

CITY OF STEUBENVILLE

RULES AND REGULATIONS

OF THE

DEPARTMENT OF UTILITIES

WATER SECTION

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TABLE OF CONTENTS

RULES AND REGULATIONS OF THE DEPARTMENT OF UTILITIES WATER SECTION

I.	GENERAL PROVISIONS	pg. 1
II.	DEFINITIONS	pg. 1
III.	MAIN EXTENSIONS AND SERVICE CONNECTIONS	pg. 4
IV.	APPLICATION FOR WATER SERVICE	pg. 7
V.	VOLUNTARY TERMINATION OF SERVICE	pg. 8
VI.	METERS	pg. 9
VII.	REMOTE READERS	pg.11
VIII.	BACKFLOW PREVENTION AND CROSS CONNECTION CONTROL	pg.11
IX.	SERVICE AND PLUMBING MAINTENANCE	pg.13
X.	BILLING AND DELINQUENT ACCOUNTS	pg.14
XI.	ESTIMATED CONSUMPTION	pg.16
XII.	WATER RATES	pg.16
XIII.	PAYMENT OPTIONS	pg.16
XIV.	NOTICE PROCEDURES	pg.17
XV.	DISCONNECTION PROCEDURES	pg.18
XVI.	HEARING PROCEDURES	pg.19
XVII.	NON-DISCRIMINATION AGAINST CONSUMERS	pg.20
XVIII.	MISCELLANEOUS CHARGES	pg.21
XIX.	TAMPERING	pg.21
XX.	FIRE LINES AND PRIVATE FIRE HYDRANTS	pg.22
XXI.	CONSTRUCTION WATER	pg.22
XXII.	FIRE HYDRANT USE	pg.24
XXIII.	CASUAL WATER	pg.25
XXIV.	PENALTIES	pg.25
XXV.	EXHIBITS	pg.26
XXVI.	FEE SCHEDULE	pg.30

I. GENERAL PROVISIONS

(A) PURPOSE

The purpose of the rules and regulations is to provide procedures for the construction and use of the City of Steubenville's water facilities.

(B) SCOPE

The rules and regulations shall apply to any person who is directly or indirectly a user of the City of Steubenville water delivery system and water facilities.

(C) GENERAL INFORMATION

Authorized employees of the City of Steubenville shall be permitted access to any customer/consumer's premises for the purpose of determining where and how water is used, inspecting pipes, maintaining and reading the water meter or any other reasonable purpose related to water consumption or water delivery.

II. DEFINITIONS

- (1) **BACKFLOW** - Reversal of flowing service.
- (2) **BILLING ADDRESS** - The address at which the customer contractually liable for utility services furnished to a service address receives billings from the City of Steubenville. Billing addresses may, but need not, be the address at which said services are received.
- (3) **CASUAL WATER** - Water obtained in bulk volume from a location authorized by the Utility Office. Water is provided to haulers, sewer cleaners, etc. at twice the current rate.
- (4) **CONSTRUCTION WATER** - Water used through a service during new construction prior to setting the meter. Such water is normally used for the mixing of mortar, construction activity, etc., but NOT for landscaping.
- (5) **CONSUMER** – Any person who is the ultimate residential user of water utility services provided by the City of Steubenville.
- (6) **CONSUMER-HOUSEHOLD** - Any service address in which the customer who is contractually liable for utility services furnished at that address does not reside.
- (7) **CROSS CONNECTION** - Any connection or condition allowing actual or potential reversal of flow in a service and/or contamination of the potable plumbing system.

- (8) CURB STOP - A shut off valve on the service for the control of water to the customer/consumer normally located between the curb and the property line.
- (9) CURB BOX - A riser pipe and cover to allow access to the curb stop.
- (10) CUSTOMER - Any person or entity who enters into a contractual agreement with the City of Steubenville to receive or to pay for utility services provided by the City of Steubenville. Customers may, but need not, be consumers of the services provided under such a contractual agreement.
- (11) CUSTOMER HOUSEHOLD - Any service address in which the customer contractually liable for utility services furnished that address resides.
- (12) DEMOLITION WATER - Water used to control dust during the demolition of buildings. Water is supplied by City personnel from fire hydrants.
- (13) EXCAVATOR - Any person licensed by the City of Steubenville to do excavation work.
- (14) FINAL READING - Reading of the water meter when the customer/consumer is vacating the property.
- (15) MAIN EXTENSION - The construction of additional public water main to serve water customers/consumers. Construction normally occurs in public right of way or easements at the expense of those benefiting from the service extension.
- (16) NORMAL BUSINESS HOURS - With the exception of holidays, normal business hours for the Utility Office shall be 8:30 a.m. to 4:30 p.m., Monday through Friday. Closed Holidays.
- (17) PLUMBER - A master plumber licensed by the State of Ohio and registered by the City of Steubenville Health Department to do plumbing or service work.
- (18) PROPERTY OWNER – The person/person’s owning such property as shown by the records of the County.
- (19) REMOTE READER - A device which is permanently attached to the outside of a structure for measuring water consumption.
- (20) SERVICE ADDRESS – Any individual address at which water utility services are furnished. The singular may include the plural. Most service addresses will be individually metered. However, in multi-unit buildings, apartment complexes, duplex apartments, etc., one meter may supply more than one service. In such circumstances, each individual unit is a separate service address as that term is used herein.

- (21) SERVICE LINE - A pipe used to convey water to the customer/consumer from a City owned water main to the structure. Installation, maintenance and repair are the responsibility of the property owner.
- (22) STREET VALVE - A shut off valve in the water main.
- (23) TAMPERING - To interfere, meddle or alter illegally in any way the water utility services at a service address. Tampering also consists of contriving to plot, scheme or make other illegal arrangements to disrupt water service and/or modify in any way the amount of monies due the City.
- (24) TAP - An opening in the water main allowing water to be passed into the customer/consumer's service and including the corporation stop.
- (25) UNAUTHORIZED CONSUMPTION - Any water taken by the customer/consumer without proper authorization from the City. This includes jumpers around the meter, any illegal connection to either the main line or another service line, reversing the meter, tampering with either the meter, the meter reading or a remote read out, drawing water from a fire hydrant or opening any valve that was closed by City personnel including customers/consumers curb stop.
- (26) WATER DISTRIBUTION SYSTEM - The network of water mains and related appurtenances.
- (27) WATER LINE INSTALLER (TAPPER) –An installer of water (service) taps 2” and above. The installer must test and be registered with the Steubenville Health Department Plumbing Inspector.
- (28) WATER MAINS - Any pipe under the control of the City used to convey water through the distribution system to normally more than one customer/consumer.
- (29) WATER SERVICE -The availability of water to a customer/consumer's property.

