**VILLAGE OF SOMERSET**

**BOARD OF PUBLIC AFFAIRS**

**Office Hours: Monday-Friday 9:00 a.m. to 2:00 p.m. Closed Thursdays**

**740-743-2963**

**somersetohio.org**

**Water and/or Waste Water Customer Account Policy**

**New Accounts Policy**

Individuals who are requesting new service or a transfer of service to another location must complete a new account application and pay a $25.00 set-up fee. At minimum customers are required to supply the legal name, mailing address, telephone numbers, and either a copy of the title, lease, or a letter from the property owner for which services indicating that the applicant is the primary resident of the property for which services are being applied for, and any additional information as required on the application for services. In addition commercial applicants are required to submit their personal identification number for the responsible party. It is the responsibility of each customer to provide revised application information to the office as such information becomes available.

If water has been supplied to any premises, and afterwards it shall be found that false representation has been made by such applicant, or that water is being used in or upon the premises for purposes not set forth in the application made for water supply to the premises, the water shall be shut off and shall remain off until all unauthorized use of water has been stopped, and any sum of money determined due for the use thereof has been paid and legal representation has been provided.

If two or more residents are utilizing the same water and/or sewer tap they will be charged for multiple units.

**Bill Payment Timeline**

Bill Sent By 1st of the month

Bill Due By 15th of the month

Penalties Added On 16th of the month, or first business day following the 15th

**Rate Schedule** (subject to change)

|  |  |
| --- | --- |
| **Water Rates in Town** | **Rates** |
| 0-1,000 (minimum) | $21.79 |
| Next 1,001-15,000 | $ 9.66 per thousand gal |
| Next 15,001-30,000 | $ 8.00 per thousand gal |
| Next 30,001 and over | $ 5.62 per thousand gal |
| **Water Rates out of Town** | **Rates** |
| 0-1,000 (minimum) | $28.30 |
| Next 1,001-15,000 | $13.68 per thousand gal |
| Next 15,001-30,000 | $11.03 per thousand gal |
| Next 30,001 and over | $ 9.38 per thousand gal |
| **Wastewater Residential** | **Rate** |
| 0-1,000 monthly base | $34.86 |
| **Wastewater Commercial** | **Rates** |
| 0-5,000 (minimum) | $43.30 |
| Next 5,001-15,000 | $4.14 |
| Next 15,001-30,000 | $3.86 |
| Next 30,000 and over | $3.31 |

**Late Payment and Discontinued Service Penalties Policy**

Payments are applied according to the oldest outstanding balance. The penalty date is noted on the bill received by the customer as the next business day following the due date. A penalty of 10% of the outstanding balance is applied on any outstanding balance remaining as of the penalty date.

**Failure to receive a bill does not excuse timely payment. Customers can call into the office during normal business hours (Monday –Friday 9:00 a.m. to 2:00 p.m. and closed Thursdays) to check the balance owed on their account.**

Customers not satisfying the outstanding balance, including penalty, within sixty days of the due date will have service discontinued until all arrears are paid. The water will not be turned on until all arrears are paid along with a delinquency fee of one hundred dollars ($100.00). In order to avoid services from being disconnected you may contact the office to set up a payment plan if you are unable to pay the amount due by the due date. To be eligible for the payment plan, fifty percent (50%) of the outstanding balance must be paid in advance and the agreement must be signed prior to turn off date.

Termination of service does not relieve the customer of the obligation to pay all outstanding bills and charges. Where service has been discontinued for lack of payment, meters are checked regularly to ensure that the meter is not tampered with. All additional fees and penalties, including unauthorized usage penalties are applied as stated in this document.

**Termination of Water Service**

Prior to water and/or sewer service being disconnected, the Village of Somerset will provide notice to the customer either by phone, letter, or door hanger. Water service may be disconnected by The Village of Somerset Water and Waste Water Department for the following reasons: delinquent water and/or sewer accounts as mentioned above, request of a customer, Village has discovered evidence of meter tampering, theft of services or fraud, failure to install remote reading meter(s), or failure to have installed meter(s) and/or lines inspected, failure of customer to permit the village access to the meter, and anytime the village deems it is necessary for the health, wellbeing, and safety of its citizens.

