

ORIGINAL SHEET NO. I 26
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

77-83-WW-AAC

TARIFF INDEX

I. General

- A. Authority
- B. Definitions
- C. Application of Rules

II. Engineering

- A. Requirement of Good Engineering Practice

III. General Requirements

- A. Disposition of Water
- B. Meter Reading Sheets or Cards
- C. Meter Reading Interval
- D. Temporary Service
- E. Service Connections
- F. Registration of Meters
- G. Installation of Meters
- H. Charge for Meter Installation
- I. Fire Hydrants

IV. Meter Testing

- A. Meter Testing and Facilities and Equipment
- B. Test Measurement Standards
- C. Accuracy Requirements
- D. As Found Tests
- E. Sealing of Meter
- F. Initial Test and Storage of Meters
- G. Repaired or Tested Meters
- H. Periodic and Routine Tests

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ARROWHEAD UTILITIES CORP.
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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. II
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

- I. Request Tests
- J. Referee Tests
- V. Records and Reports
 - A. Location of Records
 - B. Retention of Records
 - C. Records of Meters and Associated Metering Devices
 - D. Record of Test
 - E. Report of Meter Tests
 - F. Customer Records
- VI. Customer Relations
 - A. Customer Information
 - B. Company Offices
 - C. Customer Bill Forms
 - D. Customer Complaints
 - E. Termination of Service for Nonpayment
 - F. Access to Property
 - G. Shortage of Supply
 - H. Interruption of Supply
 - I. Demand for Abnormally Large Supply
- VII. Standards of Construction and Quality of Service
 - A. Construction
 - B. Quality of Water
 - C. Pressures
 - D. Conflict with Rules of O.E.P.A.

ISSUED ON June 27, 1975 EFFECTIVE ON July 21, 1975
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ARROWHEAD UTILITIES CORP.
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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. III
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

RATES AND CHARGES

GENERAL SERVICE

For first 2500 cubic feet or less or
none used per quarter (minimum charge) \$ 25.00

For each 100 cubic feet of water used per
quarter in excess of 2500 cu. ft. \$ 0.95

CONNECTION FEE

To provide and install service tap
(see definition) \$100.00

RECONNECTION CHARGE

\$ 10.00

As used above "Service Tap" shall mean a line of tube or pipe installed by the company for the above stated fee which shall tap into or be connected into the company's main and shall extend to and terminate at the inlet side of a curb stop furnished by the company installed in a standard curb stop box at or near the customers property line.

"Reconnect Change" as used above shall mean a charge made by the company for reconnecting a customer's service after it has been disconnected at the request of the customer or has been disconnected by the company for one or more of the causes listed in this tariff.

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ARROWHEAD UTILITIES CORP.
BY AUTHORITY OF THE PUBLIC UTILITIES COMMISSION OF OHIO
IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 1
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

I. GENERAL

A. AUTHORITY

Under authority granted to the public utilities Commission pursuant to Section 4905.04, 4905.05 and 4905.06 of the Ohio Revised Code the following regulations are hereby enacted.

B. DEFINITIONS

1. Commission. The word "commission" shall mean the Public Utilities Commission of Ohio.
2. Utility. The word "utility" or "public utility" as used herein shall have the meaning of a "water works company" as set forth in Section 4905.03 (8) of the Ohio Revised Code.
3. Customer. The word "customer" shall mean any person, firm, corporation, association, or governmental unit furnished water service by a water utility.
4. Meter. The word "meter" shall mean any device for measuring the quantity of water used as a basis for determining charges for water service to a customer.
5. Premises. The word "premises" as used herein shall be restricted to the following:
 - a. A building under one roof owned or leased by one customer and occupied as one residence or one place of business.
 - b. A combination of buildings owned or leased by one customer, and occupied by one family as a residence or one corporation or firm as a place of business.
 - c. Each unit of a multiple house or building separated by a solid vertical partition wall and occupied by one family as a residence or one firm as a place of business.
 - d. A building owned or leased by one customer and having

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ARROWHEAD UTILITIES CORP.
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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 2

ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

- a number of apartments, offices, or lofts which are rented to tenants using in common one hall and one means of entrance.
- e. A building two or more stories high under one roof owned or leased by one customer and having an individual entrance for the ground floor occupants and one for the occupants of the upper floors.
 - f. A combination of buildings, such as a garden-type apartment, owned by one customer, in one common enclosure, none of the individual buildings of which is adapted to separate ownership.
 - g. A public building.
 - h. A single plot, used as a park or recreational area.
- 6. Property. The word "property" shall mean all facilities owned and operated by a water utility.
 - 7. Main. The word "main" shall mean a water pipe owned, operated and maintained by a utility, which is used for the purpose of transmission or distribution of water but is not a water service pipe.
 - 8. Company Service Pipe. The words "company service pipe" shall mean a pipe or tube tapped into a company main and extending to a curb cock or stop cock located in a curb box which, in turn, is located on the customers side of the curb line, if any, in front of or at the side of his premises.
 - 9. Customer Service Pipe. The words "customer service pipe" shall mean the pipe that runs between the outlet side of the curb cock (as above) and the customer's place of consumption.

C. APPLICATION OF RULES

These rules shall apply to Arrowhead Hills Utilities Corp. under the jurisdiction of the Public Utilities Commission of Ohio.

- 1. These rules are intended to promote safe and adequate service to the public, to provide standards for uniform and reasonable

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ARROWHEAD UTILITIES CORP.
BY AUTHORITY OF THE PUBLIC UTILITIES COMMISSION OF OHIO
IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 3

ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

practices by utilities, and to establish a basis for determining the reasonableness of such demands as may be made by the public upon a utility.

2. If unreasonable hardship to a utility or to a customer results from the application of any rule herein prescribed, application may be made to the Commission for the modification of the rule or for temporary or permanent exemption from its requirements.
3. The adoption of these rules shall in no way preclude the Commission from altering or amending them, or from making such modifications with respect to their application as may be found necessary to meet exceptional conditions.
4. These regulations shall in no way relieve any utility from any of its duties under the laws of this State.

II. ENGINEERING

A. REQUIREMENT OF GOOD ENGINEERING PRACTICE

The design and construction of all parts of the utility's water plant shall conform to good standard engineering practice. It shall be designed and operated so as to provide reasonably adequate and safe service to its customers and shall conform to all requirements of the Ohio Environmental Protection Agency and of the Commission.

III. GENERAL REQUIREMENTS

A. DISPOSITION OF WATER

1. All water sold by a utility shall be on a basis of meter measurement or as otherwise provided in its rate schedule.
2. Wherever practicable, consumption of water within the utility itself, or by administrative units associated with it, shall be metered.
3. Separate premises shall be separately metered and billed.

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ARROWHEAD UTILITIES CORP.
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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 4
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

Combined billing or submetering shall not be permitted.

B. METER READING SHEETS OR CARDS

The meter reading sheets or cards shall show:

1. Customer's name, address and service classification.
2. Identifying number and/or description of the meter (s).
3. Meter readings and dates.
4. Multiplier or constant used.
5. Identification of an estimated bill.

C. METER READING INTERVAL

Meters shall be read at regular intervals, either monthly or quarterly, conforming to the utility's rate schedules. No utility shall send a customer two or more consecutive estimated bills except after good cause for doing so is shown to the Utilities Department of the Commission.

D. TEMPORARY SERVICE

When the utility renders temporary service to a customer, it will require that the customer bear all the cost of installing and removing the service in excess of any salvage realized.

E. SERVICE CONNECTIONS

1. Ownership of Service Pipe.
 - a. All service lines shall include a curb stop and curb box. The utility shall furnish and install at its own expense for the purpose of connecting its distribution system to the customer's premises, the service pipe from its main to and including the curb stop at or adjacent to the customer's property line.

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ARROWHEAD UTILITIES CORP.
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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 5

ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

- b. The customer shall be responsible for furnishing and laying the necessary service pipe from the curb stop to the place of consumption and shall keep the service line in good repair in accordance with such reasonable requirements of the utility as may be incorporated in these rules.
 - c. The utility shall make a thorough inspection of customer's plumbing before making a service connection and shall not make a connection when plumbing is unsanitary or unsafe. Where adequate inspection is required by a city ordinance or other governmental regulation to be made by an agency other than the utility, the utility may be relieved of making an inspection.
- 2. Location of Service Pipe. Prior approval of the utility shall be secured as to the proper location for the service pipe.
 - 3. Location of Meters.

