

CHRISTI WATER SYSTEM, INC.
200 Perry Street
Defiance, OH 43512
419-782-1176 DAYS 419-438-6110 EVENINGS

NOTIFICATION OF CUSTOMER RIGHTS

A. Complaint Procedures

Christi Water System, Inc. shall accept both oral and written complaints. Any customer, to register a complaint, should contact the Company by phone at 419-782-1176 (days), 419-438-6110 (evenings), or by mail, 200 Perry Street, Defiance, Ohio 43512.

The Company shall report the results to the customer within ten business days after the date of the receipt of the complaint, either orally or in writing.

If your complaint is not resolved after you have called Christi Water System, Inc, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio PUCO for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or <http://www.puco.ohio.gov>. Hearing and speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio Consumer's Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

B. Service Tap-In and Meter Installation

Water Service will not be supplied unless and until an application therefore is made by the owner of the premises sought to be served, or his authorized agent or tenant. Said application must be made on form provided by Christi Water System, Inc.

All property owners shall, upon making application for water service, be required to pay to the Company a fee equal to actual costs incurred in making said tap-in, as said cost conditions prevail at the time of tap-in. After payment of said fee is determined and paid, the Company shall thereupon install a service line to the property line of said property owner, if the same has not already been installed, and cause a meter to be installed at the end thereof. All meters shall be sealed by the Company at the time of tap-in and no seal shall be altered or broken except by one of its authorized employees or agents.

Any property owner desiring to install a service line in his premises shall make application for the same to the Company through a competent plumber as his authorized agent. If the Company approves the location of a proposed service line and is satisfied with the plans and specifications of said installations, a permit shall be issued to the plumber to proceed with the work. All costs of such service line installation shall be borne by the property owner and water service will not be commenced until the work has been inspected and approved by the Company. The service line shall become the property of the owner of the premises into which said service line extends and shall at all times be maintained in proper condition by said owner.

C. Payment of Bills

All bills shall be mailed on the billing date. All bills and notices shall be sent to the premises served unless otherwise requested by the customer in writing. Failure to receive such bills or notices shall not relieve the customer of responsibilities or obligations set forth in the bills or notices.

All bills shall be due not less than fourteen (14) days from the billing date as shown on the bill. If not paid by the due date shown on the bill, the bill will be considered late and will be subject to a late payment service charge of five percent (5%). The late payment charge is not compounded on future delinquencies, is based on current charges only, and is not imposed during any billing period in which payments made exceed the customer's current charges. If any bill is not paid by the due date, the service may be disconnected upon fourteen (14) days written notice.

D. Disconnection of Service

No notice is required for disconnection in any of the following instances:

- a) For tampering with any main, service line, meter, curb stop, curb box, seal or other appliance under the control of or belonging to the Company;
- b) For connecting the service line or any pipe directly or indirectly connected to it, with any other source of supply or with any apparatus which may in the opinion of the Company, contaminate the Company's water supply or threaten the integrity of the system;
- c) For any other violation or failure to comply with, the regulations of the Company which may in the opinion of the Company or any public authority, create an emergency situation.

The customer must be given not less than twenty-four hours written notice before service is disconnected when any of the following conditions exist:

- a) For the use of water for any purpose not stated in the application;
- b) To prevent waste or reasonably avoidable loss of water.

Personal delivery of the notice to the customer's premises shall first be attempted and only if personal service cannot be accomplished at that time, the notice shall be securely attached to the premises in a conspicuous manner.

The customer must be given not less than fourteen days written notice before service is disconnected when any of the following conditions exist:

- a) For non-payment of any tariff charges when due or within any additional period for payment permitted by the Company, or for not making a deposit as required. Disconnection of service for non-payment may not occur prior to fourteen days after the due date.
- b) For any violation of, or failure to comply with, the regulations of the Company other than stated in Paragraph (B)(1) of Rule 4901:1-15-27.;
- c) For misrepresentation in the application as to any material fact;
- d) For denial to the Company of reasonable access to the premises for the purpose of inspection;
- e) For violation of federal, state, or local laws or ordinances where such violation affects the provision of utility service by the Company.

A notice of discontinuation shall clearly state all of the following:

- a) The earliest date when the disconnection could occur;
- b) The reason(s) for disconnection;
- c) The action the customer must take in order to avoid the disconnection;
- d) The total amount required to be paid, which shall not be greater than the past due balance, including any reconnection fees.

Those Company employees who normally perform the termination of service will be authorized to either;

- a) Accept payment in lieu of termination;
- b) Be able to dispatch an employee to the premises to accept payment;
- c) Be otherwise able to make available to the customer a means to avoid disconnection.

Service may not be refused or disconnected to any customer or refused to any applicant for service for any of the following reasons:

- a) Failure to pay for service furnished to a customer(s) formerly receiving service at the premises, unless the former customer(s) continues to reside at the premises.
- b) Failure to pay for a class of service different from the service provided for the account in question.
- c) Failure to pay any amount which, according to established payment dispute and resolution procedures, is in bona fide dispute.
- d) Failure to pay any charge not specified in the Company's tariff.

Disconnection of service for nonpayment is prohibited if the disconnection of service would be especially dangerous to one's health as certified pursuant to this rule. The Company shall provide medical certification applications upon request of any residential customer. Customer medical certification provisions must conform with the following:

- a) The customer must have a form provided by the Company signed by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified midwife, or local board of health physician stating that a special danger exists to the health of the customer or permanent resident of the household.
- b) In the event that the service has been disconnected within 21 days prior to certification of special danger to health, service shall be restored to that resident if the proper certification is made, in accordance with the foregoing provisions.
- c) Certification shall prohibit disconnection for 30 days. Certification may be renewed two additional times (30 days each) by a licensed physician, physician assistant, clinical nurse specialist, certified nurse

practitioner, certified midwife, or local board of health physician by providing an additional certificate to the Company. The total certification period is not to exceed 90 days in any 12-month period.

