November 23, 2015

Agenda

Pledge of Allegiance

Approve Minutes

Cancel Meeting Monday December 7, 2015-CCAO Winter Conference

Transfer of Funds (2)

Supplemental Appropriation (3)

Before/after Expenditures

Road Maintenance Agreement-Belden Brick Company CR 77
Road Maintenance Agreement-Belden Brick Company CR 102

Appoint R. Bowdish & C. Kendle Child Abuse & Child Neglect Regional Prevention Council

Approve Extension Agreement–Hazard Mitigation Grant

Adopt Customer Service Policy-Water & Sewer

Pay Bills

Other Business

Adjourn

THE BOARD OF COMMISSIONERS OF TUSCARAWAS COUNTY MET IN REGULAR SESSION, MONDAY THE 23rd DAY OF NOVEMBER, 2015, WITH THE FOLLOWING MEMBERS PRESENT:

Belle Everett
Kerry Metzger
Chris Abbuhl

Commissioner Everett presiding.

The Lord's Prayer was said.
The Pledge of Allegiance was said.

RESOLUTION (1044-2015) APPROVE MINUTES

It was moved by Commissioner Metzger, seconded by Commissioner Abbuhl, to approve the minutes of the previous meeting as written.

VOTE:
Belle Everett, yes;
Kerry Metzger, yes;
Chris Abbuhl, yes;

RESOLUTION (1045-2015) CANCEL MEETING MONDAY DECEMBER 7, 2015

It was moved by Commissioner Abbuhl, seconded by Commissioner Metzger, to cancel the meeting to be held Monday December 7, 2015 due to attendance at the County Commissioner's Association of Ohio Winter Conference.

VOTE:
Belle Everett, yes;
Kerry Metzger, yes;
Chris Abbuhl, yes;

Discussion: Commissioner Metzger wanted clarification if there was a meeting on Wednesday November 25, 2015 due to Thursday November 26, 2015 being a holiday (Thanksgiving). After speaking with Jane Clay, Executive Assistant, it was clarified there would not be a meeting on Wednesday per Resolution (039-2015) during the reorganizational meeting on January 12, 2015.

RESOLUTION (1046-2015) TRANSFER OF FUNDS

It was moved by Commissioner Abbuhl, seconded by Commissioner Metzger, to approve the following transfer of funds:

DEPARTMENT	FROM	TO	AMOUNT	REASON
Commissioners	A01-A04	A01-A09	$83.70	Printing & Advertising
Commissioners	A01-A04	A01-A03	$138.00	Supplies
Common Pleas	A02-B02	A02-B03	$77.29	Supplies

VOTE: Belle Everett, yes;
Kerry Metzger, yes;
Chris Abbuhl, yes;

RESOLUTION (1047-2015) SUPPLEMENTAL APPROPRIATIONS

It was moved by Commissioner Abbuhl, seconded by Commissioner Metzger, to approve the following supplemental appropriations:

DEPARTMENT	FROM	TO	AMOUNT	REASON
OCED	Q90-Q99	Q90-Q13	$11.37	Bond Interest Payment
Juvenile Court	A18-A00	A02-C25	$6000.00	Transcripts & Attorney Fees
Commissioners	Y95-U05	Y95-Y02	$4245.00	Contract Services

VOTE: Belle Everett, yes;
Kerry Metzger, yes;
Chris Abbuhl, yes;

RESOLUTION (1048-2015) BEFORE & AFTER EXPENDITURES

It was moved by Commissioner Metzger, seconded by Commissioner Abbuhl, to approve the following before/after expenditures:

Ohio Machinery (Engineer)	588.70
Ziegler Tire (Engineer)	4911.82
OMCTC (Engineer)	105.00

VOTE: Belle Everett, yes;
Kerry Metzger, yes;
Chris Abbuhl, yes;

RESOLUTION (1049-2015) ROAD MAINTENANCE AGREEMENT-BELDEN BRICK CR 77

It was moved by Commissioner Abbuhl, seconded by Commissioner Metzger, to approve the Road Maintenance Agreement with the Belden Brick Company to use Tuscarawas County Road 77 from SR 39 North to Spooky Hollow Road-TR 361, a distance of .5 miles, for hauling clay-brick-shale for the period beginning 12/15/15 and ending 05/15/16 as recommended by Joe Bachman, County Engineer.

VOTE: Belle Everett, yes;
Kerry Metzger, yes;
Chris Abbuhl, yes;

RESOLUTION (1050-2015) ROAD MAINTENANCE AGREEMENT-BELDEN BRICK CR 102

It was moved by Commissioner Abbuhl, seconded by Commissioner Metzger, to approve the Road Maintenance Agreement with the Belden Brick Company to use Tuscarawas County Road 102 from SR 250 to TR 420 Reed Road, a distance of 9/10 miles, for hauling clay-shale-brick for the period beginning 12/15/15 and ending 05/15/16 as recommended by Joe Bachman, County Engineer.

VOTE: Belle Everett, yes;
Kerry Metzger, yes;
Chris Abbuhl, yes;

RESOLUTION (1051-2015) APPOINT COUNTY PREVENTION SPECIALISTS

It was moved by Commissioner Metzger, seconded by Commissioner Abbuhl, to appoint Robin Bowdish and Christine Kendle, county prevention specialists, to the Tuscarawas County Child Abuse and Child Neglect Regional Prevention Council pursuant to Ohio Revised Code (ORC) section 3109.172

VOTE: Belle Everett, yes;
Kerry Metzger, yes;
Chris Abbuhl, yes;

RESOLUTION (1052-2015) APPROVE AMENDED AGREEMENT-HAZARDOUS MITIGATION GRANT

It was moved by Commissioner Abbuhl, seconded by Commissioner Metzger, to approve the amended grant agreement for the Hazardous Mitigation Grant Program as recommended by Jill Lengler, Director.