Outside. Meters installed out of doors shall be readily accessible for maintenance and reading and so far as practicable, the location should be mutually acceptable to the customer and the utility. The meter shall be installed so as to be unaffected by climatic conditions and reasonably secure from injury.

Inside. Meters installed inside the customer's building shall be located as near as possible to the point where the service pipe enters the building and at a point reasonably secure from injury. They shall be readily accessible for reading and testing. In cases of multiple buildings such as two-family flats or apartment buildings, the meter shall be located within the premises served or in a common location accessible to the customers and the utility.

F. REGISTRATION OF METERS

All meters used for metered sales shall have registration devices indicating the volume of water in either cubic feet or United States gallons. Where a constant or multiplier is necessary to convert

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BY AUTHORITY OF THE PUBLIC UTILITIES COMMISSION OF OHIO
IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 6

ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

the meter reading to cubic feet or gallons, the constant shall be indicated upon the face of the meter, and on the meter reading sheet or card.

G. INSTALLATION OF METERS

Each water utility shall adopt a standard method of meter installation. Such methods shall be set forth in a written description and/or drawing to the extent necessary to give a clear understanding of the requirements. Copies of approved standard methods shall be made available upon request to prospective customers, contractors or others engaged in the business of placing pipe for water utilization. All meters shall be set in place and connected by the utility.

H. CHARGE FOR METER INSTALLATION

No utility shall charge for the installation or use of any device for metering service to a customer, except for temporary service where the utility may charge the actual cost of installation and removal of metering devices.

I. FIRE HYDRANTS

Water companies establishing service to a new community shall provide fire hydrants in the system for fire protection and system flushing.

IV. METER TESTING

A. METER TEST FACILITIES AND EQUIPMENT

1. Each utility furnishing metered water service shall provide the necessary standard facilities, instruments and other equipment for testing its meters in compliance with these rules and regulations. Any utility may be exempted from this requirement by the Commission provided that satisfactory

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BY AUTHORITY OF THE PUBLIC UTILITIES COMMISSION OF OHIO
IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 7

ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

arrangements are made for test of its meters by another utility or an approved agency equipped to test water meters in compliance with these rules and regulations.

2. The utility's meter test shop shall, insofar as practicable, simulate the actual service conditions of temperature, inlet pressure and outlet pressure. It shall be provided with the necessary fittings, including a quick valve for controlling the starting and stopping of the test, and a device for regulating the flow of water through the meter under test within the requirements of these rules and regulations.
3. The over-all accuracy of the test equipment and test procedures shall be sufficient to enable test of service meters within the requirements of these rules and regulations. In any event the inherent over-all accuracy of the equipment shall permit test with an over-all error of not to exceed 0.3% to 1.0%.

B. TEST MEASUREMENT STANDARDS

1. Measuring devices for test of meters may consist of a calibrated tank for volumetric measurement or tank mounted upon scales for weight measurement. If a volumetric standard is used, it shall be accompanied by a certificate of accuracy from any standard laboratory approved by the Commission. If a weight standard is used, the scales shall be tested and calibrated periodically by such approved laboratory and a record maintained of the results of the test.
2. When basic standards are used for meter test, they shall be of a capacity sufficient to insure accurate determination of accuracy and shall be subject to the approval of the Commission.
3. By special permission of the Commission, a standard meter may be provided and used by a utility for the purpose of testing meters in place. This standard meter shall be tested and calibrated periodically to insure its accuracy within the limits required by these rules and regulations. In any event, such test shall be made at least once every sixty days while the standard meter is in use and a record of such tests shall

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ARROWHEAD UTILITIES CORP.
BY AUTHORITY OF THE PUBLIC UTILITIES COMMISSION OF OHIO
IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 8

ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

be kept by the utility.

