

June 17, 2020

Ms. Barcy F. McNeal  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215

Re: *In re Aqua Ohio*, Case Nos. 19-0968-WW-ATA and 89-7028-WW-TRF

Dear Ms. McNeal:

In accordance with the Commission's June 3, 2020 Finding and Order in the above-captioned proceeding, Aqua Ohio, Inc. (Aqua Ohio) hereby files clean final tariff pages reflecting changes approved by the Commission in this proceeding. Aqua Ohio respectfully requests that you cancel and withdraw the superseded tariff pages.

The following sheets for P.U.C.O No. 2 are being updated in this filing:

- Table of Contents, Sheet No. 1
- Section 2, Sheet Nos. 1-5
- Section 3-1, Sheet Nos. 1-5
- Section 3-2, Sheet Nos. 1-12
- Section 3-3, Sheet Nos. 1-2
- Section 3-4, Sheet Nos. 1-3
- Section 3-5, Sheet No. 1
- Section 3-6, Sheet No. 1
- Section 3-7, Sheet No. 2
- Section 3-8, Sheet Nos. 1-5
- Section 4, Sheet Nos. 24-27
- Appendix B, Pages 1-5

Please note that a copy of this correspondence will be filed electronically through the Commission's Docketing Information System (DIS) in this proceeding and also in Case No. 89-7028-WW-TRF.

Respectfully submitted,

/s/ Christopher T. Kennedy  
Counsel for Aqua Ohio, Inc.

**P.U.C.O. Tariff No. 2**

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**EXPLANATION OF TERMS**

ADJACENT BUILDINGS – A group of two or more buildings on the same lot or parcel of land that are not separated by any street, avenue, thoroughfare, alley, or other public right of way. Except where the Customer owns or leases a lot or parcel of land on both sides of a street, avenue, thoroughfare, alley, or public right of way, which lots or parcels of land otherwise would be contiguous, such building thereon shall be considered adjacent.

APPLICANT – Any Person, firm, corporation, or governmental unit that applies for water service from the Company.

APPLICATION – An oral or written request to the Company for water service. An Application for the installation of a Customer Service Line must be in writing on forms prescribed by the Company that have been filed with and approved by the Commission.

AVAILABILITY – A customer having water service available on request; upon payment of the required tap fee, this customer is governed by the restrictive covenants in his deed.

A.W.W.A. – American Water Works Association

B.O.D. – Biochemical Oxygen Demand

C.B.O.D. – Carbonaceous Biochemical Oxygen Demand

C.F.R. – Code of Federal Regulations

BACKFLOW PREVENTER – A device designed to prevent a potential backflow of contaminants from the Customer's activities or property into the Company's distribution system.

BOOSTER PUMP – A water-pump station that conveys water to the distribution system and water tanks to maintain system pressure.

BULK CUSTOMER – A Customer who receives water at a separate Tariff rate, typically through a master Meter.

CHECK VALVE – A device designed to allow the flow of water only in one direction.

COMMISSION – The Public Utilities Commission of Ohio

COMPANY – Aqua Ohio, Inc.

CONSUMER COMPLAINT – A Customer or consumer contact when such contact necessitates follow-up by or with the Company to resolve a point of contention.

CONTROL VALVE – A device designed to stop the flow of water when the valve is closed.

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COST – The expenditure by the Company for labor, materials, engineering, supervision, motor vehicles and tools, and/or any other expenditures incidental thereto to the extent that any or all of such items are directly assignable to the particular situation involved, except when modified by the word “estimated,” in which case it shall be the estimated expenditure for such item.

CUSTOMER – Any Person who enters an agreement with the Company to receive waterworks service.

DISTRIBUTION MAIN – A pipe that transports or distributes water from the supply system to the Service Line of a water Customer.

FLAT RATE – Rates charged to Customers who are not Metered.

MAIN EXTENSION – An extension, including any fire hydrants if fire protection is provided by the Company, from the nearest existing adequate main along a route determined in accordance with reasonable utility engineering practices to a point perpendicular to the most remote structure to be served fronting the Main Extension.

METER – The Company-approved device or apparatus, including associated remote registers, used to measure all water passing through a Customer Service Line.

MONTHLY CONSUMPTION – The amount of water passing through the Customer's Meter (or for billing purposes, estimated to have passed through such Meter) in a monthly billing cycle, which equals approximately 30 days.

MONTHLY BILL – A bill is rendered each month. The Monthly Bill is determined by applying the applicable rate or rates to the consumption shown on the bill and then adding the applicable Customer charge. The consumption shown on the bill may be from an actual Meter reading or may be estimated.

OHIO E.P.A. – Ohio Environmental Protection Agency

OHIO ADM. CODE – Ohio Administrative Code

O.R.C. – Ohio Revised Code

OUTAGE – Any interruption of a Company system, other than a Customer Service Line, that causes the cessation of water service.

PERSON – Person means any natural Person, corporation, partnership, association, organization, or other entity capable under the law of suing or being sued, including any public body and shall, unless the context shall otherwise indicate, include the plural as well as the singular, and words of any gender shall include all genders.

P.I.V. – Post Indicator Valve

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**PREMISES** – Each of the following, together with the lot or parcel of land upon which it is located, or such portion of such land as is used or held for use with it, shall constitute a Premises:

- (1) One building designed or used for single-family occupancy as a residence.
- (2) One building designed or used for single-family occupancy both as a residence and for professional or business purposes, when the resident conducts the business or profession. When not so conducted, the portion occupied by the resident constitutes one Premises and each separate portion occupied by other Persons for professional or business purposes constitutes a separate Premises.
- (3) A combination of Adjacent Buildings, one portion designed or used for single-family occupancy as a residence and the other portions designed for professional or business purposes all of which are occupied by the resident. When not so occupied, the portion designed or used for single-family occupancy constitutes one Premises and each separate portion designed or used for professional or business purposes and occupied by other Persons constitutes a separate Premises.
- (4) One building designed or used by one Person for professional or business purposes.
- (5) A combination of Adjacent Buildings designed or used by one Person for professional or business purposes.
- (6) Each combination of rooms designed or used for single-family occupancy as a residence, within a multiple-unit building.
- (7) Each room or combination of rooms designed or used by one Person for professional or business purposes within a house or within a multiple-unit building.
- (8) Each parcel of land that requires water service.
- (9) Each parcel or mobile home unit where the unit is not resting primarily on its wheels.
- (10) Any building not otherwise defined as Premises in any other definition of Premises contained herein.

**PRESSURE-REDUCING VALVE** – A device designed to reduce the water pressure within the Customer's building below that which exists on the Company's distribution system.

**PRESSURE-RELIEF VALVE** – A device designed to relieve pressure on the internal plumbing system on the Customer's property.

**PRIVATE FIRE PROTECTION SERVICE** – All fire protection water service furnished by the Company, other than Public Fire Protection Service. This includes, but is not necessarily limited to: (i) water service to a Customer's fire protection facilities such as sprinkler systems and/or fire

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hose connections in buildings and structures; and (ii) fire hydrants other than those that qualify as public fire hydrants within the definition of Public Fire Protection Service and are operated and maintained by the Company.

PUBLIC FIRE PROTECTION SERVICE – Water service to fire hydrants that are operated and maintained by the Company.

