



INSTRUCTION PACKET FOR NEW RESIDENTIAL WATER CUSTOMERS

1. DETERMINE AVAILABILITY OF NEW SERVICE & REQUEST QUOTE

- Call our Customer Service Department at (419) 354-9090 to determine if water service is available in your area and to request a quote.

When you call, our Customer Service Representative will need your contact information and information pertaining to the service requested and location.

- Things to consider:

Meter Size: Typically the average residential single family home uses a 5/8" meter. Fees for water are based on meter size. Please consult with a plumber to ensure that you choose a service line and meter that are properly sized to adequately serve your location.

Backflow: The Ohio EPA requires a backflow prevention device to be installed, by a certified plumber, with all home irrigation systems. Please contact Tim Wilkins at (419) 354-9090 x155 with questions.

2. WITH YOUR QUOTE YOU WILL WANT TO REVIEW THE FOLLOWING DOCUMENTS

- General Water Service Rules
 - Owner/Customer's Responsibility
 - District's Responsibility
 - Cross Connection Control
 - Expansion Chambers/Tanks
 - Pressure Reducing Valves
 - Access to Premises
 - Billing
 - District Liability
 - Customer's Liability
 - Emergency Call Service
- Areas of Responsibility
- List of Certified Backflow Testers
- Payment Options
 - Automatic Bill Payment
 - Bill Pay Online (after you receive your first paper bill)
 - Winter Averaging

3. COMPLETE AND RETURN TO CUSTOMER SERVICE

- Service Application Form
- Pay Application and Tapping Fees
- If applicable, Submit Pre-Annexation Agreement

4. AFTER FEES ARE PAID AND YOU HAVE YOUR PERMIT FOR SERVICE

- a. Hire a contractor/plumber to install your service line and backflow if installing an irrigation system. Prior to digging the service line, call the Ohio Utilities Protection Service (OUPS) at 1-800-362-2764.
- b. When the service line is complete and you are ready to tap call the Operations Department at (419) 354-9090 x170. We will verify that the service line is ready for connection.
- c. Once verified, we will contact OUPS to have the utilities marked at the property before we do any digging.
- d. After OUPS locates and marks utilities at the property, the water main will be tapped, meter pit will be installed and meter will be set by the Operations Department.
- e. Call the Customer Service Department at (419) 354-9090 to verify that your account is set up and active. Once your account is active we will turn your water service on.

GENERAL WATER SERVICE RULES MASTER METER AREAS ONLY

The following list of regulations is a basic outline for general customer use. If you have questions or would like clarification on any item discussed below, please contact us.

The Northwestern Water and Sewer District (the District) supplies retail water to your area through a contract with the nearest water provider. Before obtaining service, the customer must sign a service application and contract, agreeing to adhere to the District's material specifications for service lines. If the owner/customer lives in the Bowling Green water area, they may also be required to sign a pre-annexation agreement as a condition of receiving water service.

OWNER/CUSTOMER'S RESPONSIBILITY

The service line from the meter pit to the premises is the sole responsibility of the property owner. We recommend that the service lines be buried at a minimum of 48" to prevent freezing. (Also, see Owners Responsibility section attached as Figure 1).

Prior to receiving water service, the owner/customer must:

1. Pay application and tapping fees at the District's Operations Facility located at 12560 Middleton Pike. (The customer may also be required to sign a pre-annexation agreement if they are in the Bowling Green water area as a condition of receiving water service).
2. Hire a contractor/plumber to install your service line. The home owner may install the service line, but this department will hookup meter pit, provided the service line is installed prior to the water tap. Otherwise a plumber shall be hired at the owner's expense to make the connection.
3. Call the District Office (419-354-9090, or 1-877-354-9090) and let us know you are ready for the tap, or to have the meter set and water turned on. We ask for a 48 hour notice.
4. Disconnect existing well water system being used from the indoor plumbing at time of turn-on.
5. Have a recorded address visible from the street. (3" Numbers)

When obtaining a permit for service, the customer must advise the District of the necessary size of the service line and meter size required to adequately serving the premises. If larger than a 1" line or larger than a 5/8" meter, the size of the service line and meter requested by the customer will be subject to approval by the District Engineer or Superintendent. All meter pits requiring up to a 2" meter will be required to be located at the road right-of-way in most cases.