C. ACCURACY REQUIREMENTS

1. All meters used for measuring quantity of water delivered to a customer shall be in good mechanical condition and shall be adequate in size and design for the type of service which they measure and shall be accurate to the following standards.
2. For determination of minimum test flow and normal test flow limits the Commission will use as a guide the appropriate standard specifications of the American Water Works Association for the various types of meters. These test flows for positive displacement type cold water meters are as follows:

Nominal Meter Size	FLOW IN G.P.M.		
	Minimum	Intermediate	Maximum
5/8	0.25	2	15
3/4	0.50	3	25
1	0.75	4	40
1-1/2	1.50	8	80
2	2.00	15	120
3	4.00	20	250
4	7.00	40	350
6	12.00	60	700

3. Displacement meters shall be tested at each of the rates of flow stated above for the various size meters. A meter shall not be placed in service if it registers less than 95% of the water passed through it at the minimum test flow or over-registers or under-registers more than 1-1/2% at the intermediate or maximum limit except that a repaired meter shall not over-register or under-register more than 1-1/2% of the intermediate and maximum flows and shall register not less than the following appropriate percentage of the water passed through it at the minimum test flow:

If manufactured on or after January 1, 1947 90%

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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 9

ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

If manufactured prior to January 1, 1947 85%

D. AS FOUND TESTS

All meters tested in accordance with these rules for periodic or complaint tests shall be tested in the condition as found in the customer's service prior to any alteration or adjustment in order to determine the average meter error. Tests shall be made at the intermediate and maximum rates of flow and the meter error shall be the algebraic average of the errors of the two tests.

E. SEALING OF METER

Upon completion of adjustment and test of any water meter under the provisions of these rules, the utility shall affix thereto a suitable seal in such a manner that adjustment or registration of the meter cannot be changed without breaking the seal.

F. INITIAL TEST AND STORAGE OF METERS

Every water meter shall be tested as required by these rules prior to its installation; either by the manufacturer, the utility or any approved organization equipped for meter testing. Meters with oil-enclosed gear trains should be stored in an inverted position, and unless so stored, shall be tested immediately before installation.

G. REPAIRED OR TESTED METERS

All water meters removed from service for repair or testing in accordance with these rules shall be restored to the prescribed limits of accuracy as required by these rules before again being placed in service.

H. PERIODIC AND ROUTINE TESTS

Each utility shall adopt schedules for periodic and routine tests and repair of its meters as prescribed by the Commission.

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ARROWHEAD UTILITIES CORP.
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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 10

ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

I. REQUEST TESTS

Each utility shall make a test of any water meter upon written request of any customer provided such request is not made more frequently than once each 18 months. The customer shall be given the opportunity of being present at such request tests.

J. REFEREE TESTS

Any customer, by written request to the Commission accompanied by payment of such fee for the test as may be prescribed by the Commission from time to time, may have a test conducted by the utility in the presence of a representative of the Commission. Upon receipt of such request, the Commission will notify the utility to leave the customer's meter in place until arrangements are made for the test. If such test shows that the meter is in error greater than 2% fast, the total cost of such test including the cost of transportation of the Commission's representative shall be borne by the utility and the amount of the fee paid by the customer shall be refunded.

V. RECORDS AND REPORTS

A. LOCATION OF RECORDS

All records required by these rules or necessary for the administration thereof, shall be kept within this state, unless otherwise authorized by the Commission. These records shall be available for examination by the Commission or its authorized representative at all reasonable hours.

B. RETENTION OF RECORDS

Unless otherwise specified by the Commission, all records required by these rules shall be preserved for the period of time specified in the current edition of the National Association of Regulatory Utilities

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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 11

ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

Commissioners' publication "Regulations to Govern the Preservation of Records of Electric, Gas and Water Utilities."

C. RECORDS OF METERS AND ASSOCIATED METERING DEVICES

Each utility shall maintain records of the following data, where applicable, for each meter and/or associated metering device until retirement.

1. The date of and reason for any test.
2. The reading of the meter before making any test.
3. The accuracy "as found" at each rate of flow.
4. The accuracy "as left" at each rate of flow.
5. In the event test of the meter is made by using a standard meter, the utility shall retain all data taken at the time of the tests in sufficiently complete form to permit the convenient checking of the test methods and the calculations.

