



Information Sheet

*Scioto County Regional
Water District No. 1*

326 Robert Lucas Road—PO Box 310
Lucasville Ohio 45648
740-259-2301

BUSINESS HOURS

Monday through Friday - 8 AM to 4:00 PM

EMERGENCY NUMBER

To report water outages: 740-259-2302

BILLING INFORMATION

- The minimum monthly water bill is \$19.00 for 0 to 1,000 gallons
- Any water used over 1,000 gallons is \$8.00 per 1,000 gallons
- A minimum monthly water bill is due each month , whether or not any water is used.
- All water bills are due by the 5th of each month
- Any bills unpaid after the 5th of the month will be assessed a 10% late penalty
- Bills run a month behind – but once the first bill is received, there will be a bill every month.
- There will be a final bill the month after service is discontinued.

RECEIVING YOUR BILL

Bills are mailed the around 20th of each month. If a bill is not received by the first week of the month, please call the office. The bill may be lost in the mail or delivered to the wrong address. Water One is not responsible for mail delivery.

DELINQUENT ACCOUNTS

After the 15th, any two month bill over \$50 will be locked automatically. Upon payment of a delinquent balance and a \$50 reconnect fee on a meter that is locked, water service will be restored the next business day. If your residence must be posted for delinquent disconnect, you will be charged \$35 if more than once in a calendar year. If a meter is locked for non-payment or at the customer's request, there will be a reconnect fee, plus the amount due on the account.

SERVICE CALL

NEXT DAY Reconnect– \$75 SAME DAY Reconnect– \$150

RETURNED CHECKS

Returned checks are not redeposited, unless it is a bank error confirmed by the bank. A \$35 fee will be added to the returned check amount. ANY BAD CHECK WRITTEN FOR A DELINQUENT ACCOUNT WILL RESULT IN THE METER BEING LOCKED WITHOUT NOTICE. A \$50 reconnect fee must be paid , in addition to the amount of the returned check and the \$35 fee.

LEAK ADJUSTMENT

An account may receive one bill adjustment per twelve month period for water loss in a major leak. An account will be eligible for consideration of an adjustment only if the current charges for one month exceeds regular usage by \$50 (fifty dollars)

A leak adjustment can cover water loss for three consecutive months. The adjustment will be calculated by taking up to three months of water charges subtracting out the average use for each month and the remainder of the water bill will be split in half. Leak adjustments are not automatically applied to a water bill. The customer must call the billing department to make arrangements for an adjustment.

DRIVE UP PAYMENT DEPOSITORY

Payments can be inserted in the depository box located at the side of the office.



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VALVES & REDUCERS

Customers are required to install a **check valve** and a **pressure reducer**. This prevents water from backing out of your hot water tank and prevents water from backing into the Water One system lines. Make sure your residence has both. Any problem with the water pressure may be due to a regulator that has gone bad or an expansion tank may be needed on the hot water tank.

Any problems experienced by the customer with plumbing beyond the point of the meter connection is not the responsibility of Water One.

METER TAMPERING

Tampering with a meter in anyway will result in the meter being pulled from service. A fee of \$50/\$100 will be charges to the account holder. In addition to the fine, any water used will be charged before water service can be restored. Any Water One property damage will also be charged to the account.

Cutting off lock – \$50
Setter damaged – \$100
Bypassing meter (straight gut) - \$100

IN ADDITION, VIOLATORS MAY BE PROSECUTED UNDER OHIO REVISED CODE 4933.18. THIS LAW CAN ADD A FINE UP TO \$1,000 AND POSSIBLE IMPRISONMENT.



DOUBLE HOOKING A METER

Connecting more than one residence to one meter is illegal. Doing so will result in disconnection of service and possible prosecution charges. Each service must be separately metered. Water One may shut off water to a user who allows a connection to be made to their service line for the purpose of supplying water to another user.

METER ACCESS

The customer must provide a free and accessible area to read the water meter. If the meter reader cannot read the meter due to debris, vehicle parked on meter, etc., a service charge will be applied to the account. If a vehicle must be towed by Water One in order to read, lock or pull a meter the customer will be responsible for the towing charges.

CALL BEFORE YOU DIG IT'S A STATE LAW!

The Ohio Utility Protection Service offers a toll free phone number to contractors and private citizens to call 48 hours prior to digging. OUPS notifies all utility companies of the digging location so that no lines are hit or dug up. Disregard of this law causes utility outages in the area of the digging.

Call Toll Free **1-800-362-2764**.
Or go online at **www.oups.org**
and click on the **I DIG** icon.

**SCIOTO COUNTY REGIONAL WATER DISTRICT NO. 1 RESERVES
THE RIGHT TO DENY SERVICE TO ANY ONE WHO DOES NOT
ABIDE BY THE RULES AS STATED ABOVE.**