

RULES, REGULATIONS AND POLICIES FOR BILLING AND PAYMENT OF WATER AND WASTEWATER CHARGES

The following rules, regulations and policies regarding billing and payment of water and wastewater charges shall apply to all USERS. These are general guidelines which are subject to change, with the written approval of the Village Administrator, if necessary to ensure payment of USER fees.

I. ESTABLISHING SERVICE

- A. USER must complete an application for utility services.
- B. USER must pay a deposit of \$100.00 within two (2) weeks of establishing service. Failure to pay will result in water being shut-off.
- C. Deposit will be returned 30 days after the final bill is paid. In the event the final bill is not paid, the deposit will be applied to the balance owed.

II. PAYMENT FOR USER CHARGES

- A. PROPERTY OWNERS are ultimately responsible for all USER charges. PROPERTY OWNERS who own, or USERS residing in, a multiple dwelling unit should also review Section V.
- B. USER charges are billed bimonthly in January, March, May, July, September and November. Bills are mailed to the address on USER's application for utility services.
- C. The DUE DATE for USER charges is the 15th day of the month. In the event the 15th is on a Sunday or a holiday, payment is due on the next business day. The Village shall include the DUE DATE on the bill. Checks should be made payable to the Village of Centerburg. Payments are accepted as follows:
 - At First Knox National Bank, Centerburg branch ONLY
 - By mail sent to: Village of Centerburg, Drawer D, Centerburg, OH 43011
 - At the Village Office during regular business hours. Forms of payment accepted are cash, check, or money order. Cash payments must be in the exact amount, as no cash is kept in the Village Office.
 - At the drop box located outside the Village Office. The Village is not responsible for any cash in the drop box.
- D. In the event that USER charges are not paid by the DUE DATE, USER will incur a 10% penalty which will be added to the charges. Payments received by mail MUST be postmarked on or before the DUE DATE or the penalty will be incurred.
- E. The Village will give a delinquency notice to USERS who fail to pay.
- F. In the event that USER charges are not paid by the 25th day of the month,

the Village will shut off water service.

III. EXTENSIONS, ADJUSTMENTS, COLLECTIONS & SERVICE SHUT OFF

- A. All requests for payment extension MUST be received in writing.
- B. No payment extensions will be granted in excess of 45 days without the approval of the Village Administrator. If an extension is granted beyond 45 days, the USER must sign a payment agreement with the Village. This payment agreement will be kept on file and documented in the USER'S account history.
- C. A shut off fee will be added to the USER charges each time a metered unit is shut off. An additional fee will be added to the USER charges to reconnect service.
- D. All charges including shut off fee, reconnection fee, and any debt service or meter payments, which accumulate after service is shut off, must be paid before service will be reconnected.
- E. Any adjustments to USER charges must be approved by the Village in writing. All adjustments will be documented in the USER account history.
- F. The Village will not adjust sewer usage for leaks. The Village reserves the right to make exceptions. Documentation will be made in the USER'S account history.

IV. FINAL BILLS

- A. Final bills are due 15 days from the date of mailing
- B. In the event payment is not received within 30 days, the deposit will be applied to the final bill.
- C. Any unpaid balance on the final bill after 60 days, if larger than \$10.00, will be referred to the Village Administrator for further action.
- D. Credit balances shall first be applied to any other utility service account with an unpaid balance in the USER'S name. If a credit larger than \$5.00 remains following such application, the credit will be repaid by check to the USER. Said Credits of less than \$5.00 will not be refunded.
- E. To establish service at another address, all outstanding USER charges must be paid in full. Upon receipt of payment in full of a final bill, the deposit may be transferred to another address at the request of the USER.
- F. In the event a USER moves and fails to notify the Village, a final bill will be estimated based on historical usage.
- G. PROPERTY OWNERS are responsible for tenant final bills, as noted in Section V.

V. MULTIPLE DWELLING/RENTAL USER'S CHARGE

- A. PROPERTY OWNERS of rental units are responsible for USER charges incurred by each unit.
- B. The Village will acknowledge a tenant as USER and will bill tenant directly, provided the following:
 - PROPERTY OWNER's Completion of Ordinance 2007-13 Exhibit A
 - Tenant's Completion of Ordinance 2007-13 Exhibit B
- C. It is the responsibility of the PROPERTY OWNER to keep the Village informed regarding the current mailing address of the USER. Failure of the USER to receive a bill for USER charges shall not excuse the USER or PROPERTY OWNER from responsibility to pay the USER charges.

VI. TEMPORARY SHUT-OFF FOR VACATIONS AND OTHER TEMPORARY VACANCIES

- A. In the event the USER desires to have services suspended for an extended period of time the USER may request that the Village shut off service. A fee will be charged to shut off and to reconnect the service.
- B. No billing adjustments will be made if the Village is not notified PRIOR to the vacancy.

VII. METER POLICY

- A. Meters are supplied by the Village per Ordinance 2002-23 and remain the property of the Village.
- B. PROPERTY OWNERS are required to provide access and right of ingress and egress to the Village, its agents, employees and designated representative, to each property served by the Village for the purpose of installing, reading, maintaining, checking or removing meters.
- C. Meters must be installed in such a manner and place that will make them readily accessible for reading. If a meter reader is unable to obtain a reading because the meter is out of order or is inaccessible for any reason, an estimated charge will be made based on historical usage.
- D. In the event of two consecutive estimated bills, water service to the property will be shut off until the PROPERTY OWNER provides access to the meter. USER will be charged a shut off and reconnection fee.
- E. PROPERTY OWNERS are responsible for ANY meter damage and will incur the cost of repair or replacement.
- F. If the Village finds that a meter has been tampered with, the water service will be shut off and not be reconnected until the USER or PROPERTY

OWNER pays charges based on the historical usage for the property. Additional fees may be applied according to the criminal law of the state of Ohio.

VIII. RESPONSIBILITY FOR REPAIRS TO SERVICE LINE

- A. The Village is responsible for any break in a service line between the main and curb stop. All other service line leaks or breaks are the responsibility of the PROPERTY OWNER.
- B. If a leak or break occurs, the Village reserves the right to make all necessary repairs, including shutting off the water and repairing or replacing lines. The expense of these repairs or replacements will be the responsibility of the PROPERTY OWNER, in conformance with Section VIII, Item A.

VIII. FILLING OF POOLS

- A. Upon request, USERS may receive a one-time per year exemption from sewer charges for water used to fill a pool. The Village must be notified prior to filling and a meter reading taken before and after filling.

X. FIRE HYDRANTS

- A. No person except an authorized agent of the Village or the Central Ohio Joint Fire District shall operate or use any fire hydrant or take any water from a fire hydrant.

THESE POLICIES AND PROCEDURES SHALL SUPERCEDE ANY/ALL EXISTING ORDINANCES ON THIS MATTER

FEES TO BE APPLIED TO WATER/WASTEWATER USERS

Shut off fee	\$25.00
Reconnection fee	\$25.00
Returned check	\$25.00
Penalty for late payment	10% of balance