D. RECORD OF TEST

A complete record of all meter tests, adjustments, and data, sufficient to allow checking of test calculations, shall be made and kept.

Such record shall include: the identifying number of the meter; the type and capacity of the meter; the constant of the meter; the date and kind of tests made; the reading of the meter before making any test; the error as found at each test, and if readjusted, the percentage of registration as left after each test. The complete record of tests of each meter shall be maintained for at least two continuous periodic tests and in no case for less than two years.

E. REPORT OF METER TESTS

Each utility shall furnish to the Commission at intervals not exceeding one year a report summary of all meter tests made. This report shall be in such detail as may be prescribed by the Commission from time to time.

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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 12
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

F. CUSTOMER RECORDS

The utility shall retain customer billing records for the length of time necessary to permit the utility to comply with Rule B, but not less than 3 years.

VI. CUSTOMER RELATIONS

A. CUSTOMER INFORMATION

Each utility shall:

1. Post a notice in a conspicuous place in the office of the utility where applications for service are received, informing the public that copies of the rate schedules and rules relating to the service of the utility, as filed with the Commission, are available for inspection.
2. Upon request, inform its customers as to the method of reading meters, computing the charges billed and assist in choosing the appropriate rate if more than one rate is offered.
3. Notify customers affected by a change in rates or rate classification.
4. Furnish such additional information as the customer may reasonably request.
5. Maintain up-to-date maps, plans, or records of its entire transmission and distribution systems, with such other information as may be necessary to enable the utility to advise prospective customers, and others entitled to the information, as to the facilities available for serving any locality.
6. Maintain a 24 hour per day telephone for customer reports of outages and breaks.

- B. The company will maintain, within its service territory or in proximity thereto, an office, open to the public at least four hours per day, Monday through Friday inclusive. Such office, if not the main office of the company, shall be staffed at all times with personnel capable
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BY AUTHORITY OF THE PUBLIC UTILITIES COMMISSION OF OHIO
IN CASE NO. 74-577-W

ORIGINAL SHEET NO.13

ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

of, and authorized to transact business of any nature with its customers. The office shall have one or more telephones arranged to be accessible during business hours to all parts of the company's service territory without the payment of message toll charges. A copy of this tariff shall be kept in such office together with all pertinent administrative orders of the Commission and shall be open to inspection by all customers during open hours of the office. A notice of the availability of the tariff, etc., shall be conspicuously posted in said office.

C. CUSTOMER BILL FORMS

The bill form used shall show:

1. The name of the utility furnishing the service.
2. The reading of the meter at the beginning and at the end of the period for which the bill is rendered.
3. The dates on which the meter was read at the beginning and end of the billing period.
4. The number and kind of units metered.
5. The applicable rate schedule, or identification of the applicable rate schedule. If the actual rates are not shown, the bill shall carry a statement to the effect that the applicable rate schedule will be furnished on request.
6. The gross and net amount of the bill if rates provide for both.
7. The date by which the customer must pay the bill in order to benefit from any discount or to avoid any penalty.
8. A distinct marking to identify an estimated bill.
9. Address or P.O. Box where payment may be made.
10. Name and telephone number of repair and/or emergency service.

D. CUSTOMER COMPLAINTS

1. For the purpose of this section, the word "complaint" shall mean objection to the charge, facilities, or quality of service of a utility concerning which an investigation is necessary

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ARROWHEAD UTILITIES CORP.
BY AUTHORITY OF THE PUBLIC UTILITIES COMMISSION OF OHIO
IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 14
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

- or is requested by a customer.
2. When such complaints are made to the utility by a customer, the utility shall make a prompt and complete investigation and advise the complainant thereof. It shall keep a record of all such complaints which shall show the name and address of the complainant, the date and nature of the complaint and the adjustment or disposal thereof.
 3. A record of the original complaint shall be kept for a period of three years subsequent to the final settlement of the complaint.
 4. If at any time a customer is not satisfied with the company's position in a dispute, the company shall inform the customer of his right to appeal and furnish him with the name and address of the Commission.

