

New Concord Water & Sewer Department Service Policy

Updated July 2025

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

Installation and Removal of Meters, Turn On of Services

Approved meters may be installed and/or removed and water service turned on only under the supervision of City Water Division personnel. No water service will be turned on unless the property owner has a person present at the property. Qualified plumbers are authorized to turn off and on the water service for and following repairs.

Penalties If the Water Division finds that a meter seal has been broken or any bypass inserted, or there is evidence that the meter has been tampered with, the water shall be shut off and shall not be turned on again until the consumer or owner of the premises shall pay for the estimated quantity of water which has been used and not registered, and in addition thereto, be charged a fee for turning on said water as prescribed in Section 10.4 the criminal laws of the State of Ohio provide severe penalties for tampering with water meters, meter seals, etc. The penalties hereinabove are in addition to the penalties provided by Village ordinance and by the criminal laws of the State of Ohio and the making payment hereinabove will not in any way relieve any person from criminal prosecution. (Meter Techs will verify meter seal on each order and sign off on work order. Cost of repairs and man hours will be passed on to customer for illegal connections).

I. BILLINGS

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

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 the last half of every 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.

Upon request by the owner, a water meter shall be tested by the city and a charge of \$10 for the test shall be paid by the owner. Such charge shall be due and payable on the next quarterly water and sewer statement and shall be a part of the regular bill.

If such test proves that the meter was over-registering in excess of 3%, a credit for the amount of such over-registration of the usage for a period of one year shall be issued. If such test proves that the meter was under-registering in excess of 3% , a debit of the amount of such under-registration of the usage for a period of one year shall be payable on the next quarterly water and sewer statement. In either over-registration or under-registration in excess of 3% , the charge of \$10 shall be waived. No credit or debit of 3% or less shall be allowed.

All customers or owners with a meter larger than three-quarter inch but smaller than three inch shall be subject to mandatory water meter testing every three years by a testing company approved by the Utilities Director. Meters three inches and above shall be tested on an annual basis. Cost of the testing shall be the responsibility of the owner or customer.

Those meters three inches and larger shall be due each June 1. A written report of the result of the testing shall be submitted to the Utilities Director. If not completed, the customer and property owner are subject to a penalty.

Portion Installed and Maintained by the Property Owner

The service branch from the curb stop to the point of connection with the building plumbing shall be installed and maintained by the property owner or his agent. This service branch shall have a

minimum depth of cover of 36 inches and insofar as possible shall be laid in a straight line. It will be the responsibility of the property owner to maintain the plumbing on the owner's side of the curb stop that will withstand turn on and turn offs at the curb stop and all natural stresses. The Village will not be responsible for breaks on the property owner's side of the curb stop caused by private contractors or by the operation of the curb stop. Should it be determined that a broken service line is causing a traffic hazard or property damage to others, the water may be turned off at once. The customer should make arrangements for a temporary water supply until such time as the necessary repairs can be made.

Service Calls Service calls will be made without charge for the following purposes: 1) Leak investigation 2) To locate the Village-owned portion of the system 3) Meter inspection 4) Opening and closing accounts 5) During regular working hours. If during investigation it is determined that the leak is in the customer's portion of the system, the Village will turn off the water at the curb stop. The customer is responsible for accurately locating the leak and for repair. There will be a charge for turning the service back on and for any additional turn offs by the Village. Following repairs service may be turned back on by a plumber. There will be a special charge for any turn on after normal working hours.

Any required repair to the curb stop will be performed by the Village during normal working hours as soon as it can be scheduled.

D. Regular Billings

1. Regular billings are issued monthly on or near the first business day of the month.
2. Any service requested by the owner to be left on between renters will also be billed a minimum charge to the owner.
3. First and final bills are prorated to the date of move in or move out.

E. 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.epaypub.com>. There is a convenience fee of \$3.95 for each payment made online.
3. Customers shall be responsible for obtaining and keeping all receipts.

F. Utility Bills

1. Bills are mailed on or about the first business day of each month.
 2. Full payment is due by 3:00pm 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.
 4. A shut off notice is mailed to all accounts with an unpaid balance after the due date on the bill.
 5. If an account is unpaid after the final date on the shut off notice 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.
1. Service shall not be restored until the account is paid in full and a \$25 service reinstatement fee is paid.
 2. 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.
 3. Landlords and tenants shall comply with the landlord tenant act. Customers with a dispute should seek professional legal advice regarding utilities and their rights.
 4. 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.

5. 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.

WATER SERVICE DISCONTINUED

By User or Property Owner Any water user or property owner may discontinue utilities service and by requesting a final bill from the Utilities Billing Office and having the curb stop turned to the "Off" or closed position by Water Meter Division personnel. A representative of the user or property owner must be present during the requested discontinuation of water service to a property. A minimum bill will still be charged at the property regardless of shut off status. At least 14 days prior to the sale of real property, any party to the sale may request a meter reading, and a final bill for outstanding charges would be rendered within 10 days after the request is made. Owner must sign request for termination of service, transfer of account, and request for final read shut off. Meter Technicians must have access to all metering equipment before an account will be opened or closed. Meter Technicians must sign off on all work orders as to the condition of all meter seals and metering equipment. Transfer of accounts, request for final reads or shut off is on a first come, first served basis.

How to permanently terminate services: 1. Have a zero (\$0) balance due on the property 2. Properly execute a form for services termination. Service termination means to have the water tap excavated and physically removed from the Village of New Concord's water line. This process is called "killed at the main." This effectively removes the property from Village infrastructure. This property will no longer pay a minimum utility bill. However, the property would need to apply for and pay a

new tap fee if the property were to ever request utilities in the future.

G. 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 be required to pay any unpaid balance or the service may be turned off.
4. 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.

H. 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.

I. 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.