



CANTON WATER DEPARTMENT RULES & REGULATIONS FOR WATER CHARGES AND BILLS

Billing Schedule

For the purpose of meter readings, billing and collecting, all metered water accounts shall be divided into appropriate districts, as directed by the Superintendent to provide an equal volume of work within the Canton Water Department. All residential accounts shall be billed and payable monthly.

Billing dates are: **A ZONE**- 1st day of each month; **B ZONE** – 8th day of each month; **C ZONE** – 15th day of each month; **D ZONE** – 22nd day of each month; **X ZONE**- 1st day of each month. The due date for all accounts is 15 days after the bill date.

Water Rates Within Corporation Limits - Applicable to Monthly Billing

The rates for metered supply shall be uniform to all consumers and are on file in the office of the Director of Public Service. The rates are also listed at cantonutilities.com

Water Rates Outside Corporation Limits - Applicable to Monthly Billing

The rates for metered supply shall be uniform to all consumers and are on file in the office of the Director of Public Service. The rates are also listed at cantonutilities.com

Billing and Delivery

Every account shall be charged and billed separately except as provided in the schedule of rates. The Canton Water Department will deliver bills for water and miscellaneous charges by depositing same in the Post Office only as a matter of convenience to the Owner. Failure to receive bills shall not relieve any Owner from his obligation in the payment of such bills or constitute a claim for discount.

Bill Payment

All payments to the Canton Water Department shall be in currency or by check drawn to the order of CANTON CITY UTILITIES. All checks will be accepted subject to collection at the banks.

Collection Responsibility

The Canton Water Department will make every possible effort to collect water bills as promptly as the nature and volume of the work will permit, but no Owner shall be relieved from any obligation for payment of bills that may be unpaid through failure of the Canton Water Department to make collections as provided by its rule.

Credits to Accounts

Remittances to the Canton Water Department for a given account may first be applied against unpaid service and miscellaneous charges and the water bills to remain as unpaid items. Bills for water must be paid in the order in which they are contracted; and accordingly, the Canton Water Department may refuse to accept payment of a bill when there is one or more water bills delinquent against an account.

Non-Payment of Bills

Water may not be supplied to, and it may be turned off from any premises, the owner of which is delinquent in the payment of water bills, or who is indebted to the Canton Water Department, for materials, supplies, work done or in any other manner, until such indebtedness has been paid, whether the indebtedness was incurred at the premises so affected or at any other place within or outside the city.

Bills Against Vacant Property

A rebate or abatement will not be allowed on service to vacant premises. Owners shall be held responsible for all charges of the Canton Water Department accruing against the property units. Written notice shall be given to the Canton Water Department to discontinue the supply by removal of the water meter, or the water has been turned off at the curb by the Canton Water Department.

Discontinuance of Service in Occupied Houses

Requests for discontinuance of service in legally occupied houses will not be honored or accepted for such purposes as eviction, enforcing collection of rents, or as a result of differences between Owner and occupant. The Canton Water Department will not be liable for damages as a result of the enforcement of this regulation in such cases.

Bill Period

The period covered by a bill, except final bills, will terminate as of the date of bill but exclusive thereof.

In computing partial bills, either on consumption or time basis, date of bill will be used as the fixed date for starting or ending of the billing period, except that final bills, terminating within ten days after date of bill, may be billed as of bill date. Likewise, new accounts opened within this period may be billed from start of normal billing period.

Final bills terminating within ten days before the end of the normal billing period may be computed upon the basis of the regular meter reading obtained for the monthly billing of the account.

Complaints for Overcharge

Complaints of overcharge must be made immediately upon receipt of bill and before bill is paid. All bills against which no complaints are made shall be considered correct.

Refunds and Abatements

A refund or abatement on a bill for metered water can be made only for one of the following reasons:

- (a) Where an error has been made in the reading of the meter or preparation of the bill.
- (b) When the meter, upon test, shows an average over registration greater than 2%.
- (c) When any charge of the Canton Water Department has been paid twice or incorrectly.

The original receipted bill must accompany the application for a refund. In general, all overpayments will be credited to the account, and show as a credit against the account of the next bill rendered.

Tests at Owner's Request

Upon written application to the Canton Water Department, accompanied by a Testing Fee of \$2.00 in the case of any meter one inch in size or less. The Canton Water Department shall bring to its Meter Shop any meter which a consumer believes to be faulty and there test the same in the presence of the consumer or his representative.

If upon such inspection the meter is found to be "fast", that is, to register in excess of 2% more than actually passes through it, the Canton Water Department shall return to the consumer the above inspection fee and shall make such reduction in the current bill as the facts warrant. If, however, the meter does not over register the amount of water that actually passes through it, the department shall retain the above inspection fee as its expense for the testing.

Creation of Account - After Installation of Service

All applications for use of water from Canton Water Department must be made by the Owner of the premises, or his authorized agent. Upon acceptance of an application for a water supply, the Canton Water Department will open an account in the name of the Owner of the premises, giving the account a number. Thereafter, all water bills against the premises shall be charged and all payments shall be credited on the books of the Canton Water Department to the account of the Owner, according to said account number. Meters shall not be placed until a final inspection report has been received from the City Plumbing Inspector on new services.

Service - Disconnected at Main

Any service which has been out of use continuously for a period of at least one year may be disconnected at the main by the Canton Water Department, and the cost of such disconnecting, including street repaving, may be charged against the Owner at the established rates.

Charges for Water Found On

Unless water is turned off at the curb or meter removed, charges will continue. The fact a property is vacant, will not be cause for rebate. Where water has been turned off at the curb for any reason, it shall be so recorded, and the charge for water ceases from that date. However, wherever water is found turned on to a service, recorded as turned off on the records of the Canton Water Department, the account shall be charged for the use of water from the recorded date of the turning off of the service.

Accounts Closed

Notice of change of ownership and/or closing of an account must be made to the Canton Water Department in writing.

Trip Charge

A \$25.00 per trip charge will be applied if a service person is dispatched to turn water off or on for any reason. This applies to all accounts, including delinquent accounts.

Payment by Tenant

If the Owner of any premises so elects, he may have his tenant or lessee pay the water bills and/or miscellaneous charges as they accrue. However, such tenant or lessee does so as the agent of the Owner and such Owner is not thereby relieved from the payment of any bills that might accrue. When a property is being sold on land contract, the seller will be held responsible for all water bills until such time as the purchaser receives deed to the property.

Readings for Billing

Readings for water bills shall be taken monthly. When unable to obtain a reading, the Canton Water Department at its discretion will furnish either a minimum or an estimated bill whichever the Canton Water Department feels is to the best interest of the customer and also to the Canton Water Department.

Additional Charges:

The following surcharges shall apply unless there is some agreement to expressly supersede said surcharge: A late fee of 10% (\$100.00 maximum) of the utility bill will be applied to all accounts that are paid after the due date. Also, a property owner shall be charged a fee of \$500 for any tampering or damage done in relation to the water meter, meter transmitting unit, and shut off valve/curb box at his or her property. Remedies are cumulative. Each item named shall constitute a separate charge for the above noted fee. Property owners who believe they have been charged this fee in error may appeal to the Utility Accounts Review Board.