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PUCO

# Camplands Water LLC

Rates, Rules, and Regulations  
Governing Water Service

## P.U.C.O. Tariff No. 1

TRF Number 89-7003-WW-TRF

Technician SM Date Processed AUG 27 2014

P.U.C.O. TARIFF NO. 1

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In accordance with the Public Utilities Commission of Ohio  
Order Dated: June 4, 2014 for Case No.13-1690-WW-AIR

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Service Area of the Campgrounds Water Company



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EXPLANATION OF TERMS

ASSOCIATION – Means either Holiday Camplands Association, Inc. or Lake Village Club, Inc., or any association served by the Company.

COMPANY - Camplands Water LLC.

COMPANY SERVICE LINE – that portion of the service line between the distribution main up to and including the curb stop and water outlet connection at or near the property line, right-of-way, easement line, maintained at the cost of the Company.

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

COST - The expenditure by the Company for labor, materials, engineering, supervision, motor vehicles and tools and 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 - means one of the Associations.

CUSTOMER SERVICE LINE - means that portion of the service line from the Company's service line to the structure or premises which is supplied, installed, and maintained at the cost of the customer.

DISTRIBUTION MAIN - means a pipe that transports or distributes water from the supply system to the service lines of a water customer.

OUTAGE – Any interruption of a Company system, other than a customer service line, which causes the cessation of water service

PUCO – The Public Utilities Commission of Ohio

SERVICE CONNECTION - The connection of a Company service line with the customer's service line at or near the property line, which connection enables the customer to receive service.

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**RATES AND CHARGES**

**Monthly Charges:**

The following rates will be charged to each of the Company's two customers. All payments are due at the first of each month.

<u>Customer</u>	<u>Base Rate</u>
Using less than 1.25 million Gal/Month	\$ 5,666.00 / month
Using more than 1.25 million Gal/Month	\$ 18,968.75 / month

Note: Ashtabula County Sewer Plant usage will be included in the usage of all other customers.

**Miscellaneous Charges:**

**Late Payment Charge**

All payments received fifteen (15) days after the due date are considered late and subject to a late payment charge. The late payment charge will equal one percent (1%) of the bill amount. The late payment charge will be based on current late charges only. The late payment charge shall not be compounded on future delinquencies.

**Winterization Service:**

All requests by lot owners of one of the Associations for Year Round Connection Service (Winterization Service) shall be made to the Association and the Association shall request the Winterization Service be provided by the Company at the desired location. The Association and the Company shall agree on a target date for the work to be completed. The Company shall make every reasonable effort to meet the target date, subject to: employee availability; the payment for the service being made to the Association; and the Association lot owner having his service line installed and ready to be connected by the Company. The Association shall accept payment from lot owners. The Association shall pay the Company 50% of the Winterization Service fee prior to the work commencing and 50% when the work is completed. The Company shall restore the condition of the lot owner's property to the same state it was prior to the winterization work commencing. The Association shall be indemnified, defended and held harmless by the Company from any and all claims arising out of, or based on: 1) any damage or injury to lot owners or their property as a result of the Winterization Service; and 2) any damage or injury to the Association, its employees, and third parties as a result of the installation of the Winterization Service.

Winterization Fee     \$437.20

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GENERAL REGULATIONS GOVERNING SERVICE

COMPLIANCE WITH THE OHIO ADMINISTRATIVE CODE

Nothing within the Company's tariff shall take precedence over the rules set forth in the chapter, unless otherwise specifically ordered by the Commission pursuant to rule 4901:1-15-02 of the Administrative Code.

OWNERSHIP AND MAINTENANCE

The Distribution Mains including curb stops, valves, and any metering, are the property of the Company, and the Company reserves the right to repair, replace and maintain them, as well as to remove them upon discontinuance of service. The Company does not own and is not responsible for the installation and maintenance of customer service lines.