The owner is responsible for contacting the Ohio Underground Protection Service (O.U.P.S.) 48-hours (2-business days) prior to digging the customer's service line. The O.U.P.S. telephone number is 1-800-362-2764.

DISTRICT'S RESPONSIBILITY

The District or its Agent will make the necessary tap (See Figure 1 "Areas of Responsibility" attached). The District will furnish, install, and maintain the service main extending from the District's water main to the curb stop and/or meter pit. The owner may be charged for additional parts if a larger line or wrong type of pipe/connectors is used or if the crossing (bore) is longer than 60 ft. Homeowners whose taps require road bores over 60 feet will be charged an additional footage fee. This amount can be found on the District's website- "Fees & Charges No. 13" (<http://www.nwwsd.org/fees.html>).

GENERAL RULES

1. Cross Connection Control

When a customer maintains a well or other water source, no internal or external plumbing will cross connect with the District water supply system. Due to health concerns, all plumbing for each water source must be maintained separately. Furthermore, the District will not allow water for inside use other than water provided by the District. A well can be used for outside water, i.e., outside yard hydrant, seat cock, etc.

When any cross connections are found, the District reserves the right to immediately shut-off, without notice, the water service to the Customer. Service will not be re-established until the condition is corrected to the satisfaction of the District.

When the District furnishes the meter pit, a double-check valve has already been installed inside the pit. Commercial, industrial and some residential services will require an evaluation of the protective device required, taking into account the degree of hazard involved as determined by the District.

2. Expansion Chambers

The water system within your home is completely sealed off from the distribution main by the back flow preventer (check valve, closed system). Internal pressure build-up can occur within your home if surge protection and expansion chambers are not installed. Consult with your plumber for acceptable prevention methods to prevent this pressure build-up.

3. Pressure Reducing Valves

Pressure reducing valves may be necessary on the customer's service line. This valve should be installed by your contractor or plumber. The District's operating water pressure may exceed 70-75 p.s.i.

4. Access to Premises

A representative or employee of the District, with proper identification, shall at all reasonable hours, and with prior notification, have access to the premises of the customer to examine pipes, meters, connections, and other appurtenances involving the District's water supply for the purpose of examining, replacing, repairing or removing any meter, piping, instrument or connection that is part of the District's water system.

5. **Billing**

Billing will be in the property owner's name, unless prior authorization has been granted, and will begin with the date the meter is turned on. The **property owner** will be responsible for all water and sewer charges even if a service is in a renter's name. The monthly or quarterly minimum charges will be billed using the current, approved rate schedule and is determined by the size of the water meter installed. (A copy of the rate schedule is available upon request.)

Failure to receive a bill will not entitle the customer to be released from charges or payment of fees. If the water meter stops or fails to register the full amount of water consumed, the customer will be billed an estimated usage based upon the customer's normal use of water in a similar billing period.

6. **District Liability**

The District will use reasonable diligence in supplying a regular and uninterrupted supply of water, but shall not be liable for damages if the supply should be interrupted or fail.

In the interest of public safety and convenience, all persons performing thawing services with electrical devices and equipment on water service pipes or conduits connected to the District Distribution System shall strictly observe the following practices and procedures:

- a. Whenever and wherever electrical energy, alternating or direct current, is to be used for thawing pipes and conduits physically connected to the lines, pipes and conduits of the District Water Distribution System, the District shall be notified immediately.
- b. No work on said pipes or conduits shall be performed until after the District personnel have physically disconnected or isolated from the house piping, the section of pipe conduit to be energized.
- c. The District shall be notified immediately upon completion of the work so ~~service~~to the customer may be restored as quickly as possible.

Reinstatement of service after normal working hours will be charged at the District's overtime rates. A copy of these charges is available upon request.

