



Ohio's Water Standards

Understanding your water rights

As a customer of Ohio's investor-owned water companies, you are protected by a number of standards and regulations that affect the water you use daily. These water standards were adopted by the Public Utilities Commission of Ohio (PUCO) as a way to provide customers with the best water and service possible. The Office of the Ohio Consumers' Counsel (OCC) wants to make sure all consumers know and understand their rights.

This publication serves as a way to inform and educate consumers about the different types of water standards administered by the PUCO. There are a variety of water standards that affect consumers each day. These water standards include areas such as the quality of water, water companies, customer water bills and water disconnection.

Water basics

At the most basic level Ohio water consumers have the right to water that is:

- "Potable." Potable means the water you receive is drinkable.
- Of the quality that allows consumers to be able to bathe, cook and wash dishes and clothes.
- Delivered at the curb at a pressure of at least 35 pounds-per-square inch.

Water companies

Each of the regulated water companies has to adhere to the same rules and regulations when dealing with its customers. All of these water companies must provide customers with an accurate and complete notice of their rights. This notification must be provided to all new customers and to existing customers upon request. This notice should include the following information:

- Description of the company's complaint procedures.
- Customer notification of the availability of a medical certification.
- A statement regarding security deposits and the other ways in which to establish credit worthiness.
- A listing of rights and obligations regarding installation of service, payment of bills, disconnection and reconnection of service, testing of meters and availability of customer



Ohio water companies

The water standards discussed in this fact sheet apply to all residents who receive water and/or sewer service from the following companies throughout Ohio:

Aqua Ohio, Inc.
Carroll Township
Camplands Water LLC
Christi Water System
Columbia MHC East LLC
Copley Square Water Co.
Copley Square Sewer Co.
Cordell Regional Utilities
Eagle Creek Utility Co.
Frazier, Ltd.
Fairlane Water Co.
Mohawk Utilities
Ohio American Water Co.
Salt Fork Utility Co.
Sandelwood Water Co.
Tomahawk Utilities Inc.
Utility Operators Corp.
Water & Sewer, LLC
Wisecarver Environmental Services
Woodbran Realty Corp.

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representatives.

- A statement informing customers that they have the right to see a company photo ID when employees or agents seek access to their property.
- A statement of the company's rules, rates and regulations are available for review upon request.
- A statement that informs customers that a set of minimum standards adopted by the PUCO and available from the company.

Water disconnection

There are many ways to avoid water disconnection. In most cases, except for emergency situations, water companies must provide customers with a 14-day written notice prior to the disconnection of water service. However, if your landlord is responsible for your water service bill, the water company must give at least a 10-day notice before disconnecting water service. In a multi unit dwelling, written notice shall be placed in a conspicuous place. If you are faced with potential water disconnection from not paying water bills, contact your local utility company. It may be possible to arrange a payment plan to avoid the disconnection.

Your water cannot be disconnected for any of the following reasons:

- Failure to pay for service of a former customer at your residence, providing that person no longer lives there.
- Failure to pay for a class of service different from the one provided at your residence. An example of this would be a business service.

- Failure to pay amounts involved in a bonafide dispute.
- Failure to pay charges not specified in company tariffs.

Customer bills

There are regulations that also apply to the bill you receive from your water company. Each water bill you receive must contain the following items:

- Customer name, billing address, service address and account number
- The utility's name, telephone number and mailing address
- Address or Post Office Box where payments may be made
- The PUCO's telephone number
- Billing date and payment due dates
- Amount due if paid on or before the due date
- Amount due if paid after the due date
- Miscellaneous charges and credits
- Previous and current meter readings, if meter service is provided, and volumes billed
- Dates of service covered by the bill
- A marking to identify if the bill has been estimated
- Rate schedule or a statement that the applicable rate schedule will be furnished on request

If you have questions about your water service you may contact the OCC toll free at **1-877-PICKOCC** (1-877-742-5622).

The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts. The state agency also educates consumers about electric, natural gas, telephone and water issues and resolves complaints from individuals. To receive utility information, brochures, schedule a presentation or file a utility complaint, residential consumers may call 1-877-PICKOCC (1-877-742-5622) toll free in Ohio or visit the OCC website at www.pickocc.org.

The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.

For additional information from the Office of the Ohio Consumers' Counsel:

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