BILLING

No bills will be sent for water service. Payment for water service shall be payable monthly in advance for periods beginning the first of the month, or later at such dates as may be determined by the Company. All payments are due and payable to the Company by the due date. All payments received fifteen (15) days after the due date are considered late and subject to a late payment charge. Failure to pay will render the customer subject to discontinuance of service. If any bill is not paid by the due date, the service may be discontinued upon fourteen (14) days written notice.

APPLICATIONS FOR NEW SERVICE AND DEPOSITS

The Company does not require an Application for new service, nor does it require a deposit associated with new service.

PROHIBITED CONNECTIONS

The Company will not permit Distribution Mains or Customer Service Lines carrying its water supply to be connected on any premises with any piping which is connected with any other source of water supply. Nor will the Company permit its Distribution Mains or Customer Services Lines to be connected in any way to any piping, tank, vat or other apparatus which contains liquids, chemicals, or other matter which may flow back into the Company's Mains.

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DISCONNECTION PROCEDURES

- (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 tariff. Service shall not be disconnected to any customer unless the disconnection conditions in this tariff 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 paragraph. 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 distribution 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 which 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 which may in the opinion of the Company or any public authority, create an emergency situation.
- (2) The customer must be given not less than twenty-four hours written notice before service is disconnected when any of the following conditions exist:
- (a) For the use of water for any purpose other than domestic use or for the use of water service upon any premises other than for the Associations and the County sewer plant being served by Camplands Water LLC.
  - (b) To prevent waste or reasonably avoidable loss of water.

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Personal delivery of the notice to the customer's premise shall first be attempted. If personal service cannot be accomplished at that time, then the notice shall be securely attached to the premises in a conspicuous manner.

- (3) The customer must be given not less than fourteen days written notice before service is disconnected when any of the following conditions exist:
- (a) For nonpayment of any tariffed charges when due or within any additional period for payment permitted by the Company. Disconnection of service for nonpayment may not occur prior to fourteen days after the due date.
  - (b) For any violation of, or failure to comply with, the regulations of the Company other than stated in paragraph (B)(1) of this tariff.
  - (c) For misrepresentation to the Company as to any material fact.
  - (d) 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 any amount which, according to established payment dispute and resolution procedures, is in bona fide dispute.
  - (2) Failure to pay any charge not specified in the Company's tariff.
- (D) The Company (after complying with the conditions set forth in this tariff) may disconnect service during its normal business hours as stated in its tariff; however, no disconnection for past due bills may be made after twelve thirty p.m. on the day preceding a day that all services necessary for reconnection are not regularly performed or available.
- (E) On the day of disconnection of service, the Company shall provide the customer with personal notice. If the customer is not available, the Company shall attach written notice to the customer location in a conspicuous location prior to disconnecting service. Those Company employees or agents who disconnect service at the premises may be authorized to

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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.

RECONNECTION OF SERVICE

(A) The Company shall 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 (4:00 P.M.) after any of the following:

- (1) Receipt by the company of the full amount of arrears for which service was disconnected.
- (2) The elimination of conditions that warranted disconnection of service.
- (3) Agreement by the Company and the customer on a deferred payment plan and a payment.

(B) 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:

- (1) If reinstatement of service is requested the same day, the customer must notify the Company no later than twelve thirty p.m., and the customer must make payment in the Company's business office.
- (2) 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.

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- (C) The Company may not insist upon payment of any current bill, excluding any reconnection charge, before restoring service under this provision unless that bill is more than fourteen days past due.

ACCESS TO CUSTOMER'S PREMISES

- (A) No employees or agents of the Company have or will claim the right to enter into the dwelling or structure of any customer except by permission granted by a person holding himself or herself as being responsible for the dwelling or structure.
- (B) This provision shall not be construed to prevent the Company from discontinuing service to a customer for the unreasonable denial of access to a structure required for the rendering of utility service in accordance with the Company's tariff. This provision also shall not be construed as limiting or eliminating property rights granted to the Company by easements or other estates or interests in land.
- (C) Any employee or agent of the Company seeking access to a dwelling or structure of a customer shall voluntarily identify himself or herself, provide proper State of Ohio photo identification (a driver's license), and state the reason for the visit. The employee or agent shall, in all cases, direct himself or herself to a person holding him or herself as being responsible for the dwelling or structure. Entrance will not be sought or gained by subterfuge or force.