CUSTOMER'S LIABILITY

The Customer is defined as the property owner since the property owner is, according to law, responsible for payment of all bills and is the owner of the necessary piping and connections between the curb stop and/or meter pit and their residence.

The Customer shall be financially responsible for any tampering, interfering with or breaking of the seals of meters or other equipment of the District. The customer will be held liable, including any illegal diversion of water according to law.

The Customer agrees that no one except employees of the District or Agent shall be allowed to make internal or external adjustments of any meter or any other piece of apparatus that is the property of the District.

Only employees of the District or its Agent shall have the authority to turn the water service on or off at the curb stop and/or meter pit. No other person shall be permitted to turn such water on or off without having authorization or a permit from the District in every instance. Any illegal tampering of this type may be prosecuted to the fullest extent of the law.

EMERGENCY CALL SERVICE

Any calls received after the normal working hours (Monday thru Friday, 7:30 a.m. to 4:00 p.m.) that are determined by the District to be the "Customer's Area of Responsibility," may be charged based on our overtime rate to the customer/property owner.

DEFINITIONS

To reduce misunderstandings, the following definitions are presented for the benefit of current, as well as future, water customers, builders and developers.

Water Service Line

The portion of water piping system located between the District's Water Distribution Main (tap) and the curb stop or meter pit. This portion of piping is furnished according to the tapping fee schedule and installed by the District.

Customer Service Line

That portion of water piping system located at the discharge side of the meter pit or curb stop. This portion of piping is furnished and installed by the customer, builder or developer. Any substitute materials may require additional cost or fittings by the customer. In no event shall any other type of piping material be allowed except, "Type K-Soft Copper," High Density Polyethylene, or approved equal. In such case, the District reserves the right to determine such acceptable substitutes. One inch (1") K-Soft Copper and one inch (1") SDR #9 pipe match correctly to the customer's side of the meter pit with the compression fitting provided. Any substitute materials may require additional cost or fittings by the customer. A one inch (1") ball valve is required as soon as the customer service line enters the building. This is to allow the customer to shut off the water should a leak develop in the structure or other repairs or replacements of fixtures need to take place.

