through local media shall be given by the Village where water service shall be lost for more than eight hours as a result of routine or scheduled maintenance, so that consumers of water service may plan accordingly. If the loss of water service results from a water line break or other emergency circumstances, and is expected to, or does, last for more than four hours, the Village shall give notice to service addresses affected by such loss of service by asking the local radio media to publicize the loss of service, the reason for it, and the expected date and time by which the Village expects to restore service.

If water service must be temporarily suspended on a non-emergency basis for the purpose of repairs within the service address, a suspension request in the form attached hereto as Exhibit 2 must be completed in writing by the customer contractually obligated to pay for service at the address. If any service address that would be affected by suspension is a consumer benefited unit, suspension for repair shall not be processed unless either:

- a) The request is also signed by an adult consumer residing at each service address that would be affected by suspension with proper identification before a Village employee, either at the Village Office or at the service address: or
- b) The applicant for the suspension certifies that the service address will be unoccupied during the suspension and that no consumer will be affected and provides the Village with a copy of a written notice that has been provided to the occupant of the unit at least 24 hours before the suspension notifying the occupants of the proposed suspension

If the suspension request is not signed by an adult consumer residing at each service address that would be affected by the suspension, the Village employees who suspends service shall visit each unit affected service address and verify that it is vacant. Verification shall be made by conducting and documenting a reasonable investigation, which includes a thorough inspection of the interior of the premises. Documentation of the reasonable investigation must affirmatively state whether the employee found the affected premises to be vacant and the facts observed by the employee which support that conclusion, together with any facts tend to indicate that the premises might still be occupied. The customer requesting the suspension must grant access to the premises to the Village employee for the purpose of conducting said investigation at the time of suspension.

A copy of the suspension request shall be retained in the Village's business records relating to any service address so affected. The Village shall restore service suspended for the purpose of non-emergency repair upon the demand of the customer or owner or of an adult consumer residing at any service address so affected.

V. VOLUNTARY TERMINATION OF SERVICE

The terms “termination” or “terminate,” as they are used in this Section, may refer either

To; (1) termination of a customer’s contractual responsibility for water through transfer of

An account from one customer to another; or (2) actual termination of water service to any service address at the request of the customer.

All requests for voluntary termination shall be made at the Village Office in writing on a Voluntary Termination form, in the form of Exhibit 3 attached hereto, by the customer contractually obligated to pay charges incurred at each service address by the termination.

If the customer requesting termination states on the Voluntary Termination form that any affected service address is occupied, the termination will not occur until Voluntary Termination form is also signed at the Village Office or at the service address by an adult consumer actually residing at each affected service address. Each such consumer shall provide proper identification to a Village employee at the time the form is signed.

If the customer requesting termination states on the Voluntary Termination form that all affected service addresses are vacant but the Village records reveal that any affected service address is different from the billing address, or there is any other reason to believe the termination may affect water service to a benefited unit other than, or in addition to, the customer’s benefited unit, termination will not occur until a Notice of Voluntary Termination (Exhibit 3A) indicating the date on which the termination will occur is delivered to each affected service address at least 10 days prior to termination. Termination shall not occur if the Village learns or is notified that any of the affected service addresses is occupied

Whenever a Notice of Voluntary Termination (Exhibit 3A) is required to be sent by this Section, termination will not occur until the Village employee assigned to perform the termination personally visits each affected service address and verifies that it is vacant.

Verification shall be made by conducting and documenting a reasonable investigation, which includes a through inspection of the interior of the premises. Documentation of the reasonable investigation must affirmatively state whether the employee found the affected premises to be vacant and the facts observed by the employee, which support that conclusion, together with any facts that tend to indicate that the premises might still be occupied. The customer requesting the termination must grant access to the premises to the Village Employee for the purpose of conducting said investigation of the time of termination.

Village employee notations as to this reasonable investigation, and all request forms and/or Notices executed under this provision, shall be retained in the business file kept by the this provision, shall be retained in the business file by the Village relating to any service address so affected.

The Village shall restore service immediately upon demand of any consumer of water at any service so affected, without charge, if this voluntary termination provision was not complied with or if the Village's verification of vacancy was in error.

