

4901:1-15-14

Records and reports.

- (A) Unless otherwise authorized by the commission, all records required by these rules shall be made available to the commission or its authorized representatives within ten business days of the date requested.
- (B) Access to records and business activities includes such records and activities as would allow the commission staff to effectively monitor Ohio-specific customer calls made to the waterworks company and/or sewage disposal system company other than small waterworks companies and/or sewage disposal system companies of fifteen thousand customers or less. Access includes the ability of commission staff to adequately monitor waterworks company's and/or sewage disposal system company's customer call center interactions with Ohio customers either at a location in Ohio or in a manner agreed to by the commission staff. Waterworks companies and/or sewage disposal system companies shall provide access to staff to monitor customer/consumer calls without the customer service representative's knowledge of the monitoring.
- (C) All customer service, financial, operating, and maintenance records, including but not limited to interruptions, outages, main flushings, pertinent service-related tests, and other records of waterworks companies and/or sewage disposal system companies, shall be retained as set forth in this rule and in appendix A to rule 4901:1-9-06 of the Administrative Code.
- (D) Each waterworks company and/or sewage disposal system company shall keep a customer record showing revenues by customer account, billing dates, meter reading data when applicable, a designation of the applicable rate schedule, and any additional information required in the computing of bills. The customer record shall also illustrate, by customer account, the revenues generated by each miscellaneous charge. Such record(s) shall be retained for a minimum of three years.
- (E) Each waterworks company and/or sewage disposal system company shall investigate and maintain a record of all ~~contacts~~ consumer complaints made either in person, in writing, or by telephone, ~~in which the customer or consumer expresses dissatisfaction.~~ The record shall include the name and address of the customer or consumer, identification of the specific water and/or wastewater system serving the customer or consumer, the date and nature of the issue, and the date and nature of the resolution. Such record(s) shall be retained for a minimum of three years.
- (F) Waterworks company and/or sewage disposal system company operation records:
- (1) Each waterworks company shall maintain a record of the amount of water pumped into the distribution system each day. Each sewage disposal system company shall maintain a record of the amount of wastewater effluent discharged from

the plant. The daily records shall be summarized by months and the records and monthly summaries shall be retained for a minimum of three years.

- (2) Each waterworks company and/or sewage disposal system company shall keep a current maintenance log of equipment pertaining to production, treatment, distribution, storage, and collection facilities, specifying type and date of maintenance.
- (3) Each waterworks company and/or sewage disposal system company shall keep a record of the operation of its plant, which so far as practical, shall show such details of plant operation as may be necessary to substantially reproduce the daily history of its operation. The records shall be maintained in accordance with rule 4901:1-9-06 of the Administrative Code.
- (4) Each waterworks company shall maintain records of flushing which include, but are not limited to:
 - (a) Date of flushing.
 - (b) Location of flushing.
 - (c) Duration of flushing.
 - (d) Maintenance or repair made or needed of flushing facilities.

(G) Engineering maps and records:

- (1) Each waterworks company and/or sewage disposal system company shall maintain current service territory maps.
- (2) Each waterworks company shall maintain current service area maps, drawings, and other records illustrating the location of all pumping stations, sources of supply, treatment facilities, storage facilities and their capacity, mains, valves, curb stops, pressure gauges, fire hydrants, and the date of construction of all principal items of plant and extensions of mains.
- (3) Each sewage disposal system company shall maintain current service area maps, drawings, and other records illustrating the location of all points at which effluent enters streams or watersheds, lift stations, manholes, treatment facilities, collection lines, and the date of construction of all principal items of plant and extensions of mains.

(H) Quarterly operating reports

Each waterworks company and/or sewage disposal system company shall provide to the commission's director of the service monitoring and enforcement department or the director's designee a quarterly operating report for each of its systems containing system performance information, system maintenance information, and customer service information. Forms for such reports shall be provided by the director upon request. The required reports shall be provided either in hard copy or electronically via the internet in a manner prescribed by the commission.

Effective:

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Certification

Date

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