

RULES & POLICIES PUTNAM COMMUNITY WATER CORPORATION

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I. GENERAL PROVISIONS

The following rules, regulations and policies for the safe, economical and efficient management and protection of the Water Works system for Putnam Community Water Corporation and addresses billing and payment of water charges and shall apply to all USERS. These are general guidelines which are subject to change, with the written approval of the Board of Directors, if necessary, to ensure payment of USER fees.

II. DEFINITIONS

For the purpose of this chapter the words and phrases defined in sections hereunder shall have the meanings therein respectively ascribed to them, unless a different meaning is clearly indicated by the context.

ADMINISTRATOR. Administrator shall mean the Board of Directors or Utilities Manager, unless otherwise noted.

BACKFLOW: The flow of water or other liquids, mixtures, or substances into the distributing pipes of a potable water supply from any source other than the intended source of the potable water supply.

BACKFLOW PREVENTION DEVICE: Any device, method, or type of construction intended to prevent backflow into a potable water system.

BILLING UNIT: A billing unit is defined as either a gallon or a cubic foot of water.

BOARD OF DIRECTORS: Wherever in these Rules and Regulations the word Board of Directors appears such word shall be taken to mean the Board of Directors for the Corporation of Putnam Community Water, Marietta, Ohio or their authorized agent or representative.

CROSS CONNECTION: Any arrangement whereby backflow can occur.

COMMERICAL SERVICE: Non-Residential

MASS METER: A single water meter that is used to measure water to more than one residential or commercial building.

MULTI FAMILY DWELLING: A single building which contains more than one residence.

PROPERTY: The word property as used herein shall be the area including the improvements thereon, to which water service is or will be furnished, and as used herein shall be taken to designate:

- (a) A building under one roof occupied as one residence or one place of business, or
- (b) A group of buildings owned by one owner in a common enclosure, occupied by one family, or one organization or firm as a place of residence, or place of business or for manufacturing or industrial purposes, or
- (c) The one side of a double house having a solid vertical partition wall, or
- (d) A public building devoted entirely to public use, or
- (e) A single lot, or park or playground, or
- (f) Each house in a row of houses, or
- (g) Each apartment in an apartment building, or
- (h) Each house trailer used as one residence or one place of business

RESIDENTIAL SERVICE: Residential Service, as used herein, shall mean provision of water service for a residence.

TENANT: The word Tenant, as used herein shall be anyone occupying property under lease from a lessor, which property is furnished water service.

USER: User as used herein shall be the property owner or customer, contracting with the Corporation for water service for one (1) residential or commercial unit on one premise.

CORPORATION: Wherever in these Rules and Regulations the work “Corporation” appears, such work shall be taken to mean the Board of Directors for Putnam Community Water Marietta, Ohio, or their authorized agent or representative.

WATER SERVICE: Water Service shall mean the connection of a water service line with a water main.

WATER WORKS SYSTEM: Whenever the term “Water Works System” is used herein it shall be construed to include all pipe lines, mains and connections, pumping stations, treatment works, storage tanks, wells and like appurtenant for producing and distributing a supply of water to consumers in the Community of Devola and elsewhere, and all tools, apparatus and equipment necessary and used for the purpose.

III. FIXING RATES AND CHARGES FOR MUNICIPAL UTILITIES

- A. All rates and charges for municipal water including: rates for service, permit fees, connection and meter reading, reconnection fees; including penalties for non-payment, shall be fixed, determined and amended by the Board of Directors and adopted by resolution. Such resolution, containing the effective date thereof, shall be kept on file and open to inspection in the office of Secretary-Treasurer and shall be uniformly enforced.
- B. RATE INCREASE. No rate or charge involving an increase thereof shall become effective until approved by Board of Directors.

IV. ESTABLISHING SERVICE

- A. A USER desiring a supply of water must complete an application for utility services.
- B. The USER must pay a deposit according to the schedule of rates with the application for 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.
- D. A USER that is establishing a new service to a residential or commercial unit must pay all hook-on fees and meter fees as established by the Board of Directors.