VI TERMINATION PROCEDURES

Except for emergency terminations pursuant to Part IV above, terminations of water Service shall not occur on any day, which precedes a holiday or weekend, or any other day on which all services necessary to restore service are not available. All terminations of services shall be documented by a written service order recording the date, time, and identity of the water division employee effectuating termination; such documentation shall be retained in the business file kept by the Village relating to any service address so affected.

Village employees dispatched to terminate service shall not terminate service until they make reasonable efforts to personally contact the occupants, if any, of each service address affected by termination: to (1) advise of the termination; and (2) verify the propriety of the termination. Reasonable efforts shall include, but not necessary be limited to, knocking at the entry to each individual service address, or otherwise attempting to gain the attention of any occupants. If the water division employee makes personal contact with the occupants of any such service address, and discovers no information, which would create a question as to the propriety of the termination, the water division employee shall then deliver to the occupant a turn-off notice which shall clearly and conspicuously advise he occupant of:

- a. The date and time of termination.
- b. The reason for termination.
- c. If the termination is for non-payment, the amount which must be paid, including any reconnection fee, to have service restored.

- d. The location and hours of the office at which payment can be made to obtain restoration.
- e. The title, address, telephone number, and the hours during which the Village Office may be contacted to discuss restoration of service.
- f. A consumer's ability to obtain utility service in their own account, if service was terminated due to non-payment of utility charges, if the consumer does not owe an outstanding bill to the Village Office.
- g. A consumer or customer's right to a hearing to contest termination or a refusal to restore service, although that request will not now postpone termination unless it can be established that prior notice of proposed termination was not given.

The notice attached hereto as Exhibit 4 satisfies these requirements.

If the Village employee's efforts to make personal contact with the occupants of any service address immediately prior to termination are not successful, the Village employee shall post the turn-off notice in a prominent place at the entry to each service address affected by termination. The Village employee shall document on the service order the efforts made to personally contact the occupants prior to termination and the delivery of the turn-off notice, including the date and time such acts were performed and their identity.

VII HEARING PROCEDURES

A. Village Administrator

The Village Administrator is the initial contact person for any person who has

A question or dispute about; application disputes, a termination or proposed termination, a billing question, payment requirements, or other department requirements for obtaining or maintaining water service. The staff of the Village shall refer all such questions and disputes directly to the Village Administrator. The Village will, in good faith, take all steps necessary to ensure that the Village Administrator does not limit, interfere with, or discourage in any way the opportunity or right to request a hearing before the Mayor. Those steps will at a minimum include:

- (a) Whenever the Village Administrator responds to a question or dispute concerning termination or proposed termination, a billing dispute, a payment requirement, or other department requirement for obtaining or maintaining water service, the Village Administrator shall advise the person presenting the question or dispute of the following at the time the Village Administrator gives his or her response:

IF I HAVE NOT RESOLVED THIS MATTER TO YOUR SATISFACTION,
YOU STILL HAVE A RIGHT TO A HEARING BEFORE THE MAYOR.

The Village Administrator will give the statement orally if his/her response is given orally, whether in person or by telephone, and shall give the statement in writing if his/her response is given in writing.

- (b) Pursuant to this Section, a “hearing request” is made whenever a person notifies Either the Village Administrator or the Mayor, or their representatives, orally or in writing, that the person disagrees with the Administrator response or request a hearing or appeal. If the Village Administrator receives an oral hearing request, the Village Administrator shall promptly reduce that request to writing and shall immediately forward it to the Mayor for hearing.

B. The hearing

Customers or consumers of utility service who wish to contest a Village decision, billing, denial of service, or a proposed termination of utility services shall be afforded a due process opportunity to contest the Village’s decision, billing denial of service, or proposed termination of utility services, prior to termination of services. Due process shall include the right to face-to-face meeting with Mayor at which time a person appealing (1) may have the assistance of a representative, and (2) may present documentary and oral information for consideration. Persons appealing shall be entitled to reasonable access to Village business concerning the affected service address in order to prepare for the meeting, including the right to obtain copies of documents upon payment of the actual cost of copying.