III. MAIN EXTENSIONS AND SERVICE CONNECTIONS

(A) To have a water main extended in the City of Steubenville, the customer/consumer shall contact the City Engineer or Water Superintendent for current or estimated cost and procedure. The applicant must state fully and truly all intended purposes for which water may be required.

(B) TAPS-Existing Water Lines

- (1) One (1) inch and smaller – The City of Steubenville will make all taps for 3/4inch or 1 inch lines at a rate of three hundred (\$300.00) dollars, except those areas designated by special assessment rates, (see below). To have a tap made in an available water main and the service extended to the property line; the customer/consumer shall contract with a plumber or Water Line Tapper/Installer licensed by the City of Steubenville Health Department. The contractor shall contact the Department of Engineering or Water Superintendent for procedures.

All taps of 3/4inch and 1 inch will be performed by Water Department crews. Notice must be given to the Water Superintendent 24 hours before a tap is needed. Crews will not perform a tap unless:

- (a) Tap is paid for and verified by the Utility collection office.
- (b) The excavation is large enough for crew person to enter and comfortably perform the tap.
- (c) The main line is cleaned and accessible all the way around its circumference.
- (d) The trench excavation is the responsibility of the customer. The trench must be safe (shoring in place if necessary, confined space procedures followed, etc.).

The city crews will not enter any work zone that is deemed unsafe.

- (2) Larger than one (1) inch – When a service tap larger than one inch is requested, the tap shall be made by a Master Plumber or a Water Line Tapper/Installer licensed by the City of Steubenville Health Department. Taps shall be made with equipment designed to tap pressurized water mains. A service line shut off valve shall be placed immediately or as close as possible to the main tap. An adjustable (screw type) valve riser box shall be placed on the shut off valve and extended to the ground or pavement surface.

A water service connection fee of \$300.00 for tap will be due and shall be collected when the account is opened. The property owner or tenant shall open the account prior to construction of the water service tap.

(C) SPECIAL ASSESSMENT TAP RATES-WATER LINE EXTENSIONS

<u>(1) PRIOR EXTENSION TAP FEES</u>	<u>One Inch & Smaller</u>	
20 inch line - Sunset Blvd. Buena Vista to Wintersville	<u>\$625</u>	
12 inch line - Lovers Lane (including Stark School and Heritage Circle)	<u>\$700</u>	
Wilrose Terrace (Alikanna)	<u>\$750</u>	
Fernwood Road	<u>\$750</u>	

(D) Water Line Extension

The cost to extend a water main line shall be borne by all of those benefiting from such facility. Properties outside the city limits may access city water mains that front their parcels after payment of \$300.00 tap fee plus \$10.00 per lot foot. This fee is to off set a portion of the cost associated with the construction of the line. The customer will then be charged the prevailing rate charged to customers inside the city limits. Potential customers who desire city water service outside the city limits and have no current access to a city water main can also gain access to city water provided that the benefiting properties agree to extend the water main at their expense and pay the appropriate tap fees. Customers receiving water service from the resulting extension of the main will be charged the prevailing rate charged to customers inside the city limits.

(E) A water main shall be considered "available" for tapping for water service if the service extended perpendicular from the water main is able to enter the customer/consumer's property. Contact the Department of Engineering or Water Superintendent for exceptions such as cul-de-sacs and other transmission mains restrictions and details.

(F) Where an existing tap has to be abandoned and the assessment has been paid, there will be a fee of one hundred and fifty (\$150.00) dollars, to re-tap the main line and provide a corporation of the same size as the one being abandoned.

(G) No person shall install or maintain any physical interconnections between the City water supply system and other source of water supply.

(H) For new construction and/or alterations, a single service line shall not be installed or used for the purpose of furnishing water to more than one customer/consumer, property or premise. If an existing water line serves more than

one property, this service line may continue to exist until alteration to the service line must be made, or when low water pressure becomes an issue, or if a valid complaint is made by one of the users of this setup. Each water line that comes off a single service line must have a separate curb valve and separate remote water meter for each property being served. The Plumbing Inspector has the authority to determine which line shall be removed from the water service line in the event an alteration to the line must take place. The Plumbing Inspector will require termination of the line that tee's or wye's from the service line. After review of a customer/consumer's request, the Plumbing Inspector and Water Superintendent may grant an exception to this policy. Under no circumstance shall the exception require less than a separate lockable valve and meter to each customer/consumer.

- (I) Disconnection 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. Prior notice shall be given by the City where water service shall be lost for more than eight hours as the 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 City 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 City expects to restore service.

- (J) New Subdivision Extensions
 - (1) When a water main is extended as part of a residential subdivision development, the developer shall pay for the line extension and provide water main service taps at all locations shown on the construction plans. Each tap shall be extended to the street or easement right-of-way boundary and terminate with an approved curb stop and riser. The building side of the curb stop shall be fitted with an approved pipe "pigtail" which is soldered closed on the end.

 - (2) No fee will be collected for the service connections when the water main is constructed. A water service connection fee of \$150.00 for each service connection will be collected when an account is opened. Should a lot be split or for some reason the service connection "pigtail" is unavailable, a new service tap will be needed. This new service tap will be provided by City of Steubenville Water Department personnel for a connection and tap fee of \$300.00 and will be collected when the account is opened and/or before the tap is made.

- (K) All tap fees are payable at the Utility Office.

- (L) Any excavation located within City of Steubenville right-of-way(including sidewalks, tree lawns and street pavements) requires a street opening permit, which can be obtained from the City Engineer's Office. A deposit and proof of insurance shall be posted in accordance with Chapter 901 of the City's Codified Ordinances.

