

THE VILLAGE OF COLLEGE CORNER

Water and Sewer

RIGHTS AND DUTIES OF CUSTOMERS

1. Subject to the provisions of law and of regulations adopted by College Corner Water and Sewer, all customers in good standing of College Corner Water and Sewer, and only such customers, shall have the right to receive the services of the water system operated by the Village of College Corner. In exchange for the receipt of said services, each customer shall have the duty to pay the consumption fees, system capacity charges, connection charges, fees, and penalties established by the Village of College Corner.
2. College Corner Water and Sewer shall install, maintain, and operate the main distribution pipeline or lines from the source of water supply to the property line (or such other designated point) of each customer of College Corner Water and Sewer. Unless otherwise approved by the Village of College Corner, College Corner Water and Sewer shall install a meter facility, on the customer's property, for each service connection. Such meter facility shall be connected to College Corner Water and Sewer distribution main by means of a service line and meter facility. The service line and meter facility shall be maintained by, and shall remain the exclusive property of College Corner Water and Sewer. College Corner Water and Sewer may also purchase and install a cutoff valve in each service line from its main distribution line or lines, such cutoff valve to be owned and serviced by College Corner Water and Sewer. College Corner Water and Sewer shall have the sole and exclusive right to use of such cutoff valve. However, the provisions of this section shall not be construed to require the acquisition or installation of meters or cutoff valves where College Corner Water and Sewer determines under the circumstances of the system and the nature of the water service that the use of either or both such devices is impractical or unnecessary to protect the system, and the rights of the customers, or is economically not feasible.
3. Each new customer shall be solely responsible for the installation and maintenance of a customer service line from College Corner Water and Sewer's meter facility to the customer's dwelling or other place of use on the premises. No connection may be made to the meter facility without the proper permits or approvals from the appropriate county health department and, when applicable, documentation that the customer has obtained and recorded a valid easement to provide the customer with the ability to install the customer's service line from College Corner Water and Sewer's meter facility to the customer's dwelling or other place of use on the premises.
4. Notwithstanding the provisions of sections 2 and 3 above, where a meter facility has been installed inside the customer's dwelling or other place of use on the premises, such meter facility shall at all times remain the property of College Corner Water and Sewer, and the customer shall provide College Corner Water and Sewer with reasonable access to such meter upon request. In such an instance, College Corner Water and Sewer may also install a shut-off valve, leak detection meter or other such device, at the end of College Corner Water and Sewer's service line, and the customer shall be solely responsible for the installation and maintenance of the service line from such device to the inside meter. The customer shall be solely responsible for all plumbing connected to the meter facility. A customer's repeated denial of access to an inside meter facility, or a customer's failure to promptly repair a known or suspected service line leak may be cause for termination of water service to the property.
5. Each customer may be permitted to have additional service lines from College Corner Water and Sewer's water system at the discretion of the Village of College Corner, upon proper application thereof, and the tender of payment not to exceed the then existing system capacity and connection charge. The approval by the Village of College Corner of additional service lines shall not diminish College Corner Water and Sewer's ability to provide water service to other customers, and to allow

for the orderly expansion and extension of the system to serve other property that may need service along the distribution lines of the system. Each service line shall connect with College Corner Water and Sewer's water system at the point designated by College Corner Water and Sewer. Reasonable efforts will be made to have such connection point at the nearest point to the place of desired use by the customer based upon availability of sufficient capacity of College Corner Water and Sewer's water system to permit the delivery of water through a service line at that point without interfering with the delivery of water through a prior service line.