OHIO DEPARTMENT OF PUBLIC SAFETY
SAFETY · SERVICE · PROTECTION

- Bureau of Motor Vehicles
- **Emergency Management Agency**
- Emergency Medical Services
- Office of Criminal Justice Services
- Ohio Homeland Security
- Ohio State Highway Patrol

John R. Kasich, Governor
John Born, Director
Sima S. Merick
Executive Director

Emergency Management Agency
2855 West Dublin-Granville Road
Columbus, Ohio 43235-2206
(614) 889-7150
www.ema.ohio.gov

STATE OF OHIO
STATE – LOCAL GRANT AGREEMENT EXTENSION
HAZARD MITIGATION GRANT (HMGP) PROGRAM – FEMA-DR-4002.15-OH (CFDA #97.039)

Time Extension Number: 02

It is hereby mutually agreed that the amended grant agreement for the Hazard Mitigation Grant (HMGP) Program, FEMA-DR-4002.15-OH project covering the period from February 14, 2013 and ending November 1, 2015, by and between the Ohio Emergency Management Agency and Tuscarawas County be extended until **December 31, 2016.**

This extension is valid for the following activities:

- **To allow additional time to: Demolish 403 Potschner Drive and acquire/demolish any remaining properties that are pending acceptance of an offer to purchase.**
- **To allow additional time to: expand the scope of work to include additional properties as allowed in FEMA's memo dated July 27, 2015, "HMGP Pilot Closeout for uncommitted 2010-2013 funds".**

It is expressly understood by the parties that all other terms of the original agreement shall remain binding on the parties and that no terms of the Agreement, except as heretofore amended and as set forth above, are modified by this grant extension.

In Witness Whereof, the parties hereto have executed this Grant Agreement Extension as of the dates set forth below.

SUB-GRANTEE – Tuscarawas County

Belle Everett

Kerry Metzger

Chris Abbuhl

11/23/15
Date

Ohio Emergency Management Agency

Sima S. Merick
Executive Director

Date

Mission Statement
"to save lives, reduce injuries and economic loss, to administer Ohio's motor vehicle laws and to preserve the safety and well being of all citizens with the most cost-effective and service-oriented methods available."

VOTE: Belle Everett, yes;
Kerry Metzger, yes;
Chris Abbuhl, yes;

COMMUNICATION:

Commissioners,

I am respectfully requesting that the Board considers adopting the attached "Customer Service Policy". Much of what is in the policy mirrors current practices; however, this policy will provide a uniform set of written procedures to cover billing and customer service practices. This will be critical over the course of the next 5 years as we have some retirements on the horizon.

The document also includes several new policies, such as:

- Sewer Credit - filling swimming pools
- Hardship assistance – deferred payment plan
- Critical Users

The policy will benefit the County and its customers by:

- Ensuring fair, equal, and uniform treatment of all customers
- Provide employee guidance with respect to the handling of various questions, problems and disputes that occur as part of day to day administrative operations
- Assurance that procedures are available in written form to support existing, new and temporary staff assignments that involve the processing of customer payments and inquiries

The policy has been reviewed by Brad Zimmerman.

Please let me know if you are willing to place this on an upcoming meeting agenda. Additionally, if you can let me know the date/time of the meeting, I will come to present the policy if you would like.

Thank you for your consideration in this matter.

Sincerely,

Michael Jones, P.E.

Sanitary Engineer

Tuscarawas County Metropolitan Sewer District

9944 Wilkshire Boulevard NE

Bolivar, Ohio 44612

Phone: (330) 874-3262 x 302

RESOLUTION (1053-2015) ADOPT CUSTOMER SERVICE POLICY-WATER & SEWER

It was moved by Commissioner Metzger, seconded by Commissioner Abbuhl, to adopt the Tuscarawas County Metropolitan Sewer District Customer Service Policy, as recommended by Michael Jones, Director/Sanitary Engineer.

CUSTOMER SERVICE POLICY

DEFINITIONS

The following terms when used in this policy mean:

1. *Applicant*: An individual, firm, partnership, corporation, authority, or other entity residing in or located within the service area applying for water and/or sewer service.

2. *Board*: The Board of County Commissioners, Tuscarawas County, Ohio.

3. *Customer*: An individual, firm, partnership, corporation, authority, or other entity who has applied for and is currently receiving water and/or service.

4. *District*: Used interchangeably to refer to the Tuscarawas County Metropolitan Sewer District and the Tuscarawas County Sanitary Engineer's Office.

5. *Point of delivery*: The point of delivery of water service to a customer shall be at the water meter unless otherwise specified in the Water/Sewer Permit. The point of delivery of sewer service shall be at the customer's sewer lateral connection to the sewer main.

6. *Point of use*: The precise location at which water/sewer is used (a residence, building, or similar location on the customer's premises where water/sewer is to be used by the customer).

7. *Sanitary Engineer*: The registered professional engineer appointed by the Board to be the County Sanitary Engineer to head the Tuscarawas County Metropolitan Sewer District.

8. *Service*: The availability for use by the customers of water/sewer capacity adequate to meet the customer's requirements. Service shall be considered "available" when the utility maintains the water supply at normal pressure at the point of delivery or provides sewage disposal capacity in readiness for the customer's use, whether or not the customer makes use of it.

9. *Service area*: The geographic area served by the District, which includes all territory in Tuscarawas County lying outside incorporated municipalities except the village of Midvale, Bolivar, Roswell, Barnhill, Parral, Stone Creek, and Zoar, which are included within the District. Excluded from the District are the incorporated boundaries of the Atwood Regional Water and Sewer District and the Twin City Water and Sewer District.

10. *Service line*: The water/sewer line that extends from the point of delivery to the point of use for each customer.

11. *Water/Sewer Permit*: The agreement or contract between the customer and the utility, pursuant to which water/sewer service is supplied and accepted.

12. *Water/Sewer service connection*: A water meter and other equipment for supplying water to a single point of use. A single customer may be supplied by more than one service connection if that customer has more than one point of use.

GENERAL

1. The District was created for the purpose of preserving and promoting public health and welfare within Tuscarawas County. Water and sewer use shall be in conformance with this Customer Service Policy, as well as other Tuscarawas County Metropolitan Sewer District Rules and Regulations.

