

ERIE COUNTY DEPARTMENT OF ENVIRONMENTAL SERVICES - WATER RULES

ADOPTED JANUARY 13, 1992
AMENDED RESOLUTIONS:

RESOLUTION NO. 92-14
NO. 97-196, 97-410, 99-266,
02-273, 03-207, 05-244, 06-308, 10-270,
11-304, 17-495, 18-162

RULE 13 - BILLING PROCEDURES AND DELINQUENT ACCOUNTS

Section 1. Meters shall be read on a monthly basis and water bills should be processed and sent out around the first (1st) day of each calendar month. Water bills shall be due and payable at the Erie County Department of Environmental Services Billing Office located at 2900 Columbus Ave, P.O. Box 549, Sandusky, Ohio 44870-0549 on or before the seventeenth (17th) day of the month in which the bills are postmarked. A late penalty of 10% shall be added to the bill if the amount due is not paid within 30 days of the bills due date. The exception to this penalty would be governmental agencies that are exempt from late fees.

- A. The customer can make payment in full with cash, check, money order (made out to the Erie County Water & Sewer, or ACH-direct payment plan from a checking or savings account); or,

All payments received from a customer who has both public water and sanitary sewer service from the County shall be first posted towards the sanitary sewer fee and the remaining amount will be posted towards the water fee. Therefore, in order for customers to be assured of continued water and sanitary sewer service, it is imperative that payment be made in full on or before the due date.

Section 2a. If the customer does not comply with Section 1.A shown above, and the account becomes more than thirty (30) days delinquent; a "Shut-Off Notice" will be sent to any customer, **except Bay View Sewer customers**, with a balance greater than ~~\$40.00~~ **\$75.00**, via regular mail, **and Bay View Sewer customers greater than \$100.00**. The shut-off notice shall indicate the date of discontinuation of water service and the amount due. ~~This notice shall specifically state that this will be the only notice sent to the customer of the pending water shut-off.~~ If the County has been informed the property is used for rental purposes and the monthly water bill is mailed to the tenant, a duplicate copy of the shut-off notice will be mailed to the property owner of record.

Section 2b. **If further delinquency exists, the water maintenance staff will put door hangers on delinquent services. A \$30.00 door hanger fee will then be assessed to the account.**

Section 3. In the event delinquency in payment continues after the due date, and the issuance of a "Shut-Off" notice **and door hanger**; the water service billed for will be discontinued on the date stated on the "Shut-Off" notice. **If this is the first time in the last 18 months the customer has been sent a shutoff notice, the customer will get a one-time reprieve from shut-off. For all other customers, aA \$50.00 \$75.00 delinquent turn-off/turn-on charge will be added to all accounts not paid by the due dated listed on the "Shut Off" notice. Not receiving the notice will not be a reason to forgive this charge; the bill is still past due.** Service can only be resumed upon full payment of all delinquent charges, penalties, and any other applicable fees and charges **before 3pm on the date it is scheduled for shut-off. If payment is received in the billing office before it closes at 4:30 pm, service can be turned on that day. However, an additional after-hours fee of \$50.00 will be added to the customer's account.**

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RULE 13 - BILLING PROCEDURES AND DELINQUENT ACCOUNTS (Continued)

Section 3 (Continued).

- A. Water service will only be disconnected, weather permitting.
- B. Water Division employees will not accept payments in the field to have service restored. Payments will not be accepted at the locations on the back of the water and sewer bills. All payments must be made at the Erie County Water & Sewer Billing office.
- C. Once the above payment is received, water service will be turned back on within 72 hours by Water Maintenance.
- D. Erie County will not be responsible for any damages, which might result from turn-on/turn-off of water.

Section 4. Water service and water billing may be discontinued to a property, at the property owner's request, to the Billing Office of the Department of Environmental Services. When the property owner makes a request in the future to have the water turned back on, a turn-on fee of \$25.00 (and all delinquent charges and insufficient fund charges, if applicable) shall be paid-in-full prior to restoring water service to the property.

Section 5. Requests for discontinuance of service, in occupied premises in which the customer of record is not the property owner, will not be honored or accepted for such purposes as eviction, enforcing collection of rents, or as a result of differences between the property owner and the occupant.

Section 6. In the case of older existing private water systems where more than one party is supplied with water from the same service pipes, and one of the parties so supplied fails to pay the bills when due, or fails to comply with the "Rules and Regulations" the water shall be shut off from such service laterals without County liability in damages to any of the other parties serviced by such service laterals.

Section 7. Should the Department be unable to render water bills because of labor shortage or some other deficiency, the bill may be rendered for a longer period, but at the same monthly rate.

Section 8. When water has been turned-off for any violation of the "Rules and Regulations" or failure to pay charges, the customer shall pay a turn-on fee.

Section 9. All delinquent invoices shall be copied to the Landlord if different than the customer. It is the Landlord's responsibility to keep a current address on record at the County Billing Office.

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RULE 13 - BILLING PROCEDURES AND DELINQUENT ACCOUNTS (Continued)

Section 10. Upon written notification of inadequate funding by a banking institution covering a check or automated bank plan debit issued for payment of water services, said account will be charged an additional service charge of \$30.00 per occurrence over and above pending payments due for water service. If a customer writes a check to avoid shut off and that check is returned by the bank for any reason, the customer's water service will be subject to immediate disconnection without any further notification to said customer. In addition to the \$30.00 return check charge, the customer will be charged a ~~\$50.00~~ \$75.00 delinquent turn-off/on fee.

Section 11. The Ohio Revised Code, Section 6117.02, provides that when water service charges are not paid, the Board of County Commissioners shall certify the same together with any penalties to the County Auditor; who shall place them upon the real property tax list which shall be considered a lien on such property, and shall be collected in the same manner as other taxes. An account may be subject to certification if it has an outstanding balance as of the May due date. The Board of County Commissioners shall also charge a ~~\$50.00~~ \$75.00 processing fee to each account on the certification list, which is adopted by the Board on the ~~first Monday~~ ~~third Monday~~ in August; and is then sent to the County Auditor for collection from the real property taxes. This processing fee shall pay for expenses relating to the coordination of activities relating to the certification process.