

## APPEALS PROCESS:

### 1. STEPS OF APPEAL PROCESS:

ANY CUSTOMER WHO DISPUTES THEIR WATER BILL CHARGES, PENALTIES, WHETHER PROPER PAYMENTS HAVE BEEN MADE, OR THEIR INDEBTEDNESS TO THE CITY FOR WATER OR SEWER SERVICES, MAY APPEAL SUCH ISSUE(S) AS FOLLOWS.

#### STEP 1:

THE CUSTOMER SHALL CONTACT THE WATER WORKS DEPARTMENT IN PERSON OR BY TELEPHONE AND ATTEMPT TO VERBALLY RESOLVE THEIR COMPLAINT WITH AN EMPLOYEE IN THE OFFICE. IF THE CUSTOMER CANNOT RESOLVE THE COMPLAINT IN THIS MANNER, THE CUSTOMER MAY REQUEST A HEARING TO APPEAL THE DEPARTMENT'S DECISION TO THE KENTON SERVICE DIRECTOR OR THE DIRECTOR'S DESIGNEE, IN ACCORDANCE WITH STEP (2) BELOW.

#### STEP 2:

IF THE CUSTOMER HAS RECEIVED A DELINQUENT NOTICE OR OTHER INFORMATION THAT THE CUSTOMER'S WATER SERVICE WILL BE DISCONNECTED, THE REQUEST FOR A HEARING MUST BE SUBMITTED IN PERSON TO THE SERVICE DIRECTOR WITHIN SEVEN (7) CALENDAR DAYS FROM THE NOTICE DATE. PREPRINTED HEARING REQUEST FORMS AND A STATEMENT OUTLINING THE CUSTOMER'S RIGHTS IN THE HEARING SHALL BE MAINTAINED AND BE AVAILABLE TO THE CUSTOMERS AT THE KENTON WATER WORKS OFFICE. WATER SERVICE SHALL BE CONTINUED UNTIL THE RESULTS OF THE HEARING ARE KNOWN.

#### OUTLINE OF APPEALS PROCESS:

THE FOLLOWING RULES AND PROCEDURES SHALL BE APPLICABLE WHEN REQUESTING A HEARING OR APPEALING A DECISION UNDER THE APPEAL STEPS OUTLINED ABOVE:

- A. THE REQUEST FOR A HEARING SHALL BE SUBMITTED TO THE SERVICE DIRECTOR ON A PRE-PRINTED FORM AVAILABLE IN THE WATER WORKS OFFICE.
- B. THE HEARING SHALL BE HELD BEFORE THE SERVICE DIRECTOR OR HIS DESIGNEE WITHIN FIVE (5) DAYS (MONDAY THROUGH FRIDAY EXCLUDING HOLIDAYS) FOLLOWING THE RECEIPT FOR REQUEST.
- C. THE CUSTOMER SHALL HAVE THE RIGHT TO REPRESENTATION AND THE RIGHT TO PRESENT VERBAL AND/ OR DOCUMENTARY EVIDENCE AT THE HEARING.
- D. THE DECISION BY THE DIRECTOR OR THE DIRECTOR'S DESIGNEE SHALL BE ISSUED WITHIN A REASONABLE AMOUNT OF TIME FOLLOWING THE HEARING.
- E. IF THE DECISION OF THE DIRECTOR OR DESIGNEE IS TO DISCONNECT WATER SERVICE, THE DISCONNECTION SHALL OCCUR NO SOONER THAN FORTY-EIGHT (48) HOURS FOLLOWING NOTIFICATION OF THE DECISION TO THE CUSTOMER.

# KENTON WATER WORKS DEPARTMENT

MUNICIPAL BUILDING  
111 W. FRANKLIN ST.  
P.O. BOX 220  
KENTON, OH 43326

---

# CUSTOMER INFORMATION BOOKLET

---

## OFFICE HOURS

**MONDAY THROUGH FRIDAY**

**8:30 A.M. - 4:30 P.M.**

**OFFICE LOCATION**

**KENTON MUNICIPAL BLDG.  
111 W. FRANKLIN. ST.  
P.O. BOX 220  
KENTON, OH 43326  
1-419-673-1324  
**OFFICE HOURS**  
MONDAY-FRIDAY  
8:30 A.M. TO 4:30 P.M.**

**KENTONWATER@WINDSTREAM.NET**

***AFTER HOURS EMERGENCY CALL***  
**673-0771**

**OUTSIDE DRIVE UP PAYMENT BOX**

A DRIVE UP PAYMENT BOX IS LOCATED OUTSIDE THE POLICE DEPARTMENT DOORS. WE RECOMMEND THAT YOU DO NOT PUT CASH IN BOX. ENCLOSE PAYMENT STUB WITH CHECK OR MONEY ORDER.