IV. APPLICATION FOR WATER SERVICE

- (A) Upon written application for water service, any new customer/consumer shall pay a one time non-refundable processing fee of thirty (\$30.00) dollars.
- (B) Customers requesting new service are required to submit a security deposit of One Hundred and Twenty (\$120.00) dollars, when a 24 month payment history is not available, or shows delinquency. The deposit will be held as security for final payment on any unpaid utility charges. Deposit shall transfer to new service if history is less than 24 months.
At termination of service this security deposit shall be refunded with interest which shall commensurate with the interest earned on such deposit held by the City. The customer, or organization that paid on customer's behalf, shall receive their refund check within 60 days.
- (C) The processing fee and deposit, if required, shall be paid along with any monies owing on account(s), before new service is authorized for use.
- (D) Before using water service, the customer/consumer shall make proper application at the Utility Office. Proper application shall consist of presenting a current photo state or legal ID and furnishing all other information as required.
- (E) In the case of rental property, a copy of a lease may be required, or occupancy verified with the landlord. It is the responsibility of the landlord to notify the Utility Office whether property is occupied or vacant to give access when necessary.
- (F) Only one (1) service shall be authorized for use by any person who is not the property owner.
- (G) In some cases, the City may require a single service when multi units are owned and operated under one management agreement, such as apartment buildings, hotels, motels and any structure containing four or more living units.
- (H) When the City becomes aware that a customer/consumer is now deceased and the remaining occupants do not contact the Utility Office, a notice shall be issued to the service address in accordance with notice procedures stated herein. The source of verification shall be the Social Security Death Index Interactive Search.

V. VOLUNTARY TERMINATION OF SERVICE

- (A) Requests for voluntary disconnection of water service shall be made at the City utility office; shall be made in writing in the form attached hereto as Exhibit 1 by the customer contractually obligated to pay charges incurred at each service address affected by the disconnection; and shall also be approved in writing by an adult consumer actually residing at each affected service address if any service address comprised of a consumer household will be affected by the disconnection.

Upon receiving a request for voluntary disconnection, if the City's records reveal that the service address is different than the billing address for that account, or if there is other reason to believe disconnection may affect a service address comprised of a household other than, or in addition to, the customer's household, no voluntary disconnection will be processed

- (1) until a disconnection request form is signed by an adult consumer actually residing in each service address that will be affected by disconnection; or
- (2) until a water department employee personally visits each service address that will be affected by disconnection and verifies its unoccupancy.

Water department employees performing such verification shall make reasonable efforts to determine whether the service address is occupied or unoccupied, including but not necessarily limited to, checking with neighbors and other utility providers. Water employees performing such verification shall note in writing his/her identity; the date and the time of the visit; the efforts utilized to determine the occupancy status of the premises; and his/her conclusions as to occupancy. This investigation may occur during the same visit at which the water employee will comply with the disconnection procedures (Section XV), if the employee reasonably concludes the address is unoccupied.

Water employee notations as to this investigation, and all request forms executed under this provision, shall be retained in the business file kept by the City relating to any service address so affected. The City will reconnect service upon demand of any adult consumer of water service at any service address so affected, if this voluntary disconnection provision was not complied with, or if the City's verification of unoccupancy was in error.

If a service address must be temporarily disconnected on a non-emergency basis for the purpose of repairs within the service address, a disconnection request in the form attached hereto as Exhibit 1 must be completed in writing by the customer contractually obligated to pay for service at the address. If any service that would be affected by disconnection is a consumer household, disconnection for repair shall not be processed unless the request is also approved by an adult consumer residing at each service address that would be affected by disconnection. A copy of the disconnection request shall be retained in the City's business records relating to any service address so affected. The City shall reconnect service disconnected for purpose of non-emergency repair upon demand of the customer or of an adult

consumer residing at any service address so affected.

- (B) Requests should be made at least two (2) days prior. Meters shall be removed and valves sealed unless specifically requested to be turned off at the curb. Account shall remain in customer/consumer's name until task is completed.
- (C) If no access is made available, within a reasonable time, the City may turn off at the curb stop, (See IX, A-H), and estimate the final bill with no adjustment to such charges.

VI. METERS

- (A) Every water service shall be metered.
- (B) All meters utilized shall measure in gallons and be able to be read in thousands of gallons.
- (C) The City will install all 3/4 inch meters at no cost. Any meters larger than 3/4 inch shall be approved by the Plumbing Inspector or the Utility Office and purchased and installed by the property owner.
- (D) The City shall maintain all 3/4 inch meters. Larger meters may be installed and maintained by the City at the expense of the customer/consumer. The customer/consumer shall be notified if adjacent piping needs repair prior to changing the meter including a non-compliance shut-off date.
- (E) All new or replacement construction, commercial and institutional buildings, shall be constructed to incorporate meters of the compound type. All 2-inch or larger meters shall be of the compound meter type with strainers. Use of any other type of meter will be subject to approval of the Plumbing Inspector, based upon his analysis of utilization.

All meters size 1-inch and larger must be able to be read by the City's electronic reading equipment.

- (F) Meters larger than 3/4 inch may be purchased through the Utility Office at current cost equal to the cost of the meter as purchased from the supplier by the City. If a meter is purchased elsewhere and it becomes necessary to re-program for compatibility with reading devices, a charge shall apply.
- (G) The City must be notified prior to changing a meter for any reason.

- (H) All meters shall be set in approved accessible locations. Only representatives of the City or its agents, are authorized to install, disconnect or remove them from service. The cost of any meters improperly removed, damaged or otherwise not recoverable shall be charged to the customer/consumer. In any new construction and/or alterations, all meters installed must be fitted with a ground jumper across the meter space.
- (I) Customers/Consumers, and/or property owners shall keep meters accessible for reading and maintenance, ensure that meter pits remain in good repair, and free from ground water and debris, all lids are in place and operable. It is the responsibility of both tenant and landlord to provide access to the meter location.
- (J) Customers/Consumers and/or property owners must protect meters from theft, damage and freezing. Meters damaged, frozen or lost shall be charged to the property owner or customer/consumer at the actual cost of repairs. Caution must be taken that in very cold weather, service meters and plumbing may freeze, even though installed in accordance with accepted practice.

Additional protection from freezing may be necessary, such as use of heat tape, insulation, heat lamps and running water.