E. TERMINATION OF SERVICE FOR NON-PAYMENT

1. Actual notice must be given to the customer of any pending disconnection. This notice shall be given to the subscriber or any responsible adult member of his household by certified mail, with return receipt requested, personal visit, or telephone. The notice must state that service will be terminated no sooner than two business days from receipt of the notice, unless the bill is disputed or satisfactory payment arrangements made with the company. The notice shall also contain the name and telephone number of a company employee with whom the customer may negotiate the dispute or make payment arrangements.
2. If there is no dispute, the company must make payment arrangements with the customer if possible. The company shall not reject any payment arrangements under which the customer will, by weekly installments, if desired, have his account paid up-to-date in 60 days. If the customer defaults on any installment, service may be terminated without further notice.
3. If the customer disputes all or a portion of the bill, the company may take no further action toward termination of service until some employee of the company, no lower in position than manager or assistant manager, makes a direct individual response

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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 15
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

to the customer as to the company's position on the matter. If this response does not resolve the dispute, the company may terminate service after providing the customer with the name and address of this Commission and five day notice.

F. ACCESS TO PROPERTY

The utility or its employees shall have access during normal hours (8:00 A.M. to 5:00 P.M., Monday through Saturday inclusive) to meters, service connections, and other property owned by it which may be located on customer's premises, for purposes of installation, maintenance and operation, or for removal of its property at the time service is to be terminated. Any employee of the utility whose duties require him to enter the customer's premises shall wear a distinguishing uniform or other insignia, identifying him as an employee of the utility, or carry on his person a badge or other identification which will identify him as an employee of the utility, the same to be shown by him upon request.

Entrance to a customer's property shall not be gained clandestinely nor, by force or coercion. Any damage done to the private property of a customer, or of others, in or during entrance upon said property shall be the sole responsibility of the utility whether or not it is caused by negligence of the utility, its employees or its agents.

G. SHORTAGE OF SUPPLY

1. The utility shall exercise reasonable diligence to furnish a continuous and adequate supply of water to its customers and to avoid any shortage or interruption of delivery thereof.
2. If a utility finds that it is necessary to restrict the use of water, it shall notify its customers, and give the Commission written notice before such restriction becomes effective. Such notification shall specify:
 - a. The reason for the restriction.

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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 16
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

- b. The nature and extent of the restriction, i.e., on outdoor use of water, use by certain classes of customers, etc.
- c. The date such restriction is to go into effect.
- d. The probable date of termination of such restriction.
- 3. During times of threatened or actual water shortage, the utility shall equitably apportion its available water supply among its customers, with due regard to public health and safety.

H. INTERRUPTION OF SUPPLY

- 1. Prompt notice by telephone or telegraph shall be given to the Commission by each utility of all interruptions (except those occurring in the course of routine operations) to, or major impairment of, service for periods of a duration of one (1) hour or more occurring on production works, storage works, transmission mains or on distribution mains. Notice shall also be given of accident or damage to portions of the plant which might lead to such interruptions of service.
- 2. Each utility shall make all reasonable efforts to prevent interruptions of service and when such interruptions occur shall endeavor to re-establish service with the shortest possible delay consistent with the safety of its customers and the general public. Where an emergency interruption affects fire protection service, the utility shall immediately notify the Fire Chief or other responsible local official.
- 3. Whenever any utility finds it necessary to schedule an interruption to its service, it shall make all reasonable efforts to notify all customers to be affected by the interruption, at least 24 hours in advance, stating the time and anticipated duration of the interruption. Whenever possible, schedule interruptions shall be at such hours as will provide least inconvenience to the customer.
- 4. Every utility shall maintain records of interruptions for a period of at least five (5) years.

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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 17

ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

I. DEMAND FOR ABNORMALLY LARGE SUPPLY

When an abnormally large quantity of water is desired, for filling a swimming pool or any other purpose, notice must be given to the Company not less than 72 hours prior to the time when the customer desires delivery of such water to begin and the permission of the Company must be obtained. Permission may be withheld only if such quantities of water cannot be safely delivered through the existing system without injury to other customers. The company may designate the time or times which such deliveries will be made. "Abnormally large" as used in the foregoing shall be deemed to mean not less than the quantity of water required to fill a pool (wading or swimming) sixteen feet in diameter and three feet deep with the water taken at a rate equivalent to the flow through a hose of 5/8" nominal diameter.