**BILLING AND COLLECTION**

BILLS ARE MAILED OUT ON THE LAST DAY OF THE MONTH AND DUE ON THE 15TH. A 10% PENALTY IS ADDED ON THE 16TH. OF THE MONTH, ANY BILL 30 DAYS PAST DUE WILL RECEIVE A TEMINATION OF SERVICE NOTICE.

WE WILL ATTEMPT TO READ YOUR METER MONTHLY, IF WE ARE UNABLE TO READ YOUR METER A BLUE CARD WILL BE LEFT WITH YOUR ACCOUNT NUMBER TO EITHER CALL OR MAIL IN YOUR READING.

YOUR ARE ENCOURAGED TO READ YOUR OWN METER AT THIS TIME AND CALL IT IN TO OUR OFFICE AT 673-1324 OR 675-4136

ALSO, A SPACE IS PROVIDED ON THE BACK OF YOUR UTILITY BILL TO RECORD YOUR READING.

\*\*\*\*\*

**TRASH COLLECTION INFORMATION CAN BE OBTAINED BY CALLING TOLL FREE 1-888-642-4578.**

**THE CITY DOES NOT PROVIDE OR COLLECT FOR THIS SERVICE.**

\*\*\*\*\*

**TYPES OF PAYMENTS**

1. **WATER DEPARTMENT ACCEPTS CHECKS, CASH, DEBT/CREDIT, MONEY ORDERS.**
2. **WE NOW TAKE VISA/MASTER CARD AND DISCOVER CREDIT AND DEBIT CARDS IN PERSON ONLY WE CAN NOT ACCEPT OVER THE PHONE PAYMENTS.**
3. **WE CAN DEDUCT YOUR BILL FROM YOUR CHECKING ACCOUNT EACH MONTH (ACH). WE WILL STILL SEND YOU A BILL SO YOU CAN HAVE IT FOR YOUR OWN RECORDS.**

**PROPERTY OWNER'S LIABILITY & RESPONSIBILITY**

REAL ESTATE OWNERS ARE LIABLE FOR ALL WATER AND SEWER CHARGES INCURRED AT THEIR PROPERTY. WE WILL DIRECTLY BILL YOUR TENANT ONCE THEY HAVE PAID A DEPOSIT AND SIGNED A UTILITY CONTRACT .

THIS IS AFTER WE HAVE RECEIVED FORM WITH YOUR PERMISSION TO PUT THE WATER INTO THIS PERSON'S NAME. ONCE, A TENANT HAS COME TO US TO GET WATER SERVICE WE WILL SEND YOU A COPY OF THE UTILITY CONTRACT THEY SIGNED AND WILL REQUIRE YOU TO SIGN A PERMISSION STATEMENT FOR THEM. WE WILL NEED TO HAVE THIS RETURNED TO US WITHIN 5 DAYS OF RECEIVING THIS. IF YOU FAIL TO RETURN WE WILL DISCONTINUE SERVICE AT THIS PROPERTY.

WE WILL SEND YOU COPIES OF ANY DELINQUENT OR SHUT-OFF NOTICES THAT IS SENT TO YOUR TENANT TO KEEP YOU INFORMED OF ANY DELINQUENT ACCOUNTS..

YOU HAVE THE RESPONSIBILITY TO INFORM US OF A TENANT MOVING IN OR MOVING OUT OF YOUR PROPERTY. WE WILL SHUT WATER OFF AFTER A TENANT VACATES UNLESS YOU CONTACT US OTHERWISE.

WE WOULD ADVISE YOU TO CONTACT THE WATER OFFICE ON A TENANT MOVE OUT TO SEE IF ANY OUTSTANDING WATER/SEWER BILLS ARE OWED BEFORE RETURNING A TENANT'S DEPOSIT. WE WILL APPLY THEIR DEPOSIT TOWARD ANY OUTSTANDING BILL OWED.

