

4901:1-15-20

**Quality and adequacy of service.**

(A) Each waterworks company and/or sewage disposal system company shall provide service to the public in its service territory twenty-four hours per day, every day, except as provided for elsewhere in these rules.

(B) Each waterworks company and/or sewage disposal system company shall:

- (1) Comply with its tariff(s) which shall be approved by and on file with the commission.
- (2) Place the responsibility for the technical operation and maintenance of the system(s) under the charge of an "operator of record" who holds a certificate of a level at least equal to that of the classification of the waterworks system and/or sewage disposal system as designated by the Ohio environmental protection agency, or has obtained authorization from the director of the Ohio environmental protection agency.

(C) Each waterworks company shall:

- (1) Furnish potable water that is of a safe and satisfactory quality for all domestic use and that is in compliance with federal and state requirements for drinking water.
- (2) Ensure that each service connection shall have a curb stop and that each customer can be disconnected without affecting another customer.
- (3) Maintain a minimum static pressure delivered to the curb stop during normal operating conditions of thirty-five pounds per square inch.
- (4) Not allow pressure to exceed one hundred twenty-five pounds per square inch at the curb stop.
- (5) Determine the ~~amount~~ percentage of unaccounted-for water based on a rolling twelve-month average of metered and production quantities in each of its system(s). This ~~information~~ percentage along with the supporting calculation shall be reported at least quarterly to the commission's director of the service monitoring and enforcement department or the director's designee. ~~The~~
  - (a) The report shall contain the proposed remedial actions to be taken if unaccounted-for water is equal to or in excess of fifteen per cent of the gross production. The remedial report shall assess the cost benefit of a leak survey. ~~Unaccounted for water excludes water usage for fire~~

~~fighting, flushings, tank draining, street cleaning, sewer flushing, and plant usage. Companies not providing customer metered service shall provide quarterly the pumping information required by paragraph (F)(1) of rule 4901:1-15-14 of the Administrative Code in lieu of providing unaccounted for water information.~~ The required report shall be provided either in hard copy or electronically via the internet in a manner prescribed by the commission.

- (b) For systems with more than 3,000 service connections or a service connection density (total number of service connections/total miles of distribution mains) or more than 16 connections per mile of distribution main, the remedial report shall include the calculation of an infrastructure leak index using the american water works association's methodology as outlined in the association's most current manual of practice M36 and shall include such support documentation as specified by the commission staff.
- (c) The infrastructure leak index shall be updated annually as long as a system's rolling twelve-month average unaccounted-for water remains at or more than fifteen per cent of the gross system production.
- (d) The cost benefit analysis may be waived by staff where the calculated annual infrastructure leak index for a system is equal to or less than 2.0 or as found to be appropriate by historical infrastructure leak index trends.
- (e) Unaccounted-for water excludes water usage for fire fighting, flushings, tank draining, street cleaning, sewer flushing, and plant usage.

(D) Each sewage disposal system company shall:

- (1) Make all reasonable efforts to design, operate, and maintain its system so as to avoid at all times any blockage in the system.
- (2) Make every effort to eliminate infiltration that may allow flows other than wastewater to enter the collection system.
- (3) Maintain its system in a safe and sanitary manner.

(E) When a waterworks company and/or sewage disposal system company is not able to meet the requirements of Chapter 4901:1-15 of the Administrative Code, the company shall notify the director of the service monitoring and enforcement department or the director's designee immediately, unless otherwise provided in Chapter 4901:1-15 of the Administrative Code, after the company becomes aware

of its inability to meet these standards. The company shall investigate, take appropriate corrective action, and provide a report of such activities to the commission's director of the service monitoring and enforcement department or the director's designee within thirty calendar days after originally notifying the commission. The required notification and report shall be provided either in hard copy or electronically via the internet in a manner prescribed by the commission.

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CERTIFIED ELECTRONICALLY

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Certification

10/09/2012

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Date

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