

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 certified operator having a certificate of the class a level at least equal to that required of the classification of the waterworks system and/or sewage disposal system as designated by the Ohio environmental protection agency classification, 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.
 - (3) Maintain a minimum static pressure delivered to the curb stop during normal operating conditions of ~~thirty five~~ thirty-five pounds per square inch.
 - (4) Not allow pressure to exceed one hundred ~~twenty five~~ twenty-five pounds per square inch at the curb stop.
 - (5) Determine the amount of unaccounted-for water based on a rolling twelve-month average of metered and production quantities in each of its system(s). This information shall be reported at least quarterly to the commission's director of the ~~consumer services~~ service monitoring and enforcement department or the director's designee. 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(E)(1) 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.

(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 ~~consumer services~~ 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 ~~consumer services~~ 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.

Effective:

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Certification

Date

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