DIRECT BILLING OF A TENANT DOES NOT RELIEVE THE PROPERTY OWNER OF LIABILITY FOR WATER/SEWER CHARGES ( **CITY ORC. 97-011**).

ONCE PROPERTY OWNERSHIP IS TRANSFERRED, THE PREVIOUS OWNER'S UNPAID UTILITY CHARGES BECOME YOUR LIABILITY.

WE HAVE THE RIGHT TO TURN ANY UNPAID ACCOUNTS OVER TO THE COUNTY AUDITOR TO BE CERTIFIED ON YOUR PROPERTY TAXES .

**CUSTOMER SERVICE**

IF YOU HAVE ANY QUESTIONS ABOUT YOUR BILLING PLEASE CALL THE OFFICE SO THAT WE CAN HELP ANSWER ANY OF YOUR QUESTIONS.

**IN CASE OF EMERGENCIES**

IF AN EMERGENCY CIRCUMSTANCE OCCURS WHERE THE CITY HAS TO SHUT DOWN WATER WE WILL PUT INFORMATION ON THE LOCAL RADIO STATION WKTN-95 FM. IN SOME CASES WE DO NOT HAVE TIME TO NOTIFY CUSTOMERS OF A SHUT-OFF. IF A BOIL WATER IS PUT INTO EFFECT WE WILL ANNOUNCE ON THE RADIO STATION OR IN NEWSPAPER WHEN IT WILL BE LIFTED.

## **WATER LEAKS**

HOUSEHOLD LEAKS—SEEN OR UNSEEN—CAN DRIP HUNDREDS AND THOUSANDS OF GALLONS OF WATER DOWN THE DRAIN. NOT ONLY IS YOUR WATER WASTED, BUT IT REGISTERS THROUGH YOUR METER AND COULD COST YOU SEVERAL HUNDREDS OF DOLLARS A MONTH.

CHECK ALL FAUCETS.  
REPLACE WORN WASHERS OR DEFECTIVE FIXTURES.

### **TOILETS ARE THE MOST COMMON AREAS TO FIND LEAKS.**

PUT A SMALL AMOUNT OF FOOD COLORING IN YOUR TOILET TANK AFTER IT HAS FILLED. DO NOT FLUSH THE TOILET FOR AT LEAST AN HOUR, OR OVERNIGHT IF POSSIBLE. IF THE COLOR SHOWS UP IN THE BOWL, YOU PROBABLY HAVE A LEAK IN OR AROUND THE PLUNGER BALL.

IF YOU SUSPECT WATER LEAKS IN YOUR HOME, READ YOUR METER BEFORE RETIRING FOR THE NIGHT. READ IT AGAIN IN THE MORNING BEFORE ANY WATER IS USED. IF THE METER HAS MOVED YOU HAVE A LEAK.

## **CLOUDY WATER**

CLOUDY OR MILKY LOOKING WATER IS USUALLY CAUSED BY DISSOLVED AIR BUBBLES COMING OUT OF THE WATER AND IS HARMLESS. THE AIR BUBBLES CAN BE CAUSED BY PRESSURE CHANGES, TEMPERATURE CHANGES, WATER THAT IS TOO HOT (ABOVE 140F ) AND FAUCET AERATORS.

IF THE CLOUDINESS IS CAUSED BY AIR BUBBLES, IT WILL CLEAR IN A MINUTE OR TWO FROM THE BOTTOM OF THE CONTAINER UPWARDS.

## **RUSTY WATER**

RUSTY WATER OR YELLOW WATER OCCURS WHEN RUST DEPOSITS ARE STIRRED UP BY AN EXTREME CHANGE IN WATER FLOW IN PIPES AND MAIN LINES. CHANGES IN WATER FLOW CAN BE CAUSED IN A WATER LINE BREAKS OR WHEN HYDRANTS ARE FLUSHED OR USED TO FIGHT FIRES.

RUSTY WATER WILL GENERALLY CLEAR UP WITHIN 2-3 HOURS AFTER THE LINE IS REPAIRED OR HYDRANTS CLOSED.

TRY NOT TO RUN YOUR HOT WATER TANK WHEN EXPERIENCING RUST WATER SINCE THIS WILL DRAW RUST WATER INTO YOUR TANK.