The Mayor and the Village Administrator are empowered, when good cause is shown, to approve applications for service, compromises and adjust billing, negotiate, defer and compromise disputes as to payment demands, and to cancel termination and/or order restoration. The Mayor and the Village Administrator shall strive to make reasonable arrangements to provide water service, arrange reasonable alternate methods of payment, or reasonable security for payment in order to preserve utility service, and shall supply and maintain residential utility service without discrimination. The Mayor shall preside at hearings held pursuant to these rules. If the Mayor was involved in the original decision at issue, the President of Council shall have the authority and responsibility otherwise granted to the Mayor in this section.

The Mayor shall make a written decision after the hearing, which shall include the information presented at the hearing and the reason for the decisions. A copy of the decision shall be delivered to the person appealing and a copy retained in the business files kept by the Village relating to any service address affected by the hearing.

Due process hearings shall be held within a reasonable time after receipt by the Village of a verbal or written request. Five business days shall generally constitute a reasonable time. The Village shall provide the person notice of the time and place of the hearing at least one full business day in advanced of the hearing. The Village shall grant a consumer's request for a continuance of the hearing for a period not to exceed ten business days. The hearing decision shall be sent to the person within a reasonable time after the hearing. If a hearing has been requested prior to actual termination of service, no termination may occur until seven days after the hearing decision is sent to the person appealing.

VIII NON-DISCRIMINATION AGAINST CONSUMERS

If service is terminated, or if termination is proposed, due to a customer's non-payment of service charges for a consumer benefited unit, an adult consumer of water services in said benefited unit shall have the right to avoid termination or obtain restoration of service, if the consumer pays the current months charges, the standard residential deposit required to initiate water service, and assumes responsibility for timely payment of future charges for service provided the benefited unit at the service address. If the consumer demonstrates that they are indigent (i.e., unable to pay the entire amount of the deposit and the current months charges without substantial hardship), the deposit may be made through installment payments over a period not to exceed 120 days. Consumer assumption does not relieve the customer of contractual liability for charges incurred. The assumption obligation shall terminate upon the delivery to the Village of a written notice canceling the assumption signed by the consumer who assumed the obligation and by the customer. If the outstanding charges which caused the proposed termination are still outstanding, the Village may proceed to terminate service without further notice.

This section does not apply to any customer concerning any service address in which resides the customer obligated for payment of the account for that address. However, in circumstances in which one meter serves more than one service address, consumer benefited units will not be penalizes in any way, or denied the benefit of this provision, because the defaulting customers benefited unit might benefit from continuation of service.

IX RESTORATION OF SERVICE

If water service has been terminated or suspended, service shall not be restored unless some responsible adult is available at each service address to be restored to ensure that restoration will not cause damage to premises.

The Village shall restore suspended for the purpose of non-emergency repairs upon the demand of the customer or owner, or of an adult consumer resident at any service address so affected without charge. The Village may assess a reasonable charge against the person or entity requesting services related to the suspension of service for the purpose on non-emergency repairs. The Village shall restore service suspended for the purpose of emergency repairs once all hazards are eliminated, without charge.

In cases of a voluntary termination of water service, in the event the Village failed to comply with the procedures set forth in Part V above, or if the Village's verification of water service at the address so affected, without charge.

In cases of an involuntary termination, in the event the Village failed to comply with the procedures set forth in Parts II, III, VI and VII above, or if the Villages termination of service was in error, the Village will restore service upon demand of any adult consumer of water service at the service address so affected, without charge.

In the case of a proper termination in compliances with the procedures set forth in Parts II, III, VI and VII, the consumer can obtain restoration of service, if the consumer pays the current months charges, and the standard residential responsibility for timely payment for future charges for services provided the benefited unit at the service address, as set forth in Part VIII above.

The Mayor and the Village Administrator are empowered to order restoration when good cause is otherwise shown.

X APPLICATION FOR WATER SERVICE

Every applicant for water service whose application is denied shall be advised of that denial by delivery to them of a complete Denial of Service Form, attached as Exhibit 5. Delivery shall be made personally at the time of application if the application is made in person, or is received, if the application is made by telephone. Persons whose applications by ordinary mail to the address listed in the application within one business day after the application are denied have all of the hearing rights set forth in Part VII above.

