



**Northwest Regional
Water District**

NORTHWEST REGIONAL WATER DISTRICT

123 Smith Street
PO Box 158
McDermott, Ohio 45652-0158
(740) 259-2789 Fax (740) 259-2102

Water Distribution System-Rules and Regulations

08-25-2005

I. Service Classification. There shall be no distinction of this category.

II. Service Application.

- A. Any Bona fide occupant of a single family dwelling; or to each residential unit in an auto court, duplex, or multiple dwelling building; or person having reasonable accessibility to the source of and who is in need of having water supplied to his place of occupancy or property may purchase a tap on this system by signing such agreements for the purchase of water as may be provided and required by the Company, provided that no person otherwise eligible shall be permitted to subscribe for a tap if the capacity of the Company's water system is exhausted by the needs of its existing users. A tap fee of \$750 shall be paid per tap. Said fee is subject to revision by the Board at its discretion. Payments may be made on tap fees but the tap will not be set until the tap fee is paid in full.
- B. The Company may reject any application for service when the applicant is delinquent in payment of bills incurred for service previously supplied at any location.
- C. Violation of any of the provisions of these rules and regulations and any bylaws of the Company can result in the Company removing the meter and discontinuing service. Where the service is thereafter reinstated, the user shall first pay the Company a reconnection charge of \$60. Said fee is subject to revision by the Board at its discretion.
- D. The individual who is the owner of the property shall be responsible for payment of all bills incurred in connection with the service rendered.

III. Initial of Minimum Charges.

- A. The flat minimum monthly rate, as set up in the water rate schedule, will be payable irrespective of whether any water is used during any month that the meter remains in service. If the customer requests that the meter be locked or removed, a reconnection fee at \$30 must be paid to restore service. Said fee is subject to revision by the Board at its discretion.
- B. Tap fees for new meter installations shall be as follows:

5/8"	\$	751.00 (less \$1 for easement)
3/4"		999.00 (less \$1 for easement)
1"		1404.00 (less \$1 for easement)
1 1/2"		2004.00 (less \$1 for easement)
2"		3001.00 (less \$1 for easement)
3"		11004.00 (less \$1 for easement)

One residence per tap for 5/8", 3/4" and 1" meters.

Apartments from 2 to 16 units require 1 1/2" meter with minimum bill 10 x min.

Apartments from 16 to 33 units require 2" meter with minimum bill 30 x min.

Minimum bills for 3" meter is 60 x min.

Each meter requires a separate meter reading sheet, and each meter reading sheet will cover a separate and individual account. Said tap fees are subject to revision by the



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Board of Trustees at its discretion.

- C. Water furnished for a given lot or each individual residence shall be used for that residence only. Each residence's service must be separately metered at a single delivery and metering point.
- D. In addition to the collections of regular rates, the Company may collect from the user a proportionate share of any privilege, sales, or use tax or impositions, based on gross revenues received by the Company.

IV. Company's Responsibility.

- A. The Company will install, maintain and operate a main distribution pipe line or lines from the source of water supply, and service lines from the main distribution line or lines to the property line of each tap location at which points, designated as delivery points, meters to be purchased, installed, owned and maintained by the Company, shall be placed. The cost of the service line or lines from the main distribution line or lines of the Company to the property line of each member shall be paid by the Company. The Company will also purchase and install a cut-off valve in each service line from its main distribution line or lines, such cut-off valve to be owned by the Company. The Company shall have the sole and exclusive right to use the cut-off valve to turn it on and off.
- B. Each user shall be required to pay the prevalent tap fee for each service line. No new service line or change in an existing service line may be made which will interfere with an existing service line or the delivery of water therein. Each service line shall connect with the Company's water system at the nearest available place to the place of desired use by the user if the Company's water system shall be of sufficient capacity to permit the delivery of water through a service line at that place without interfering with the delivery of water through prior service line. If the Company's water system shall be inadequate to permit the delivery of water through a service line installed at such place without interfering with the delivery of water through a prior service line, then such service shall be installed at such place as may be designated by the Company. Each tap owner will be required to dig or have dug a ditch, to purchase and install, and to maintain such portion of the service line or lines from the property line of the tap owner to his own dwelling; or other place of use on his premises at his own expense.