6. Each customer may be permitted to purchase from College Corner Water and Sewer, pursuant to such agreement as may from time to time be provided and required by College Corner Water and Sewer, such water as is needed by the customer for domestic, commercial, agricultural, industrial or other purposes as a customer may desire, subject, however, to the provisions of these regulations and to such other rules and regulations as may be prescribed by College Corner Water and Sewer. Each customer shall be entitled to have delivered, through the customer's service lines, only such water as may be necessary to supply the needs of each customer, including the customer's family, business, agricultural or industrial requirements. The water delivered through each service line may be metered separately and the charges for such water may be determined separately, irrespective of the number of service lines owned by a customer.
7. In the event the total supply shall be insufficient to meet all of the needs of the Customers, or in the event there is a shortage of water, College Corner Water and Sewer may prorate the water available among the various customers on such basis as deemed equitable by College Corner Water and Sewer, and may also prescribe a schedule of hours covering use of water for commercial, agricultural or industrial purposes by particular customers, and require adherence thereto or prohibit the use of water for commercial, agricultural, or industrial purposes. Notwithstanding the foregoing, if at any time the total water supply shall be insufficient to meet all of the needs of all of the customers for domestic, livestock, commercial, agricultural or industrial purposes, College Corner Water and Sewer must first satisfy all of the reasonable needs of the customers for domestic purposes before supplying any water for livestock purposes, and must satisfy all of the needs of all of the customers for domestic and livestock purposes before supplying any for commercial or industrial purposes; and provided further, that, where a customer has more than one service line, College Corner Water and Sewer may cut off the flow of water to the nondomestic service lines until such time as the supply of water from the system is sufficient to meet the needs of all of the customers for domestic, livestock, and garden purposes. During such periods of shutoff of additional service lines there shall be no service availability charge to the customers having such additional service lines and the cost, if any, of resuming the flow of water to such additional service lines shall be borne by College Corner Water and Sewer.
8. College Corner Water and Sewer shall establish, and may periodically modify, a schedule of connection charges, based upon the size of the meter to be installed at the service connection, which must be paid by each new customer prior to the installation of the meter facility and service connection for a property. Such connection charge shall include charges for:
 - a. The reasonable cost of installation of a meter facility and of making a service connection.
 - b. Reasonable capacity charges for the amount of College Corner Water and Sewer's storage, and transmission capacity which must be committed to making reasonable quantities of water available to each service connection;
 - c. Such other charges as College Corner Water and Sewer determines to be reasonably related to the cost of providing service to the service connection.
9. As part of its rate schedule, College Corner Water and Sewer shall establish a monthly service availability charge for the availability of water service to each property for which a service connection has been installed; such service availability charge shall be payable irrespective of whether any water is delivered through the service connection during any month.

10. College Corner Water and Sewer shall also establish additional charges for the volume of water which may be delivered through a service connection, and the date for the payment of such charges. To be entitled to the delivery of water, a customer shall pay such charges at the office designated by College Corner Water and Sewer at or prior to the dates fixed by College Corner Water and Sewer. The failure to pay, on or before the date due, water charges duly imposed shall result in the automatic imposition of a penalty of ten percent (10%) of the delinquent amount; such percentage may be changed at the discretion of College Corner Water and Sewer. Non-payment of the delinquent amount, within thirty (30) days after the due date, may result in termination of water service rights in accordance with regulations adopted by College Corner Water and Sewer. Upon payment of past due water charges, service availability charges, penalties thereon, and any reconnection charge, a customer, whose water service rights have been terminated, shall have the right to resume water delivery.
11. Following termination of a customer's water service rights, whether voluntarily or involuntarily, the service connection for the property shall immediately become inactive. Monthly service availability charges shall continue to be payable for an inactive service connection. Unless the service connection is previously canceled at the written request of the property owner, College Corner Water and Sewer shall cancel the service connection if service availability charges are not paid for an inactive service for a period of 60 days. Following cancellation of a service, the service availability charges shall continue to accrue against the service, but they shall not be billed until the customer, or a new customer, seeks to reactivate the service.
12. A canceled service connection may be reactivated:
 - a. By the same owner, upon payment of all unbilled service availability charges, and all past due water usage and service availability charges, plus a reactivation fee in effect at that time, or...
 - b. By a new owner of the property, upon payment of all unpaid service availability charges which have accrued since the date of cancellation of the service connection, plus a reactivation fee in effect at that time. In the alternative, the new owner of the property shall have the option of establishing a new service connection for the property by payment of the new connection fee in effect at that time.
13. Pool Fill Water and/or Sewer Service credits may be requested in accordance with the Pool Fill Adjustment Policy in affect at the time of request. Each request must be approved by College Corner Water and Sewer (Ohio customers) or the Town Board of West College Corner (Indiana customers). Customer must list size and shape of pool, or gallons held, for water and sewer service credit. Only one credit is allowed per calendar year.
14. Leak Adjustment Water and/or Sewer Service credits must be approved by College Corner Water and Sewer (Ohio customers) or the Town Board of West College Corner (Indiana customers). Adjustment shall be determined based on the Leak Adjustment Policy in affect at the time of request. Only one adjustment per 12 month period is permitted unless approved otherwise by College Corner Water and Sewer.
A customer's failure to promptly repair a known or suspected customer service line or plumbing system leak may be cause for termination of water service to the property.