- (K) Meters not read once per year or those in hazardous or unhealthy locations shall be considered "inaccessible." An authorized agent shall determine if a meter is inaccessible. Such determination is final, and the customer/ consumer shall be notified to correct this condition within thirty (30) days. Corrective action shall include, but is not limited to making the necessary arrangements for the installation of a remote reading apparatus. Failure to correct an inaccessible condition within thirty (30) days is cause for discontinuing service.
- (L) The City guarantees its meters to be accurate within 2%. The customer/consumer may request a meter test at anytime; however, should the test confirm accuracy within 2%, the following charges will be assessed on the next bill:

3/4 inch meters \$20.00
1 inch or larger at cost

Meters larger than 3/4 inch will be sent to manufacturer for testing at the expense of the customer/consumer. During the interim period, the customer/ consumer shall receive calculated billings based on prior consumption.

An authorized representative of the City must be present before removal of a meter for testing purposes by the customer/consumer. The testing agent must forward certified results to the City Utility Office.

If the meter is inaccurate, the water bill shall be adjusted to the 2% guarantee limit and no charge for the test shall be assessed.

- (M) The City has the right to test, repair or replace any meter. The customer/ consumer shall be notified if adjacent piping needs repair prior to changing the meter. The customer/consumer shall be advised of a non-compliance shut off date.
- (N) Multiple metering shall be installed in such a way that usage deduction is not necessary. (See III, G4). In such approved locations the customer/consumer is responsible for each water bill.

VII. REMOTE READERS

- (A) REMOTE CONVERSION PLAN - Remote readers shall be purchased and installed for each service meter on the property as prescribed by the City. All service meters including commercial accounts shall require a remote be installed.
- (B) Remote readers (3/4 inch only) will be installed by the City at a cost equal to the cost of the meter as purchased from the supplier by the City. The cost of conversion shall be billed and paid in the utility billing office the billing cycle immediately following installation. Customers/Consumers for whom a full payment for reader installation imposes a hardship may arrange a payment plan with the City Utility Office. Larger size remote readers will be billed at cost.
- (C) Remote readers are to become permanently attached to property and shall not be removed nor re-sold. The cost of the installation of such remote meters shall be charged to the property owner on a separate utility bill, and shall be payable within twenty-one (21) days.
- (D) When any service call is necessary at any property that does not have a remote reader installed, one shall be installed at time of service call and the property owner billed accordingly. No other notification or approval shall be necessary.
- (E) All new construction shall at time of construction have installed both inside water meter and a remote reader.

VIII. BACKFLOW PREVENTION AND CROSS CONNECTION CONTROL

- (A) As a condition for water service, the City water distribution system shall be protected from backflow by the installation of a pre-approved backflow preventor.

The State Plumbing Code requires backflow protection on all fixtures that may cause danger to potable water. A list of approved backflow preventors is available from the local Plumbing Inspector.

- (B) No cross connections shall be made to the City water distribution system.

Further, if in the judgment of the City Plumbing Inspector or Water Superintendent or Dept. of Engineering, the customer/consumer's premise is deemed an actual or potential hazard to the safety of the water distribution system, such service shall be terminated immediately. This service shall not be re-activated until proper backflow prevention is installed and approved by the Plumbing Inspector.

- (C) Backflow prevention devices require annual testing. Testing shall be conducted by an Ohio certified tester at the expense of the customer/consumer annually or as required by the Plumbing Inspector.
- (D) If within 30 days from the annual test date, the customer/consumer does not submit proof that the backflow devices have been tested and certified operational and all necessary fees have been paid, the service will be shut off and service not resumed until all devices are tested and fees paid.
- (E) A plumbing administrative fee for annual backflow device testing is payable to the Plumbing Inspector at the rate of 1 backflow device \$10.00 and each additional device is \$1.00.
- (F) Temporary connection to the City water distribution system such as, but not limited to water haulers, lawn care, pest control and contractors shall be protected against backflow by means of an "air gap" or other means approved by the City Plumbing Inspector or Water Superintendent.
- (G) All boilers connected to the City water distribution system shall be protected with an approved backflow device.

IX. SERVICE AND PLUMBING MAINTENANCE

- (A) Services from the water main to the structure, property line, or easement line as determined by the City shall be maintained and kept assessable by the customer/consumer. The property owner shall also maintain the curb box and curb stop. No person(s) shall operate curb stops other than those authorized by the City.

Violations or unauthorized turning of the curb stop may be cause for the City to sever service. Water service shall not be restored until all outstanding charges are paid. The customer/property owner must provide access to the curb box at all times. Any intentional limitation to access will result in termination of service. All costs associated with gaining access shall be billed to the property owner and payable within (21) twenty-one days.

- (B) Every service must have a shut-off valve on the service line just as it enters the building on the inlet side of the meter. The owner must maintain this valve in operating condition.
- (C) Any leakage in the service line shall be promptly repaired according to the City Plumbing Code and is the responsibility of the property owner. The property owner shall be notified to repair the leak and said notice shall include a shut off date for non-compliance, with copy of notification sent to the customer/ consumer at the service address if applicable. The City reserves the right to do whatever is necessary to stop such water loss at the expense of the property owner.
- (D) It is the property owner's responsibility to keep all pipes and water consuming devices in repair and in proper operating condition. The City does not accept responsibility or liability for any damage to any property, including but not limited to lines and steam or hot water heating systems in carrying out service order as prescribed herein.
- (E) The City may shut off the curb stop in case of an emergency if a plumber is unavailable, but shall not be held liable for any damages resulting from such an emergency. Routine operation of curb stops by the City personnel for the customer/consumer's convenience shall be charged at a rate of ten (\$10.00) dollars per occurrence.
- (F) Low-pressure problems are the responsibility of the property owner.

- (G) In order to comply with the Federal Clean Water Act of June 1986, the following is to be in effect:
Any time the service line is to be repaired between the corporation ell and the curb stop, and the line is made of lead, it must be TOTALLY replaced over this distance with materials approved under the Ohio Plumbing Code.
The same will also hold true between the curb stop and the meter.
Notation: A tracer line must be installed with a non-metallic service line. When an existing metallic water service pipe is used for electrical grounding, the pipe shall not be replaced with non-metallic pipe or tubing until another approved means of grounding is provided.
- (H) When the City determines that a curb stop is inaccessible, malfunctioning, or otherwise not usable to shut off water to a customer/consumer, the property owner shall be notified by the City Utility Office, by Certified Mail, by regular mail and by posting at the entrance door of the residence of such condition. Certified mail shall be sent to the last known address of the owner of record. Failure to claim certified mail will not relieve the owner of responsibility placed upon them by this water policy.