V. Company's Liability.

- A. The Company does not assume the responsibility of inspection of the user's piping or apparatus except as required by the State of Ohio and will not be responsible therefor.
- B. The Company reserves the right to refuse service unless the user's lines and piping are installed in such manner as to prevent cross-connections or backflow.
- C. The Company shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the user's premises, unless such damage results directly from negligence on the part of the Company. The Company shall not be responsible for any damage done by or resulting from any defects in piping, fixtures or appliances on the user's premises. The Company shall not be responsible for negligence of the third persons, or forces beyond the control of the Company resulting in any interruption of service.



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- D. Under normal conditions, the users will be notified of any anticipated interruptions of service.

VI. Tap Owner's Responsibility.

- A. Piping on the premises of the tap owner must be so installed that the connections are conveniently located with respect to Company lines and mains.
- B. If the Company is called upon to provide additional meters each place of metering will be considered as a separate and individual account.
- C. The user shall provide a place of metering which is unobstructed and accessible at all times.
- D. The user shall furnish and maintain a private cut-off valve on the user's side of the meter. The Company is to provide a like valve on the Company's side of the meter.
- E. The user's piping and apparatus shall be installed and maintained by the user at the user's expense in a safe and efficient manner and in accordance with the Company's rules and regulations and in full compliance with sanitary regulations of the State of Ohio Board of Health of Ohio EPA.
- F. The user shall guarantee proper protection for the Company's property placed on the user's premises and shall permit access to it by only authorized representatives of the Company.
- G. In the event that any loss or damage to the property of the Company or any accident or injury to persons or property is caused by or results from negligence or wrongful act of the user, his agent or employees, the cost of the necessary repairs or replacements shall be paid by the user to the Company and any liability otherwise resulting shall be assumed by the user.
- H. The amount of such loss or damage or the cost of repairs shall be added to the user's bill and if not paid, service may be discontinued by the Company.
- I. Water furnished by the Company shall be used for domestic consumption by the user members of his household, and employees only. The user shall not sell water to any other person or permit any other person to use said water. Water shall not be used for irrigation, fire protection, or other purposes, except that when water is available in sufficient quantity without interfering with the regular domestic consumption, then the water may be used for any other purpose. Disregard for this rule shall be sufficient cause for refusal or discontinuance of service.

VII. Extensions to Mains and Services.

- A. The Company will construct extensions to its water lines to points within its area but the Company shall not be required to make such installations unless the user pays to the Company the entire cost of the installation in advance.
Tap fees in a subdivision will be the regular tap fee. Water used during construction of new houses shall be billed monthly per the rate schedule.

VIII. Access to Premises.

- A. Duly authorized agents of the Company shall have access, at all reasonable hours, to the premises of the user for the purpose of installing or removing Company property, inspecting piping, reading or testing meters or for any other purpose in connection with the Company's service and facilities.



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- B. Each owner shall grant and convey, or shall cause to be granted or conveyed to the Company a permanent easement and right-of-way across any property owned or controlled by the owner wherever said permanent easement and right-of-way is necessary for the Company water facilities and lines, so as to be able to furnish service to the user.

IX. Change of Occupancy.

- A. Not less than one week's notice must be given in person or in writing to the Company to discontinue service or to change occupancy.
- B. All bills are the responsibility of the owner of the tap. In the event that the property changes ownership; before the tap can be transferred the bill must be paid in full. If a previous owner owes a bill which he refuses to pay; the new owner must pay the bill or the current tap fee in order to keep service on at the tap. Whichever is less.
- C. If the meter is shut off for any reason, the user (owner) must pay a reconnect charge of \$60 when the service is restored plus any amount due on the account.

