

VILLAGE OF ANNA
 WATER AND SEWER DEPARTMENT RATES AND POLICIES
 Effective 1-1-13 per Ordinance #1599-12

1	Water Rates - First 2000 gallons or any part thereof	\$27.81
	Each additional 1000 gallon	\$ 3.67
2.	Sewer Rates - (Based on water use)	
	First 2000 gallons or any part thereof	\$39.66
	Each additional 1000 gallons	\$6.70
3.	Recycling Charge – Per utility bill	\$2.10

4. Adjustments to sewage charges can be made for watering new lawns, major landscaping, and swimming pools (holding at least 500 gallons) by obtaining a special meter from the Village office. No adjustment will be made unless this special meter is used. There is a \$50.00 deposit on the meter, of which \$10.00 is refunded provided the meter is returned intact. Residents who have a permanent swimming pool installed may purchase a meter from the Village to receive this adjustment. All rented meters must be returned by October 31. Any resident using these special meters must provide the Village Clerk with a monthly meter reading by the 18th of **each** month. **Readings not turned in on a monthly basis will constitute the resident losing the adjustment to the sewage.** The monthly sewer charge will never be less than the minimum charge.

5. If the owner of a rental property wishes the utility account to be placed in the renter's name, a deposit of \$125.00 must be paid. However, the Village will not accept this deposit, or reconnect water service if it has been discontinued, until past due balances in the name of the owner, plus any reconnection fee, if applicable, has been paid. Property owners are liable for utility bills left unpaid by the renter.

6. Every utility customer who is signed up for utility service for a period of fifteen (15) days or longer during any billing cycle will receive a utility bill during that billing cycle. This charge shall be per the actual meter reading or the minimum charge for the month, whichever is greater, including all utility and service charges.

7. Utility bills are sent out around the 28th day of each month. The utility bills are due without penalty by the 10th of each month. A night deposit slot is located on the west side of the Town Hall for your convenience. After the tenth, bills will be considered delinquent and a late penalty will be charged. Customers have 7 days to pay the utility bill along with a late fee added. If the utility bill is still not paid by the "Shut Off" date as indicated on their bill, service will be discontinued and will not be reconnected until all charges have been paid, including a (\$50) fifty dollar turn off fee. There will be no exceptions to the above unless granted by the Village administrator. Any disputes on utility bills must be brought to his/her attention before the bill becomes delinquent.

8. If the Village receives a check for payment that is not honored by a bank, the account will be considered delinquent and proceedings will continue for the discontinuance of water service. If the Village receives (2) two dishonored checks within a 12 month period, the Village will no longer accept a check for that customer's account. The customer must pay future utility bills with cash, certified funds, or a money order.

9. From time to time all residents will experience water problems caused by work to the system, water breaks, etc. If such problems persist, please contact the Village office (394-3751) or an employee of the Public Works Department (394-7363).

10. All meters will be read monthly except when weather prohibits. If meters are not read, they will be estimated based on past usage. If the Village meter reader is unable to gain access to the outside reader, the

customer's bill will be estimated based on past usage. The customer will be notified and if the problem is not corrected by the next reading, the water service will be discontinued until the outside reader is made accessible.

11. All inside meters must be accessible upon notice of a Village employee. Failure to comply with this rule will be cause for discontinuing service, which will not be resumed until the trouble has been remedied. This rule shall apply to meters in meter pits, which are covered with dirt, or other materials, or where passage to meters is blocked so that the meters are not accessible.

12. The Village will test and correct any meter, which is registering incorrectly without the consent of the customer, or upon his/her request. Proper refund shall be made if the test shows the customer has been overcharged. In order to protect the Village against unreasonable demands for this service, a charge of \$50.00 shall be made if the test shows the meter to be registering within two percent (2%). If a meter is found to be under-registering, the customer may be billed for undercharges for up to one year prior to the determination of under-registering.

13. Service Charges - Water Department

- A. Turn-off at meter pit or curb stop
 - (As a result of non-payment or violation) \$ 50.00
 - (Upon request) \$ 20.00
 - (For repair or emergency – No Charge)
- B. Meter re-read (if original reading is correct) \$ 25.00

****NOTICE:** After the initial increases in 2012, 2013, and 2014 there will be a 3% rate increase each year per Ordinance #1599-12

(Below is an example of our utility bill)

VILLAGE OF ANNA

P.O. BOX 140
ANNA OH 45302
(937) 394-3751

FIRST CLASS MAIL
U.S. POSTAGE PAID
ANNA, OH 45302
PERMIT NO 63

Check # _____

Return Service Requested

Account Number		Service Address		
000000		1000 MAIN ST.		
Current	Previous	Usage	Code	Amount
120000	118000	2000	WA	24.30
			SW	32.75
			RE	2.10

Account Number: 000000

JANE DOE
10000 MAIN ST
ANNA OH 45302

Service From	Due Date	Pay Before Due Date
09/17/13	11/10/13	59.15
Service To	SHUT OFF Date	Pay After Due Date
10/17/13	11/18/13	73.41

Due Date	Pay Before Due Date
11/10/13	59.15
SHUT OFF Date	Pay After Due Date
11/18/13	73.41

RETURN THIS STUB WITH PAYMENT

BILL MESSAGE AREA!!

New Account Number location on remittance stub

New "Service From/To" location

New SHUT OFF date notice area!!

**** TRASH & RECYCLING OUT TO CURB BY 6 AM MONDAY!! ****