V. PAYMENT FOR USER CHARGES

- A. USER charges are billed bimonthly in February, April, June, August, October, December. Bills are mailed to the address on USER’s application for utility services.

- B. The DUE DATE for USER charges is the 20th day of the month. *In the event the 20th is on a Sunday or a holiday, payment is due on the next business day.* Putnam Community Water shall include the DUE DATE on the bill. Checks should be made payable to the Putnam Community Water Payments are accepted as follows:
- By mail sent to: Putnam Community Water, 920 River Road _____, Marietta _____, OH 45750
 - At the Water 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 Water Office. In the event that the customer does not have exact change the amount over the current charges will be applied to that customers account.
 - Credit card and ACH payments are accepted on line by visiting our website www.putnamwater.com
 - At the drop box located inside the Par Mar Store located on State Route 60. Putnam Water is not responsible for any cash in the drop box.
- C. 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 due. Payments received by mail MUST be postmarked on or before the DUE DATE or the penalty will be incurred.
- D. Putnam Community Water will give a delinquency notice to USERS who fail to pay after 30 days
- e. In the event that USER charges are not paid by the 10th day of the month following the delinquency notice. Putnam Community Water reserves the right to shut off water service.

VI. 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 40 days without the approval of the Putnam Community Water Manager. If an extension is granted beyond 40 days, the USER must sign a payment agreement with the Putnam Community Water. 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 request for adjustments to USER charges must be made to the Putnam Community Water in writing. All requests must be approved by the Board of Directors and will be documented in the USER account history.
- F. Putnam Community Water may adjust usage charges for leaks if the current bill is greater than 250% of previous three billing periods average. Documentation will be made in the USER's account history.
- G. If the qualification for adjustment is met by user then the bill will be calculated as follows:
The average use of the current usage charge amount plus the usage from the two previous billing periods. The average of those three bills will then be billed at the current rate per thousand gallons that has been established by the Board of Directors.
- H. There will only be a one-time forgiveness per customer.

VII. 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 Board of Directors for further action.
- D. If a credit larger than \$5.00 or more remains following such application, the credit will be repaid by check to the USER. Said Credits of under \$4.99 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 Putnam Community Water, a final bill will be estimated based on historical usage.

VIII. MULTIPLE DWELLING/USERS ON COMMON METER

- A. PROPERTY OWNERS with a common meter for multiple dwellings, multifamily dwellings, or rental units are responsible for user charges incurred for each unit per currently established PCWC fees and rates, whether the unit is occupied, or, not.
- B. PROPERTY OWNERS with multiple users on a common meter established prior to 01/01/2019 may be grandfathered in by the PCWC and billed for each unit on the multiple unit meter.
- C. Common metering for multiple units established after 01/01/2019 will not be permitted. Each user must have their own meter and establish service at current PCWC fees and rates. Adding additional units to a previously grandfathered multiple user common meter after 01/01/2019 will require installation of a meter for each user with all fees and rates currently in effect applied per user.

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

In the event the USER desires to have services suspended for an extended period of time, the USER may request that Putnam Community Water shut off service. A fee will be charged to shut off and to reconnect the service as per the established fee schedule.

- A. No billing adjustments will be made if Putnam Community Water is not notified PRIOR to the vacancy. If there is no consumption for that month, a base rate is charged according to the current rate schedule.

X. METER POLICY

- A. Meters are supplied by Putnam Community Water and Become the property of the land owner upon the purchase of the meter.
- B. RIGHT OF ENTRY. PROPERTY OWNERS are required to provide access and right of ingress and egress to Putnam Community Water, its agents, employees and designated representative, to each property served by Putnam Community Water 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.

