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## Water Wise

**A newsletter for customers of Ross County Water Company, which provides quality residential and commercial water services in areas of the following Ohio counties: Ross, Pike, Pickaway, Vinton, Hocking and Jackson.**

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## An Update to Our Rules and Regulations (Effective January 1, 2020)

### Rental Property Accounts

In an ongoing effort to ensure fairness for all our customers, any customer accounts that involve rental property must be in the name of the property owner – not the tenant. Property owners will be responsible for all charges related to water usage and service fees, as well as any damage to Ross County Water Company facilities. Current tenant accounts will remain in the tenant's name until their account is closed. At that time, the account will be placed in the name of the property owner.

### Minimum Fees and Discontinued Service

A minimum monthly fee will be charged to all accounts whether water is used or not. This fee will continue until the deed is transferred to a new owner.

Customers who request a voluntary termination of service will pay the lesser of:

- The minimum monthly water rate multiplied by the number of months the meter has been out of service, or
- The current new tap fee to have service restored

Service that has been discontinued due to non-payment will be restored only after all delinquent and current bills are paid in full by cash or credit card only, along with a service fee of \$100. Customers will be billed the minimum monthly fee for the non-service month(s). Any account scheduled for shut-off will be assessed the \$100 service fee if payment is not received in the Ross County Business Office by 9:00 am on the date of shut-off. Any affected customer who pays after 9:00 am will still be charged the \$100 service fee even if service has not been physically shut off at the time of payment.

### Meter Testing

Customers who dispute water usage from a meter reading may request testing of the meter by a third-party certified testing facility. If the tested meter meets American Water Works Association (AWWA) standard criteria, the customer will be charged for the cost of the test. If it fails to meet the criteria, the company will be responsible for the cost of the test.



## Water Leak and Line Protection Program

Household leaks can cause the average family to waste 180 gallons of water per week – or 9,400 gallons of water annually – according to the U.S. Environmental Protection Agency (EPA). That’s equivalent to the amount of water needed to wash more than 300 loads of laundry. Unfortunately, these leaks occur unexpectedly, and they can be costly. The same is true of a cracked or broken water line, which can cost thousands of dollars to repair or replace.

For this reason, we now offer water leak and line protection from ServLine. Effective June 1, 2019, customers were automatically enrolled in the water leak protection insurance program and must opt out if they don’t want the protection. On the other hand, the water line protection program requires customers to sign up on their own.

Water Leak Protection	Water Line Protection
Customers are automatically enrolled but can opt out before June 1, 2020 by calling 740-672-2088.	Customers must call 740-672-2088 to enroll.
Residential: \$1.10/month Commercial single occupancy: \$5.10/month Commercial multiple occupancy: \$10.20/month	Residential: \$4.90/month Commercial single occupancy: \$13.50/month Commercial multiple occupancy: \$27.00/month
Provides water loss protection from excess water charges resulting from eligible plumbing leaks, up to \$2,500; no deductible	Covers the repair or necessary replacement of a cracked or broken line up to \$10,000; no deductible; no annual limit
All qualifying leaks that occur after June 1, 2019 will only be adjusted through the ServLine Program.	Includes public paved surfaces and \$500 for basic site restoration and \$500 for private paved surfaces like sidewalks or driveways; provides water line protection from your meter to the foundation of your home.

# Office Rennovations

January 2019 marked the beginning of a new year and the remodeling of our office space at 663 Fairgrounds Road in Chillicothe. We're excited to report that the renovations, which were completed in February, provide enhanced security for our staff and improved service options for our customers.

**"The entire office is now enclosed," said Office Manager Kristy Alderman. "Before it was an open counter, but now we have a key to get through the doors, which makes it safer for the people who work here."**

We now have three service windows instead of one counter, an expanded and comfortable waiting area, and new paint and flooring in both customer restrooms. A new awning at the entrance to the business office protects customers and other visitors from adverse weather conditions.

**"The office looks so much better now that it's been updated," Alderman added.**

Above all, we recognized the need to protect our facilities and provide more security for the treatment plant, which is also part of our office. These renovations helped us accomplish that goal. If you haven't seen the renovations, we invite you to visit us at your earliest convenience.



# Meter, Valve and Hydrant Accessibility

For everyone's protection, we ask that you keep meters, valves and hydrants unobstructed and accessible at all times. There may be times when we need to access these devices during nighttime hours or in adverse weather conditions. Fences, rubbish, dirt, landscaping and other forms of obstruction can make it difficult to locate them when necessary.





## Project Update: Capital Expenditures and System Maintenance

In 2018, Ross County Water Company invested more than \$2 million in capital expenditures and system maintenance. This amount represents approximately 25 percent of the company's total operating budget for the year. Currently about halfway through 2019, we are equally committed to maintaining, expanding and improving our facilities. Here's a look at projects underway in 2019:

- Main line replacements in creek crossings located in the vicinity of Salem, Musgrove, Three Locks and Sugar Run Roads – the result of severe rains that exposed lines along creek banks.
- Relocation of facilities in the areas of State Route 28 and State Route 159/180, resulting from ODOT road projects.
- Replacement of two main pressure reducing valve stations.
- Replacement of a section of main line on Schrake Road.
- Installation of several variable frequency drives on pumps located in the well fields and both treatment plants, an initiative that will lead to substantial savings in electricity costs.
- Major upgrade to our SCADA (Supervisory Control and Data Acquisition) system, a computerized system that is used to remotely control and monitor field-based assets from a central location.
- Renovations to the Ross County Water Company business office.



# Annual Water Quality Report

The mission of Ross County Water Company is to provide a safe, dependable, affordable and high-quality potable water supply to our valued customers. Our annual Water Quality Report details the results of our efforts to fulfill that mission. The report, which is also known as the Consumer Confidence Report, is a requirement of the EPA, and it provides detailed, valuable information about the quality of the drinking water we supply to our customers.

At Ross County Water Company, we are proud of our long history of meeting all the regulatory requirements detailed in the report, which also includes information about the source of our water and summaries of water tests conducted each year. Here's how you can access the report:

1. Go to <http://rosscowater.org/docs/2018-Water-Quality-Report.pdf>.
2. Visit Ross County Water Company at 663 Fairgrounds Road in Chillicothe.
3. Call 740-774-4117 to receive a copy in the mail.



## Employee Service Awards

Every year we recognize Ross County Water Company employees for their outstanding years of dedicated service. This year four awards were presented at the 2018 Annual Membership Meeting, which took place on April 1, 2019.

**Christa Hoffner, Controller**

**15 years**

**Jeff Aber, Service Technician**

**15 years**

**Tod Dempsey, Line Locator**

**20 years**

**Kevin Chester, Project Manager**

**30 years**

## Customer Contact Information

At Ross County Water Company, providing excellent customer service is one of our highest priorities. This is especially true when it comes to sharing both emergency and non-emergency service announcements. To help make this possible, we need up-to-date contact information for every customer – including you. If your phone number has changed – or you'd like to verify the information we have on file – please let us know by calling, emailing or sending a message on the home page of our website at [rosscowater.org](http://rosscowater.org).

**Call: 740-774-4117**

**Email: [rcwc@rosscowater.org](mailto:rcwc@rosscowater.org)**



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