RELATED FACILITIES – All fittings, valves, connections, and other facilities associated with the Main Extension and required in accordance with reasonable utility engineering practices to provide service to a point perpendicular to the most remote structure to be served fronting the Main Extension.

SERVICE LINES –

- (1) The Company's water Service Line (or Company Service Line) is the portion of the Service Line between the Distribution Main up to and including the curb stop, meter pit, or meter vault at or near the property line, right-of-way, or easement line maintained at the Cost of the Company. For Meters in homes where there is no curb stop, meter pit, or meter vault, the Company owns and maintains Service Lines up to the Customer's property line or right-of-way only.
- (2) The Customer's water Service Line (or Customer Service Line) is the portion of the Service Line from the Company's Service Line to the structure or Premises that is supplied, installed, and maintained at the Cost of the Customer.

SPECIAL CONTRACTS – A "reasonable arrangement" (as that term is used in O.R.C. 4905.31) between the Company and other public utilities or with one or more of its Customers, consumers, or employees.

TAP IN – The connecting of a Company Service Line to the distribution Main.

TARIFF – This document in its entirety.

TEMPORARY SERVICE – Water service that is not continuously used throughout the year, such as for building or construction purposes, street paving, cleaning property, filling tanks, or other uses of this kind.

U.S.E.P.A. – United States Environmental Protection Agency

WATER PLANT – All facilities necessary to furnish public water service and water for fire protection, and meet established regulatory guidelines.

WATER SERVICE CONNECTION – The connection of the Company's water Service Line with the Customer's water Service Line at or near the property line, which connection enables the Customer to receive water service.

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Aqua Ohio, Inc.  
6650 South Avenue  
Boardman, OH 44512

Section 3-1  
First Revised Sheet No. 5  
Replaces Original Sheet No. 5

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YARD HYDRANT – A customer using water at his lot and being provided water through a private yard hydrant.

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**GENERAL REGULATIONS GOVERNING SERVICE**

1. When the supply of water is to be temporarily interrupted by the Company, it will give three days advance notice thereof as provided for in the Ohio Administrative Code.
2. The Tariff's provisions bind every Applicant and Customer who applies or takes water service. No employee or agent of the Company has the right or authority to bind it by any promise, agreement, or representation contrary to this Tariff. Nothing within this Tariff, however, shall take precedence over the rules set forth in Ohio Adm. Code Chapter 4901:1-15.
3. The Company will provide adequate service but does not guarantee a sufficient or uniform pressure or an uninterrupted supply of water. The Company agrees to furnish and provide such supply of water as is then available and no other or greater.
4. Customers are cautioned to provide sufficient storage of water where uninterrupted supply must be assured. Customers attaching or using fixtures or devices taking a supply of water directly from the service pipes will do so at their sole risk.
  - A. Intercepting Tank Required for Large Customers
    - (1) Service pipes shall not be connected to the suction side of pumps.
    - (2) Uses of a character requiring a large quantity of water within a short period of time are not to be permitted except through intercepting or intermediate storage tanks, unless approved by the Company in writing.
    - (3) The inlet connection for Customer-owned storage tanks shall discharge at a point no less than six inches above the overflow of such tanks and must be approved by the Company in writing.
  - B. Check Valves, Relief Valves, Flush Valves, and Vacuum Breakers
    - (1) Customers having boilers, hot-water heating systems, or hot-water heaters connected with the Company's mains shall have an approved Backflow Preventer in the supply pipe to the heating systems and a relief valve at some point between the Backflow Preventer and heating system.
    - (2) All Customers are cautioned against danger of collapse of boilers since it is sometimes necessary to shut off the supply of water without notice. For this reason, the Customer shall install a vacuum valve in the steam line to prevent collapse in case the water supply is interrupted.
    - (3) Flush valve or direct flushing closets should not be installed in Premises where the service pipe supplying such Premises is connected to a main two

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and one-half inches or less in diameter. All flush valves shall be equipped with approved type vacuum breakers.

- (4) The use and operation of any check, relief, or vacuum valves shall be the Customer's sole responsibility.
5. The Company shall not be liable for a deficiency or failure, regardless of cause (except as a result of willful misconduct), in the supply of water or in water pressure, nor for any damage caused thereby. Neither is the Company liable for the bursting or breaking of any main or Service Line, any attachment to the mains and Service Lines, nor other facilities used by the Company (except as a result of willful misconduct). The Customer bears sole responsibility for any and all damage to boilers or other equipment that depends upon pressure in mains and Service Lines to keep them supplied with water.

The Company shall not be considered in any manner an insurer of property or Persons, or to have undertaken to protect any property or Persons against loss or damage. The Company agrees to furnish and provide such supply of water as shall then be available and no other or greater, and it shall be free and exempt from any and all claims for damages on account of any injury to property or Persons by reason of failure to supply water or water pressure, if same is without willful misconduct on its part.

Approval of the above language by the Commission, however, does not constitute a determination by the Commission that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

6. For Main Extensions or any other purpose when a water shut off is planned, the Company shall notify affected Customers at least three days in advance of any planned Outages or planned main flushing. The notice shall be delivered in writing to the Customer, by notice printed in a newspaper of general circulation serving the community, or by an obvious sign posting in the Company's affected service territory. The notice shall state the date and estimated duration of the Outage or flushing for the affected area or areas, and a local toll-free number that Customers may call with questions. The Company will also post the planned Outage on its website by the date of the Outage.

The temporary shutting off of water service from any Premises for any cause shall not entitle the Customer to a deduction in the amount of his or her charges during the time of such temporary shut off. Nor shall the shutting off of service temporarily cancel a contract for service except at the option of the Company or upon written notice from the Customer.

7. In the interest of public health, water mains, Service Lines, or other pipes may not be connected with any Service Line or piping that the Company knows or has good reason to believe is connected with any other sources of water supply. Neither may said mains, Service Lines, nor other pipes be connected in any way to any piping, tank, vat, or other

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apparatus that contains liquids, chemicals, or any other matter that may backflow into said mains, Service Lines, or other pipes, and which may endanger or otherwise contaminate the water supply.

8. When an Application is made for the installation of a Company Service Line for water service or for the reinstatement of water service, the Company shall be entitled to assume that the piping and fixtures to which the service will be supplied are in good order to receive such service. The Company nonetheless reserves the right to inspect said facilities to ensure against possible damage, backflow, and cross connections.
    - A. The Company has developed and implemented and shall operate a Backflow Prevention and Cross-Connection Control Program that meets the requirements of Ohio Adm. Code 3745-95. As a condition of continued water service, all Customers shall comply with the Company's published Backflow Prevention and Cross-Connection Control Program as a condition of continued water service. Customers who fail to comply with the Company's Backflow Prevention and Cross-Connection Control Program shall be subject to termination of service.
    - B. Bypass arrangements, jumper connections, removable sections, swivel or change-over devices, and other temporary or permanent devices through which, or because of which, backflow can occur, are considered to be cross-connections.
    - C. No cross-connection shall be permitted unless the Customer provides an acceptable form of protection against contamination by backflow into the water distribution system. An acceptable form of protection is one that meets the approval of the Ohio E.P.A. and the local regulating health agency. Customers are required to install, maintain in good working condition, and test as required the protective device or system at their own Cost and expense. This device or system is subject to the Company's inspection, test, and approval before being placed in service, and at such times thereafter as the Company may deem necessary.
    - D. Any cross-connection made or permitted to exist by a Customer that violates the provisions of this Tariff shall be removed or corrected as soon as is practicable in a manner acceptable to the Ohio E.P.A. (where it has jurisdiction with respect to such matters) and the local regulating health authority. Failure to do so may result in immediate discontinuance of water service.
  9. Water will not be furnished where pipes are inferior or where the plumbing is defective; neither shall water be furnished where the faucets, toilets, or other fixtures leak or are defective. When such conditions are discovered, and after 14 days prior written notice by the Company, the water supply shall be shut off until the Customer makes the necessary repairs.
    - A. All plumbing work shall be done in accordance with both any applicable plumbing code of the state or municipal unit in the Company's service area and/or regulations adopted by any duly constituted board or commission having jurisdiction with respect
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to such matters. Where plumbing work, upon inspection, is found to be in violation of any applicable plumbing code, rule, regulation, or ordinance, the Company may shut off water service as provided in this Tariff.