2. Each customer of the District shall be eligible to receive service from the District only after a Water/Sewer Permit has been executed between the customer and the District. If a customer requires service at more than one point of use, a separate Water/Sewer Permit shall be executed for each point of use.

3. The District agrees to provide service to the point of delivery, and install and maintain one metered service connection and/or sewer connection for each customer point of use, based on a valid Water/Sewer Permit.

4. The customer will install and maintain at his/her own expense service lines from the point of delivery to the point of use. The customer will make repairs on a timely basis as necessary.

5. A metered service connection is for the sole use of the applicant or customer. Customers shall not permit the extension of pipes for the purpose of transferring water from one property to another, from one point of use to another, nor share, resell or sub-meter water to any other person or entity.

6. At no time shall any customer or individual connect a non-system water source to any service line or water line that is also connected to the system. Representatives of the District shall have the right to enter the customer's premises for the purpose of inspection and enforcement of this policy at reasonable hours. Violations of this policy shall constitute cause for immediate disconnection of service.

7. It is the responsibility of each customer to anticipate changes in occupancy and to have service transferred to the new customer in accordance with the policy for obtaining service. Until service is formally transferred, the original customer shall be responsible for payment of service. The Sanitary Engineer may refuse to transfer service until all past-due bills and charges have been paid.

8. Customers agree to pay the established fee for water/sewer service in accordance with the "Schedule of Charges" in effect at the time service is provided by the District.

9. Representatives of the District shall have the right at any reasonable hour to enter customer's property in order to read water meters, inspect piping, perform other duties for the proper maintenance and operation of service, or to remove meters and equipment upon discontinuance of service by either the customer or the District.

10. The District will make reasonable efforts to supply continuous, uninterrupted service. However, it shall have the right to interrupt service for the purpose of making repairs, connections, extensions, or for other necessary work. Efforts will be made to notify customers who may be affected by such interruptions, but the District will not accept responsibility for losses which might occur due to such necessary interruptions. The District does not accept responsibility for losses due to interruptions of service caused by storms, floods, or other events beyond the District's control.

OBTAINING WATER AND/OR SEWER SERVICE

1. Applications for water/sewer service shall be accepted at the District office and must be accompanied by an application fee in the amount noted in the "Schedule of Charges". The application fee is non-refundable.

2. The application will be reviewed by the Sanitary Engineer who will make a determination pertaining to the appropriate connection fee. Once payment for the connection fee is made to the District and the application has been determined acceptable, the application will be approved.

3. Qualifying applicants will be given the option to pay their connection fee in installments. In order to qualify, the service address must be the applicant's primary place of residence. Unless otherwise stipulated by the Board for a specific improvement sub-district, a minimum 3% carrying charge shall be applied to the installment payments. If the connection charges are to be paid in installments, the Sanitary Engineer shall certify to the county auditor information sufficient to identify each parcel of property served by a connection and, with respect to each parcel, the total of the charges to be paid in installments, the amount of each installment, and the total number of installments to be paid. The auditor shall record and maintain the information supplied in the sewer improvement record provided for in section 6117.33 of the Revised Code until the connection charges are paid in full.

4. Installation of the new service connection shall be in compliance with the District's Rules and Regulations.

USER CHARGE

1. Customers with water only or water & sewer

    a. Customers with both water and sewer are metered and will be charged based upon the size of the meter serving their facility and the metered monthly consumption at the rates designated in the "Schedule of Charges" in Appendix A.

    b. Sewer charges for multi-family units shall be calculated as follows:

i. The base rate will be determined as follows: Current residential base charge x number of units

ii. Individual units are not metered, therefore, the consumption for each unit shall be calculated as follows: Total consumption ÷ number of units = consumption for each unit.

iii. The total consumption charge for the service will be the sum of the individual consumption charges for each unit.

2. Customers with sewer only

a. Customers with sewer only will be charged a flat rate as designated in the "Schedule of Charges" in Appendix A. The flat rate monthly fee is based upon the number of equivalent dwelling units (EDU) being served, which is determined according with the following:

Type of User	EDU (equivalent to 4,500 gallons per month)
Residential:	
Homes	1 per dwelling
Apartments	1 per apartment unit
Trailer Parks	1 per trailer
Non-Residential	Determined on a case by case basis by the Sanitary Engineer

DEFICIT PROHIBITED

1. As part of the annual review provided herein, the Sanitary Engineer shall make an estimate of the revenues and expenses of the next year. After deducting (1) the estimated operation and maintenance costs, (2) estimated debt service, (3) estimated debt reserve, (4) estimated short lived asset reserve, and (5) capital improvement payment from the total estimated revenues and net carryover from the previous year, the system shall maintain a minimum unencumbered balance of 90 days operating reserve in each respective Operating Fund.

USE OF REVENUE

1. The funds received from the collection of rates and charges provided in these regulations shall be deposited as received by the District into the following funds:

Water Funds	Sewer Funds	Eligible Expenditures
Water Operating Fund	Sewer Operating Fund	Operation and maintenance costs
Water Debt Payment Fund	Sewer Debt Payment Fund	Debt service costs
Water Debt Reserve Fund	Sewer Debt Reserve Fund	N/A – only to be used with special authorization for emergency purposes
Water Short Lived Asset Fund	Sewer Short Lived Asset Fund	Equipment repair and replacement
Water Capital Fund	Sewer Capital Fund	System expansion and major capital projects

FREE SERVICE PROHIBITED

1. Service will be provided to the users of the system with the terms of these regulations. No user shall be provided service without payment of water/sewer charges in proportion to the service available to such user.

CUSTOMER BILLING

2. Customers will be billed monthly in accordance with the rate structure of the District.

3. Water meters will be read on the 1st day of each month. Where the 1st falls on a weekend or holiday, the meters will be read on the following business day.

4. Billing is done on the 11th day of each month. Where the 11th falls on a weekend or holiday, the billing is done on the following business day.

5. Water consumption and sewerage will be billed as separate items on the bill.

PAYMENT TERMS

1. Payment is due by the 5th day of each month. Where the 5th falls on a weekend or holiday, the due date is the following business day.