SEASONAL SERVICE

Except as provided in the following paragraph, the Company shall maintain water service for customers as required on a year around basis. At the request of an Association, the Company shall maintain water service from April 15<sup>th</sup> until October 23<sup>rd</sup> of each year, unless adverse weather conditions threaten the integrity of the water system. In the event of an early turn off due to adverse conditions, the Association shall be notified in advance whenever it is possible to do so.

COMPLAINT PROCEDURES

- (A) The Company shall accept and process both oral and written complaints.

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- (B) 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.
- (C) If the complainant is not satisfied with the Company's report(s), the Company shall promptly inform the customer of the availability of the PUCO's complaint handling procedures, including the then current address and the local or toll-free telephone number of the PUCO's call center.

SPECIAL CONTRACTS

At any time, any customer to be served by Camplands Water LLC can request to be served under a Special Contract arrangement. Such Special Contracts shall be mutually agreed to by both the customer and Camplands Water LLC., and shall be approved by the Public Utilities Commission of Ohio prior to the contract being valid or effective.

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SERVICES LINES

1. Curb stops or valves on the Company's Service Line(s) are for the exclusive use and under the exclusive control of the Company.
2. A customer shall (at its/their expense) install, maintain and repair the Customer Service Line. When a leak in a Customer Service Line is discovered, the Company shall give not less than fourteen days written notice before service is disconnected. However, if the leak in the Customer Service Line, in the opinion of the Company, is considered an emergency, no notice of disconnection shall be required.
3. All Customer Service Lines laid after September 1, 2014 shall be laid at a depth of not less than four feet below ground level.
4. The Company Service Line shall be operated and maintained by the Company.

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Camplands Water LLC  
PO Box 1420  
Andover, OH 44003

Section 7  
Original Sheet No. 1

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MAIN EXTENSIONS

The Company shall extend mains and provide related facilities to serve new customers in accordance with the Ohio Administrative Code (O.A.C.) Rule 4901:1-15-30 (Main Extensions and Related Facilities) and O.A.C. Rule 4901:1-15-31 (Subsequent Connections, Service Connections and Tap-Ins), adopted by the Public Utilities Commission of Ohio, as amended from time to time.

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Camplands Water LLC  
SUMMARY OF CUSTOMER RIGHTS AND OBLIGATIONS

DEAR CUSTOMER:

As a Camplands Water LLC customer, you have certain rights and obligations, which are summarized below. We suggest you keep this for future reference. We are pleased to have you as our customer, and it is our intent to always provide you with a safe and dependable water service. Our business address is:

Camplands Water LLC  
4270 State Rte 7n  
P.O. Box 1420  
Andover OH, 44003

Our normal business hours are 8:00 A.M. to 4:00 P.M., Monday through Friday, except holidays.

CUSTOMER RIGHTS AND OBLIGATIONS

(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 the above address or by calling (440) 293-4042. 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 your complaint is not resolved after you have called Camplands Water, or for general utility information, customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or <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 eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

- (2) You have the right to review the Company's rates, rules, and regulations (tariff) which is available for review at the Company offices, upon request.
- (3) You have the right to review the comprehensive set of minimum standards for waterworks companies as set forth in Chapter 4901:1-15 of the Ohio Administrative Code. This material is available from either the Company or the Public Utilities Commission.

(4) Bills and Payments for Service

(A) The customer is liable for the payment of all water and water service supplied to its premise.