VII. STANDARDS OF CONSTRUCTION AND QUALITY OF SERVICE

A. CONSTRUCTION

1. Mains

- a. The company shall make all main extensions necessary to render service within its certificated or franchised or otherwise claimed service area, at no expense to its customers. However, in exceptional cases where the company deems it necessary, it may require an area developer or a customer having need for large quantities of water or for service requiring, for any reason, an abnormally large investment in facilities by the company, to enter into a special contract designed to protect the company against loss of its invested capital. The contract shall be entered into pursuant to Section 4905.31, Revised Code, and therefore, shall be subject to the approval of this Commission.

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ORIGINAL SHEET NO. 18
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

- b. Depths of Mains. Water mains and service lines shall be placed at such a depth below ground level, or otherwise protected, as will prevent freezing during the coldest weather experienced in the community in which laid, and to prevent damage by traffic.
- c. Dead Ends. Insofar as practicable, the utility shall design its distribution system so as to avoid dead ends in its mains. Where dead ends are necessary, the utility shall provide hydrants or valves for the purpose of flushing the mains. Mains with dead ends shall be flushed as often as necessary to maintain the quality of the water, but in any event, they shall be flushed at least once each six (6) months.
- d. Segmentation of System. Valves or stop cocks shall be provided at reasonable intervals in the mains so that repairs may be effected by the utility with interruptions to the service of a minimum number of customers.
- e. Disinfection of Water Mains. All new mains shall be thoroughly disinfected before being connected to the system. The method of disinfecting shall be in compliance with the Ohio Environmental Protection Agency requirements.
- f. Grid Systems. Wherever feasible, the distribution system shall be laid out in a grid so that in case of breaks or repairs the interruptions of service to the customers shall be at a minimum.

2. Service Pipes

- a. Size of Service Pipe. The size, design, material used in, and the installation of the service pipe shall conform to such reasonable requirements of the utility as may be published from time to time, provided however, that the minimum size of the pipe, fittings and connections shall not be less than 3/4 inches nominal size from the main through the service pipe. Meters may be of 5/8 inch size or larger as determined by agreement between the customer and the company. Deviations from this

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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 19
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

standard shall only be under exceptional circumstances which shall be clearly defined.

- b. Depth of Service Pipe. All service pipes shall be laid at such depth as will prevent freezing, except where services are not intended for use during freezing weather, and are actually drained during such periods.
- c. Inspection of Service Pipe. In the installation of a service pipe the customer shall leave the trench open and the pipe uncovered until it is inspected by the utility or other duly authorized agency and shown to be at proper depth, free from any tree, branch connection, irregularity or defect.

3. Construction and Maintenance

- a. Whenever normal excavation discloses unsatisfactory foundation, one or more of the following corrective measures shall be adopted:
 - (1) Excavate to good bearing soil and backfill to pipe grade with suitable material well tamped to provide adequate support.
 - (2) Support with a concrete slab.
 - (3) Support with piling.
- b. Pipe on a highway bridge shall be located so as to reduce hazard to a minimum and be protected from freezing.
- c. Pipes laid in trench with other facilities.
 - (1) All water mains shall be laid clear of all other underground structures and should not be laid in the same trench with other underground utilities in order to minimize the possibility of water leakage by reason of any movement of such structures or of the mains.
 - (2) Water services may be laid in the same trench with other underground utilities with the exception of sewer pipes, provided such service pipes are laid at least twelve (12) inches in a horizontal

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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 20
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

- plane from other subsurface facilities.
- (3) At crossings of mains and services with other underground structures, clearance shall be not less than twelve (12) inches.
 - (4) To secure compliance with the requirements of these rules by others doing underground construction work, the utility should arrange with the other agencies having highway subsurface rights for adequate notification and inspection procedures.
- d. Pipe laid shall be tested and made tight before being placed in service.
 - e. The ditch underneath, around and over the pipe shall be backfilled with good material thoroughly tamped to secure a firm support. To disclose any settlement of the backfill which may need correcting, newly filled ditches shall be re-inspected at intervals for sufficient periods of time subsequent to completion of backfilling operations.
 - f. Service connections may be tapped into cast iron mains if the diameter of the hole does not exceed one-quarter of the diameter of the main. Otherwise, and in mains other than cast iron, a saddle, sleeve or welded connection may be used or a tee cut into the line.
 - g. The service connection at the main or the run of service pipe shall allow for a reasonable amount of flexibility to prevent fracture or leaks at the connection with the main.