2. Payments postmarked after the 5th day will incur a penalty equal to 10 percent of the current charges.

CHANGE OF ADDRESS OR OWNERSHIP

1. Upon the change of his or her mailing address, an owner of property served by the water/sewer system shall inform the County of the change. Failure to inform the County of a change of address shall not excuse an owner from any payment penalties incurred because of the failure to report an address change.

2. At least fourteen (14) days prior to the sale of a property, the present owner shall contact the County to arrange for pro ration of the final bill. The final bill shall be sent to the mailing address specified by the present owner within thirty (30) days of the date the request was made and at the same time as all other final billings for the County are printed and issued. Failure of a previous owner to comply with this part shall not excuse the new owner from responsibility for any and all delinquencies certified pursuant to the Ohio Revised Code, current charges or penalties remaining unpaid by the previous owner.

3. Prior to the sale of a property, the purchaser shall contact the County to arrange for a pro ration of the first bill and to inform the County of the mailing address of the new owner. Failure to comply with this part shall not excuse the new owner from responsibility for any and all delinquencies certified pursuant to the Ohio Revised Code, current charges or penalties remaining unpaid by the previous owner.

TERMINATION OF WATER SERVICE

1. Customers with a past due balance of 60 days or more shall be subject to termination of water service.

2. Customers with a past due balance of 60 days or more will be provided with a written notification by certified mail that water service will be shut off on the last Wednesday of the month unless payment is made. This shutoff notice will be mailed no later than 15 days prior to termination of service.

3. Customers subject to termination of water service will be charged a disconnect fee in accordance with the current "Schedule of Charges", which represents time involved in terminating the service and administrative costs associated with the termination.

4. Customers may avoid termination of service by either paying the amount in arrears before the scheduled shutoff date or by receiving a hardship deferment and signing a deferred payment plan specifying payment terms before the scheduled shutoff date.

6. Customers may appeal a notice of termination of water service. The Sanitary Engineer is designated as the District representative for hearing customer appeals of notice of termination of water service. The Sanitary Engineer is authorized to correct errors of the utility, adjust the amount due to the utility, receive payment to satisfy the amount in arrears, and to negotiate deferred payment plans. A written record of customer appeal will be prepared and maintained on file by the Sanitary Engineer.

CRITICAL WATER USERS

1. Customers with critical need for potable water require special considerations in the event of temporary or protracted interruption of water service.

2. The District's Billing Clerk will accept any request for designation as a Critical Water User, will document the reasons for the designation and will forward the request to the Sanitary Engineer.

3. The Sanitary Engineer will determine whether the applicant qualifies as a Critical Water User. The Sanitary Engineer will consider the following criteria:

    a. Whether the applicant provides a medical service or emergency service that requires the availability of potable water at all times.

    b. Whether the applicant serves a population that might require available drinking water in the event of interruption of the county's water treatment and distribution system. Some such institutional applicants are schools, day-care centers, medical facilities, nursing homes and emergency services.

    c. Whether an individual applicant has a medical condition that could require the immediate availability of drinking water. These types of requests must be accompanied by a statement from a medical doctor.

    d. Whether designation of the applicant as a Critical User is necessary to protect the health and safety of the community, of the District or of the applicant.

4. The Sanitary Engineer will return each approved Critical User application to the Billing Clerk, who will designate the Critical User in the billing system, placing the user in no-turnoff status, and will add the user to the Critical Water User List. The Critical Users List will be maintained by the District and made available to all water department staff.

5. Each year, at a time designated by the Sanitary Engineer, the Billing Clerk will update the Critical Users List.

6. In the event of a service interruption or boil advisory, the Water Department Staff will consult the Critical Water User List and will notify any affected Critical Users.

7. The Billing Clerk will check the billing system when scheduling service interruptions to ensure that no Critical User is turned off for delinquency.

8. Within limits of feasibility, the District will maintain water supply as required to protect and maintain community health and safety. The District will attempt to notify critical water users in emergencies to obtain potable water.

CERTIFICATION OF DELINQUENT PAYMENTS

1. Past due amounts aged greater than 60 days, together with accrued penalties, shall be certified monthly to the Tuscarawas County Auditor, pursuant to Ohio Revised Code, who shall place such delinquencies upon the real property tax duplicate for the property receiving water/sewer service. Such delinquencies shall be a lien upon the property from the date the delinquency is placed upon the real property tax duplicate and shall be collected in the same manner as other real estate taxes. Failure to pay delinquencies certified may result in a foreclosure of the property by the Tuscarawas County Prosecutor. This part shall be in addition to all other collection remedies provided by law including an action in small claims court. The County shall provide notice of certification of delinquent amounts by notice set forth on the Customer's monthly billing statement.

HARDSHIP ASSISTANCE DEFERRED PAYMENT PLAN

1. A customer may apply for deferred payment BEFORE the shutoff date by filing a claim for hardship with the Sanitary Engineer at the District office. If the hardship qualifies, the customer will be required to sign an agreement for a deferred-payment plan.

2. Hardships eligible for deferred payment plans include loss of job, medical emergency, excessive bill (usually resulting from large leaks), and extraordinary financial difficulty.

3. The Sanitary Engineer is authorized to approve a deferred payment plan for a maximum length of 12 months.

4. Minimum monthly payment amounts shall not be less than $1/12^{th}$ the total amount due, unless the approved plan specifies otherwise.

5. Deferred-payment amounts shall be in addition to the regular service bill amount.

RECONNECTION OF WATER SERVICE AFTER TERMINATION FOR NON-PAYMENT

1. Customers desiring restoration of water service after termination for non-payment must pay debts in the full amount AND pay the service fee for reconnection in accordance with the District's "Schedule of Charges".

WATER/SEWER BILL ADJUSTMENT POLICY

1. The Sanitary Engineer may adjust the bill for customers who have a repairable plumbing problem (leak) resulting in excess water usage in accordance with the following requirements.

    a. The customer will be given a one-time forgiveness of the amount due for usage over the average water usage based upon the prior three months.