The only grounds for which an application for water service can be denied are that:

- (a) The premises to be served require specified repairs before water can be safely provided: or
- (b) The applicant owes the Village an outstanding bill for prior water service under an account established in the applicants' name. However, no application can be denied for this reason if the applicant tenders payment for the prior account.

No application for water service may be delayed or denied because of the credit worthiness of or any bill owed by any person other than the applicant, including but not limited to the owner of the premises to be served, the applicant's landlord, or other persons who live or may live at the premises being served.

* * * * *

VILLAGE OF SOUTH ZANESVILLE
24 E MAIN STREET
SOUTH ZANESVILLE, OHIO 43701
(740) 453-3113

MAILING ADDRESS

24 EAST MAIN STREET
SOUTH ZANESVILLE, OHIO 43701

FINAL NOTICE BEFORE TERMINATION

Account No.: _____ Date: _____

Service Address: _____

Customer Name: _____

Customer Address: _____

Scheduled Date for Termination: _____

Water service to the service address will be terminated on the date listed above. The reason for termination is:

_____ Utility charges in the amount of \$_____ are now past due.

_____ The Village has discovered evidence of meter tampering, theft of services, or fraud.

_____ The premises have been condemned and found to be unfit for human habitation and are vacant.

_____ The occupants have refused to permit the Village Employee to have access to the premises to read the water meter or to inspect water equipment.

If water service is terminated, a restoration fee of \$_____ must be paid before service will be restored. If water service is incorrectly terminated, the service will be restored upon demand, without charge.

You may avoid termination by taking one or more of the following actions prior to the scheduled termination date:

- (1) If you personally owe water service charges which are past due, you should pay the bill in full or make arrangements to pay which are satisfactory to the Village: a minimum payment of \$_____ may be required.
- (2) If you dispute the reason for the proposed termination, in whole or part, you may Request a hearing to contest termination. If a hearing is requested before the scheduled date for termination, termination will not take place until the hearing process is complete. If you request a hearing, you have the right to examine Village Water records concerning this service address, to bring a representative to help you at the hearing, and to bring witness to testify on your behalf.
- (3) Or, if you are residential user of water service at the address to be terminated, and if the customer responsible for paying the water bill does not live at your address, you may avoid termination by paying only the current months water bill, the standard deposit of \$_____, and agreeing to contract for your own water usage in the future. If you are indigent, you may be able to pay the deposit in installments over a period not to exceed 120 days.

If you wish to avoid termination, or to request a hearing, or wish a more complete explanation of your hearing rights or your rights to assume responsibility for future water charges, your rights to assume responsibility for future water charges, you should immediately contact the Village Office at the address and telephone number listed in this letter between the hours of 9:00 a.m. and 4:30 p.m., Monday through Friday.

FINAL NOTICE: IF YOU HAVE ANY QUESTIONS OR DISPUTES ABOUT THIS BILL, CALL THE VILLAGE OFFICE AT (740) 453-3113.

VILLAGE OF SOUTH ZANESVILLE
24 EAST MAIN STREET
SOUTH ZANESVILLE, OHIO 43701
(740) 453-3113

MAILING ADDRESS
24 EAST MAIN STREET
SOUTH ZANESVILLE, OHIO 43701

WATER SERVICE SUSPENSION REQUEST

Account No: _____ Date: _____

Service
Address: _____

Customer
Name: _____

Billing
Address: _____

The address at which water service is to be suspended is:

- _____ (1) Same as billing address, or
- _____ (2) _____
- _____

The address at which water service is suspended is a:

- ____ (1) Single-family residence
- ____ (2) Duplex/triplex
- _____ (3) Apartment building or buildings containing _____ (a number) or units.
- _____ (4) Non-residential building

Reason for suspension:

_____ (1) A temporary suspension is needed for repairs to:

_____ (2) Other reasons
(Explain)_____

To induce the Village of South Zanesville to suspend water service to the address listed herein.
I certify that I have personal knowledge that the information given above is accurate.