Such property owner, having been notified, shall have thirty (30) days from the date of notification to cure or otherwise correct the malfunctioning or inaccessible curb stop condition. If such condition is not corrected within the thirty (30) day time period, the City may, at its option, have the curb stop repaired by an independent contractor, crimp the service line, or disconnect the service line at the corporation. The cost of such action, as determined by the City, shall be assessed against the property owner and shall be payable within twenty-one (21) days of the date invoiced.

X. BILLING AND DELINQUENT ACCOUNTS

(A) GENERAL PROVISIONS

- (1) After reading the meter or estimating consumption, a statement of Utility charges due shall be sent to the customer/consumer on file with the Utility Office by mail unless the customer/consumer chooses to be electronically billed. Customers/consumers choosing the electronic method can request a password on the City of Steubenville's web site.
- a) All accounts will be billed monthly. Should a bill remain unpaid for twenty-one (21) days after the billing date the account shall be considered delinquent.

- (2) Payments that are not received in the City Utility Office by 4:30 on the date due shall automatically be assessed a penalty of ten (10%) percent. Failure to receive a bill does not relieve customer of penalty.
- (B) All water that passes through a meter shall be charged for whether used, wasted or lost. Relief may be granted with a verifiable break. The water and sewer charges shall be assessed for that month based upon the average monthly usage of the previous six months when such period has been billed based upon actual readings. Such relief must be requested within sixty (60) days of incurred charge.
- (C) A notice of shut off for delinquency shall be provided and disconnect / termination shall occur in accordance with the City Water Termination Policy.
- (D) Payment arrangements can be made at the discretion of the Utilities Billing Supervisor. A customer having financial problems can make arrangements with the Utility Office to pay delinquent accounts over time not to exceed twelve (12) months and also must agree to stay current. A signed document outlining the agreement shall be mandatory.
- (E) Should the service be severed for any reason, it will be the responsibility of the property owner to repair the service in accordance with the City Plumbing Code, and approved by the City of Steubenville Health Department Plumbing Inspector.
- (F) In cases where industrial, commercial or governmental accounts become delinquent, the Utilities Billing Supervisor shall determine the course of action.
- (G) A fifty (\$50.00) dollar reconnect fee shall be charged and payment made before reconnection. Payment of all monies due must be made in the form of cash, money order or credit card before water service is turned on, with such turn on occurring during normal business hours only.
- (H) Services shall be shut off if declared delinquent. If the City is not able to disconnect service, collection shall be pursued by whatever means legally available.
- (I) Any account reflecting a credit balance shall have that balance applied to future billings with the exception of that account being finalized and no other service transferred in the name of that customer/consumer to another account.
- (J) Any and all accounts which become past due are subject to referral to a credit collection agency.

XI. ESTIMATED CONSUMPTION

- (A) If a meter has failed to register the amount of water consumed, or the meter was not read, the consumption for the period shall be estimated. Any such estimate may be adjusted if the customer/consumer makes a request within the same billing cycle and presents satisfactory evidence to the Utility Office.
- (B) The Utility Office shall consider past usage patterns and type of service in order to generate reasonable estimates. If no past usage history is readily available, future usage may be estimated.
- (C) It is the customer/consumer's responsibility to arrange an actual reading from the water meter itself at least once a year.

XII. WATER RATES

- (A) The City Manager shall recommend the rates for water used by customers/consumers within the City of Steubenville, for customers/consumers in Jefferson County outside the Steubenville City limits, and for all other cities and/or counties in need of the City's water supply, at rates sufficient to supply funds for the adequate operation of the system and replacement / depreciation of the plant and facilities.
- (B) The water rates shall be set by Ordinance of Council.
- (C) Each unit/water supply service shall be subject to a minimum charge. (2,000 gallons per month).

XIII. PAYMENT OPTIONS

- (A) The City shall authorize and use automatic payment of monthly utility bills from customers/consumers checking or savings accounts. Each customer/consumer requesting such automatic payment shall sign the appropriate documents in the City of Steubenville Utility Office.
- (B) MasterCard, Visa and other similar credit cards for payment of utility bills. The City, at its discretion, may accept credit card payments over the telephone or electronic on-line payments. Customer/consumers requesting access to on-line services can apply for a password through the web site of the City of Steubenville.

- (C) The City shall accept payment of utility bills made at established remote drop box sites. Such payments shall be by check or money order only and not in cash. Any payments made in cash at a drop box location shall be credited to the customers/consumers account at the discretion of the City.

XIV. NOTICE PROCEDURES

- (A) Written notice of proposed disconnection of service, for any reason other than voluntary disconnection as described herein, must be sent by the City at least 14 days, and no more than 21 days, prior to the date proposed for disconnection. Notices may be mailed with first class postage prepaid to reasonably assure 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 City 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 city water department and its address;
 - b. The date proposed for disconnection if the account is not paid, or hearing requested, or a separate account established;
 - c. The reason for the proposed disconnection, including (if applicable) 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 disconnection, is necessary to avoid disconnection;
 - d. A notice that a consumer of water services may avoid disconnection by paying current charges and assuming responsibility for payment of future charges, if the consumer does not owe a delinquent water bill or if that bill is now paid in full;
 - e. A notice that a customer or consumer of water services has the right to a hearing to contest the reasons for the proposed disconnection, and that if a hearing is requested, the disconnection will not take place until the hearing process is completed;

f. The name, title, address, telephone number and hours during which the Service Representative may be contracted 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 QUESTION OR DISPUTE AMOUNT THIS BILL CALL THE UTILITY BILLING SUPERVISOR AT (740) 283-6000 x 1400.

The notice attached hereto as Exhibit 2 satisfies these requirements.

In the event any service address that would be affected by disconnection is a consumer household, notice of disconnection of service, in this form and manner, must be delivered to each service address so affected, in addition to delivery to the customer household.