XI. UNLAWFUL ACTS.

- A. It is unlawful for any person to willfully or carelessly break, mar, deface, disturb or in any way interfere with any buildings, machinery, equipment, fixture or appurtenance of any municipal utility's system, or commit any act tending to obstruct or impair the use of any municipal utility.
- B. It is unlawful for any person to turn on or connect a utility when the same has been turned off or disconnected by Putnam Community Water for non-payment of a bill, or for any other reason, without first having obtained a permit to do so from Putnam Community Water.
- C. If Putnam Community Water 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.
- D. **PENALTY** - Whoever violates any of the provisions of this chapter shall be turned over to the proper authorities for prosecution.

XII. RULES AND REGULATIONS RELATING TO WATER SERVICE

- A. Deficiency of Water and Shutting Off Water. Putnam Community Water is not liable for any deficiency or failure in the supply of water to customers whether occasioned by shutting the water off for the purpose of making repairs or connections or by any other cause whatever. In the case of fire, or alarm of fire, water may be shut off to insure a supply for fire fighting.
- B. Putnam Community Water is responsible for the repair of a service line between the water distribution main and curb stop. All other service line leaks or breaks are the responsibility of the PROPERTY OWNER.

- C. If a leak or break occurs from the property owners' side of the curb stop it is the PROPERTY OWNER's responsibility to repair. In case of failure on the part of the consumer or owner to repair any leak occurring in his service pipe within a reasonable time after oral or written notice has been given the occupant or owner of the premise, the water may be shut off and will not be turned on until a reconnection charge has been paid and the water service has been repaired.
- D. PRIVATE WATER SUPPLIES. No water pipe of the Putnam Community Water water system shall be connected with any pump, well pipe, tank or any device that is connected with any other source of water supply and when such are found, Putnam Community Water shall notify the owner or occupant to disconnect the same, and if not immediately disconnected, Putnam Community Water shall shut the water off. Before a new connection to the water system is permitted, Putnam Community Water shall ascertain that no cross- connections will exist when the new connection is made. When a building is connected to the public water system, the private water supply may be used only for such purposes as Putnam Community Water allows.

XIII. FIRE HYDRANTS:

- A. Except in the case of emergencies, no person, except an authorized agent of a Devola Volunteer Fire Department or Putnam Community Water, shall use any fire hydrant or any part thereof, or take any water from a hydrant for any purpose without the applicable permit from the village.
- B. If a fire hydrant is damaged by any person, that person shall be responsible for all costs and expenses incurred by Putnam Community Water in making the necessary repairs and corrections.
- C. No private fire hydrant shall be set without the prior approval and inspection of Putnam Community Water.

XIV. BACKFLOW AND CROSS-CONNECTION CONTROL.

- A. No person, firm or corporation shall establish or permit to be established, or maintain or permit to be maintained any connection whereby a private, auxiliary or emergency water supply other than the regular public water supply of the Putnam Community Water may enter the supply or distributing system of the Putnam Community Water. Any private,

auxiliary or emergency supplies and the method of connection and use of the supply shall have the approval of the water system, the Ohio Environmental Protection Agency and the Ohio Department of Health.

- B. No person, firm, or corporation shall establish or permit to be established, or maintain or permit to be maintained any direct connection between the public water supply of the Putnam Community Water and any potentially hazardous, toxic or injurious manufacturing process or any drainage or sewer system.
- C. The Water System Manager, or his authorized representatives, after verbal or written notification, shall have the right to enter at any reasonable time any property served by a connection to the public water supply or distributing system of Putnam Community Water for the purpose of inspecting the piping system or systems thereof. The owner, lessees or occupants of any property served shall furnish to the Water System Superintendent any information which he may request regarding the piping system or systems or water use on the property. The refusal of this information shall, within the discretion of the Water System Manager, be deemed evidence of improper connections as provided in these rules and regulations.
- D. The Water System Manager is hereby authorized and directed to discontinue, after reasonable written notice to the occupant thereof, the water service to any property wherein any connection in violation of these rules and regulations is known to exist, and to take any other precautionary measures as he or she may deem necessary to eliminate any danger of contamination of the public water supply. Water service to the property shall not be restored until these conditions shall have been eliminated or corrected in compliance with the provisions of these rules and regulations.
- E. An approved backflow prevention device shall be installed on each service line to a consumer's water system serving premises where, in the judgment of the Water System Manager, actual or potential hazards to the public potable water system exist.
- F. An approved backflow prevention device shall be installed on each service line to a consumer's water system serving premises where any of the following conditions exist:
 - (1) Premises having an auxiliary water supply;
 - (2) Premises on which any substance is handled in such a fashion as to create an actual or potential hazard to the public potable water system. This shall include premises having