2. Adjustments are limited to one (1) per customer per location annually unless extenuating circumstances exist and are against the monthly billing period. It is intended for this policy to apply to customers responding promptly to a "high" bill and that any plumbing problems identified are repaired immediately.

ANNUAL SWIMMING POOL FILLING SEWER CREDIT

1. Water and Sewer customers of the Tuscarawas County Metropolitan Sewer District who desire to fill their swimming pool and avoid sewer charges for the water used may apply for an annual Pool Filling Sewer Credit. The water used to fill the pool will be billed at the applicable rate in effect. The credit will only be provided for one (1) filling per year.

2. The customer must be current on all water and sewer charges in order to be eligible for the sewer credit.

3. The customer shall make application to the department, provide all information required on the form, pay the required fee, and notify the department at least 72 hours (3 working days) in advance of filling the pool.

4. In order to qualify for the program, the applicant must be a participant in the County's Backflow Prevention Program. All deficiencies identified in the customer's plumbing must be corrected in order to receive the credit.

5. The customer shall allow inspection of the pool by the District's customer service representative to verify quantities both prior to and after filling. Verification that the pool does not and will not drain into the sanitary sewer must be made.

6. Fee for this service shall be payable each year in the amount specified in the most recent "Schedule of Charges", payable with application and prior to filling the pool. Failure to apply and pay the fee within the prescribed timetable shall void any request for credit for pool filling.

7. The swimming pool must contain a minimum of 6,000 gallons in order to qualify for the credit as the application costs for pools with less than this amount exceed the savings that can be received as a result of the credit.

8. The penalty for falsifying information used to calculate the water usage or for unauthorized pool discharge into the sanitary sewer is $200.00 for each incident.

METERS

1. Meters will be furnished, installed, owned, inspected, tested and kept in proper operating condition by the District without cost to the customer. A complete record of tests and histories of meters will be kept. Meter tests will be made according to methods of the American Water Works Association by the District as often as deemed necessary.

2. Service meters whose error does not exceed ±2 percent shall be considered as being within the allowable limits of accuracy for billing purposes. The percentage of error will be considered by taking the average of the error at full load and the error at 10 percent load, unless a customer's rate of usage is known to be practically constant—in which case, the error at such constant use will be used.

3. Meters shall be set in an accessible location on the outside of buildings, except where otherwise directed by the District. All meters shall be set horizontally, and never connected to a vertical pipe. Residential meters set outside buildings shall be placed in a meter box furnished and installed by the District. Meter vaults for commercial and residential facilities shall be paid for and installed by the applicant, while the meter and meter setter, as well as meter reading equipment will be provided by the District.

4. Meter tests requested by customers will be performed without cost to the customer if the meter is found to be in excess of 2 percent (either fast or slow). Otherwise, the customer who requested the test will be charged for the cost of performing the test.

5. The customer shall be responsible for any damage to the meter installed for his/her service caused by other than normal wear and tear.

IRRIGATION METERS

1. Irrigation Meters shall be available to County water & sewer rate payers. The purpose of an irrigation meter is to segregate non-sewer related water consumption from sewer charges thereby reducing the customer's sewer bill. Having this secondary meter allows the water consumption used for irrigation purposes to be deducted from the domestic water consumption and lowers the amount paid for sewer.

2. Irrigation Meter Requirements

    a. A meter may be purchased from the County by completing an application for an irrigation meter account at the District office. The cost for the meter will be in accordance with the "Schedule of Charges" in Appendix A.

    b. The applicant will be charged an application fee in accordance with the "Schedule of Charges", which includes inspection and administrative costs. The applicant should purchase a meter the same size, or smaller, than the existing domestic water meter.

    c. It is the responsibility of the customer to install the meter and obtain all the necessary permits. If the customer chooses to have the irrigation meter installed by a contractor registered with the District.

    d. The irrigation meter must be installed downstream of the existing water meter, and downstream of the existing backflow preventer.

    e. If a backflow preventer is not already in place, the customer should discuss options with District staff.

    f. The installation of the irrigation meter must be inspected by a District inspector prior to the backfilling of any trenches. For an inspection contact the District 3 days prior to the desired inspection date.

WATER/SEWER MAINTENANCE ACCESS

1. At times, District customer service personnel must schedule appointments for inspection, maintenance, and/or installation of existing or proposed water/sewer system components that may be either publicly or privately owned.

2. A maximum of two (2) attempts will be made by District personnel to schedule appointments with customers to inspect, maintain, and/or install water/sewer system components or have water/sewer system components inspected, maintained, or installed by the customer or his agent.

3. If after two (2) attempts to schedule appointments have been made and two (2) weeks' time have lapsed the customer fails to respond to the District's request to schedule the appointments, the District shall, at its discretion, issue an Official Notice advising the customer of its intent to discontinue service if the customer fails to schedule and keep an appointment and have or allow to have the necessary work performed within ten (10) days of receipt of notification.

4. The Official Notice shall be delivered to the customer by Receipt Requested Registered Mail. The date of receipt of the registered mailing will initiate the thirty (30) day response period.

5. If after ten (10) days after the date of receipt of the Official Notice the customer fails to have or allow to have the necessary work to be completed and inspected by District personnel, water service shall be discontinued to the customer.

6. Service shall not be restored until the required inspection, maintenance, and/or installation has been performed, inspected, and accepted by the District and the reconnection fee paid.

SERVICES

1. Water Service

    a. The utility will install all water-service pipes from its mains to the meters on property abutting the Right-of-Way along which the main is installed. The service pipes shall not be less than 3/4-inch in size. In the case where the meter is installed inside a building or structure on the customer's property, the District will install the water service to the right-of-way line, terminating at a curb stop.

    b. The District will install the meter, meter setting, and meter pit. In the case where a meter is installed inside a building or structure on the customer's property, the District will provide the meter to the plumber who will be responsible for installation. The District will program the meter for compatibility with District automated meter reading (AMR) equipment.

2. Sewer Service

    a. The customer will install the sewer service pipe from the sewer main in the public Right-of-Way to the structure to be served.