Signature of customer requesting suspension

TO BE COMPLETED IF THE SUSPENSION REQUEST DOES NOT CONCERN A SINGLE FAMILY RESIDENCE AT THE CUSTOMER'S BILLING ADDRESS.

The undersigned customer hereby certifies under penalty of perjury that he or she is the customer responsible for water service at or the owner if the service address herein and that at least one of the following is true as marked:

_____ Each service address affected by the request is now unoccupied and no consumer resides therein.

_____ Each service address affected by the request suspension will be occupied during the suspension, no consumer will be affected by the suspension, and the occupants of each unit have received written notice at least 24 hours in advance of the suspension of the proposed suspension. Copies of such notices must be attached.

An adult residing at each service address affected by the requested suspension Has approved the suspension below, by signing this form, either at the Village Office or at the service address, with proper identification, before the Village Employee who has signed as a witness:

Signature _____

Service Address _____

Employee Verification _____

Signature _____

Service Address _____

Employee Verification _____

Signature _____

Service Address _____

Employee Verification _____

(Additional consumers may sign on the back of this form).

Signature of Customer of Owner

Please Note: A responsible adult must have access to each service address at the time service is to be restored.

VILLAGE OF SOUTH ZANESVILLE
24 EAST MAIN STREET
SOUTH ZANESVILLE, OHIO 43701
(740) 453-3113

MAILING ADDRESS
24 EAST MAIN ST
SOUTH ZANESVILLE, OHIO 43701

VOLUNTARY TERMINATION REQUEST

Account No.: _____ Date of
Request: _____

Service
Address: _____

Customer
Name: _____

Billing
Address: _____

I. Request for transfer of service to new customer.

Contractual responsibility for water service for the above address is to be transferred to:

New customer name: _____

New billing address: _____

II. Request for Voluntary Termination of water service.

A. The address at which water service is to terminated is:

_____ (1) Same as billing address.

_____ (2) _____

B. The address at which water service is to be terminated is:

_____ (1) Single-family residence

_____ (2) Duplex/triplex

_____ (3) Apartment building or buildings containing _____ (a number) of units.

_____ (4) Non-residential building

C. Reason for termination:

_____ (1) The address at which service is to be terminated is completely unoccupied.

_____ (2) Other reasons: (Explain) _____

III. Required certification for either transfer or termination.

Under penalty of perjury and to induce the Village of South Zanesville, to transfer Contractual responsibility for water service, or to terminate water service to the address listed herein. I certify that I have personal knowledge that the information given herein is accurate. I further certify that each service address affected by the requested transfer or termination either is unoccupied or, if occupied, that an adult consumer actually residing at each service address affected must sign this form below, with proper identification, before a Village Employee, either at the Village Office or at the service address.

Signature of customer
requesting transfer or termination

If service address (es) occupied:

Signature of consumer residing at
service address approving termination

Signature of employee witnessing
consumer's signature

Service address of consumer

Signature of consumer residing at
service address approving termination

Signature of employee witnessing
consumer's signature

Service address of consumer

Additional consumers may sign on the back of this form. If no consumer signs, the customer requesting transfer or termination must give the Village Employee access to the premises to verify vacancy before termination. A responsible adult must have access to each service address at the time service is to be restored.

VILLAGE OF SOUTH ZANESVILLE
24 EAST MAIN STREET
SOUTH ZANESVILLE, OHIO 43701
(740) 453-3113

MAILING ADDRESS
24 EAST MAIN STREET
SOUTH ZANESVILLE, OHIO 43701

NOTICE OF VOLUNTARY TERMINATION OF WATER SERVICE

Account No: _____ Date: _____

Service Address: _____

Customer Name: _____

Customer Address: _____

PLEASE TAKE NOTE THAT:

_____ Water service to the above service Address is scheduled to be terminated on _____.

This voluntary termination has been requested of the Village in writing due to a planned vacancy of the service address.

_____ Effective _____, contractual responsibility for the water service to the above service address will be transferred to:

New Customer Name: _____

New Customer Address: _____

If the Service Address will not be vacant to the above date, or if you believe such termination, or transfer of contractual responsibility, would be in error, you must notify the Village immediately at (740) 453-3113.