XV. DISCONNECTION PROCEDURES

(A) Except for emergency disconnections pursuant to Part XIV above, disconnection of water service shall not occur after 12:30 p.m. on any day which precedes a holiday or weekend, or any other day on which all services necessary to reconnect service are not available. All disconnections of service shall be documented by a written service order recording the date, time and identity of the water employee effectuating disconnection; such documentation shall be retained in the business file kept by the City relating to any service address so affected.

Water employees dispatched to disconnect service shall not disconnect service until he/she makes reasonable efforts to personally contact the occupants, if any, of each service address affected by disconnection to

- (1) advise of the disconnection; and
- (2) verify the propriety of the disconnection.

Reasonable efforts shall include, but not necessarily 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 employee makes personal contact with the occupants of any such service address, and then is able to verify the propriety of the disconnection (which includes but is not limited to verifying the receipt of notice, as required by Part XIV above), the water employee shall then deliver to the occupants a turn-off notice which shall clearly and conspicuously advise the occupant (s) of:

- a. The date and time of the 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 reestablished;
- d. The location and hours of the office at which payment can be made to obtain reconnection;

- e. The name, title, address, telephone number, and hours during which the Utilities Billing Supervisor may be contacted to discuss reconnection;
- 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 a delinquent water bill or the bill is now paid in full; and
- g. A consumer or customer's right to a hearing to contest disconnection or a refusal to reconnect service, although that request will not now postpone disconnection unless it can be established that prior notice of proposed disconnection was not given.

The notice attached hereto as Exhibit 3 satisfies these requirements.

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

- (B) Once the Final Notice (14 day) is sent the City will attempt to complete the shutoff of water service within thirty (30) days after the fourteen (14) day period ends should the consumer and or owner fail to make proper arrangements to pay the delinquent amount owed.

XVI. HEARING PROCEDURES

- (A) The Utilities Billing Supervisor shall strive to arrange reasonable alternate methods of payment, or reasonable security for payment, in order to preserve utility service, and shall maintain residential utility service without discrimination. The Utilities Billing Supervisor shall be familiar with, and able to advise, utility customers and consumers of agencies, resources, and programs locally available to assist in the payment of utility bills.

Customers or consumers of utility service who wish to contest a water utility services decision, billing, or a proposed disconnection of utility services (hereafter "the person") shall be afforded a due process opportunity to contest the City's action or inaction prior to termination of service by appealing any decision of the Utilities Billing Office to the Utilities Delinquency Review Board as provided in Chapter 179 of the Codified Ordinances of the City of Steubenville. Due process shall include the right to a face-to-face hearing with the Utilities Delinquency Review Board, at which the person

- (1) may have the assistance of a representative; and
- (2) may present documentary and/or oral information for the Utilities Delinquency Review Board's consideration.

These persons shall be entitled to reasonable access to City business records concerning the affected service address in order to prepare for the meeting, which right of access includes the right to obtain copies of documents found therein upon payment of the actual cost of copying.

The Utilities Delinquency Review Board shall make a written decision after the hearing, which shall include the information presented at the hearing and the reasons for the decision. A copy of the decision shall be delivered to the person; a copy shall be retained in a special decisions file; and a copy retained in the business files kept by the City relating to any service address affected by the hearing.

Hearings shall be held within a reasonable time after a verbal or written hearing request has been made, but will not be held so quickly as to deny the person an adequate opportunity to seek assistance or to prepare for the hearing, in light of the person's circumstances. Five business days shall generally constitute a reasonable time. The hearing decision shall be delivered to the person within a reasonable time after the hearing. If a hearing is requested prior to actual disconnection of service, no disconnection may occur until seven (7) days after the hearing decision has been delivered to the person who requested the hearing.

XVII. NON-DISCRIMINATION AGAINST CONSUMERS

(A) If service is disconnected, or if disconnection is proposed, due to a customer's non-payment of service charges for a consumer household, an adult consumer of water services in said household shall have the right to avoid disconnection, or obtain reconnection, if the consumer pays as a deposit that portion of the bill that is not past due and assumes responsibility for timely payment of future charges for service provided the household at the service address. Consumer assumption does not relieve the customer of contractual liability for charges incurred. The assumption obligation shall terminate upon the consumer's delivery to the City of a written notice canceling that assumption.

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 service. However, in circumstances in which one meter serves more than one service address, consumer households will not be penalized in any way, or denied the benefit of this provision, because the defaulting customer's household might also benefit from a continuation or restoration of service.

XVIII. MISCELLANEOUS CHARGES

- (A) In the event that water service is turned on or turned off at times other than normal business hours, there shall be a minimum charge of fifty (\$50.00) dollars. Should the service call exceed one (1) hour, time shall be charged at the actual cost of labor and equipment.
- (B) Whenever it becomes necessary for service to be disconnected for violation or non-compliance with any of the rules and regulations stated herein, a fifty (\$50.00) dollar reconnect fee shall be paid before service is turned back on.
- (C) Customers/consumers payments that are not honored by the bank shall result in a mandatory charge of twenty-five (\$25.00) dollars. Repeat offenders shall be required to remit payment by another form and may be prosecuted.
- (D) A fee of twenty-five (\$25.00) dollars per re-read may be charged for each meter read for customer/consumer convenience or special billing, with the exception of one annual reading.
- (E) Persons planning extended vacations may chose to interrupt their service by shutting off the main valve. A written request must be submitted to the Utility Office upon departure and return along with a meter reading. They shall be exempt from billings during this period of time. If consumption of services occur while on vacation status, billing for entire period shall be charged.
- (F) In the event the customer/consumer requests an investigation of charges billed or paid prior to three (3) billing cycles, a charge of fifteen (\$15.00) dollars may be added to the account.
- (G) If it is necessary for the service department to visit a property more than once to complete a scheduled work request, a fee of twenty-five (\$25.00) dollars may be charged for each subsequent visit.

XIX. TAMPERING

- (A) Any customer/consumer found to be improperly taking unmetered water, tampering with locks or seals, or if water service has been turned on by someone other than those authorized by the City shall be charged accordingly and subject to criminal prosecution.