OWNER OF PROPERTY RESPONSIBLE FOR RENTALS

1. The County requires the property owner to be responsible for rental property, and the property owner shall be liable for charges for water/sewer service.

2. Water/sewer bills shall be sent to the property owner

WATER WILL NOT BE PROVIDED IF SEWER BILLS ARE NOT PAID IN FULL - OR CONNECTION IS NOT MADE TO SANITARY SEWER

1. If water is received, it must be discharged and treated to prevent pollution and violation of local, state, and national laws. If sewer bills are not paid when due or if a property owner fails to connect to the sanitary sewer, water cannot be provided for the next month by the County water system. Such customers shall be subject to shut off of their water supply for the next ensuing month. Advance Notice and procedures for such shut offs shall be the same as those specified elsewhere herein.

SEWER DISCONNECTION/RECONNECTION

1. A user who certifies his or her building is not habitable may request a permit from the county to disconnect the building from the sewage collection system. Upon such request, the county shall remove or close the sewer connections and/or remove publicly owned equipment. The customer is responsible for the cost of the disconnection.

2. Once the service has been disconnected, the customer may be removed from the monthly billing. The property owner will still be responsible for any outstanding capital debt obligations, such as special assessments and/or tap fees that are not paid in full at the time of service disconnection.

3. Thereafter, the owner of the premises shall not allow the building to be utilized for human occupancy as a residence or place of employment.

4. Violation of Item 3 above will subject the owner to mandatory connection provisions of the Rules and Regulations and Ohio law.

5. The charge for disconnection or reconnection shall be as specified in the most recent "Schedule of Charges" and shall be paid to the county before performance of the work.

6. The owner or representative shall be present at the time of disconnection or reconnection in order to provide necessary access.

APPLICANTS HAVING EXCESSIVE NEEDS

1. In the event an applicant whose water/sewer requirements are found to exceed the utility's ability to supply them from the existing system without adversely affecting service to other customers, the utility will not be obligated to render such service unless and until suitable self-liquidating financing is arranged by the applicant to cover necessary investment to expand the system.

USE BY FIRE DEPARTMENTS

1. Fire Departments within the District shall have access to any fire hydrant within the County's system for emergency purposes

2. No person except upon the written permission of the Sanitary Engineer shall damage or disturb any fire hydrant or any part thereof or take any water from said hydrants for any other purpose other than for fighting a fire.

WATER AND SEWER LINE EXTENSIONS

1. The County may, but is not required to provide water/sewer to new users within the District who do not currently have access to County water/sewer. Such decision shall be made based upon the facts and circumstances of each case. The cost for such extensions shall be paid by the new customer or customers.

ENFORCEMENT AND PENALTIES

1. Upon the violation of any provisions of these regulations, the Sanitary Engineer shall serve written notice by actual delivery or certified mail upon the user. Such written notice shall adequately state the nature of the violation and provide at least ten (10) days for the correction of the violation, unless the Sanitary Engineer finds a shorter period is required to protect the public health, safety, or welfare.

2. Upon failure to correct the violation within the specified time limit, the Board may file in any court of competent jurisdiction an action for injunctive relief, civil damages and/or penalties.

3. The following civil penalties shall apply for the violation of the following provisions of this regulation:

    a. One hundred dollars ($100) for each day of violation after the time limit specified by the County in its notice for the following prohibited discharges to the sewer:

        i. Roof drains, foundation drains, sump pumps

        ii. Storm water, groundwater, roof runoff, cooling water, or unpolluted industrial process water.

        iii. Non-compliance with Rules and Regulations concerning construction standards

    b. One hundred dollars ($100) for each day of violation after time limit specified by the County in its notice for the following:

        i. Failure to connect to public sewer once it is accessible to the property.

        ii. Garbage that has not been properly shredded

        iii. Any ashes, cinders, sand, mud, straw, shavings, metal, glass, needles, rags, feathers, tar, plastics, wood, paunch manure, or any other solid or viscous substance capable of causing obstruction to the flow in sewers or other interference with the proper operation of the sewage works.

    c. One thousand dollars ($1,000) for each day of violation after the time limit specified by the County in its notice for the following:

        i. Grease, oils, cyanides, explosives, or inflammable compounds, industrial chemicals, poisons, and any other substances, gas, or liquid, which may in any way damage or interfere with the use or operation of the county's sanitary sewers

or sewage treatment plants in excess of maximum concentrations as determined by the Sanitary Engineer or which may create a hazard to life.

ii. Any waters or wastes containing suspended solids of such character and quality that unusual attention or expense is required to handle such materials at the sewage treatment plant, or having chlorine demand greater than 25 ppm.

LIBERAL INTERPRETATION

1. These regulations shall be interpreted liberally to effectuate its broad remedial purpose of protection of the public health, safety and welfare. Absent a showing of actual abuse of discretion, the County's interpretation of these regulations shall have a strong presumption of validity.

INVALIDITY AND SEPARABILITY

1. Invalidity of any section, clause, sentence or provision in this policy shall not affect the validity of any other section, clause, sentence or provision of this policy or subsequent revisions of this policy.

AVAILABILITY OF RECORDS FOR PUBLIC INSPECTION

1. Availability of records for public inspection shall be in accordance with the District's Public Records Policy and the requirements of the Ohio Public Records Act.

GRIEVANCE AND APPEALS

1. Any user aggrieved by a decision of the County under these regulations may file a written grievance with the County. The written grievance shall set forth the substance of the County's decision and the basis of the user's complaint.

2. The Sanitary Engineer shall investigate the grievance and issue a written determination. The determination should include the following:

   a. Name, address and location of the premises of the user;
   b. A summary of the user's claim;
   c. A summary of the facts revealed by the Sanitary Engineer's investigation;
   d. An interpretation of any applicable regulation, law or policy;
   e. A notice of the user's right of appeal to the Board of Commissioners.
   f. A copy of this grievance and appeal procedure.