New Development or Subdivisions

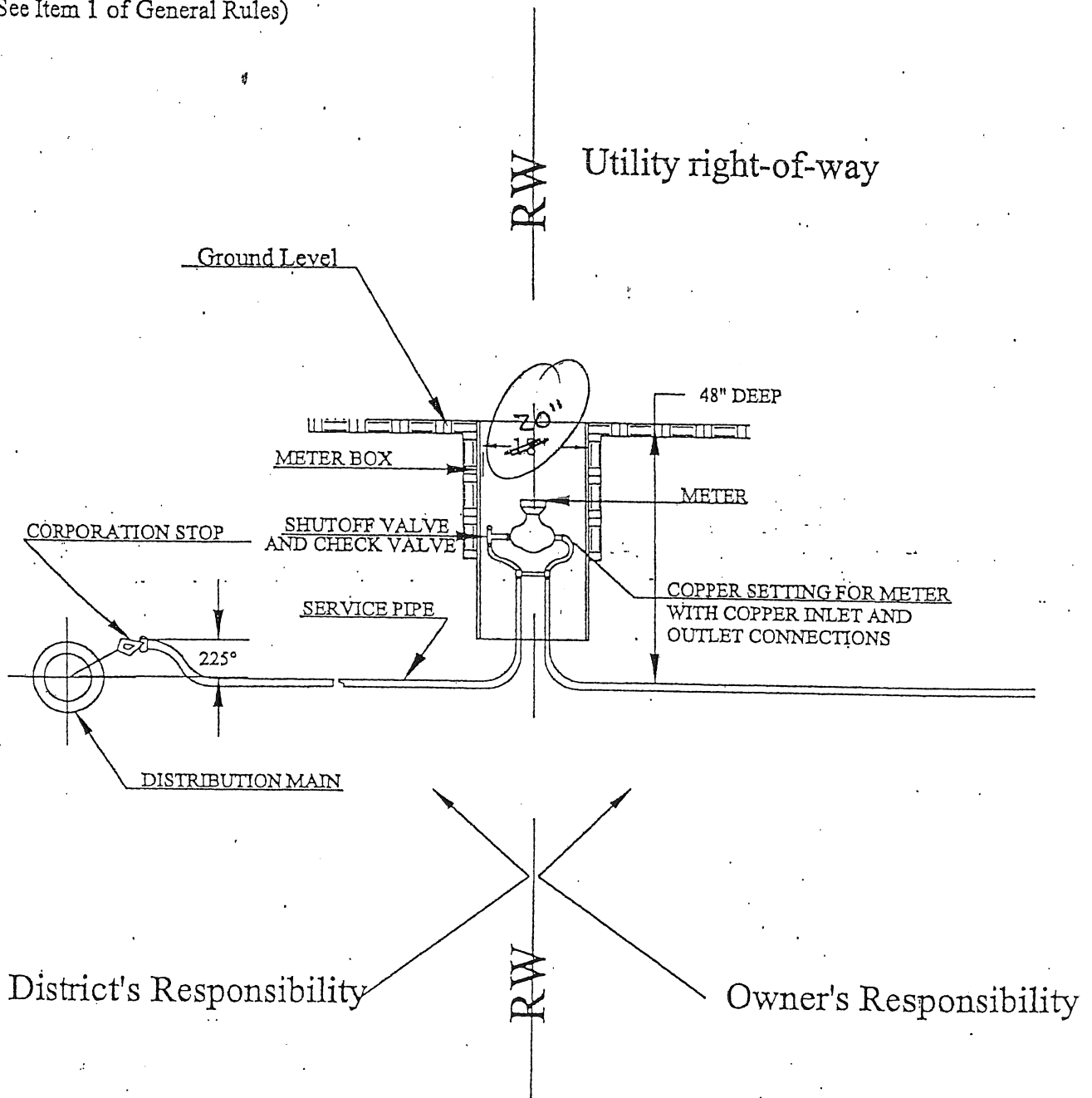
In all new residential developments and subdivisions, a one inch (1") minimum service tap and a one inch (1") service line shall be made from the distribution main to the curb stop or meter pit. The customer, builder or developer desiring a tap larger than the one inch (1") minimum, when available as a result of pre-planning, shall pay for the existing one inch (1") service tap available plus the costs involved for the larger tap and the service main requested.

Changing Existing Service Lines

Any existing residential, commercial or industrial customers, seeking to replace their existing service line and tap, shall bear the full cost of such change or revision, plus any applicable overhead charges.

FIGURE 1 AREAS OF RESPONSIBILITY

NOTE: A Double Check Valve must be 1st item installed in Premises.
(See Item 1 of General Rules)



The customer is responsible for the installation and maintenance of the service line from the discharge side of the meter pit regardless of the meter pit location.

The following is a brief list of private companies with certified backflow testers approved by the Ohio Department of Commerce. This list is not intended as an endorsement but only to assist you in selecting an approved contractor. To search for certified testers please visit https://www.comapps.ohio.gov/dic/dico_apps/bdcc/CertifiedBackFlowTesters/

