

FILE

4

RECEIVED-DOCKETING DIV

2012 NOV 30 PM 4: 05

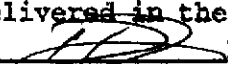
PUCO

November 30, 2012

Case No. 11-4168-WW-ATA

Please file the attached amended Notification of Customer Rights in the above mentioned case for Commission review and approval.

Sandelwood Water LLC

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician  Date Processed NOV 30 2012

APPENDIX A

SANDELWOOD WATER LLC

NOTIFICATION OF CUSTOMER RIGHTS AND OBLIGATIONS

I. COMPLAINT PROCEDURES

- A. A complaint can be made directly to Sandelwood Water LLC either in writing to the company, c/o Stile Companies, 839 E. Market Street, Akron, OH 44305-2488 or by calling (330) 762-8661. Business hours are weekdays, 8:00 A.M. to 5:00 P.M. Problems of a non-emergency nature should be reported during those hours, if at all possible.
- B. After normal business hours or on weekends or holidays, call (330) 762- 8661 and you will reach our voice mail. Leave your name, address, and phone number and a message. If the problem is NOT of an emergency nature, leave a brief description of the problems and when and where you can be reached. Your message will go to the appropriate personnel.
- C. If there is an emergency (such as lack of service), please call the office phone number and press 4 (after being prompted). Then you can leave your message and someone will contact you.
- D. Alternate personnel and numbers that can be used for after hours emergencies are as follows:

Mark Boettler	(330) 297-3685	
Raymond Noland	(330) 762-8661	(330) 730-1833
Harvey Rosenthal	(330) 678-1501	

- E. Sandelwood Water LLC shall investigate each complaint in a fair and complete manner and report the results to the Customer, either orally or in writing, within ten (10) business days after the date of the receipt of the complaint. If your complaint is not resolved after you have called Sandelwood Water LLC, or for general utility information customers may contact the public utilities commission of Ohio for assistance at 1-800-686- 7826 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at <http://www.pickocc.org>.

II. CUSTOMER RIGHTS AND OBLIGATIONS RELATING TO TRANSFER OF SERVICE.

- A. It is the Customer's responsibility to notify the Water Company for termination of service.
- B. The Company will send an application for service to the new customer either directly or through the closing agent.
- C. Water service shall not be supplied unless an application has been completed on the form provided by the Company. All parties agree that water service is supplied for use on the premises of the customer only. Once an owner notifies the Company of his/her departure and departs from the system, the Company will hold the owner responsible for new bills until such time as the Company is notified of a new occupant.

III. PAYMENT OF BILLS

- A. To keep charges as low as possible, monthly bills are not rendered. It is the customer's responsibility to mail the current monthly flat rate charge on or before the first of each month; payments not received by the 15th day of each month are subject to a \$5.00 late payment charge. A check or money order should be made payable to SANDELWOOD WATER LLC and mailed to 839 E. Market St., Akron, OR 44305-2488. (Please be sure to include you complete return address.)
- B. The customer should save canceled checks as evidence of payment. If there is a past due balance on the account, a statement will be sent. This statement should be reviewed and if any payment has been made that has not been credited to the account; the customer should call the accounts receivable department at (330) 762-8661 to go over the account. The customer should then be prepared to either bring the canceled check to the office or mail a copy of it so it can be determined where the missing payment was applied. If the office has incorrectly charged a late fee, it will be removed. If, however, the payment was in fact late, the customer must pay any late charges in connection with that payment.
- C. When the financial institution returns a check that has been received as payment for service unpaid, a charge of eight dollars (\$8.00) will be assessed to cover the cost of processing this transaction, provided that the Company properly processes the customer's check.

IV. RIGHT TO VIEW RATES, RULES AND REGULATIONS.

The Company's rates, rules and regulations (Tariff) are available for review during normal business hours upon request by any customer or prospective customer. This tariff is also available from the Public Utilities Commission of Ohio.

V. WATER CONSERVATION AND USE RESTRICTIONS

For the benefit of all, we encourage all customers to exercise conservation measures, including, but not limited to, the following:

1. watch for and fix leaks as they occur;
2. turn water on and off as needed rather than letting water run through entire process of washing hands or brushing teeth;
3. put a toilet tank water conserver in place to reduce amount of water needed for flushing;
4. run dishwasher and washing machine for full loads only
5. keep refrigerated water on hand to avoid long running time to obtain cold tap water.

Drought or systems malfunction conditions may necessitate the Company to impose restrictions on the use of water to ensure that the supply is adequate for public fire service and basic human needs. Such restrictions will be on three levels as follows:

1. Partial ban on all lawn watering.
2. Complete ban on all lawn watering, car washing, and pool filling.
3. Ban on all nonessential uses of water.

VI. MINIMUM STANDARDS

The Public Utilities Commission has adopted a comprehensive set of minimum standards for waterworks companies as set forth in Chapter 4901:1-15 of the Ohio Administrative Code, which is available from the Company or from the PUCO for review upon request.

THANK YOU,
SANDELWOOD WATER LLC