



City of  
**Marietta**

**Informational  
Booklet  
On  
Utility Rates  
&  
Customer  
Responsibilities**

Revised April 18, 2011

## **Disclaimer**

The enclosed rules and regulations are intended only as a guide for the City of Marietta Utilities and its customers and shall not be regarded as all-inclusive. In addition, other Federal or State agencies may have regulations that would supersede those contained herein and which would therefore apply

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# Office Hours and Phone Number

The City of Marietta Water & Wastewater Office is located at 304 Putnam St. The office hours are Monday through Friday 9:00 AM to 3:00 PM for walk-ins and the telephone lines will be answered from 8:00 AM to 4:00 PM. The telephone number is 740-373-3515. Please call this office if you have questions about your water bill, payment methods or need to establish a new service.

The **Water Treatment Plant** is manned twenty-four hours a day, seven days a week. The telephone number to call if you wish to report a leak, request a water line location or need information regarding a new water tap is 740-374-5531. The office hours are Monday through Friday 7:30 AM to 4:00 PM; telephone 740-374-6864.

The **Wastewater Treatment Plant** is also manned twenty-four hours a day, seven days a week. The phone number to report sewer problems, request sewer main location, or request information regarding a new sewer tap is 740-373-3858.

The City of Marietta web site is [www.mariettaoh.net](http://www.mariettaoh.net). Please refer to our web site for any other questions or concerns. If we have any water boil advisories, we try to have them on the web site if possible. Forms and departments information, along with phone numbers, E-mail and contacts are included on the web site

**Water leaks should be reported to either 740-374-6864 or 740-374-5531 twenty-four hours a day, seven days a week.**

## Customer Responsibilities

Customers must make arrangements at least twenty-four hours before a water service is to be disconnected or turned on. The customer must be at the service address to have service installed or transferred. The customer must also sign a work order form to verify water service is in working order before meter personnel leave.

Customers will provide for the meter to be read for bimonthly reading, starting service or disconnection.

Customers will protect the meter and line from freezing. However, if the meter freezes, another meter will be installed at owner's expense only after all other related lines are thawed and repaired.

### **City Code 927.01, Section A**

All water and sewer connections in and under the streets in the City and any and all repair of such water and sewer connections in and under the streets in the City shall be made exclusively by the Water and Wastewater Departments of the City.

All repairs to water service lines from the mains to the shut off valve, whether in and under the streets of City or not, shall be made exclusively by the Water and Wastewater Department under the direction of the Director of Public Safety and Service at the City's expense.

All structural repairs to sewer service lines from the mains to the street curb in and under the streets of the City shall be made exclusively by the Water and Wastewater Department under the direction of the Director of Public Safety and Service at the City's expense. All other maintenance of sewer service lines shall be at the property owner's expense

**The property owner is responsible for unplugging the sewer lines from the main into the house.**

The property owner is responsible for all water lines from the outside shut off valves into the house and inside the house. This includes lines and connections to the pit and the pit itself.

There must be a separate outside shut off valve for each unit contained in a multifamily dwelling or the bills must stay in the property owner's name.

The Water and Sewer Department will be responsible to deliver bills for the water and sewer service by depositing the bills to the post office for delivery.

**The failure of a customer to receive a bill shall not relieve them from their obligation to pay said bill. The Water and Sewer Department shall not be responsible for failure of a customer to receive a bill, delinquent notice or other notices.**

**There is no "grace" period from the actual due date of payment.**

## Required legal notice to all customers of Marietta City Water & Wastewater Departments

### Ohio Revised Code Section 4933.19

**Tampering** with water meters or water service equipment and the **theft of water** are **criminal activities** and may result in penalties to offenders. A person found benefiting from tampering or an unauthorized service connection is presumed to have committed the violation and will be prosecuted.

The Ohio Revised Code includes the following provisions:

1. It is a **crime to tamper with or by-pass a water meter**, conduit or attachment of a utility that has been disconnected by the utility. It is also a **crime to reconnect a water meter**, conduit or attachment of a utility that has been disconnected by the utility.
2. It is likewise **illegal** to knowingly consume any water, which has not been correctly registered because a meter, conduit or attachment of a utility has been tampered with, or by-passed, or knowingly use service that has been discontinued by a utility and reconnected without the utility consent.
3. A **felony or misdemeanor conviction** for a theft offense can result from a violation of these laws. The person so convicted is subject to the imposition of criminal sanctions including imprisonment and payment of fines and will also be required to make restitution for the cost of repairs, replacement of the meters, conduits or attachments damaged and for the value of the illegally consumed water.