A customer has the right to attend a Board of Public Affairs (BPA) meeting to discuss their termination. BPA meetings are held every first and third Tuesday of the month starting at 6:00 pm.

**Property Owners Responsibility for Unpaid Bills**

Owners of property shall be held responsible for water and sewer services used on their premises, but payments will be accepted from tenants. **In case tenants do not pay, the property owner shall pay in accordance with this policy.** If tenant moves out and the Village was not requested to provide a final reading and/or have water service terminated by either the tenant or property owner, the property owner shall pay in accordance with this policy, provided the property owner settles account within 15 days after water is shut off. **Before we can transfer property to new tenant all arrearage must be paid by property owner.**

**Payment Agreements**

Account holders that are unable to pay a delinquent balance on an account will be able to continue receiving service as long as a payment agreement is set up at the office **prior to the due date**. Agreements are not valid if the balance owed is due to unauthorized usage of utilities. Account holders are only permitted **one** agreement per year \_\_\_\_\_\_\_ .

**Access to the Property or Building**

Meter readers, inspectors, or employees who are authorized by the Village of Somerset’s Division of Water and Wastewater must be allowed access, at all reasonable hours, to areas on the property in order to change or repair meters, observe how water is being used, or examine water fixtures. If anyone fails to give the meter reader, inspector, or employee admittance, services will be disconnected and a fee of $100.00 must be paid in order to restore service.

**Returned Checks**

A returned check is any check tendered to The Village of Somerset which is subsequently dishonored by the drawee bank. Returned checks will be reviewed by The Village of Somerset Clerk and the Clerk will review that account. In the instance of no prior returned checks or when only one instance has occurred within the last 12 months, the customer is charged with a returned check fee of fifty dollars ($50.00). A phone call will be placed to the customer’s residence or business by the Clerk of the Water & Waste Water Department indicating that the customer only has five (5) business days to make full payment. Payment must be made by cash, money order, or bank certified check. If payment is not made after five business days service will be discontinued until all arrears are paid and the additional one hundred dollars ($100.00) termination fee charged to the account is paid.

If a returned check is received in payment of a delinquent account that had been scheduled for shut-off due to non-payment, or an account that had been shut-off due to non-payment, water is shut-off immediately and an additional one hundred dollars ($100.0) delinquent fee is charged to the account.

If a check is returned for a customer who has two (2) instances of returned checks within one 12 month period no checks will be accepted on the account. The account must be paid by cash, money order, or bank certified check.

**Unauthorized Usage Penalties**

**Tampering with Water Meter**-Where the water has been shut off due to non-payment, but is being received by tampering with the water meter, a fee of ONE HUNDRED TWENTY FIVE DOLLARS ($125.00) will be charged to the account in connection with the replacement of a locking device on the water meter. This fee will be in addition to any other fee previously assessed.

**Tampering with the Curb Box**-Where water is turned off at the Curb Box due to non-payment, but is being received through tampering with the curb box, a fee of the actual cost to repair/replace the curb box will be charged to the account in connection with other fees previously assessed.

**Tampering with Locking Device**-Where a locking device placed on a water meter has been broken or otherwise made ineffective, a fee of ONE HUNDRED TWENTY FIVE DOLLARS ($125.00) will be charged to the account in addition to any other fee previously assessed.

**Unauthorized Meter or “Straight Line”**- Where a water meter has been removed and water is being obtained through an unauthorized meter or straight line”, a fee of ONE HUNDRED TWENTY FIVE DOLLARS ($125.00) will be charged to the account in addition to any other fee previously assessed.

**VIOLATORS WILL BE PROSECUTED TO THE FULL EXTENT OF THE LAW FOR THEFT OF SERVICES.**

**REVISED AND APPROVED BY BPA 01/01/2016**