- B. The Customer must submit for inspection all plumbing work done in connection with pipe and fixtures connected to the Company's mains or Service Lines before such underground work is covered up. Whenever the Company determines that plumbing work is defective, the Company may refuse, suspend, or terminate service.
10. The Company shall have the sole right to determine the size, type, and location of Meters, Meter settings, valves, and Service Lines, and connections necessary to provide service. The Company will not supply water or connect its system to any master Meter servicing a residential development, commercial or industrial complex, or other multi-Premises development serving multiple buildings through a single Service Line except pursuant to a Special Contract. Such a Special Contract shall be filed with and approved by the Commission pursuant to an Application that is submitted by the Company and is posted on the Commission's docketing information system and is accessible through the internet. The Company is required to conform its schedules of rates, tolls, and charges to such Special Contract, and where variable rates are provided for in any such Special Contract, the Cost data or factors upon which such rates are based and fixed shall be filed with the Commission in such form and at such times as the Commission directs. Every such Special Contract shall be under the supervision and regulation of the Commission, and is subject to change, alteration, or modification by the Commission.

Master Meter arrangements with trailer parks, condominium type developments, commercial or industrial complexes, or other multi-unit or multi-Premise developments serving multiple buildings through a single Service Line entered into prior to September 26, 2008, are hereby grandfathered and this provision will have no force or effect as to those grandfathered arrangements.

11. The Company has exclusive right to operate all Service Lines from main to Meter at a curbstop, meter pit, or meter vault, or to the right of way, easement line, or property line for Meters installed in buildings, including installations.

All pipe, fittings, equipment, Meters, or other appurtenances when installed at the expense of the Company, whether located outside or inside of the Customer's Premises, shall at all times be and remain the property of the Company. The Company may inspect or remove and repair these appurtenances at any time during reasonable hours or upon the discontinuance of service.

12. When an Applicant applies for Temporary Service, such service shall be furnished under the regulations applicable to regular, permanent service. Special, temporary requirements for water service may be met by applying for the same at the office of the Company in accordance with Section 3-4, "Contracts for Water Service," Item 1 of this Tariff.

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13. The Customer shall not, without Company consent, use water for any purpose or upon any Premises not stated in the Application for service. For unmetered customers, usage of abnormally large water quantity shall not be permitted for such applications as filling a swimming pool or for other purposes.
14. The Company may refuse service to any Applicant or disconnect service to any Customer in accordance with the following:
- A. Service may not be refused or disconnected to any Customer or refused to any Applicant for service unless the Company complies with all of the disconnection procedures contained in this Item. Service shall not be disconnected to any Customer unless the disconnection conditions in this Item may be specifically applied to that Customer.
  - B. Service may be refused or disconnected to any Customer or refused to any Applicant for service as stated in this Item. In an instance where a Customer's service could be disconnected under more than one of the following conditions, the minimum notice provision (which includes no notice) will be provided.
    - (1) No notice is required in any of the following instances:
      - a. For tampering with any main, Service Line, Meter, curb stop, curb box, seal, or other appliance under the control of, or belonging to, the Company.
      - b. For connecting the Service Line or any pipe directly or indirectly connected to it with any other source of supply or with any apparatus that may, in the opinion of the Company, contaminate the Company's water supply or threaten the integrity of the system.
      - c. For any other violation of or failure to comply with the regulations of the Company that may in the opinion of the Company or any public authority create an emergency situation.
    - (2) The Customer must be given not less than 24 hours written notice before service is disconnected when any of the following conditions exist:
      - a. For the use of water for any purpose not stated in the Application or for the use of either service upon any Premises not stated in the Application.
      - b. To prevent waste or reasonably avoidable loss of water.

Personal delivery of the notice to the Customer's Premises shall first be attempted. If Personal service cannot be accomplished at that time, then the

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notice shall be securely attached to the Premises in a conspicuous manner.

(3) The Customer must be given not less than 14 days written notice before service is disconnected when any of the following conditions exist:

- a. For nonpayment of any Tariff charges when due or within any additional period for payment permitted by the Company, or for not making a deposit as required. Disconnection of service for nonpayment may not occur prior to 14 days after the due date.
- b. For any violation of, or failure to comply with, the regulations of the Company other than stated in Item 15.B.(1) of this section.
- c. For misrepresentation in the Application as to any material fact.
- d. For denial to the Company of reasonable access to the Premises for the purpose of reading, inspection, replacement, or maintenance of the Meter.
- e. For violation of federal, state, or local laws or ordinances where such violation affects the provision of utility service by the Company.

C. Service may not be refused or disconnected to any Customer or refused to any Applicant for service for any of the following reasons:

- (1) Failure to pay for service furnished to a Customer formerly receiving service at the Premises, unless the former Customer continues to reside at the Premises.
- (2) Failure to pay for a class of service different from the service provided for the account in question.
- (3) Failure to pay any amount that, according to established payment dispute and resolution procedures, is in bona fide dispute.
- (4) Failure to pay any charge not specified in the Company's Tariff.

D. If a landlord is responsible for payment of the bill, notice of disconnection of service shall be given to the consumer at least ten days before disconnection could occur. In a multiunit dwelling, written notice shall be placed in a conspicuous place.

E. The Company shall provide disconnection of service notice to one additional consenting party, with the Customer's written authorization, for those Customers desiring such additional notification.

F. When the Company complies conditions set forth in this Item, it may disconnect

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service during its normal business hours as stated in the Tariff; no disconnection for past-due bills or for not making a deposit as required, however, may be made after 12:30 p.m. on the day preceding a day that all services necessary for reconnection are not regularly performed or available.

- G. On the day of disconnection of service, the Company shall provide the Customer with personal notice. If the Customer is not at home, the Company shall provide personal notice to an adult consumer. If neither the Customer nor an adult consumer is at home, the Company shall attach written notice to the Premises in a conspicuous location prior to disconnecting service. Those Company employees or agents who disconnect service at the Premises may or may not, at the discretion of the Company, be authorized to make extended payment arrangements. Company employees or agents who disconnect service shall be authorized to complete one of the following:

- (1) Accept payment in lieu of termination.
- (2) Dispatch an employee to the Premises to accept payment.
- (3) Make available to the Customer a means to avoid disconnection.