### Unmetered Service Connections

- If an unmetered connections is made/discovered on our water distribution system, the property owner shall be fined \$500.00 (five hundred) dollars on the first offence to help recover lost revenue.
- Property owner is given 10 (ten) working days to have the said connection meet our requirement.
- If requirements are not met, water service is terminated, and will not be restored until correct changes are made and all fines and penalties paid.
- Repeat offenders would have fines increased to \$1,000.00 (one thousand) dollars and prohibited from having any water service in the future at the service address where violation occurred, unless the property has changed ownership.

Codified Ordinance 927.99

## Water Connection Fee (sign-up fee)

The Utilities Administrator is authorized to charge and collect the following permit fees for the connection of water taps to City water lines.

<u>Size of Tap (inches)</u>	<u>Permit Fee</u>
3/4	\$10.00
1	\$10.00
2	\$35.00
4	\$50.00
6	\$60.00
8	\$85.00

Meter set and transfer charges are \$20.00 for **each** meter.

A water guarantee and/or sewer deposit of \$80.00 is required when moving by all renters and lessees, to be paid at the time of signing for service. In addition, all renters and lessees will need to bring photo identification, a signed rent receipt and/or a signed lease agreement from the landlord showing who the property is being rented to and their move-in date. The deposit **will** transfer if the renter or lessee has completed the move within five (5) business days. After five (5) business days, the deposit for water guarantee and/or sewer **will not** transfer to the new address; an additional deposit will be required.

Seasonal Service: Meter replacement charge is \$20.00.

## Request for Meter Accuracy Test

Customer's request for meter accuracy test is \$25.00 (twenty-five dollars) for a 5/8-inch meter. Larger meters will be charged at labor and equipment rates.

1. Customer must sign request for testing.
2. Customer must witness the test.

## Fire Lines & Hydrants

Charges for fire line connections are on a bimonthly bases as follows:

Two (2) inch line-----	\$10.00
Three (3) inch line-----	15.00
Four (4) inch line-----	20.00
Six (6) inch line-----	24.00
Eight (8) inch line-----	30.00

There will be a \$10.00 (ten dollar) charge per hydrant on a fire line system (Ordinance No. 57, 80-81).

## **New Service Tap Fees-Minimum Deposit Required As Follows:**

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### **Water Tap**

Three-quarter inch	\$ 680.00
One-inch	850.00
Two-inch	1,020.00
Four-inch	2,300.00
Six-inch	3,150.00
Eight-inch	3,400.00

### **Sewer Tap**

Residential premises	\$ 450.00
Commercial premises	450.00
Industrial premises	600.00

If above minimum deposit does not cover the total cost of installing the tap, actual cost for labor, materials and equipment will be charged according to Marietta City Codified Ordinance Chapter 951. The difference will be invoiced to the customer. Payment is to be received before water service is turned on.

When, in the judgment of the director of Public Safety And Service, the fees called for herein are inadequate to compensate the City for its actual costs, he may elect to demand as compensation the sums allowed by Chapter 951.

If it is discovered that a useable water and/or sewer tap already exists, the fee will be limited to any work the City of Marietta provides (time, equipment and materials) plus a \$50.00 (fifty dollars) inspection fee.

**All tap fees must be paid in full before the tap is installed.**

### **Construction Water**

Construction water availability is determined after the Water Distribution Foreman has inspected the water service location. The Water Department reserves the right to require a meter to be installed.

### **Frozen Meter Fee for Replacement**

The replacement charge for a frozen water meter, 5/8-inch meter, is \$100.00 (one hundred dollars). Larger size meter repairs are based on City Code, Chapter 951, labor, materials and equipment charges. In some cases, a new meter will be the only alternative. The minimum charge is \$100.00 (one hundred dollars).

Five-eighths (5/8) residential meters will be installed at no additional cost to the consumer. The *City of Marietta* will install one (1) inch and larger water meters. All meters must meet the specifications of the *City of Marietta* and shall be the property of the *City of Marietta*. **The cost of the meter must be paid in full before installation occurs.**

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## Water and Sewer Rates Charges & Fees

The Safety-Service Director, City of Marietta, Ohio as empowered by the Ohio Revised Code, Section 743.04, hereby establishes water rates as exhibited below.

Ordinance No. 129 (92-93) provides sewer is to be charged based on water consumption or metered sewage.