## **CUSTOMER RESPONSIBILITY**

THE CUSTOMER IS RESPONSIBLE FOR:

PROVIDING ACCESS TO THE PROPERTY FOR THE PURPOSE OF INSTALLING, READING AND MAINTAINING THE METERING SYSTEM.

DAMAGE TO THE METERING SYSTEM RESULTING FROM NEGLIGENCE, VANDALISM, FREEZING OR BACK FLOW FROM A HOT WATER HEATER TANK.

WATER USAGE FOR ALL WATER REGISTERED BY THE METER.

REPAIRS AND MAINTENANCE OF ALL WATER SERVICE LINES FROM THE CURB SHUT-OFF VALVE TO THE INSIDE METER.

## **WATER UTILITY CONTRACT**

ALL PERSONS WHO WISH TO INITIATE SERVICE WITH THE KENTON WATER DEPT. MUST COME INTO THE BILLING OFFICE WITH PROPER IDENTIFICATION AND SIGN A FORMAL WRITTEN CONTRACT. IF THE PERSON DOES NOT OWN THE PROPERTY, AND/OR IS PURCHASING ON LAND CONTRACT, A GUARANTEED DEPOSIT IS REQUIRED AT THE TIME OF SIGN IN. THIS DEPOSIT WILL BE APPLIED TOWARD THE FINAL CHARGES WHEN THAT PERSON HAS THE ACCOUNT TAKEN OUT OF THEIR NAME. IF THE WATER IS OFF AND A DELINQUENT BALANCE EXISTS, SERVICE CANNOT BE TURNED ON FOR NEW CUSTOMER UNTIL THE DELINQUENT CHARGES ARE PAID. IF YOU OWN THEN NO DEPOSITS ARE REQUIRED BUT YOU MUST PROVIDE PROOF OF OWNERSHIP.

## **WHEN YOU MOVE**

WHEN YOU PLAN TO MOVE AND YOU WANT A FINAL BILLING THROUGH THE LAST DAY ON WHICH YOU OCCUPY A PARTICULAR PROPERTY, CONTACT THE OFFICE AT 673-1324. ADVANCE NOTICE IS NECESSARY IN ORDER TO SCHEDULE THE FINAL READING. A FORWARDING ADDRESS SHOULD BE FURNISHED AT THIS TIME.

ACCOUNTS ARE FINALED OUT, AT THE END OF EACH MONTH. THE CITY AUDITOR IS RESPONSIBLE FOR ISSUING DEPOSIT CHECKS. CHECKS ARE MAILED BEFORE THE 15TH., OF THE FOLLOWING MONTH. **EXAMPLE:** IF YOU MOVE OUT ON 05/05/00 YOU WILL NOT RECEIVE YOUR DEPOSIT REFUND UNTIL ABOUT 06/15/00. ***NO ACCOUNT CAN BE FINALED OUT UNLESS A FINAL READING IS OBTAINED. IT IS YOUR RESPONSIBILITY TO MAKE ARRANGEMENTS FOR A FINAL READING.***

***ANY MONEY OWED FOR WILL BE TAKEN OUR TO YOUR DEPOSIT.***

## **BILLING INFORMATION**

ALL CUSTOMERS ARE BILLED MONTHLY, BASED ON A MONTHLY METER READING. THE BILLING STATEMENT SHOWS THE PREVIOUS AND CURRENT READING DATES AND THE USAGE. WATER USAGE IS MEASURED IN CUBIC FEET. SEWER CHARGES IS BASED ON WATER USAGE.

CUSTOMERS OUTSIDE THE CITY LIMITS ARE CHARGED DOUBLED RATES.

RATES ARE AVAILABLE UPON REQUEST.

## **SERVICE TERMINATION**

BILLS NOT PAID BY THE 15TH OF THE MONTH FOLLOWING THE DUE DATE ARE DELINQUENT AND SUBJECT TO SERVICE TERMINATION. AS A COURTESY, A FINAL SHUT-OFF NOTICE WILL BE MAILED AND MUST BE PAID BEFORE THE SHUT-OFF DATE.

OUR SERVICEMEN ARE NOT AUTHORIZED TO ACCEPT PAYMENTS IN THE FIELD TO AVOID DISCONNECT.

IF A TRIP IS MADE TO DISCONTINUE OR ATTEMPT TO DISCONTINUE YOUR SERVICE DUE TO NONPAYMENT, A FEE OF \$50.00 WILL BE CHARGED.