If water service to the Service Address is terminated in error, service will restored on demand of the adult consumer without charge.

VILLAGE OF SOUTH ZANESVILLE
24 EAST MAIN STREET
SOUTH ZANESVILLE, OHIO 43701
(740) 453-3113

MAILING ADDRESS
24 EAST MAIN STREET
SOUTH ZANESVILLE, OHIO 43701

NOTICE OF TERMINATION OF WATER SERVICE

You are notified that water service to:

(Service address)

was terminated at ___ a.m./p.m. on the ___ day of ____ . 20___, for the following reason:

- _____ Utility charges in the amount of \$_____ are now past due.
- _____ The Village has discovered evidence of meter tampering, theft of service, or fraud.
- _____ The premises have been condemned and found to be unfit for human habitation and are vacant
- _____ The premises have been abandoned.
- _____ The occupants have refused to permit the Village to have access to the premises to read the water meter or to inspect water equipment.
- _____ The customer requested this termination, and the premises are vacant.

Service will be restored if _____

and you pay a restoration fee of \$_____.

You have a right to a hearing if you believe termination was wrong or if we refuse to restore water service until the requirements set forth above are satisfied. However, requesting a hearing at his time will not result in restoration unless you win the hearing.

If termination was for non-payment of a water bill by a customer who does not reside at the service address, an adult resident of the service address may be able to temporarily obtain water service in their own name until the customer pays the back bills. If you obtain water service in your own name, you must pay the current months charges, pay the standard residential deposit of \$_____, and agree to pay the customer's back bill. If you are indigent you may be able to pay the deposit in installments over a period not to exceed 120 days.

If water service to the service address is terminated in error, service will be restored upon demand of an adult consumer at the Service Address without charge.

If you:

- wish to request a hearing
- wish to learn your rights concerning the hearing process
- wish to arrange for water service reconnection
- wish to obtain water service in your own name

contact the Office of the Village Administrator at 24 East Main (740) 453-3113, Monday through Friday between the hours of 9:00 a.m. to 4:30 p.m.

The undersign Village employee certifies:

_____ A copy of the foregoing Notice of Termination was handed to
_____ at the service address at
_____ a.m./p.m. on the _____ day of _____, 20____.

_____ I was unable to make personal contact with any occupant at the service
address. I made the following efforts:

_____ knock on front/ back/both doors

_____ telephoned

_____ other

A copy of the Notice of Termination was posted in a prominent place at the entry to the
service address at _____ a.m./p.m. on the _____ day of _____, 20____

Signature of Village Employee

VILLAGE OF SOUTH ZANESVILLE
24 EAST MAIN STREET
SOUTH ZANESVILLE, OHIO 43701
(740) 453-3113

MAILING ADDRESS
24 EAST MAIN STREET
SOUTH ZANESVILLE, OHIO 43701

DENIAL OF SERVICE

TO: _____
(Insert Name of Applicant)

DATE: _____

Your application for water service at: _____
is denied for the following reason(s):

_____.

We will agree to provide water service at that address under the following conditions:

If you disagree with this decision or the condition we ask, you may request a hearing to appeal this denial. If you request a hearing, you have the right to examine water department records concerning this denial; to bring a representative to help you with the hearing; and to bring witnesses to testify at the hearing. You may request a hearing orally or in writing by contacting the Village, 24 East Main Street, South Zanesville, Ohio 43701. (740) 453-3113.

(Signature of Employee)

NOTICE: The Federal Equal Credit Opportunity Act prohibits creditors from discrimination against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has a capacity to enter into a binding contract)

or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law

is the Federal Trade Commission, Equal Credit Opportunity, Cleveland Office, telephone number (216) 522-4207.