Consumption is computed in 100 cubic foot increments; all readings over 50 cubic feet are rounded up to the next 100 cubic foot unit.

### Minimum charge for service:

#### 1 to 30 days

200 cubic feet  
 Water \$9.65  
 Sewer \$21.79

#### 31 days to bimonthly

500 cubic feet  
 Water \$19.30  
 Sewer \$30.36

### Rates for consumption to be charged in bimonthly billings for Water, Inside City limits:

Cubic Feet	Total	Water
0-3,333	3,333	\$3.86/100 cu.ft
Next-13,333	16,666	\$3.21/100 cu.ft.
Next-20,000	36,666	\$2.87/100 cu.ft.
Next-50,000	86,666	\$2.54/100 cu.ft.
Over-86,666	+86,666	\$1.97/100 cu.ft.

**An additional 50%** will be added to the water rates charged above to customers outside the corporation limits. (Ordinance No. 88, 72-73)

Cubic Feet	Total	Water
0-3333	3333	\$5.79/100
Next-13333	16666	\$4.83/100
Next-20000	36666	\$4.31/100
Next-50000	86666	\$3.81/100
Over 86666	-----	\$2.97/100

### All Wastewater Customers:

\$3.43 per 100 cubic foot of usage **plus** \$13.21 administrative charge.

A non-industrial sewer only user customer will be charged 2,000 cubic feet bimonthly per single-family dwelling.

Industrial Rate is based on 200 cubic feet of water usage per month per employee.

## Reinstatement of Service

Upon disconnection, service will be reinstated the day full payment is received, if payment is received before 3:00 PM. A responsible adult will need to be present at the service address to have water service reinstated. If it is not possible to be at the service address for reinstatement, a liability release form will be required to be signed in the **water office by the owner of the property** relieving the City of Marietta of any responsibility for water meter leaks, customer equipment on line leaks, open water faucets or overflow water damage at the service address.

Returned check service charge is \$25.00 (twenty-five dollars) per occurrence. The amount of the check plus \$25.00 (twenty-five dollars) fee must be paid in cash or money order by noon the day after notification. **Failure to respond will result in disconnection of water service.**

**Return checks issued during disconnection will result in the service being disconnected with the orange notice. The amount of the check plus the \$25.00 (twenty-five dollars) check fee and \$20.00 (twenty dollars) disconnection fee must be paid in cash or money order to reinstate service. Service will be reinstated the day full payment is received, if received before 3:00 PM.**

Should the City of Marietta receive two returned checks from the same customer within 12 (twelve) months, **no checks** will be accepted from that customer for any account in their name for a period of 12 (twelve) months.

### Delinquent Amounts and Penalties

**A penalty of 5% will be added to Water and Sewer Bills not paid by the due date indicated on the bill.**

**An arrangement to make payments on a bill can be done by:**

1. You **must pay no less than ½ of the amount due** at time of agreement.
2. The **remaining balance must be paid** before the next bill is sent.
3. Only **two agreements per year** will be permitted.
4. **If an agreement is not kept, service will be disconnected and no other agreements will be permitted for the next two years.**
5. Once an agreement is signed, there will be no changes to the date or amount to pay.
6. The written agreement must be signed in our office by **noon of date stated on the delinquent notice.**
7. If you have delinquent final bill that is not paid by the date stated on the delinquent bill, the water service will be discontinued at your active service address.

Delinquent account service charge is \$20.00 (twenty dollars) per occurrence. This charge **will be added** to the bill when service is disconnected or personal notification is made for non-payment of the bill.

## **Permit to Open Fire Hydrants**

No person other than employees of the City of Marietta shall open the valve to any fire hydrant situated in the City of Marietta unless such person shall have first procured a written permit from the Water Superintendent. Habitual violators will be prosecuted. The City of Marietta would like to encourage its customers to report any unauthorized use of fire hydrants other than Fire Department personnel of city employees to the Water Treatment Plant at (740)374-6864.

## **Protection of Your Drinking Water Backflow Prevention/Cross Connection**

It's true! You can pollute your own drinking water without even realizing it. Elimination of cross connections will help protect the water we drink. The safe Drinking Water Act of 1974 established national standards for drinking water. The *City of Marietta* Water Treatment & Distribution Department administers the Backflow Prevention/Cross Connection Program as defined in the Codified Ordinance No. 927.08 (1990). Our requirements and guidelines were adopted as recommended by the Ohio Environmental Protection Agency. Who must have Backflow Prevention/Cross Connection Devices installed?