XX. FIRE LINES AND PRIVATE FIRE HYDRANTS

- (A) To have a fire line service installed in any premise, plans shall be submitted for approval to the City Engineer, Building Inspector and Plumbing Inspector. Upon approval, the customer/consumer shall contract with a plumber licensed by the City of Steubenville Health Department. The fire line service shall be installed in accordance with the standard rules and regulations at the customers/consumer/consumer's expense.
- (B) Customer/Consumers may install fire line meters, of a design approved by the Plumbing Inspector at their expense.
- (C) Any leaks in unmetered fire line services inside private property shall be repaired by the customer/consumer as soon as detected. The City has the authority to shut off fire line service if the customer/consumer fails to repair such a leak. The City Fire Department shall be notified and the City shall not be held responsible for any damages resulting from any such action. The City may require any fire line service to be metered at the customer /consumer's expense.
- (D) Fire lines and private fire hydrants are intended for fire protection use and for use by authorized representatives of the City. Customers/Consumers misusing a private fire line or private fire hydrant shall be charged in accordance with these rules and regulations. (See XIX).

XXI. CONSTRUCTION WATER

- (A) Construction water may be obtained :
 - (1) Through an unmetered temporary hook-up to the tap intended for the building (See III). Fees in paragraph B below apply.
 - (2) Through a metered temporary hook-up to the tap intended for the building. Regular rates apply.
 - (3) From another metered property.

All temporary plumbing must have proper approved backflow prevention precautions taken.

(B) The customer or general contractor shall pay for construction water prior to final approval and issuance of the building permit. Payment is to be made at the Utility Office. Construction water rates are as follows:

\$4.00 per 1,000 or part thereof of permit valuation for the first \$50,000 of the cost of the building being constructed. (\$1 to \$50,000)

\$2.00 per \$1,000 or part thereof of permit valuation for the next \$50,000 of such cost. (\$50,001 to \$100,000)

\$1.00 per \$1,000 or part thereof of permit valuation over \$100,001 (over 100,001)

(C) Construction water fee may be waived under the following conditions:

- (1) In cases of additions, alterations or repairs where metered water is used from services located on the same premises.
- (2) The service is metered when tapped or resumed.
- (3) The water used for construction is obtained from an existing metered service or a private source. In this case, written documentation shall be submitted and approved prior to obtaining a building permit and kept on file at the Utility Office. The documentation shall indicate the exact source of the construction water and contain the written consent of the owner or person responsible for paying for the water service if an existing metered service is used.

Waivers shall be accompanied with plans submitted for building permits. If, after the construction water fee has been waived, unfettered City water is used, the waiver shall be void and a fine of one-thousand (\$1,000.00) dollars shall be assessed in addition to the fees. This shall apply even if construction is partially or wholly complete.

(D) The use of construction water includes the right to use water for normal construction purposes NOT to include landscape watering. No person shall use construction water beyond the time of occupancy of the premises, final plumbing inspection, or cessation of normal building activities when the construction is completed or purposely held incomplete whichever is earliest.

XXII. FIRE HYDRANT USE

- (A) Water may be drawn from fire hydrants for approved uses after acquiring a permit at the Utility Office. Conditions and charges for this service shall be as follows:

Weekly use fee	\$ 25.00
Water used per 1,000 gallons	\$ twice current rate
Fire hydrant operation	\$20.00/each way

A contractor must obtain a permit at the Utility Office for water necessary at least two (2) days in advance. Water shall be supplied from a metered fire hydrant. The City shall provide the meter. The contractor shall supply the hose, nozzle, backflow preventor and personnel for operation of hose.

- (B) In an effort to protect the water system from possible damage and/or harmful backflow, the Water Superintendent or his appointee must be notified to inspect the hydrant before it is used. The Water Superintendent must be notified each day before a hydrant is used. If the contractor does not have a backflow preventor; one can be rented from the city for \$100.00 per day.
- (C) A deposit of \$3500.00 shall be charged to the permit holder. Any loss or damage of hydrant and/or equipment shall be deducted from the deposit.
- (D) The permit holder shall be held responsible for loss or damage of hydrant, meter and related fittings and shall pay for all water consumed. The valve, backflow preventor and meter shall be installed on one fire hydrant by City personnel and shall not be moved to another fire hydrant by the customer /consumer without the approval of the City. Penalties for this violation shall be assessed in accordance with Section 541.04 of the Codified Ordinance. No one other than City personnel shall operate a fire hydrant. Under no circumstances shall a Fire Hydrant be used for any purpose without notification filed with the Fire Department and the Water Department.
- (E) The demolition contractor has the responsibility of hiring a master plumber or the city water department to shut the service line off at the corporation of the main.
- (F) Special conditions for use of a fire hydrant shall be reviewed by the City Manager on an individual basis and charged accordingly. Application for permit shall be made at the Utility Office.

XXIII. CASUAL WATER

- (A) Casual water is available at the City filtration plant. Permits for casual water shall be prepaid at the Utility Office, unless billing arrangements are approved in advance. The rate shall be twice the current rate.
- (B) Special conditions for use of casual water shall be reviewed by the City Manager on an individual basis and charged accordingly.

XXIV. PENALTIES

- (A) NON-COMPLIANCE WITH ANY OF THE RULES AND REGULATIONS CONTAINED HEREIN SHALL RESULT IN APPROPRIATE CIVIL AND/OR CRIMINAL REMEDIES AS PROVIDED BY LAW.

XXV. EXHIBITS



City of Steubenville Utility Collection Office

Municipal Bldg • 115 S Third Street, Suite 101 • P.O. Box 4700 • Steubenville, Ohio 43952 • Phone: 740.283.6000ext. 1400
Fax: 740.283.6163 • Website: www.cityofsteubenville.us • Email: utilityoffice@cityofsteubenville.us

DISCONNECTION REQUEST

Water Account No. _____ Date of Request _____

A. Water Customer's Name _____

Billing Address _____

B. The address at which water service is to be disconnected is: (complete the following):

- (1) Same as billing address (place check mark here) _____
- (2) _____

C. The address to be disconnected is a: (check whichever applies)

- _____ (1) Single family residence _____ (2) Duplex/triplex
- _____ (3) Apartment building or buildings containing _____ (a number) of apts.

D. Reason for disconnection:

- _____ (1) The address to be disconnected is completely unoccupied.
- _____ (2) A temporary disconnection is needed for repairs to: _____
- _____ (3) Other reasons. (Explain) _____

To induce the City of Steubenville to disconnect water service to the address or addresses listed herein, I certify that I have personal knowledge that the information given above is accurate.