COMPANY NAME	CITY	PHONE
SPRINGER ENTERPRISES	ANNA	937-394-7213
ARBOR INSPECTION SERVICES	ANN ARBOR	734-761-8088
ROCKWEST PLUMBING	AVON	216-701-6154
COMPLETE REFRIGERATION, LLC	BOWLING GREEN	419-352-6590
GEARHART PLUMBING	BOWLING GREEN	419-352-4384
PLUMBING PROFESSORS	CANTON	734-416-4227
SILCO FIRE PROTECTION COMPANY	DAYTON	937-426-9717
ALL STAR PLUMBING	FINDLAY	419-423-5723
COUCHOT MECHANICAL INC	FINDLAY	419-424-9355
JFP FIRE SYSTEMS	FORT WAYNE	260-493-0843
MARLIN WHITE	FREMONT	419-332-3631
S.A. COMUNALE	FREMONT	800-582-3989
POSITIVE TRADES GROUP, LLC	HOLLAND	419-868-7841
ROYAL PLUMBING COMPANY	HOLLAND	419-466-9148
TAYLOR PLUMBING	HOLLAND	419-392-1292
COUNTY FIRE PROTECTION	KENT	330-633-1014
ARMOR FIRE PROTECTION INC	LIMA	419-222-7667
HELM	MAUMEE	419-893-4369
SIMPLEX GRINNELL	MAUMEE	419-861-0603
INDUSTRIAL POWER SYSTEMS	MAUMEE	419-531-3121
CLOCK CONTRACTING	MONCLOVA	419-867-1424
CAMPBELL INC.	NORTHWOOD	419-476-4444
JL MECHANICAL SERVICES	PERRYSBURG	419-872-6000
PERRYSBURG PLUMBING & HEATING & AIR CONDITIONING	PERRYSBURG	419-874-7163
RESTORATION MECHANICAL	PERRYSBURG	419-931-0012
SHAMBAUGH & SON, L.P.	PERRYSBURG	419-891-0121
PRIDE PLUMBING	SWANTON	419-825-5648
ACCEL FIRE SYSTEMS INC.	SYLVANIA	419-843-7756
FIRE TECH SPRINKLER, INC.	SYLVANIA	419-885-6300
MERIT PLUMBING	SYLVANIA	419-841-3216
ABCO FIRE PROTECTION	TOLEDO	419-882-1200
ALTERNATIVE PLUMBING	TOLEDO	419-727-8777
COYLE MECHANICAL	TOLEDO	419-729-3007
DIMECH SERVICES INC.	TOLEDO	419-727-0111
DUNBAR MECHANICAL	TOLEDO	419-537-1900
EMERGENCY MR PLUMBER	TOLEDO	419-472-0899
GEO. F. PETERS	TOLEDO	419-382-1234
HOFFMAN	TOLEDO	419-241-8134
MARINE FIRE SALES	TOLEDO	419-255-2100
MONDO MECHANICAL	TOLEDO	419-531-7303
NORON INC	TOLEDO	419-726-2677
OTT PLUMBING INC	TOLEDO	419-381-7088
PIPE DOCTOR	TOLEDO	419-509-0766
RADCO FIRE PROTECTION INC.	TOLEDO	419-476-0102
GEM SERVICE GROUP	WALBRIDGE	419-720-2700
DENO PAPPAS PLUMBING, INC	WATERFORD	248-618-9768
EARL MECHANICAL SERVICES INC	WAUSEON	419-826-9999

Bill Payment Options

District customers are billed monthly for water and wastewater services. We have several payment options available to including bill payment online, automatic bill payment and payments are accepted by mail or in person at our office located at 12560 Middleton Pike, Bowling Green, OH 43402. To review information about the fees and charges please visit our website at <http://www.nwwsd.org/customer-service/payment-and-rate-information/>.

Automatic Bill Payment

- The District offers the opportunity for our customers to pay their utility bills automatically each billing cycle through automatic deduction from their checking account. The District will still prepare and mail your water and sewer bill, so you know your water usage and the amount of the bill. However, there would be no checks to write, envelopes to address and mail, and no late payment charges.
- Customers enrolled in automatic bill payment will see, "Autopay" printed on the bottom of the bill they receive in the mail. The date which appears in "Current Charges Due Date" box located on the lower left side of your statement indicates the date the bank will withdraw the money from your account.
- Simply fill out the enclosed authorization form and return it to the District. Your utility payments will be deducted from your bank account automatically. If you have more than one utility account, please complete a separate authorization for each account.
- Please allow 30 days for processing. Should you have any questions, please contact Customer Service at (419) 354-9090.

Bill Pay Online

- The District offers the opportunity for our customers to pay their utility bills online at <https://www.iwebms.net/nwwsd>. You will need your account number from your first bill to register your account or to sign in and make a one-time payment.
- There are no additional charges incurred when paying your bill online. However, if you wish to set up automatic payments online there will be an initial minimum payment of \$5 required to verify your bank information. This \$5 verification fee will be credited towards your account and be applied to your next bill.