Ohio laws against discrimination require that all creditors make credit equally available to all credit-worthy customers, and that credit report agencies maintain separate credit histories on each individual upon request. The Ohio Rights Commission,

220 Parsons Avenue, Columbus, Ohio 43266, telephone number (740) 466-5928, administers compliance with this law.

VILLAGE OF SOUTH ZANESVILLE
24 EAST MAIN STREET
SOUTH ZANESVILLE, OHIO 43701
(740) 453-3113

MAILING ADDRESS
24 EAST MAIN STREET
SOUTH ZANESVILLE, OHIO 43701

SERVICE APPLICATION & TERMINATION

SERVICE ADDRESS: _____

CUSTOMER NAME: _____

CUSTOMER BILLING ADDRESS: _____

Note: Retain in file copies of all forms sent and received regarding service address.

<u>ACTION</u>	<u>DATE</u>	<u>CERTIFICATION OF EMPLOYEE</u>
APPLICATION FOR SERVICE		
How made:	_____	_____
Denial of Service Form Provided:		
How delivered:	_____	_____
SUSPENSION REQUEST RECEIVED		
	_____	_____
	_____	_____
	_____	_____

VOLUNTARY TERMINATION
REQUEST FORM RECEIVED

_____	_____
_____	_____
_____	_____

NOTE: If service address different from billing address, and adult consumer from service address has not signed form, Notice of Voluntary Termination must be sent:

NOTICE OF VOLUNTARY
TERMINATION OF SERVICE

Sent (10 days before termination)

How sent:

_____	_____
_____	_____

How sent:

INVESTIGATION OF VACANCY

Performed and Notations

Placed in File:

_____	_____
_____	_____

FINAL NOTICE BEFORE
TERMINATION (sent 14 days
Before termination date)

How sent:

_____	_____
_____	_____

How sent:

_____	_____
_____	_____

How sent:

TERMINATION PEFORMED

- (1) Service order placed in file
- (2) Efforts made to contact occupants noted
- (3) TURN OFF NOTICE delivered: _____

How TURN OFF NOTICE delivered:
(personally/posted)

How TURN OFF NOTICE delivered:
(personally/posted)

How TURN OFF NOTICE delivered:
(personally/posted)

HEARING REQUEST received

Name and address of
Requesting party:

How request made:
(mail/in person)

(1) SCHEDULED HEARING DATE: _____

(2) NOTICE OF HEARING DATE
Given to requester (at least
one business day before hearing)
How notice given:

(3) HEARING HELD: _____

WRITTEN HEARING DECISION SENT
TO COMPLAINING PARTY:

How sent:

EXHIBIT B

NOTICE

Before your water service can be shut off, you have the right to fourteen (14) days prior notice.

If you dispute a bill or face termination for non-payment, you have the right to demand a Hearing by calling the Village Administrator at (740) 453-3113.

EXHIBIT C

QUESTIONNAIRE FOR PERSONS WHOSE WATER SERVICE
HAS BEEN TERMINATED

In an effort to ensure that proper procedures are used when water service is terminated, the Village requests that you complete the following questionnaire:

Date: _____

Name: _____ Telephone No.: _____

Address where service was shut off: _____

1. Did you receive a written notice from the Village informing you that water service would be shut off, at least 14 days before the day on which it was actually shut off?
_____ Yes _____ No
2. At least 14 days before the shut-off, did you receive written notice that you had the right to a hearing if you disagreed with this decision to shut off your water service?
_____ Yes _____ No
3. On the day that your water service was actually shut off, did an employee of the Village personally discuss the shut-off with you?
_____ Yes _____ No
I was not at home when the water service was shut off _____
4. On that day that your water was actually shut off, did you receive a written notice that you had a right to a hearing if you disagreed with the decision to shut off your water service?
_____ Yes _____ No
5. Was water service shut off with your consent?
_____ Yes _____ No
6. Do you know why the water service was shut off?
_____ Yes _____ No
7. In whose name is the water account listed:

9.7 N.S.F. CHECKS

The Village shall assess a charge of ten dollars on each and every returned check, returned for insufficient funds as well as for any other reason.

SEE ORDINANCE NUMBER 2007-08

CHAPTER 10

WATER RATES AND CHARGES

To provide funds necessary for the operation and maintenance of the municipal water system, the following schedule of rates and charges has been established. These rates are subject to adjustment as necessary.

10.1 Inside Village water rates

The rates for water consumption for customers within the corporation limits of the Village are as follows.