Signature of customer requesting
disconnection.

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

If disconnection is to occur because the premises are now unoccupied, please give the names of the heads of household who last resided in each apartment which will be affected by the disconnection:

Apt. No. 1 _____ (name)

Apt. No. 2 _____ (name)

Apt. No. 3 _____ (name)

Apt. No. 4 _____ (name)
(List other apartments below)

To induce the City of Steubenville to disconnect water service to the address or addresses listed herein, I certify that I have personal knowledge that the information given herein is accurate.

Signature of customer requesting disconnection

Consumers approving disconnection:

Consumer's Signature

Signature

Service addresses affected

Signature

Service addresses affected

Signature

Service addresses affected

(Additional consumers may sign on sheet to be attached to this form.)

EXHIBIT 2



City of Steubenville
Utility Collection Office

Municipal Building • 115 South Third Street, Suite 101 • P.O. Box 4700 • Steubenville, Ohio 43952 • Phone: 740.283.6000 ext. 1400
Fax: 740.283.6163 • Website: www.cityofsteubenville.us • Email: utilityoffice@cityofsteubenville.us

FINAL NOTICE BEFORE DISCONNECTION

Account Number:

Issue Date:

DISCONNECT DATE:

Customer Name and Mailing Address

Service Address to be disconnected

[Empty rectangular box for Customer Name and Mailing Address]

[Empty rectangular box for Service Address to be disconnected]

Water Service Charges in the amount of \$ are now past due.
Due to a reason other than non-payment.

Water Service to this address will be disconnected on the date shown.

A minimum payment of \$ may be required to avoid disconnection. If water service is disconnected for any reason, a reconnection fee of \$50.00 must be paid before service will be reconnected.

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

- 1) If you personally owe water service charges which are past due, you should pay the bill in full or make arrangements.
2) If you dispute the reason for the proposed disconnection, in whole or part, you may request a hearing to contest disconnection.
3) OR, if you are a residential user of water service at the address to be disconnected, and if the customer responsible for paying the water bill does not live at your address, you may avoid disconnection by paying only the current month's water bill, and agreeing to pay for your own water usage in the future.

If you wish to avoid disconnection, or to request a hearing, or wish a more complete explanation of your hearing rights to assume responsibility for future water charges, you should immediately contact the Utility Office at the address and telephone number listed in this letter, between the hours of 8:30 a.m. and 4:30 p.m. Mondays through Fridays.

FINAL NOTICE: IF YOU HAVE ANY QUESTIONS OR DISPUTES ABOUT THIS BILL, CALL THE UTILITIES BILLING SUPERVISOR (740) 283-6000 X 1400

EXHIBIT 3



City of Steubenville
Utility Collection Office

Municipal Building • 115 S Third Street, Suite 101 • P.O. Box 4700 • Steubenville, Ohio 43952 • Phone: 740.283.6000 ext. 1400
Fax: 740.283.6163 • Website: www.cityofsteubenville.us • Email: utilityoffice@cityofsteubenville.us

NOTICE OF DISCONNECTION OF WATER SERVICE

You are notified that water service to (service address) _____
was disconnected at _____ AM / PM on the _____ day of _____ 20____ because of
(insert reason for disconnection) _____

Service will be reconnected if _____
and you pay a reconnection fee of \$ _____.

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

If disconnection 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 back bills. If you obtain water service in your own name, you must pay the current bill and agree to pay any charges that will be incurred while the bill is in your name. However, you will not be required to pay the customer's back bill.

- If you:**
- **wish to request a hearing;**
 - **wish to learn your rights concerning the hearing process;**
 - **wish to arrange for water service reconnection;**
 - **or wish to obtain water service in your own name**

**contact the Utilities Billing Supervisor at 115 S Third Street, Suite 101, Steubenville, Ohio 43952
(740) 283-6000 x 1400, Monday through Friday between the hours of 8:30 AM through 4:30 PM.**

XXVI. FEE SCHEDULE

AFTER HOURS SERVICE CALL OVER 1 HOUR	\$50.00 Minimum Actual Cost
BACKFLOW ADMIN FEE	\$10.00 First/ @1.00 each additional
BACKFLOW NON-COMPLIANCE PENALTY	\$250.00
CONSTRUCTION WATER	\$4.00 / 1,000 (\$1-\$50,000) \$2.00 / 1,000 (\$50,001-\$100,000) \$1.00 / 1,000 (Over \$100,000)
CURB BOX LID	\$25.00
CURB STOP OPERATION UNAUTHORIZED OPERATION FINE	\$ 10.00/ Trip PROSECUTION
FIRE HYDRANT USE	
Security deposit	\$3500.00
Operation fee	\$20.00 each way/\$40.00 total
Weekly use fee	\$ 25.00
Water used per 1,000 gallons	\$ twice current rate
INVESTIGATION OF ACCOUNT	\$15.00
METER REPAIR OR REPLACEMENT	\$ Actual cost
METER TEST 3/4 inch 1 inch	\$20.00 (if within 2%) Actual Cost
PENALTY FOR LATE PAYMENT	10% Current Charges
PROCESSING FEE	\$30.00
RE-CONNECT FEE	\$50.00
RE-READ	\$25.00 after 1 per year
REMOTE READER	Actual Cost

RETURNED PAYMENT CHARGE	\$25.00
RETURN TRIP CHARGE	\$25.00 each additional trip necessary
SECURITY DEPOSIT	\$120.00
TAMPERING CHARGE	\$250.00 AND PROSECUTION

TAP-IN FEES:

SPECIAL ASSESSMENT TAP RATES:

	1" & smaller	Larger than 1"
20 inch line - Sunset Blvd. Buena Vista to Wintersville	\$625.00	\$475.00
12 inch line - Lovers Lane (Including Stark School and Heritage Cir.)	\$700.00	\$550.00
Wilrose Terrace (Alikanna)	\$750.00	\$600.00
Fernwood Road	\$750.00	\$600.00
ALL OTHER AREAS	\$300.00	\$300.00
RE-TAP	\$150.00	\$150.00

UNAUTHORIZED CONSUMPTION PROSECUTION

FEES FOR ANY SERVICE NOT LISTED SHALL BE AT ACTUAL COST.