NO TURN ON WILL BE MADE AFTER 3:00 P.M.

DUE TO LIABILITY, WATER SERVICE WILL NOT BE RESTORED UNLESS THE OWNER/OR TENANT IS PRESENT OR A RELEASE FORM HAS BEEN SIGNED BY THE OWNER..

PAYMENT ARRANGEMENTS MAY BE AVAILABLE, BUT SUCH REQUESTS MUST BE MADE BEFORE THE “**FINAL SERVICE**” DUE DATE. IT SHOULD BE REMEMBERED THE WATER DEPARTMENT IS NOT OBLIGATED TO ACCEPT PAYMENT ARRANGEMENTS. PAYMENT ARRANGEMENTS MAY NOT BE AVAILABLE IF THE SERVICE HAS BEEN PREVIOUSLY DISCONNECTED FOR NONPAYMENT OR IF YOU HAVE FAILED TO MEET TERMS OF PERVIOUS AGREEMENTS. ADDITIONAL RESTRICTIONS AND REQUIREMENTS MAY ALSO APPLY.

## **SPECIAL CHARGES**

THE WATER DEPARTMENT CHARGES A FEE FOR THE FOLLOWING SERVICES:

TRIP TO DISCONTINUE OR ATTEMPT TO DISCONTINUE WATER SERVICE DUE TO NONPAYMENT.

TURN OFF FOR EMERGENCY WATER LINE BREAKS OR LEAKS THAT ARE THE OWNERS RESPONSIBILITY.

TO RELOCATE METERING SYSTEM DUE TO OBSTRUCTION OF THE METERING SYSTEM OR THE REQUEST OF THE CUSTOMER.

TO REPAIR METER DAMAGE BY CUSTOMER ABUSE, TAMPERING, FREEZING, OR BACK FLOW FROM WATER TANK.

TO INVESTIGATE, NOTIFY OR DISCONTINUE WATER SERVICE AS A RESULT OF FRAUD OR ILLEGAL DIVERSION OF WATER, INCLUDING UNAUTHORIZED TURN ON OR OTHER VIOLATIONS OF THE RULES AND REGULATIONS OF THE UTILITY DEPARTMENT.

RETURNED CHECK PROCESSING CHARGE.

## **METER TAMPERING CHARGE**

THE STATE OF OHIO HAS A LAW (**ORC 4933.19**) WHICH MAKES TAMPERING WITH CITY METERS OR EQUIPMENT ILLEGAL AND ESTABLISHES PENALTIES FOR VIOLATIONS.

PROOF THAT A METER, PIPE, VALVE OR OTHER ATTACHMENT HAS BEEN TAMPERED WITH OR RECONNECTED IS PRESUMPTIVE EVIDENCE THAT THE CUSTOMER OR USER HAS CAUSED THE TAMPERING OR RECONNECTING.

IT IS NO LONGER NECESSARY TO CATCH A PERSON IN THE ACT OF TAMPERING OR RECONNECTING.

ANYONE FOUND GUILTY OF THESE ILLEGAL ACTS MAY BE SUBJECT TO A MAXIMUM OF FIVE YEARS IN JAIL OR A MINIMUM FINE OF \$2,500 OR BOTH. IN ADDITION, PERSONS CONVICTED MUST PAY FOR THE VALUE OF THE WATER STOLEN AND FOR ANY DAMAGED EQUIPMENT.

## **MAIN CONTROL VALVE**

ALMOST, EVERY HOME, APARTMENT AND BUSINESS HAS A MAIN CONTROL VALVE. KNOW WHERE YOUR VALVE IS LOCATED FOR EMERGENCIES. IF YOUR VALVE IS NOT WORKING PROPERLY, CONTACT A PLUMBER TO REPAIR OR REPLACE IT.

## **CALL BEFORE YOU DIG**

IT'S THE LAW. YOU SHOULD CALL AT LEAST TWO WORKING DAYS AHEAD OF WHEN YOU PLAN ON DIGGING IN YOUR YARD. CALL THE WATER DEPT. TO MAKE ARRANGEMENTS FOR US TO MARK YOUR WATER AND SEWER LINES. FOR OTHER UTILITY COMPANIES **CALL 1-800-362-2764.**

