

WATER DEPARTMENT POLICIES & PROCEDURES

You will be billed every January, April, July and October. Bills are due 30 days from the end of the billing cycle. **Failure to receive a bill does not waive** penalty. We offer email billing (Call the office for details).

Payments can be made by check or money order. For your convenience, Direct Draft Billing (ACH) is also available (contact us for the form). We do not accept Credit Cards at this time.

Circumstances and fee schedule are as follows:

- Late fees (\$25.00) are assessed 1 week after the due date. A new bill will be mailed to you. Late fees are not forgiven unless there is an error made by the Water Department.
- *60 days late- a notice of shut off will be mailed. You will have 30 days to pay. On the 90th day your water will be shut off. At that time, you will have to pay your bill and a \$200 re-connect fee to have it turned back on. After 120 days, you will have to pay your bill and current Tap-In fee.*
- *Discontinued Service will require payment of the current Tap-In Fee.*

Any name or address change should be submitted to the Water Department or Billing Clerk ASAP. If a property is sold, we will need final payment and the new owner's information before the billing stops being your responsibility.

Current Water Rates and additional fees:

- Base rate Commercial and Residential - \$72.50 (***If you are not a residential customer, you are a Commercial customer.**)
- Residential usage rate - \$14.53 (.1453) per 100 cubic feet
- Commercial usage rate - \$24.69 (.2469) per 100 cubic feet

Water Leaks must be reported to the Water Department in writing. The water usage will be as per the rate above, unless the leak is the responsibility of the Water Department. We do have a water leak policy. Call the Water Department for forms and information.

Please request 48 hours in advance for water to be turned off or turned on. Meter pits are to be insulated for the winter with wrapped straw bales covering the lid ONLY. If other materials are used and the meter is found to be obscured, there will be a \$40 fee for clearing the pit of extraneous debris. The property owner assumes all liability for any damage done to the Water Department property if access is made to the water meter/pit.

ORC 4933.19....."tampering with or bypassing a meter constitutes a theft offense that could result in the imposition of criminal sanctions."

The Village of Kelleys Island requires that all buildings/dwellings have their addresses conspicuously posted and continuously maintained on the front of said building/dwellings.

Please feel free to contact the Water Department or Billing Clerk with any questions.

Tom Lange, Superintendent
Kelleys Island Water Department

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Billingclerk@kelleysisland.us

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