

New Concord Water & Sewer Department Service Policy

Updated October 2016

I. SERVICE

The existence of a water connection to the village water and/or sewer system shall bind all property owners thereof to comply with the rules and regulations of the village water and sewer system and shall be evidence of the property owner's guarantee of all user fees and charges even though a tenant may occupy the property.

Filling of private pools requires the owner to inform the water department so that a meter reading can be obtained before and after the pool is filled to adjust for sewer.

A. Property Owners

To maintain service from the New Concord Water & Sewer Department, property owners shall:

1. Have completed a service contract that is on file with the village.
2. Designate the property as an owner occupied or rental property.
3. Ensure that the tenant's service contract (agreement) is established.
4. A new account shall not be established for any person with a delinquent balance for any previous or current account.
5. A \$25.00 account registration fee is required for new accounts or to transfer an account.

B. Property Tenants

1. To obtain a service account from the New Concord Water & Sewer Department the responsible tenant or renter shall sign a service contract. The person signing shall be the person responsible for the payment of the bill.
2. A \$100 water guarantee deposit shall be paid at this time.
3. A \$25.00 account registration fee is required for new accounts or to transfer an account.

C. Water Guarantee Deposits

1. A \$100 deposit is required for all non-owner service. This deposit shall not be transferred to another person. The deposit may be transferred to another property once the final bill is paid in full at the current service location.

2. Property owners are not required to pay a deposit.
3. Water guarantee deposits may be applied to the final bills.

II. BILLINGS

THE NEW CONCORD WATER & SEWER DEPARTMENT WILL NOT BE RESPONSIBLE FOR NOTIFYING THE PROPERTY OWNERS OF DELINQUENT BILLS FOR THEIR TENANTS OR RENTERS.

Odd months- January, March, May, July, September, November

Even months- February, April, June, August, October, December

A. Meter Readings

1. All water usage shall be metered by an approved metering device installed between the curb valve (shut-off) and the first fixture. Where feasible, a remote reader shall be installed to allow the reading to be taken from the outside. Remote readers may not always meter the total usage therefore, the in-line meter shall be the meter of record.
2. The water meters will be read during the last half of every even numbered month.
3. Sanitary sewer usage and billing shall be based on water use.
4. If the meter reader is unable to gain access to the premises or the meter is out of order, an estimated charge may be made.
5. It is the property owner's obligation to assure that access is given to the meter reader. The village shall not be responsible for problems resulting from no access. Service may be shut off if the village is unable to read a meter for two consecutive billing periods.
6. Property owners shall be responsible for the cost of labor and materials to install a meter at a new location, a damaged meter, a meter replacement requested by the property owner, or any type of special meter. The village shall pay the cost of replacing meters due to malfunctions or normal wear.

B. Regular Billings

1. Regular billings are issued bi-monthly beginning with January each year and are sent out on or near the first business day of odd numbered months.

2. All active accounts shall pay a minimum bi-monthly amount based on the applicable rate for 4,000 gallons of water and/or sewer.
3. Any service requested by the owner to be left on between renters will also be billed a minimum charge to the owner.
4. First and final bills are prorated to the date of move in or move out.

C. Payment of Bills

1. Water and sewer bills may be mailed to P.O. Box 10 New Concord, OH. 43762 or paid at 2 W. Main Street New Concord, Oh.
2. Bills may be paid online by credit or debit card at <https://newconcord-oh.epaybub.com>. There is a convenience fee of \$3.95 for each payment made online.
3. Cash payments shall not be mailed or placed in the drop box. Customers shall be responsible for obtaining and keeping all receipts.

D. Utility Bills

1. Bills are mailed on or about the first business day of each odd numbered month.
2. Full payment is due by 4:00 p.m. on the due date printed on the bill. The due date is normally three weeks after bills are mailed.
3. A \$10.00 late charge is added to all bills unpaid after the due date. A second notice is normally mailed to all accounts with an unpaid balance on or near the first business day after the due date.
4. A shut off notice is normally mailed to all accounts with an unpaid balance on or near the last day business day of odd numbered months.
5. Customers have seven (7) days after receipt of a shut-off notice to request an appeal of the shut-off with the Village Administrator. The appeal shall be in writing and state the reason for the appeal. The Village Administrator may reject a request for a hearing if the reasons stated in the request are not related to village policies or procedures.

The customer's inability to pay the bill in a timely manner for personal reasons does **not** warrant a hearing. Valid appeals shall be heard by the Infrastructure Committee of Village Council, whose decision shall be final.

6. If an account is unpaid seven (7) days after a shut-off notice is mailed, and no written appeal has been filed, water and sewer service shall be turned off to the property and a \$25 service reinstatement fee will be added to the account balance at that time.

7. Service shall not be restored until the account is paid in full and a \$25 service reinstatement fee is paid.
8. Any person that disconnects a village meter or uses water or sewer service without a meter or other village approval shall be guilty of theft.
9. Landlords and tenants shall comply with the landlord tenant act. Customers with a dispute should seek professional legal advice regarding utilities and their rights.
10. Property owners shall provide the village access to individual units when necessary to turn off delinquent accounts or to check for problems or unmetered use. Failure to provide access shall result in the village turning off water to the entire property. All accounts shall be current and a \$25 reconnect fee shall be paid in order to restore service.
11. The Village Administrator may approve payment agreements for past due accounts with approval of property owners. The property owner shall be responsible for any past due or additional charge during the payment agreement if unpaid at the end of the agreement period. It shall be the owner's responsibility to check on payment and account balances.

E. Final Bills

1. Final readings should be requested at least 3 days in advance of moving. A forwarding address is required to close an account.
2. Payment of a final bill must be made within 10 days of receipt.
3. Property owners shall obtain a printed, dated copy of any account balance to ensure final bills have been paid before returning any rental deposit. Property owners shall be required to pay any unpaid balance or the service may be turned off.
4. Property owners or their agent should contact the village prior to the final reading date or make an on-going request in writing to have water service on in their name.
5. Property owners residing in another area for one or more billing periods may request an inside turn-off once annually. There is no charge for an inside turn-off (making an account temporarily inactive). The property owner shall be responsible for any damage and/or water used. There shall be no charge for an owner occupant to make service inactive once annually.

F. Bad Checks

1. There shall be a \$25 fee for any check returned by the bank for NSF or other reason. The check shall be held by the village for payment.
2. Full payment for the account and returned check shall be made by the shut-off date or within seven days. Failure to make full payment shall cause the service to be turned off and an additional \$25 fee shall be required to restore service.
3. If a customer makes a payment for three (3) billing periods that result in a check being returned for insufficient funds, payment will no longer be accepted from customer in check form. Payment will be made by cash or credit card from that point forward.

E. Assessment

1. Any water or sewer account delinquent for sixty days (60) or more shall be cause for the village to certify to the county auditor to charge the amount owed to the real estate through a property tax assessment.