- All new water customers
- Older homes doing plumbing renovations
- All customers with irrigation systems, fire protections systems, and hot water or steam heating systems
- All industrial, commercial and residential customers
- It is the owner of the property to ensure that Backflow Prevention requirements are met.

If you have any questions or concerns, please contact the Backflow Department at: Phone No. 740-374-6864 Fax No. 740-376-2002

E-mail [wtpm@mariettaoh.net](mailto:wtpm@mariettaoh.net)

## **Water/Wastewater Services**

To aid homeowners, property developers and contractors, with questions regarding the purpose of Water and Wastewater Service availability, please contact for Water Service/requirements information contact the Water Treatment Plant at (740) 374-6864 and for Wastewater service/requirements information contact the Wastewater Treatment Plant at (740) 373-3858.

951.01 Charges to be levied.	951.05 Exceptions.
951.02 Labor	951.08 Fund reimbursement
951.03 Materials	
951.04 Equipment	

CROSS REFERENCE

Director of Public Safety and Service – see ADM. 137.01

Cost recovery – see S. & P. S. 907.03, 927.01

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951.01 CHARGES TO BE LEVIED.

Whenever the Director of Public Safety and Service shall authorize the use of City labor, materials or equipment for a City undertaking where the costs of that undertaking are properly chargeable to and recoverable from a property owner benefited by such undertaking pursuant to the Codified Ordinances, the Director shall charge and collect from such property owner, his agent or representative for the cost of the labor, materials or equipment provided pursuant to the terms of this chapter. (Ord. 12 (84-85). Passed 6-7-84.)

951.02 LABOR

The Charge for labor shall be the actual cost of all labor provided plus a surcharge of one hundred percent (100%) of such actual cost to account for fringe benefits, supervision and clerical expense. (Ord. 208 (90-91). Passed 4-18-91.)

951.03 MATERIALS.

The charge for materials shall be the actual cost of all materials provided plus a surcharge of twenty-five percent (25%) of such actual cost to account for supervision and clerical expense. (Ord. 12 (84-85). Passed 6-7-84.)

951.04 EQUIPMENT.

The charge for equipment shall be in accordance with following schedule:

## Stray Electrical Current

**Stray electrical current on water service lines is dangerous and compromises water quality on the public water supply distribution mains.** The cause is due to electrical faults from customer facilities that are grounded to existing metal piping (water service line) going into the building. **Any discovery of current flow on a customer's water line** will result in immediate verbal and written notification to **the responsible water customer and/or building owner to have the electrical problem fixed by a qualified electrician.** Secondly, replacement of the electrical grounding from the water service line to current electrical grounding requirements of the power supplier, either American Electrical Power or Washington Electric Cooperative, Inc. We will also advise the Electric Company servicing your location that we have discovered stray electrical current on your water service line. **Failure to address this critical electrical and consequently dangerous electrical problem to utility workers and the disruption of water quality in the water distribution system within 10 days will result in termination of water service and physical disconnection of the water line and/or connecting components from the public water system.** The disconnection and restoration after satisfactory compliance to terminate this electrical stray current fault will be invoiced to the responsible customer/owner according the Code 951: Charges for Labor, Materials & Equipment and other applicable service charges will apply.

## Water Treatment Plant Testing & Service Charges 2010

<b>Alkalinity</b>	\$15.00/each
<b>Calcium</b>	\$15.00/each
<b>Chlorine</b>	\$15.00/each
<b>Fecal Coliform</b>	\$30.00/each
<b>Fluoride</b>	\$20.00/each
<b>Hardness</b>	\$15.00/each
<b>Magnesium</b>	\$25.00/each
<b>pH</b>	\$10.00/each
<b>Stability</b>	\$30.00/each
<b>Temperature</b>	\$10.00/each
<b>Water Quality Test</b>	\$40.00/each
<b>Distribution Call-Out</b>	49.00 Per call
<b>Water</b>	\$8.00 per 1000 gallons
<b>Fire Hydrant Meter</b>	\$50.00 per week or \$150.00 per month Plus water
<b>5/8 Hydrant Meter</b>	\$10.00 per week or \$25.00 per month Plus water
<b>Fire Hydrant Flow Test &amp; Documental Report</b>	\$200.00
<b>Unscheduled water shut- off-during day hours 7:30 to 4:00</b>	\$20.00 per call