B. QUALITY OF WATER

- 1. Any utility furnishing water service for human consumption or for domestic uses shall provide water that is wholesome, potable, free from objectionable odors and tastes and in no way harmful or dangerous to health.
- 2. Any utility furnishing water service for domestic purposes shall conform to all legal requirements of the Ohio Environmental

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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 21
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

3. Protection Agency for construction and operation of its water system as pertains to sanitation and potability of the water. In the absence of any comparable rules established by the Environmental Protection Agency, the following rules shall apply:

a. Source. Water supplied by any public utility shall be:

- (1) Obtained from a source free from pollution and well protected against becoming polluted, or
- (2) Shall be treated by acceptable means to correct any polluted condition that may be found to have developed.
- (3) Shall be from a source adequate to provide a continuous supply of water, and
- (4) Shall meet standards of purity set forth in United States Public Health Service Bulletin P.H.S. No. 956 in its latest revised version.

b. Operation of Supply System.

- (1) The water supply system, including wells, reservoirs, pumping equipment, treatment works, mains and service pipes shall be free from sanitary defects.
- (2) No physical connection between the distribution system of a public potable water supply and that of any other water supply shall be permitted, unless such other water supply maintains a safe sanitary quality and the interconnection of such supplies is approved by the Ohio Environmental Protection Agency.
- (3) The growth of algae in the water at the source of supply, in reservoirs or other basins, and in the water mains, shall be controlled by proper treatment.

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BY AUTHORITY OF THE PUBLIC UTILITIES COMMISSION OF OHIO
IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 22
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

- (4) Utilities obtaining water supplies from driven or drilled wells shall maintain the tightness of well casings and provide protection at the surface of the ground to prevent the infiltration of water other than that from the strata tapped by such wells.

4. Testing

- a. Each utility shall have representative samples of the water supplied by it examined by the State or local Department of Health or by a competent chemist and bacteriologist, skilled in the sanitary examination of water at intervals sufficient to insure a safe water supply.
- b. In the event that the above-prescribed tests show that the water furnished by the utility is contaminated or otherwise unsafe for human consumption, the utility shall forward a report of such test to the Commission and to the Ohio Environmental Protection Agency without delay, and shall take immediate steps to correct the condition.

C. PRESSURES

1. Each utility shall, subject to the approval of the Commission, adopt and maintain a standard pressure in its distribution system at locations to be designated as the point or points of "standard pressure".
2. Under normal conditions of water use, the pressure at a customer's service connection shall be:
 - a. Not less than 25 p.s.i.g.
 - b. Not more than 125 p.s.i.g.
3. Pressure outside the limits specified will not be considered a violation when the variations:
 - a. Arise from the action of the elements.

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IN CASE NO. 74-577-W

ORIGINAL SHEET NO. 23
ARROWHEAD HILLS UTILITIES CORP.
WATER SERVICE

- b. Are infrequent fluctuations not exceeding five minutes duration.
 - c. Arise from service interruptions.
 - d. Are temporary and from causes beyond the control of the utility.
4. At regular intervals, each utility shall make a survey of pressures in its distribution system of sufficient magnitude to indicate the quality of service being rendered at representative points on its system. Such survey should be made during periods of high usage at or near the maximum usage during the year. The pressure charts for these surveys shall show the date and time of beginning and end of the test and the location at which the test was made. Records of these pressure surveys shall be maintained at the utility's principal office in the state and shall be made available to the Commission upon request.

D. CONFLICTS

If, in any case, conflict shall be found to exist or arise between the rules set forth in the foregoing and any rules and regulations established by the Ohio Environmental Protection Agency for safeguarding the health or safety, or both, of the citizens of Ohio, such rules and regulations of that agency shall take precedence.

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