sources or systems containing process fluids or waters originating from the public potable water system which are no longer under the sanitary control of the Water System Manager;

(3) Premises having internal cross-connections that, in the judgment of the Water System Manager, are not correctable, or intricate plumbing arrangements which make it impractical to determine whether or not cross-connections exist;

(4) Premises where, because of security requirements or other prohibitions or restrictions, it is impossible or impractical to make a complete cross-connection survey; or

(5) Premises having a repeated history of cross-connections being established or re-established.

G. FACILITIES REQUIRING BACKFLOW DEVICES. An approved backflow prevention device shall be installed on each service line to a consumer's water system serving, but not necessarily limited to, the following types of facilities, unless the Water System Manager determines that no actual or potential hazard to the public potable water system exists:

(1) Hospitals, mortuaries, clinics, nursing homes;

(2) Laboratories;

(3) Sewage treatment plants, sewage pumping stations or storm water pumping stations;

(4) Food or beverage processing plants;

(5) Chemical plants;

(6) Metal plating industries;

(7) Petroleum processing or storage plants;

(8) Radioactive material processing plants or nuclear reactors;

(9) Car washes; and

(10) Others specified by the Plumbing Inspector or Water System Manager.

H. The type of backflow protection required under these rules and regulations shall depend on the degree of hazard which exists as follows:

(1) An approved air gap separation shall be installed where the public potable water system may be contaminated with substances that could cause a severe health hazard.

(2) An approved air gap separation or an approved reduced pressure principal backflow prevention device shall be installed where the public potable water system may be contaminated with a substance that could cause a system or health hazard.

(3) An approved air gap separation or an approved reduced pressure principle backflow prevention device or an approved double check valve assembly shall be installed where the

public potable water system may be polluted with substances that could cause a pollution hazard not dangerous to health.

- I. Backflow prevention devices required by these rules and regulations shall be installed to the specifications of, and at no cost to, the water system.
- J. It shall be the duty of the consumer at any premises on which backflow prevention devices required by these rules and regulations are installed to have inspections, tests and overhaul made in accordance with the following schedule or more often when inspections indicate a need.
 - (1) Air separation shall be inspected at the time of installation and at least once every 12 months thereafter.
 - (2) Double check valve assemblies shall be inspected and tested for tightness at the time of installation and at least every 12 months thereafter. They shall be dismantled, inspected internally, cleaned, and repaired whenever needed and at least every 30 months.
- K. Inspections, tests, and overhaul of backflow prevention devices shall be at the expense of the consumer, and shall be performed only by persons approved by the water system as qualified to inspect, test, and overhaul the devices.
- L. Backflow prevention devices found to be defective shall be repaired by the consumer without delay.
- M. The consumer must maintain a complete record of each backflow prevention device from purchase to retirement. This record shall include a comprehensive listing of all tests, inspections, and repairs. Records shall be submitted to the Water System Manager when requested.
- N. Backflow prevention devices shall not be bypassed, made inoperative, removed, or otherwise made ineffective without written authorization of the Water System Manager.

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

Adopted on this day: May 28th, 2019

_____, **President**

Steve Schoonover

_____, **Vice President**

Randall Barengo

_____, **Director**

John Kuch

_____, **Director**

Jim Wark

_____, **Director**

John Hirschfield

_____, **Director**

Jim Bir

_____, **Director**

John Kuch

_____, **Director**

Sam Tuten

_____, **Secretary, Treasurer**

John Huck

Date: _____, 2019