- H. The Company shall comply with the following medical certification provisions:

- (1) In accordance with the certification requirements of this Item, the Company shall not disconnect residential service for nonpayment if the disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the Premises.
- (2) The medical condition shall be certified to the Company by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse midwife, or local board of health physician.
- (3) The Company shall act in accordance with the following medical requirements:
  - a. Upon request of any residential consumer, the Company shall provide a medical certification form to the Customer or to any health care professionals identified in Item 15.I.(2) of this section. The Company shall use the medical certification form provided on the Commission's website.
  - b. The certification of the medical condition referenced in Item 15.I.(1) of this section shall be in writing and shall include the name of the Person to be certified; a statement that the Person is a permanent resident of the Premises in question; the name, business address, and telephone number of the certifying party; and a signed statement by the certifying

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party that the disconnection of service will be especially dangerous to the health of the a permanent resident of the Premises.

- c. Initial certification by the certifying party may be by telephone if written certification is forwarded to the Company within seven calendar days.
- d. Certification shall prohibit disconnection of service for 30 calendar days.
- e. If a medical certificate is used to avoid disconnection, the Customer shall enter into an extended payment plan prior to the end of the medical certification period or be subject to disconnection. The initial payment on the plan shall not be due until the end of the certification period.
- f. If service has been disconnected for nonpayment within 21 calendar days prior to the certification of a special danger to the health of a qualifying resident, the Company shall restore service to the residence once the certifying party provides the required certification to the Company, and the Customer agrees to an extended payment plan.
- g. A Customer may renew the certification two additional times (30 days each) by providing additional certificates to the Company. The total certification period may not exceed 90 days per household in any 12-month period.

- (4) The Company shall give notice of the availability of medical certification to its residential Customers by means of bill inserts or special notices.

When the Company has refused or discontinued service under its Tariff, the Company may take reasonable measures to physically disconnect service. The Company will bill the Customer for the out of pocket expenses incurred for the disconnection and reconnection.

- 15. The Company will reconnect previously disconnected service, unless prevented by circumstances beyond the Company's control, or unless a Customer requests otherwise, by the close of the following regular Company business day after any of the following:
  - A. Receipt by the Company of the full amount of arrears for which service was disconnected, including any required deposit or reconnection charge.
  - B. The elimination of conditions that warranted disconnection of service.
  - C. Agreement by the Company and the Customer on a deferred payment plan and a payment, if required under the plan.

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If service is discontinued and the Customer wishes to guarantee the reinstatement of service the same day on which payment is rendered, both of the following conditions apply:

- A. If reinstatement of service is requested the same day, the Customer must notify the Company no later than 12:30 p.m., and the Customer must make payment in the Company's business office or provide proof of payment.
- B. The Company may require that the Customer sign an agreement to pay the Company's incurred Costs for reinstatement of service if it occurs after normal Company business hours. This fee shall be collected at the time reinstatement of service arrangements are made or rendered with the Customer's next billing at the Company's discretion.

If a guarantor is required in order to reestablish service, the guarantor must sign an acknowledgement of willingness to accept the responsibility for payment of the Customer's bill in case of the Customer's default.

The Company may not insist upon payment of any current bill, excluding any reconnection charge, before restoring service under this Item unless that bill is more than 14 days past due.

If a Customer whose service has been disconnected for nonpayment of bills or for violation of or failure to comply with regulations of the Company desires a reconnection, such reconnection may only be made in accordance with the provisions of this Item.

- 16. For Customers with water Meters installed inside of buildings, the Customer shall ensure that the Company shall have unobstructed access to the Meter for readings, maintenance, and repair of the Meter and appurtenances.
- 17. The Company shall charge a Customer for responding to service calls at times other than the Company's regular business hours where the service response is due to the acts of the Customer. The charge shall reimburse the Company for the actual expense in responding to the request for service.
- 18. Any employee or agent of the Company seeking access to the dwelling or structure of a Customer shall voluntarily identify himself or herself, provide proper Company photo identification, and state the reason for the visit. The employee or agent shall, in all cases, direct himself or herself to a Person holding himself or herself as being responsible for the dwelling or structure. Entrance will not be sought or gained by subterfuge or force.
- 19. The Company shall investigate and respond to Complaints as follows. The Company shall accept and process both oral and written Complaints. The Company shall investigate each Complaint in a fair and complete manner and report the results to the Customer, either orally or in writing, within ten business days after the date of the receipt of the Complaint. If the complainant is not satisfied with the Company's report or report, the Company shall promptly

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inform the Customer of the availability of the Commission's Complaint handling procedures, including the then-current address and the local or toll-free telephone number of the Commission's call center. In addition to the requirements imposed by any other provisions of Ohio Adm. Code Chapter 4901:1-15, the Company shall make a fair and complete investigation of any Customer's Complaint referred by the Commission. The Company shall submit a report to the Commission within ten business days after the receipt of a Commission request for information concerning a Complaint or Complaints. The report shall outline the Company's investigation and any corrective measures taken. The Company shall submit reports in writing upon Commission request.

Complaint records will be kept as follows. The record shall include the name and address of the Customer or consumer, and identify the Company, the date and nature of the issue, and the date and nature of the resolution. Such records shall be retained for a minimum of three years.

20. The Company will adhere to the following requirements in making determinations of Customer creditworthiness, including the establishing and re-establishment of credit, deposits and deposit administration, and account guarantors. The Company procedures shall be equitable and administered in a nondiscriminatory manner. The Company, without regard to race, color, religion, gender, national origin, age, handicap, or disability, shall base its credit procedures upon the credit risk of the individual as determined by the Company without regard to the collective credit reputation of the area in which the residential Applicant or Customer lives. The Company shall make its current credit procedures available to Applicants and Customers upon request and shall provide this information either verbally or in writing, based upon the Applicant's or Customer's preference. The Company may also provide its Applicants or Customers with a summary of the Company's credit procedures, which shall be written in plain English. This summary shall be reviewed and approved by Commission staff before distribution to the Company's Applicants or Customers.

21. The Company's water conservation restriction regulations are as follows:

- A. Conditions beyond the control of the Company may necessitate that it impose water-usage restrictions to ensure that the supply is adequate for public fire service and/or basic human needs.
- B. The Company shall notify the Commission's director of the service monitoring and enforcement department or the director's designee of any proposed water-usage restrictions. Subsequent to this notification the restrictions may be implemented immediately. The required notification shall be provided either in hard copy or electronically via the internet in a manner prescribed by the Commission.
- C. Within two business days following the implementation of water-usage restrictions, the Company shall file with the director of the service monitoring and enforcement department or the director's designee a detailed description outlining the restrictions. The Commission may suspend the restrictions if the Commission finds the

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restrictions to be unreasonable or discriminatory.

- D. When it is determined, in the opinion of the Company, that a threat to the integrity of its water supply exists, the Company may implement restrictions on water consumption as necessary to reserve a sufficient water supply for public fire protection and/or basic human needs as follows:

- (1) Level 1 – partial ban on all lawn watering.
- (2) Level 2 – complete ban on all lawn watering, car washing, and pool filling.
- (3) Level 3 – ban on all nonessential uses of water.

All levels implemented include the restriction in the lower levels of conservation.  
(level 3 includes levels 1 and 2.)