X. Meter Reading - Billing - Collections.

- A. Bills are rendered monthly, but the Company reserves the right to vary the dates or length of period covered, temporarily or permanently if necessary or desirable.
- B. Bills for water will be figured in accordance with the Company's published rate schedule and will be based on the amount consumed for the period covered by the meter reading, except where an owner orders turn on the minimum bill to such user for such period shall be equal to the minimum charge for one full months service.
- C. Charges for service commences when the meter is installed and connection made, whether used or not. If the user requests that the meter be locked or removed, a reconnection fee of \$30 must be paid to restore service. Said fee is subject to revision by the board at its discretion.
- D. Readings from different meters will not be combined for billing, irrespective of the fact that said meters may be for the same or different premises, or the same or different users or for the same or different services. (See Section III, B& C)
- E. Bills are due the 27th and delinquent after a grace period ending at 3 p.m. on the 10th of the following month when a late fee is added. If not paid when balance forward shows two bills; a delinquent notice will be sent to the customer to pay in 10 days or contact the office stating when the bill will be paid. If no contact is made then the service will be discontinued by the Company. A copy of the notice sent to renters will be sent to the owner the same day that the renters notice is mailed.
- F. Failure to receive bills or notices shall not prevent such bills from becoming delinquent nor relieve the customer from payment.
- G. The Company will bill the renter in the case of rental property upon receiving notice from the owner to do so. In the event that the renter becomes delinquent in payment of his bill, the owner will be notified. (See above - E) If the renter fails to pay the bill, then the owner is responsible to pay. The Company will not allow the renter who leaves a bill for the owner to pay to receive water at another location until he reimburses the owner for the payment made.



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F. Amended 4-20-04. In order for a meter to be reconnected, locked or for a final reading, the owner must sign a paper at the water office. For accounts that are billed to renters, the renter may request a final reading at that time the owner will be notified by mail of the request. If the owner wants to put the account in a renters name he must sign a paper to bill the renter at the water office. Putting the account in a renters name does not relieve the owner of the responsibility to pay should the renter not. (See Section X - G)

XI. Suspension of Service.

- A. Service discontinued for non-payment of bills will be restored only after bills are paid in full, and a service charge of \$60 is paid for each meter reconnected.
- B. The Company reserves the right to discontinue its service without notice for the following additional reasons:
 - 1. To prevent fraud or abuse.
 - 2. Consumer's willful disregard of the Company's rules.
 - 3. Emergency repairs.
 - 4. Insufficiency of supply due to circumstances beyond the Company's Control.
 - 5. Legal process.
 - 6. Direction of public authorities.
 - 7. Strike, riot, fire, flood, accident or any unavoidable cause.
- C. The Company may in addition to prosecution by law, permanently refuse service to persons who tamper with a meter or other meter device.

XIII. Complaints-Adjustments.

- A. If the user believes his bill to be in error, he shall present his claim, in person or in writing, to the Board of Trustees before the bill becomes delinquent. Such claim, if made after bill becomes delinquent, shall not be effective in preventing discontinuance of service, as heretofore provided. The member may pay such bill under protest and said payment shall not prejudice his claim.
- B. The Company will make special readings at the request of the user for a fee of \$5, provided, however, that if such special reading discloses that the meter was over read, no charge will be made.
- C. Amended 2-7-04. If the user believes his meter is faulty, the Company will check the meter at no charge, for the 1st call. If the user request the meter be checked a 2nd time, and its determined to be a customer problem, the Company will charge a \$25 service fee.
- D. Meters will be tested at the request of the user upon payment to the Company of the actual cost to the Company of making the test provided.
- E. If the meter is broken by other than the Company's representative or if the meter fails to register correctly or is stopped for any cause, the user shall pay an amount estimated from the record of his previous bills and/or from other proper data.
- F. Amended 1-7-03. Leak Policy: In case of a break which is under ground or occurs in the house, in absence of occupant-a credit will be allowed as follows. Users will be billed for the total water which registers on the meter. The average bill will be deducted, then the users will be credited for half the balance remaining.



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In case of negligence such as a hose which is left connected to a faucet and is running or ruptures, a commode which continues to run, or other like situations that can be avoided-No Credit Will Be Allowed. Water credit on any break will be allowed on the first~~or~~ second month of the leak, whichever one is greater. All payments on a leak will be applied to any past due amount first and a late fee will be applied to the current balance due each month if the account is not paid in full.

XIII. Abridgment of Modification of Rules.

- A. No promise, agreement or representation of any employee of the Company shall be binding upon the Company except as it shall have been agreed in writing, signed and accepted by the acknowledged officers of the Company.
- B. No modification of rates or any of the rules and regulations shall be made by the agent of the Company.
- C. The word "Company" used herein applies to the Northwest Regional Water District. The word "User" or "Member" used herein applies to the property owner where the tap is located.