MEETINGS OF THE BOARD OF COMMISSIONERS

1. The Board meets in regular session each Monday at 1:00 PM and Thursday at 9:00 AM.

2. The agenda for regular and special board meetings is posted on the Board's website.

CHANGES TO THIS POLICY

1. The customer service policy is subject to change as required and voted upon by the Board. The Board shall establish rates and fees for service as necessary to operate and maintain the District.

SCHEDULE OF CHARGES

1. The Schedule of Charges is included as "Appendix A" to this customer service policy.

APPENDIX A
SCHEDULE OF CHARGES

SCHEDULE OF CHARGES

SEWER USER CHARGES

Flat Rate Charges (Sewer Only Customers)

All Sub-Districts except Stone Creek	$36.20 per equivalent dwelling unit
Stone Creek Sub-District	$45.90 per equivalent dwelling unit

Metered Charges (Water & Sewer Customers)

All Sub-Districts except Stone Creek

Meter Size	Base Monthly Charge
5/8"	$15.80
3/4"	$35.20
1"	$52.80
1-1/2"	$88.20
2"	$140.70
3"	$281.30
4"	$377.10

Usage Charge	$5.10 per 1,000 gallons up to and including 4,500 gallons
	$2.55 per 1,000 gallons for usage greater than 4,500 gallons

Stone Creek Metered Customers

Base Monthly Charge	$45.90 (includes 4,500 gallons usage)
Usage Charge	$7.70 per 1,000 gallons for usage greater than 4,500 gallons

WATER USER CHARGES

All Sub-Districts except Sandyville and Jennie Brick/SR 183 from Eight Corner School House Road to County Line

Meter Size	Base Monthly Charge
5/8"	$19.20
3/4"	$26.10
1"	$42.40
1-1/2"	$75.70
2"	$116.00
2-1/2"	$169.50
3"	$222.00
4"	$338.00
6"	$657.90

User Charge	$5.10 per 1,000 gallons

Sandyville and Jennie Brick/SR 183 from Eight Corner School House Road to County Line

Meter Size	Base Monthly Charge
5/8"	$20.20
3/4"	$27.70
1"	$45.40
1-1/2"	$68.10
2"	$136.20
2-1/2"	$178.40
3"	$272.40
4"	$454.00
6"	$694.70

User Charge	$5.10 per 1,000 gallons

CONNECTION CHARGES

Sewer Connection Fees

1. An administrative fee of $75.00 will be charged on all requested refunds for permits issued under this section.

Customer Classification	Tap Fee
Residential	$1,800.00
Commercial/Industrial	$1,800.00 First EDU $900.00 for each additional EDU
Reconnection after disconnect	$250.00

Water Connection Fees

1. An administrative fee of $75.00 will be charged on all requested refunds for permits issued under this section.
2. Additional fees may be assessed for rock excavation, boring, pavement replacement, or other unusual conditions that may impact the cost of constructing the new service connection.
3. All new commercial/industrial connections require a utility site plan review prior to approval of the permit (refer to Ancillary Fees for site plan review fee). Tap fee will be determined as part of the site plan review process.

Meter Size	Tap Fee
5/8"	$1,600.00
3/4"	$1,800.00
1"	$2,500.00
Greater than 1"	Determined by the Sanitary Engineer during Site Plan review (fee will be a minimum of tap fee for 5/8" meter plus $800 for each additional EDU (as determined by AWWA meter factor), but in no case shall it exceed the District's cost of installation)

Temporary Hydrant Connection Charges (added by Resolution 431-2015, 5/7/15)

Deposit Amount = $150.00
Meter Rental = $150.00 per month (one month minimum charge)
Consumption Charge = $5.10 per 1,000 gallons

ANCILLARY CHARGES

Permit application fee	$25.00 for each service (Example: if applying for both water and sewer service, the total application fee is $50.00)
Processing fee when certifying delinquent accounts (charge is assessed when certified and included on any payments received after certification date)	$30.00
Turn On/Turn Off During Regular Hours After Regular Hours	 $30.00 $60.00
Turn off as a result of fraud or illegal diversion of water, including unauthorized turn-on of water or other violation of County Regulations	$50.00
Service call for meter damaged by negligence, vandalism, freezing (inside of structure), or hot water	$30.00 plus the cost of repair or replacement
Meter re-read (no reading error)	$15.00
Deduct meter reading	$20.00
Meter test (up to and including 1" meter)	$50.00 if meter is determined to be accurate
Meter test (Larger than 1" meter)	Cost of test if meter is determined to be accurate

VOTE: Belle Everett, yes;
Kerry Metzger, yes;
Chris Abbuhl, yes;

RESOLUTION (1054-2015) PAYMENT OF BILLS

It was moved by Commissioner Metzger, seconded by Commissioner Abbuhl, to approve for payment the following bills.

Child Support		
American Electric Power	Electric	1236.33
Frontier	Service	1015.30
Clerk of Courts		
First Data	Credit Card Fees	351.22
Ohio Clerk of Courts Association	Registration	60.00
Commissioners		
Kerry Metzger	Travel	85.93
American Electric Power	Electric/JFS light	92.51
American Electric Power	Electric/JFS	2083.48
Simplex Grinnell	Contract Services	273.35
Union Hospital	TB Testing	50.87
Union Hospital	TB Testing	59.85
Union Hospital	TB Testing	135.10
Comp Management	TPA Admin Services/Unemployment Comp	1260.00
Widder Architectural Services	Architect Fees/Veterans Service Project	1527.01
Widder Architectural Services	Architect Fees/JFS Security Upgrade	66.00
Westfield Insurance	Bond	125.00
Chris Abbuhl	Travel	369.27
Common Pleas		
Matthew Bender & Co.	Legal Publications	134.23
Community & Economic Development		
JP Morgan Chase Bank	County Building Bond Interest Payment	29743.87
JP Morgan Chase Bank	County Building Bond Principal Payment	40833.36
Dog Pound		
Occupational Medicine Center	Pre-Employment Drug Screen	38.00
Employee Dress Down Day Fund		
American Cancer Society	Dress Down Day	561.55
Engineer		
Walton Auto Parts	Repairs/Parts	212.00
Truck Sales of Service	Repairs/Parts	967.63
Dover Brake	Repairs/Parts	140.92
Occupational Medicine Center	Drug Screens/Physicals	75.00
Hoagland's Equipment Repair	Repairs	1020.00
The McLean Co	Repairs/Parts	280.23
Tusc Co Water & Sewer	Water & Sewer	36.20
Snyder Brothers Sales & Service	Parts	410.01
Ohio Machinery	Repairs/Parts	253.26
Body & Paint by Kejo	Body Repair	6150.00
National Lime & Stone	Mat'l per bid	825.67
Independence Business Supply	Supplies	4.43
Independent Ag Equipment	Parts for Brine Spreade4r	77.91
Fastenal	Bridge & Culvert Supplies	182.83
Razor Lake Sand & Gravel	Grits	2785.67
Martin Quarry	Mat'l per bid	2199.24
Information Technology		
Staples	Printer Ink	92.69
Job & Family Services		
Amber Doughty	KPIP	300.00
Speedway Superamerica	KINSHIP/Gas Vouchers	60.00
Patricia Mahaffey	KPIP	300.00
Walmart Community	Prevention/Baby Gates	29.64
Faith Beckett Reichman	KPIP	600.00