(B) No bill will be sent for water service. Payment for water service shall be payable monthly in advance for periods beginning the first of the month, or later at such dates as may be determined by the Company. All payments are due and payable to the Company

by the due date. All payments received fifteen (15) days after the due date are considered late and subject to a late payment charge. If not paid within that time, a late payment service charge of one percent (1%) per month (not compounded) will also be due based on the current outstanding balance. Failure to pay will render the customer subject to discontinuance of service. If any bill is not paid by the due date, the service may be discontinued upon fourteen (14) days written notice.

(5) The Company may discontinue all or any part of its service to a customer as stated below.

(A) Service may not be refused or disconnected to any customer unless the Company complies with all of the disconnection procedures contained in its tariff. Service shall not be disconnected to any customer unless the disconnection conditions in this tariff may be specifically applied to that customer.

(B) 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 distribution main, 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 which 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 which may in the opinion of the Company or any public authority, create an emergency situation.

(2) The customer must be given not less than twenty-four hours written notice before service is disconnected when any of the following conditions exist:

- (a) For the use of water for any purpose other than domestic use or for the use of water service upon any premises other than for the Associations and the County sewer plant being served by Camplands Water LLC.
- (b) To prevent waste or reasonably avoidable loss of water. Personal delivery of the notice to the customer's premise shall first be attempted. If personal service cannot be accomplished at that time, then the notice shall be securely attached to the premises in a conspicuous manner.

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



- (a) For nonpayment of any tariffed charges when due or within any additional period for payment permitted by the Company. Disconnection of service for nonpayment may not occur prior to fourteen days after the due date.
  - (b) For any violation of, or failure to comply with, the regulations of the Company other than stated in paragraph (B)(1) of this section.
  - (c) For misrepresentation to the Company as to any material fact.
- (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 any amount which, according to established payment dispute and resolution procedures, is in bona fide dispute.
  - (2) Failure to pay any charge not specified in the Company's tariff.
- (D) The Company may disconnect service during its normal business hours; however, no disconnection for past due bills may be made after twelve thirty p.m. on the day preceding a day that all services necessary for reconnection are not regularly performed or available.
- (E) On the day of disconnection of service, the Company shall provide the customer with personal notice. If the customer is not available, the Company shall attach written notice to the customer location in a conspicuous location prior to disconnecting service. Those Company employees or agents who disconnect service at the premises may 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.

The customer has the right to see a proper Company photo identification, a State of Ohio drivers license whenever Company employees or agents seek access to the customer's premises, and the employee must state the reason for the visit.

#### APPLICATIONS FOR NEW SERVICE AND DEPOSITS

The Company does not require an Application for new service, nor does it require a deposit associated with new service.

### SEASONAL SERVICE

The Company shall maintain water service for customers, as required, on a year around basis. At the request of an Association, the Company shall maintain water service from April 15<sup>th</sup> until October 23<sup>rd</sup> of each year, unless adverse weather conditions threaten the integrity of the water system. In the event of an early turn off due to adverse conditions, the Association shall be notified in advance whenever it is possible to do so.

### WINTERIZATION SERVICE

All requests by lot owners of one of the Associations for Year Round Connection Service (Winterization Service) shall be made to the Association and the Association shall request the Winterization Service be provided by the Company at the desired location. The Association and the Company shall agree on a target date for the work to be completed. The Company shall make every reasonable effort to meet the target date, subject to: employee availability; the payment for the service being made to the Association; and the Association lot owner having his service line installed and ready to be connected by the Company. The Association shall accept payment from lot owners. The Association shall pay the Company 50% of the Winterization Service fee prior to the work commencing and 50% when the work is completed. The Company shall restore the condition of the lot owner's property to the same state it was prior to the winterization work commencing. The Association shall be indemnified, defended and held harmless by the Company from any and all claims arising out of, or based on: 1) any damage or injury to lot owners or their property as a result of the Winterization Service; and 2) any damage or injury to the Association, its employees, and third parties as a result of the installation of the Winterization Service.