- E. During times of restricted use, the restriction shall be enforced in a nondiscriminatory manner and in accordance with the following standards:

- (1) Customers violating the established usage restrictions shall first be given an immediate written notice. This notice shall describe in detail the offense and shall describe the procedures to be followed if the Customer is found in violation again during the time of curtailment. The Company shall afford the Customer a reasonable opportunity to comply with the policy.
- (2) The Company may discontinue all or any part of its service to any Customer who has been given written notice of violation and is found again to be in violation.
- (3) If a Customer whose service has been disconnected for violation of curtailment procedures requests a reconnection, such reconnection may only be made after the Customer:
  - a. Has paid a regular business hours reconnection or turn-on fee as set forth in the Tariff, except that the charge for any service turned on at the request of a Customer after regular business hours or on Saturdays, Sundays, or holidays will be at actual Cost.
  - b. Has corrected any conditions, circumstances, or practices in violation of the curtailment regulations of the Company.

- F. The curtailment of water usage shall not entitle the Customer to a deduction in the amount of his or her water charges during the time of the curtailment.

- G. The Company shall provide notice to all of its Customers prior to implementing the water-usage restrictions.

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Aqua Ohio, Inc.  
6650 South Avenue  
Boardman, OH 44512

Section 3-2  
First Revised Sheet No. 12  
Replaces Original Sheet No. 12

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- H. The Company shall, until the restriction is lifted, file a report with the director of the service monitoring and enforcement department or the director's designee every 30 days stating the number of disconnections and the particular usage restriction violation causing the disconnection, and any other problems relating to the water usage restrictions. The required report shall be provided either in hard copy or electronically via the internet in a manner prescribed by the Commission.

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**BILLS AND PAYMENTS FOR SERVICES**

1. A Customer is liable for all applicable charges for all service supplied to his or her Premises. All payments shall be rendered directly to the Company or to its authorized agents.
2. All bills shall be mailed or (if requested by the Customer) transmitted electronically no later than the billing date. All bills shall be sent to the Premises served unless otherwise requested by the Customer in writing. Failure to receive a bill, however, does not relieve the Customer from his or her obligation to pay the bill when due. Where sewer service is provided by the Company, the Company shall have the option to bill Customers water or sewer service separately, or combine bills, as it deems necessary.
3. Residential bills for water service become delinquent if not paid within 15 days after the billing date indicated on the bill. Nonresidential bills for water service become delinquent if not paid within 21 days after the billing date indicated on the bill. Water service may be discontinued for delinquent bills in accordance with Section 3-2, "General Regulations Governing Service," Item 15 of this Tariff.
4. The late payment fee will not be charged if payment is mailed on or before the past-due date as indicated on the bill. The post office date stamped by the sending office will determine the mailing date of the Customer's payment. The envelope in which such payment has been mailed may be preserved by the Company, and where payment is made after the past-due date, the Company may credit the amount enclosed to the Customer's account and add the late fee.
5. The past-due date of a Customer's bill will be automatically extended to include the first full business day following a Saturday, Sunday, or a legal holiday.
6. In case a customer shall file written objection to any bill on or prior to the due date of the bill, the Company will accept payment of the bill within five (5) days after the customer has been notified of the results of the Company's investigation made in response to the complaint.
7. Bills for water service (except final bills for discontinuance of service) will be rendered monthly in arrears, and in the case of metered service shall show the quantity of water used as the billing basis for the period for which the bill is rendered. Bills for private fire protection service shall be rendered in advance.
8. In cases in which a Meter cannot be read, whatever the cause, the Company may require a payment on the account equal to a representative charge for a period of similar length for service rendered to the same Premises, or if that cannot be ascertained, then to similar Premises. If a Meter is found to be inaccurate or an estimated bill is issued, the bill shall be based on average historical consumption during corresponding periods for that specific Customer. If consumption history for the Customer does not exist, the same system class average consumption shall be used.

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9. If a bill is found to have been improperly calculated, the Company shall make a credit or charge within 30 days or on the next bill as follows:
  - A. When a Customer has been overcharged as a result of incorrect reading of the Meter, incorrect application of the rate schedule, incorrect connection of a Meter, or other similar reasons, the amount of the overcharge will be either adjusted and refunded or credited to the Customer within 30 days or on the next bill.
  - B. When a Customer has been undercharged as a result of incorrect reading of the Meter, incorrect application of the rate schedule, incorrect connection of the Meter, or other similar reasons, the amount of the undercharge shall be billed to the Customer and may be paid by the Customer over a period not greater than the period of such undercharge unless the Customer causes the undercharge.
10. A Customer desiring water service to be temporarily discontinued to a Premises used or occupied for only part of the year shall so notify the Company. Otherwise, such Premises, except public parks, public playgrounds, and educational buildings and facilities shall remain subject to continuous, year-round charges at Tariff rates.
11. At such time as the Company is notified of the change in tenancy or ownership requiring the filing of a new Application for water service, whether such notice is given by the former Customer or otherwise, the Company shall make a final water Meter reading and shall render a final billing. The Customer in whose name the account stands at the time such final bill is rendered shall be liable for the final bill. Service to the Premises will not be restored until a new Applicant or Customer applies for service. Other occupants of the Premises shall not be held liable for the payment of the water service contract between the Company and the person whose name the service is in, if the person whose name the service is in vacates the Premises.
12. Bills rendered upon termination of the contract must be paid on or before the past due date indicated on the bill. When not so paid, the past due amount becomes due and payable.

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**CONTRACTS FOR WATER SERVICE**

1. All Applications for Water Service

- A. All Persons desiring water service must apply to the Company for such service. All Applications for service must state the uses to which the water is to be applied. Customers requesting service to a Premises with an existing Meter may make an oral Application for service, supported by such documentation as the Company deems necessary. Customers requesting service to a Premises without an existing Meter shall make a written Application for service in the form set forth in Section 3-5 of this Tariff. A separate Application is required for each Meter. Additionally, an Application for the installation of a Company water Service Line must state the correct lot and street number or other complete identification of the Premises to be supplied.
- B. Except to the extent otherwise provided in any franchise agreement between the Company and governmental unit in the Company's service area, Main Extensions, Related Facilities, and Subsequent Connections shall be provided in accordance with the terms and conditions of Ohio Adm. Code 4901:1-15-30 and under either a written contract or the Application set forth in Section 3-5 of this Tariff.
- C. Accepted Applications for water service to be supplied to any Premises constitute a license to the Customer to take and receive a supply of water service, for said Premises for the purposes specified in such Application. If the Customer uses or knowingly permits to be taken or used, water from said Premises for any Persons or purposes other than those specified in such Application without first obtaining the written permission of the Company to use the water service in such manner, such use shall be a violation of the contract. The Company shall have the right under such circumstances to discontinue water service after due notice to the Customer as provided in this Tariff.
- D. Upon the commencement of service by the Company, the Customer is obligated to pay for the service furnished. Additionally, both the Company and the Customer become obligated to abide by all the terms and provisions of the Tariff then in effect and as the same may be lawfully altered, amended, or otherwise modified.
- E. Any change in the identity of the contracting Customer at a Premises, including when that Customer no longer resides at an otherwise occupied Premises, will require a new Application. Each Person accepting water service from the Company without making proper Application shall nevertheless be deemed to be a Customer for the purpose of this Tariff. The Company may terminate such Person's service upon 14 days notice until proper Application is made.
- F. When the Company becomes aware of a change in the identity of the contracting Customer at a Premises, including when that Customer no longer resides at an otherwise occupied Premises, the Company will promptly thereafter read the water

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**P.U.C.O. Tariff No. 2**

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Meter. The current occupant will be liable for service, to be calculated on an estimated basis from monthly remote Meter read data from the date of occupancy to the reading of the Meter. The current occupant will not be held liable for any service provided at that Premises prior to that occupant's date of actual possession of the Premises.

