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Case No. 11-5500-WS-AIR

Please substitute this page from the Notification of Customer Rights for the page that was filed on 11/29/12 which contained an inadvertent error.

Columbia Park Water and Sewer System

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Technician  Date Processed NOV 30 2012

## EXHIBIT B

### NOTIFICATION OF CUSTOMER RIGHTS

The following notice is a summary of the customers' rights and obligations under the rules of the Public Utilities Commission of Ohio.

**COMPLAINT PROCEDURES:** Complaints may be made to the Company through contacting the on-site administrative office at 7100 Columbia Road, Olmsted Township, Ohio 44138, telephone number 440-235-5300. Normal business hours are 8:00 a. to 4:00 pm weekdays. In case of emergency, dial 440-235-5300, ext 140. The company shall investigate in a fair and complete manner and report the results to the customer within ten business days after 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 Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) from 8:00 am – 5:00 pm 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 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

- A. COMPANY SERVICE LINES and CUSTOMER SERVICE LINES:** Company shall keep in good repair and condition all company service lines within its service area. Maintenance shall be performed in a workmanlike manner immediately if it involves a possible service interruption and within forty-eight hours if the maintenance problem will not involve a service interruption. Preventive maintenance shall be performed in a workmanlike manner on a regular schedule as determined by the maintenance supervisor.

Company ownership and maintenance responsibility end at the meter outlet and/or sewer riser. The customer is responsible for the service lines leading into their homes from these locations. The customer is also responsible for freeze protection of those lines and the water meter from the point they exit the ground underneath their home.

The company maintenance department will notify any customer of they note any problem associated with those lines which are the customer's responsibility.

In the event of frozen water lines, the customer is required to provide Company written notification within 72 hours for the Company to complete an inspection of the water meter.

- B. INSTALLATION OF SERVICE:** The Company shall provide water and sewer service to those customers within its service area upon verbal or written request of customer. Within customer's written request for service, the name, address and phone number of the responsible for payment and an emergency contact person should be provided. No charge shall be made for a first time connection.
- C. PAYMENT OF BILLS:** Bills should be paid on or before the due date noticed on such bill, which date shall be at least twenty days after the issuance of the bill. Water and sewer service will be billed on one bill. The charge for sewer service will be based on the meter reading for water consumption. Bills should be paid by dropping off or sending payment, made payable to Columbia Park Water and Sewer System, to the on-site management office located at 7100 Columbia Road, Olmsted Township, Ohio 44138.
- D. LATE FEES:** Pursuant to the terms and conditions contained within the Company's tariff, each bill which is not paid within the twenty days of the date shown on the bill will be assessed a late payment service charge of 5% on the unpaid balance. Such late payment