BI-MONTHLY AND MONTHLY WATER RATES

Minimum charge (includes 500 CF)	\$ 24.39
Over 500 CF	\$ 2.60 / CCF
	(Revised 10-2009)

(CF = cubic feet: CCF = 100 cubic feet)

10.2 Water tap charges

The water tap charges are as follows:

Inside Village	\$1,100.00
Outside Village	\$1,400.00
	(Ordinance 2011-13)

The water tap charges set forth above shall be reviewed periodically and any adjustments needed, will be based upon actual cost.

All taps will be subject to Water Superintendent and Administrator's approval.

10.3 Special service charges

10.3.1 Private fire line or sprinkler system:

$\frac{3}{4}$ " line	(per billing)	\$1.00
All others	(per billing)	\$30.00

10.3.2 Meter service fee

A meter service fee, or installation charge, shall be paid for a service connection as follows:

There will be no charge for remote registers installed when the meter is replaced unless customer asks for change. If customer asks for change, fee will be current price of the remote & meter.

10.3.3 *Special charges*

- | | |
|---|----------------|
| (1) Meter installation on fire hydrant for temporary use. No more than 60 days {not for human consumption} only ¾ inch line. | \$25.00 |
| (2) Trips to turn-on service after turn-off for non-payment of account (during regular business hours only). | \$15.00 |
| (3) Trip to turn on or off service at curb box at request of consumer and service calls as described in Section 5.4 (except in an emergency):
During business hours (9 am to 3:30 pm)
Outside normal working hours
(Revised per Council Meeting on 5/6/08) | N/C
\$60.00 |
| (4) Charge for turn-on of water following shut-off for tampering with water system during business hours (see Section 2.4) | \$35.00 |
| (5) Requesting meter testing for 5/8” thru 1” size (see Section 6.6). | \$25.00 |
| (6) Security deposit required when opening an account (see Section 3.1)
(Revised 1/1/10) | \$100.00 |

10.4 Benefited unit charge

In the event a single meter services two or more residential dwelling units, commercial or industrial establishments, the application minimum (base) charge per billing shall be charged to the owner for each benefited unit served in addition to the applicable volume charge.

10.5 Filling swimming pools

A \$15.00 service will be charged for reading of the meter at the beginning and the at the completion of filling of a pool . This service will only be considered for our water customers that are also on the village sewer system ,The Village will require a meter reading by our meter reader before and after the pool is filled. Appointments for meter readings must coordinate with the Billing Office 24 hours in advance. The volume of water required to fill the pool, metered as described above, will be deducted from the volume of water upon which sewer charges are based for the applicable billing period.

Note!!! If customer is not on our sewer it will not save the customer any money. All charges will be applied to next bill.

EXAMPLE

A 4,000 gallon pool = 500 cu. Ft.

500 cu. ft. Savings in Sewer = 500 cu. Ft.
times \$4.35 sewer charges
=\$21.75 Savings
- \$15.00 Service charge

Total Savings on sewer \$ 6.75 for 4,000 gallons of water
Would save \$0.84 for each additional 500 gallon of water

10.6 Outside Village charges

A surcharge of 50 percent will be added to the rates and charges in 10.1, 10.3.1 and 10.4 above.

10.7 Late payment service charge

If payment is not made on or before the due date as stated on the utility bill, a ten percent (10%) charge shall be added to the total amount due as stated on the billing.

10.8 Special arrangements

No statement contained herein shall be construed as preventing any special agreement or arrangement between the Village and any person under special circumstances.

10.9 No charges to Village-owned/operated public building

All public buildings belonging to the Village of South Zanesville shall; in accordance with Ohio Revised Code 743.09, be supplied with water at no cost.

CHAPTER 11

SEVERSBILITY

Each section or part of section in these Rules and Regulations is hereby declared to be separate and distinct enactment, and should any section or part of section be held inoperative or void, it shall not affect the validity of any other section or part of section.

CHAPTER 12

AUTHORIZATION

Publication of these Rules and Regulations is made pursuant to the Ohio Revised Section 743.02 and 743.04.

Council of the Village of
South Zanesville