

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 a certified operator having a certificate of the class at least equal to that required by the Ohio environmental protection agency classification.

(C) Each waterworks company shall:

(1) Furnish potable water that is of a safe and satisfactory quality for all domestic use.

(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 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 of unaccounted-for water in each of its system(s). This information shall be reported at least quarterly to the commission's director of the consumer services 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, and plant usage. Companies not providing customer-metered service shall provide quarterly the pumping information required by rule 4901:1-15-14(E)(1) of the Administrative Code in lieu of providing unaccounted for water information.

(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 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 department or the director's designee within thirty calendar days after originally notifying the commission.

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