Winter Averaging

What Is Winter Averaging?

Winter averaging is a billing method developed to give you the best possible break on sewer billing costs.

If you are eligible, this method takes the water consumption used in the winter quarter as the basis for billing sewer charges throughout the year. You will not be paying additional sewer charges for warm weather purposes such as watering lawns, washing cars, landscaping, gardening, or filling pools.

Some treatment providers may not use this same billing method for their charges.

How Do I Enroll?

Eligible customers are automatically put on winter averaging after one year of consumption history. The eligibility requirements are:

- Residence must be a single family or two-family dwelling.
- Each monthly meter reading must be an actual reading with no zero usages billed.
- Residences with a second sprinkling meter are not eligible for winter averaging.
- A customer must have one full year of consumption history prior to the winter quarter.

What If I Do Not Want To Use Winter Averaging?

Most eligible customers are put on winter averaging automatically. If you ask to be removed from this billing method, you will be billed based on 100% of the water consumed each quarter.

It may be beneficial for you to decline the winter average option if you have high winter water consumption or low usage in the warmer weather.

You will remain on this 100% billing unless you submit a written request asking to be placed back on the winter average billing.

If you believe your winter average is incorrect or you want to be placed on or removed from winter average, please write to:

Northwestern Water and Sewer District
P.O. Box 348
Bowling Green, OH 43402

Or call customer service at (419) 354-9090.

AUTHORIZATION AGREEMENT FOR AUTOMATIC UTILITY BILL PAYMENT

I (we) hereby authorize the Northwestern Water and Sewer District, hereinafter called *COMPANY*, to initiate debit entries to my (our) checking/savings account indicated below and the depository named below, hereinafter called *DEPOSITORY*, to debit the same to such account.

COMPANY ID #34-1766238

DEPOSITORY/BANK NAME _____ Savings Checking

CITY _____ STATE _____ ZIP _____

Transit/ABA # _____ Account # _____

This authority is to remain in full force and effect until *COMPANY* has received written notification from me (or either of us) of its termination in such time and in such manner as to afford *COMPANY* and *DEPOSITORY* a reasonable opportunity to act on it. I (or either of us) has the right to stop payment of a debit entry by notification to *DEPOSITORY* at such time as to afford *DEPOSITORY* a reasonable opportunity to act on it prior to charging account. After account has been charged, a customer has the right to have the amount of erroneous debit immediately credited to his account by *DEPOSITORY*, provided I (we) send written notice of such debit entry in error to *DEPOSITORY* within 15 days following issuance of the account statement or 45 days after posting, whichever occurs first.

NAME(S) _____ PHONE # _____

DISTRICT ACCOUNT NUMBER: _____ SERVICE ADDRESS: _____

DATE: _____ SIGNATURE: _____

SIGNATURE: _____

PLEASE ATTACH A VOIDED CHECK

ON A JOINT ACCOUNT, BOTH PARTIES MUST SIGN

PLEASE COMPLETE A SEPARATE AGREEMENT FOR EACH UTILITY ACCOUNT.

**NORTHWESTERN WATER AND SEWER DISTRICT
SERVICE APPLICATION AND CONTRACT**

Date _____

Name _____ Own _____ Rent _____

Co-Applicant _____

Service Address _____

City, State, Zip _____

Mailing Address, (if different) _____

Employer _____ Employer (Co-Applicant) _____

Home Phone No. _____ Daytime Phone No. _____

Cell Phone No. _____ E-mail Address _____

Previous Address _____

I/We understand that a delinquent service account may be: a) Placed on the tax duplicate of the owner of the property for collection in the same manner as taxes and assessments, including any unpaid utility charges for a tenant at the property; b) Sent to an agency for collection; and/or c) Be subject to water service shut-off for non-payment.

Check one:

_____ I/We will be making payment for service myself/ourselves.

_____ I/We have tenants living at this service address.

Name of tenant _____

Comments: _____

Signature

Signature, Co-Applicant