Christi Water System, Inc. medical certificate is available upon request by the customer.

E. Reconnection of Service

Christi Water shall reconnect previously disconnected service, unless prevented by circumstances beyond the Company's control, or unless the customer requests otherwise, by the close of the following regular Company business day after any of the following:

- 1) Receipt by the Company of full amount of arrears for which service was disconnected, including reconnection charge and required deposit;
- 2) The elimination of conditions that warranted disconnection of service; or
- 3) Agreement by the Company and the customer on a deferred payment plan and a reconnection charge of \$33.00.

If service is disconnected and the customer wishes to guarantee the reinstatement of service the same day on which payment is rendered, both of the following conditions apply:

- 1) If reinstatement of service is requested the same day, the customer must notify the Company no later than twelve thirty p.m., and the customer must make payment in the Company's business office or provide proof of payment; and
- 2) The Company may require that the customer sign an agreement to pay the Company's incurred costs for reinstatement of service if it occurs after normal Company business hours. This fee shall be collected at the time reinstatement of service arrangements are made or rendered with the customer's next billing at the Company's discretion.

If a guarantor is required in order to re-establish service, the guarantor must sign an acknowledgement of willingness to accept the responsibility for payment of the customer's bill in case of the customer's default.

The Company may not insist upon payment of any current bill, excluding any reconnection charge, before restoring service under this rule unless that bill is more than fourteen days past due.

F. Meter Testing

The Company shall perform either an on-site or bench meter test once every three years, without charge, if requested by the customer. The meter test shall be performed within thirty days from the request. The Company may request a reasonable justification for a meter test. Results of an on-site meter test shall be provided to the customer at the time of the test. If the primary meter fails to meet the accuracy standards, the Company shall, within thirty days, perform any necessary billing adjustments. Additional customer requested meter tests within a three-year period shall be at the expense of the customer if the meter is found to be accurate.

If the meter meets accuracy standards on an additional customer-requested meter test within a three-year period, the Company may require the customer to pay an amount not to exceed the actual cost of having the meter tested and, if necessary for the test, removed and reinstalled.

The Company may test any meter at its discretion. The cost of such test shall be borne by the Company. The customer has the right to be notified of the scheduled meter test date and to have the customer's representative present when the test is performed.

The Company or any customer may request that a meter test be performed in the presence of a staff member of the Compliance Division of the Commission. The customer also has the right to be present.

G. Establishing Credit

Prior to the installation of any meter service the Company will secure from the customer a deposit of money in such amounts as authorized by the Public Utilities Commission of Ohio, and as currently established under Section 4901:1-17-05, Ohio Administrative Code. Interest on any deposits held by the Company will be at the minimum rate currently ordered by the Public Utilities Commission of Ohio as of the date of receipt of the deposit and will fluctuate as of the effective date of subsequent orders. The current interest rate is 5%.

Each utility may require an applicant for residential service to satisfactorily establish financial responsibility. If the applicant has previously been a customer of that utility, the utility may require the residential applicant to reestablish

financial responsibility. An applicant's financial responsibility will be deemed established if the applicant meets one of the following criteria:

- (1) The applicant is the owner of the premises to be served or of other real estate within the territory served by the utility and has demonstrated financial responsibility.
- (2) The applicant demonstrates that he/she is a satisfactory credit risk by means that may be quickly and inexpensively checked by the utility. In determining whether the applicant is a financially responsible person, the public utility may request from the applicant and shall consider information including, but not limited to, the following: name of employer, place of employment, position held, length of service, letters of reference, and names of credit cards possessed by the applicant.
- (3) The applicant demonstrates that he/she has had the same class and a similar type of utility service within a period of twenty-four consecutive months preceding the date of application, unless utility records indicate that the applicant's service was disconnected for nonpayment during the last twelve consecutive months of service, or the applicant had received two consecutive bills with past due balances during that twelve-month period and provided further that the financial responsibility of the applicant is not otherwise impaired.
- (4) The applicant makes a cash deposit to secure payment of bills for the utility's service as prescribed in rule 4901:1-17-05 of the Administrative Code.
- (5) The applicant furnishes a creditworthy guarantor to secure payment of bills in an amount sufficient for a sixty-day supply for the service requested. If a third party agrees to be a guarantor for a utility customer, he or she shall meet the criteria as defined in paragraph (A) of this rule or otherwise be creditworthy.

H. Premises Access

Any employee or agent of the Company seeking access to the dwelling or structure of a customer shall voluntarily identify himself or herself, provide proper Company photo identification, and state the reason for the visit.

I. Availability of Company's Tariff

Christi Water System, Inc. rates, rules and regulations (Tariff) are available for review upon request from the Company or from the Public Utilities Commission of Ohio.

J. Minimum Standards

The Public Utilities Commission of Ohio has adopted a comprehensive set of minimum standards for waterworks companies, which is available from Christi Water System or from The Commission for review upon request.

K. Dishonored Payments

When a payment that has been received as payment for service is returned by the financial institution unpaid, a charge of forty-nine (\$49.00) will be assessed to cover the cost of processing this transaction providing a customer's payment is properly processed by the Company. The charge for the dishonored payment may be reflected at the Company's option, when the Company returns the dishonored payment or may be charged on the customer's next billing.