2. Additional Requirements for Applications for Company Water Service Lines

The Application for installation of a Company water Service Line will be accepted subject to the condition that there shall be a water main fronting the Premises to be served. When such condition does not exist, it shall be necessary for the Applicant first to enter into a Water Main Extension Agreement with the Company pursuant to Section 3-10, "Extension of Mains."

3. Additional Requirements for Temporary Service

The Company may charge the Customer the actual reasonable Cost of labor and material, including the water Meter that is required to make the temporary water service available and to subsequently remove the service, minus the salvage value of materials, if any. If the Company charged the Customer before the actual Cost was determined, and if the amount charged exceeds the actual Cost of such labor, then a refund shall be made.

4. Additional Requirements for Applications for Private Fire Protection Service

- A. A separate Application is required for each Service Line for Private Fire Protection Service.
- B. An Applicant for Private Fire Protection Service shall present to the Company a complete description of the requested service, giving the details of feeder lines and connections, hydrants, sprinklers, hose connections, etc., installed or to be installed in the Applicant's Premises, and the Company shall determine whether or not such service requires Metering. Usually, the rate applying to this service is a Flat Rate and strict compliance with these regulations is necessary in order to make the use of this type of rate practical and satisfactory. But based on the description provided by the Applicant, the Company shall determine whether or not such service requires Metering. Other circumstances may exist at the time the Application is made or may develop in the future, however, whereby it may be necessary to Meter such service. The Company, therefore, reserves the right to install, at any time, a Meter or flow-detecting device of a type acceptable to and approved by the Ohio Insurance Service Office. The Customer must pay the Cost of such Meter or flow-detecting device and its installation.

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**P.U.C.O. Tariff No. 2**

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- C. The Company will accept an Application for Private Fire Protection Service subject to the condition that there shall exist, fronting the Premises to be served, a sufficient supply of water to provide the service. The acceptance of any Application for and the furnishing of such service shall be on the basis of pressures as they may exist in the locality, which pressures are not guaranteed by the Company and may fluctuate significantly from time to time.

5. Calculation of Capital Investment Fee

The Capital Investment Fee shall be the Net Rate Base divided by the number of five-eighths inch (5/8") Customer Equivalents. Net Rate Base shall be the total value of Rate Base minus fifty percent (50%) of the transmission and distribution mains, along with the value of the hydrants and services. The Capital Investment Fee shall be calculated on an annual basis. The Capital Investment Fee shall be applied to applicants for service in all service areas.

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Aqua Ohio, Inc.  
6650 South Avenue  
Boardman, OH 44512

Section 3-5  
Third Revised Sheet No. 1  
Replaces Second Sheet No. 1

**P.U.C.O. Tariff No. 2**

CUSTOMER \_\_\_\_\_ \_PREMISE \_\_\_\_\_ \_PRETAP ☐ YES ☐ NO  


**WATER SERVICE APPLICANT AND AGREEMENT**

DIVISION \_\_\_\_\_ DATE \_\_\_\_\_ PERMIT NUMBER **SC**

APPLICANT(S) FOR SERVICE \_\_\_\_\_ NAME(S) OF PARTY TO BE BILLED \_\_\_\_\_

ADDRESS \_\_\_\_\_ BILLING ADDRESS \_\_\_\_\_

CITY, STATE, and ZIP CODE \_\_\_\_\_ CITY, STATE, and ZIP CODE \_\_\_\_\_

LOT NO. \_\_\_\_\_ ALLOTMENT \_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_

LOCATION	SECT. UNIT	BASE	SUFFIX	DEVELOPER #	CONTRACT #	REFUND #
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

REFUND % SPLIT

SUBSEQUENT CONNECTION PER-FOOT FRONTAGE CHARGE \$ \_\_\_\_\_

RELATED FACILITIES CONTRIBUTION \$ \_\_\_\_\_

CAPITAL INVESTMENT FEE (if applicable) \$ \_\_\_\_\_

TOTAL DUE BY CUSTOMER \$ \_\_\_\_\_

I request the installation of a \_\_\_\_\_ (size) Company Service Line and (if applicable) a \_\_\_\_\_ (size) meter for the above noted premises.

The Applicant agrees to pay the service bills promptly as rendered and to observe the "General Rules and Regulations" of the Company.

In the event that the Applicant for service shall be entitled to refunds pursuant to Aqua's tariff and the regulations of the Public Utilities Commission of Ohio (PUCO), each such refund shall be made by check payable to the Applicant and mailed to the address set forth in this application. The Applicant hereby assigns his or her right to receive any such person or persons to whom Applicant shall in the future transfer and convey title to the real property bearing the address of the Applicant set forth in this Application and Aqua shall be entitled to make refund payments thereafter to such person or persons upon application being made for water service by such person or persons. Thereafter, Aqua shall have no further obligation to make payment of any such refunds to the Applicant. Applicant hereby acknowledges receipt from Aqua Ohio, Inc. a copy of the currently effective Ohio Administrative Code sections of the PUCO setting forth rules for Main Extensions, Subsequent Connection, and Tap-Ins.

**Signing of this form by a customer for water or sewer service shall in no case be deemed to constitute a waiver by the customer of any rights or privileges granted or guaranteed to him/her by the laws or constitution of the State of Ohio or by those of the United States.**

SIGNED \_\_\_\_\_ (Applicant) PREPARED BY \_\_\_\_\_

**CHECK APPROPRIATE BLOCKS**

- |   |  |                                     |
|---|--|-------------------------------------|
| <input type="checkbox"/> SINGLE RESIDENCE | <input type="checkbox"/> MULTI-UNIT      | <input type="checkbox"/> INSPECTED  |
| <input type="checkbox"/> DOUBLE RESIDENCE | <input type="checkbox"/> LONG SIDE       | <input type="checkbox"/> INDUSTRIAL |
| <input type="checkbox"/> APARTMENT        | <input type="checkbox"/> SHORT SIDE      | <input type="checkbox"/> METER PIT  |
| <input type="checkbox"/> COMMERCIAL       | <input type="checkbox"/> CURB CONNECTION | <input type="checkbox"/> OTHER      |

**STREET OR HIGHWAY PERMIT RECEIVED**

☐ CITY ☐ TOWNSHIP ☐ COUNTY ☐ STATE  
DATE OF METER SETTING \_\_\_\_\_ MAKE \_\_\_\_\_ NO. \_\_\_\_\_

REMARKS \_\_\_\_\_

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Aqua Ohio, Inc.  
6650 South Avenue  
Boardman, OH 44512