Twin City YMCA	IV-E Daycare for FC	320.00
Business Card	Adoption Incentive	174.40
Todd Smith et al	Christmas Checks	290.00
Walmart Community	Duffel Bag for FC	539.89
Walmart Community	Car Cleaning Supplies	29.30
Treasurer State of OH	Fingerprinting	136.00
Mark & Stephanie Haney	Transportation	54.00
Tusc Co Sheriff	Gas	396.48
Raymond & Laura Miller	Transportation	34.04
Dennis & Jeanne Hostetler	Transportation	29.44
Speedway Superamerica	Gas	320.44
Business Card	Lodging	800.58
Business Card	Lodging	216.20
Lexis Nexis	User Fee	241.26
Tammy Adams	First Aid Supplies	71.30
Ohio Job & Family Services	New Director Training	395.00
Tusc Co Commissioners	Cost Allocation Plan	5459.00
Tusc Co Commissioners	Cost Allocation Plan	34038.00
Law Library		
Tusc Co Clerk of Courts	Notary Fees	153.00
Tusc Co Clerk of Courts	Notary Fees	57.00
Thomson Reuters	Government Select	852.50
Prosecutor		
Michael Ernest	Travel	32.20
Public Defender		
Grove Home Medical	Batteries for Chair Lift	135.00
Susan Lattorre	Interpreter	30.00
Sheriff		
Ziegler Tire	Repairs	220.70
First National Bank of Dennison	Travel/Drug Task Force	995.43
ABCO Fire Protection	Annual Inspection	130.00
Hilscher Clarke Electric	DVR Camera Repair	68.65
Ohio Dept of Mental Health	Inmate Medical Treatment	5410.56
Treasurer		
Tusc Co Commissioners	Certified Mailing Fees	840.08
Tusc Co Commissioners	Certified Mailing Fees	931.13
Veterans		
TeleData Systems	Phone/Data Termination Router Switch	1996.41
Society for Equal Access	Transportation	1440.00

VOTE: Belle Everett, yes;
Kerry Metzger, yes;
Chris Abbuhl, yes;

OTHER BUSINESS: Brian Hanner, Senior Account Manager and Steve Van Horn, Sales Manager at ComDoc, a Xerox Company, were present to discuss with Commissioners the possibility of conducting a feasibility study of the county's service printers under a managed print environment. Managed print came about because users are replacing cartridges, drum toners, kits, and feed tires individually and the most affordable way to replace these supplies is to buy them in bulk. Also, in a managed print environment local technicians are able to service printers and provide preventative maintenance to the equipment. Many local schools and business are in a managed print program and saving substantial amounts. Mr. VanHorn visited many county offices and found there isn't a comprehensive print management program in place. Mr. Hanner said ComDoc would run software to obtain the output of the county devices, work with the Larry Lindberg, County Auditor, who was present at the meeting and his office to obtain ongoing costs to support the devices and then provide the commissioners with a print study with estimates and a comparison of what a managed print environment would look like in the county offices. The savings estimates normally with ComDoc are roughly 30% according to Mr. Hanner. A local institution far exceeded the 30% and had a $16,000.00 savings for the year. Commissioner Abbuhl asked April Beachy, IT Director, who was present at the meeting, if this is anything she would have concerns with, and she said she did have concerns. She explained that the reason this has never been done before is in order for them to put their software on the county's network and to audit all of the printers she would require all the department heads and elected officials on our network to approve it. In

the past it hasn't had the backing. She also encouraged the commissioners to consider another company Xerox; they are working very well with managed print at the Sheriff's office. Commissioner Abbuhl explained to Mr. Hanner and Mr. VanHorn that he prefers to seek and abide by the recommendation of the IT Director and her expertise dealing with IT issues. Commissioner Everett repeated Ms. Beachy's concerns for clarification. First, all office holders and department heads need to support this study and second, to consider Xerox as another option. Ms. Beachy agreed and specifically stated she would request Lorne Cardani from Xerox who currently works with the Sheriff's Office to be considered. Commissioner Everett explained this not to purchase anything, just a feasibility study. Commissioner Metzger stated he would like time to look over the information provided. The Commissioners will discuss it and get back with Mr. Hanner and Mr. VanHorn. They thanked them for coming in and providing the information.

NO FURTHER BUSINESS COMING BEFORE THE BOARD.

RESOLUTION (1055-2015) ADJOURN

It was moved by Commissioner Metzger, seconded by Commissioner Abbuhl, to adjourn at 1:43 p.m.to meet in Regular Session, Monday the 30th day of November, 2015.

VOTE: Belle Everett, yes;
Kerry Metzger, yes;
Chris Abbuhl, yes;

We hereby certify the above and foregoing to be a true and correct account of the proceedings as had by and before us on the day and year first written above.

Belle Everett

Kerry Metzger

Chris Abbuhl

Attest: Maria A. Lautenschneger
Clerk of the Board