Section 3-6  
First Revised Sheet No. 1  
Replaces Original Sheet No. 1

**P.U.C.O. Tariff No. 2**

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**RESERVED FOR FUTURE USE**

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**P.U.C.O. Tariff No. 2**

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8. Customer water Service Lines shall be installed to provide for inside meter settings, except in cases where the Company has approved outside meter settings.
9. If a Company water Service Line is to be installed where any portion of the line must pass through property not owned by an Applicant or is subject to a third-party easement or lease, the Applicant must assume full responsibility for acquiring the right to pass through such property.
10. The Customer water Service Line shall be laid at a depth of not less than four and one-half feet nor more than five feet below ground level. The water Service Line shall be not less than one-inch nominal size and shall be either "Type K" copper tubing or other Company-approved pipe material.
11. The Customer water Service Line may be laid in a separate trench or, where applicable, it may be laid on a ledge in either side of the sewer trench. Said ledge shall be cut into the side of the sewer trench so as to provide a shelf six inches wide of solid firm soil for the entire length of the pipe. The Applicant shall leave the trench open and pipe uncovered until it is inspected and approved by a Company representative.
12. When the installation of a Customer water Service Line has been completed, the Customer shall leave the Service Line turned off. The Customer's water Service Line and all connections and fixtures attached to it shall be subject to the inspection of the Company before the water will be turned on, and all Premises receiving a supply of water and all Customer water Service Lines, Meters, and fixtures, including any and all fixtures within said Premises, shall at all reasonable hours be subject to inspection by any duly authorized employees of the Company.

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Aqua Ohio, Inc.  
6650 South Avenue  
Boardman, OH 44512

Section 3-8  
First Revised Sheet No. 1  
Replaces Original Sheet No. 1

**P.U.C.O. Tariff No. 2**

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Aqua Ohio, Inc.  
6650 South Avenue  
Boardman, OH 44512

Section 3-8  
First Revised Sheet No. 2  
Replaces Original Sheet No. 2

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Aqua Ohio, Inc.  
6650 South Avenue  
Boardman, OH 44512

Section 3-8  
First Revised Sheet No. 3  
Replaces Original Sheet No. 3

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Aqua Ohio, Inc.  
6650 South Avenue  
Boardman, OH 44512

Section 3-8  
First Revised Sheet No. 4  
Replaces Original Sheet No. 4

**P.U.C.O. Tariff No. 2**

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Aqua Ohio, Inc.  
6650 South Avenue  
Boardman, OH 44512

Section 3-8  
First Revised Sheet No. 5  
Replaces Original Sheet No. 5

**P.U.C.O. Tariff No. 2**

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Aqua Ohio, Inc.  
6650 South Avenue  
Boardman, OH 44512

Section 4  
First Revised Sheet No. 24  
Replaces Original Sheet No. 24

**P.U.C.O. Tariff No. 2**

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**Rates for customers in the area formerly served by Ohio American Water Company (cont.)**

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Aqua Ohio, Inc.  
6650 South Avenue  
Boardman, OH 44512

Section 4  
Third Revised Sheet No. 25  
Replaces Second Sheet No. 25

**P.U.C.O. Tariff No. 2**

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**Rates for customers in the area formerly served by Ohio American Water Company (cont.)**

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Aqua Ohio, Inc.  
6650 South Avenue  
Boardman, OH 44512

Section 4  
First Revised Sheet No. 26  
Replaces Original Sheet No. 26

**P.U.C.O. Tariff No. 2**

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**Rates for customers in the area formerly served by Ohio American Water Company (cont.)**

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**P.U.C.O. Tariff No. 2**

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**Rates for customers in the area formerly served by Ohio American Water Company (cont.)**

RECONNECTION CHARGES

A charge of fifty-three dollars and twenty-five cents (\$53.25) will be made for reconnect of water service after discontinuance of service for non-compliance with the Company's tariff provisions, except that the charge for any service turned on at the request of a Customer after regular business hours or on Saturdays, Sundays, or holidays, will be one hundred sixty-three dollars and forty-three cents (\$163.43).

DISHONORED PAYMENT CHARGE

When a payment for service is returned by the financial institution unpaid, a charge of eighteen dollars and fifty-eight cents (\$18.58) will be assessed to cover the cost of processing this transaction, provided the payment is properly processed by the Company. The charge for the dishonored payment may be reflected at the Company's option, when the Company returns the dishonored payment or may be included on the customer's next billing.

LATE PAYMENT CHARGE

The late payment fee of 5% is based on current charges only and is not compounded on future delinquencies. The customer receives a six (6) day grace period (after the due date) before late fees are applied. The six-day grace period allows for any mail or processing delays.

ACCOUNT ACTIVATION CHARGE

An account activation charge of thirty dollars and seventy-six cents (\$30.76) will be charged for a service connection during the Company's regular business hours.

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Aqua Ohio, Inc.

762 W. Lancaster Avenue  
Bryn Mawr, PA 19010

**SUMMARY OF CUSTOMER RIGHTS AND OBLIGATIONS**

**Dear Customer:**

**As an Aqua Ohio, Inc. Customer, you have certain rights and obligations, which are summarized below. We suggest you keep this summary for future reference. We are pleased to have you as our Customer, and it is our intent to always provide you with safe and dependable water service.**

1. You have the right to have any inquiry or Complaint handled courteously and promptly by the Company. An inquiry or Complaint can be made to the Company either in writing to 762 W. Lancaster Ave., Bryn Mawr, PA 19010, or by calling 1-877-987-2782. The Company will investigate each Complaint in a fair and complete manner and report the results to the Customer, either orally or in writing, within ten business days after the date of the receipt of the Complaint.

If your Complaint is not resolved after you have called the Company, or for general utility information, residential and business Customers may contact the Commission for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.oh.gov](http://www.puco.oh.gov). Hearing or speech impaired Customers may contact the Commission via 7-1-1 (Ohio relay service).

Residential Customers may also contact the Ohio Consumers' Counsel for assistance with Complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

2. Installation of Service

- A. The Application for the installation of a Company Service Line must state the uses to which the water is to be applied, and the correct lot and street number or other complete identification of the Premises to be supplied.
- B. The Application for installation of a Company Service Line will be accepted subject to the condition that there shall be a water main fronting the Premises to be served. When such condition does not exist, it will be necessary for the Applicant first to enter into a Main Extension Agreement with the Company pursuant to the provisions contained in Section 3-4 of the Company's Tariff, "Contracts for Water Service," Item 1.B.

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- C. When permitted by the Company in writing, each Service Line that services more than one Metered dwelling must have a shut-off valve for each Metered service and a master shut-off valve for the main Service Line.
  - D. Service Lines shall be installed to provide for inside Meter settings, except where the Company has approved or required outside meter settings.
  - E. The curb stop or outside meter vault shall be installed at a place designated by the Company between the curb line and the property line.
  - F. Curb stops or valves in the Company's Service Lines are for the Company's exclusive use and control.
  - G. The Customer Service Line is the water line and Related Facilities from the Company Service Line to the Premises to be served. The Customer shall at his or her expense install, maintain, and repair the Customer Service Line. When a leak in the Customer Service Line is discovered, the Company shall give the Customer 14 days' written notice of disconnection. Within such time, the Customer must make repairs. If the leak in the Customer Service Line, in the opinion of the Company, is considered an emergency, however, no notice of disconnection is required.
  - H. If a Company Service Line is to be installed where any portion of the line must pass through property not owned by the Customer, the Customer must assume full responsibility for acquiring the right to pass through such property.
  - I. When the installation of a Customer Service Line has been completed, the Customer shall leave the Service Line turned off.
  - J. The Customer Service Line shall be laid at a depth of not less than four-and-one-half feet nor more than five feet below ground level. The Service Line shall be not less than one-inch nominal size and shall be either "Type K" copper tubing or other Company-approved material.
  - K. The Customer Service Line may be laid in a separate trench or, where applicable, it may be laid on a ledge on either side of the sewer trench. Said ledge shall be cut into the sewer trench so as to provide a shelf six inches wide of solid firm soil for the entire length of the pipe. The Customer shall leave the trench open and pipe uncovered until it is inspected and approved by a Company representative.
  - L. The Company Service Line is the water line and Related Facilities from the water main to and including the curb stop at or near the property line. The Company Service Line shall be installed at the expense of the Company and shall be owned, operated, and maintained by the Company.
  - M. Service line installation work shall be performed in accordance with specifications and requirements of the Company. All Costs or material and installation required to

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serve Applicant's lot shall be the responsibility of the Applicant (see exception below) and the Applicant shall contract directly with a pre-qualified contractor, recognized and approved by the Company for all Service Line installation work. The Company will only pay for Costs of residential Service Lines from the main to a shut-off at or near the curb when one (or both) of the following criteria exist: (i) the Main Extension was in service at December 31, 2003, and/or (ii) the Applicant for service was previously served by an individual well. Where a Service Line is to be installed in a paved or improved street, the Cost of removing and replacing the street surface shall also be paid by the Customer. In no event shall these provisions require anything more than reimbursement to the Company of the actual out-of-pocket Cost of connecting the service.

- N. The Customer shall make or be responsible for the Costs of all changes in the Customer's water Service Line and Customer-owned meter pit on account of changes in grade, relocation of mains, and any other cause.

3. Bills and Payment for Service

- A. The Customer is liable for the payment of all water and water service supplied to his or her Premises.
- B. All bills for charges due to the Company shall be paid to the remittance address provided, or to any duly authorized agent of the Company.
- C. Bills will be mailed or delivered at the address of the Premises served, unless the Customer shall, in writing, request that they be sent to some other address specified. Failure to receive a bill, however, shall not relieve the Customer from the obligation to pay the same when due. Residential bills for water service become delinquent not less than 14 days after the billing date thereof. Nonresidential bills for water service become delinquent not less than 21 days after the billing date thereof. Water service may be shut off for delinquent bills in accordance with Section 3-2 of the Company's Tariff, "General Regulations Governing Service," Item 15.
- D. The late payment fee will not be charged if mailed on or before the past-due date indicated on the bill. The post-office date stamped by the sending office will determine the mailing date of the payment. The envelope in which such payment has been mailed may be preserved by the Company; and where payment is made after the past-due date, the Company may credit the amount enclosed to the Customer's account and add the late fee.
- E. The past-due date of the Customer's bill will be automatically extended to include the first full business day following a Saturday, Sunday or a legal holiday.
- F. In case a Customer files a written objection to any bill on or prior to the past-due date of the bill, the Company will accept payment of the net bill within five days after the

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Customer has been notified of the result of the Company's investigation made in response to the Complaint.

- G. Bills for water service (except final bills on discontinuance of service) shall be rendered in arrears monthly, and in the case of Metered service shall show the quantity of water used as the billing basis for the period for which the bill is rendered.
  - H. In cases in which a Meter cannot be read, whatever the cause, the Company may require a payment on account equal to a representative charge for a period of similar length for service rendered to the same Premises, or if that cannot be ascertained, then to similar Premises.
  - I. A Customer desiring water service to be discontinued temporarily to a Premises used or occupied for only part of the year shall so notify the Company. Such Premises, except public playgrounds, and educational buildings and facilities, shall, however, remain subject to continuous year-round charges at Tariff rates.
  - J. At such time as the Company is notified of the change in tenancy or ownership, whether the Customer or a third party gives such notice, the Company shall make a final Meter reading and shall render a final billing. The Customer shall be liable for said final bill. Upon rendering of the final bill, the service contract shall be terminated. Service to the Premises will not be restored until payment of such bill, or Application made by a new Customer. Other occupants of the Premises shall not be held liable for the payment of the water service contract between the Company and the Person whose name the service is in, if the Person in whose name the service is vacates the Premises.
  - K. Bills rendered upon termination of the contract must be paid on or before the past-due date indicated on the bill. When not so paid, the past-due amount becomes due and payable.
4. Disconnection of service – The Company may discontinue all or any part of its service to a Customer as stated below. In an instance where a Customer's service could be disconnected under more than one of the following conditions, the minimum notice provision, which may include no notice, will be provided.
- A. No notice is required in any of the following instances:
    - (1) For tampering with any main, Service Line, Meter, curb stop, curb box, seal, or other appliance under the control of or belonging to, the Company;
    - (2) For connecting the Service Line, or any pipe directly or indirectly connected therewith, with any other source of supply or with any apparatus that may, in the opinion of the Company, contaminate the Company's water supply;

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- (3) For discharging high strength or harmful waste that is detrimental to or can inhibit to the Company's wastewater treatment process, where applicable; or
  - (4) For any violation, or failure to comply with, the regulations of the Company that may, in the opinion of the Company or any public authority, create an emergency situation.
- B. The Customer must be given not less than 24 hours written notice before service is disconnected when any of the following conditions exist:
- (1) For the use of water for any other purpose or upon any Premises not stated in the Application; or
  - (2) To prevent waste or reasonably avoidable loss of water.
- C. The Customer must be given not less than 14 days written notice before service is disconnected when any of the following conditions exist:
- (1) For nonpayment of any Tariffed charges when due or within any additional period for payment permitted by the Company or for not making a deposit as required. Disconnection of service for nonpayment may not occur prior to 14 days after the due date;
  - (2) For any violation of, or failure to comply with, the regulations of the Company other than stated in Item 4.A.(1) of this section;
  - (3) For misrepresentation in the Applications to any material fact;
  - (4) For denial to the Company of reasonable access to the Premises for the purpose of inspection;
  - (5) For violation of federal, state, or local laws or ordinances where such violation affects the provision of utility service by the Company; or
  - (6) When the Company has discontinued customer service under its Tariff, by turning off the curb stop and this proves to be unsuccessful, the Company may take whatever actions are necessary to physically disconnect service. The Company will bill the Customer for the out of pocket expenses incurred for the disconnection and reconnection.
- D. The Company may require a Customer to make a deposit or an additional deposit on an account, as set forth in Ohio Adm. Code Chapter 4901:1-17, to reestablish creditworthiness. The Customer may also reestablish creditworthiness and service by providing a guarantor, as set forth in Ohio Adm. Code 4901:1-15-28 and Ohio Adm. Code Chapter 4901:1-17.
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Issued: June 17, 2020

Effective: June 17, 2020

Issued by Edmund Kolodziej, Jr., President and COO, Aqua Ohio, Inc.  
In accordance with the Public Utilities Commission of Ohio  
Order Dated June 3, 2020 for Case No. 19-0968-WW-ATA

**This foregoing document was electronically filed with the Public Utilities**

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Summary: Tariff Final Tariff Sheets in accordance with the Commission's June 3, 2020 Finding and Order in Case No. 19-968-WW-ATA electronically filed by Christopher T Kennedy on behalf of Aqua Ohio, Inc.