

TERMS OF SERVICE

The Utility shall maintain all components of the interceptor pump and interceptor gravity tanks, control systems and service lines required to provide sewer service on the customer's premises. The customer must execute an agreement granting an easement to the Utility for maintenance of the sewer system. The building plumbing and building outfall line shall be maintained by the customer. The customer owns the tank and is responsible for the replacement or change of the tank according to the Utility's specifications.

COMMENCEMENT OF SERVICE

Service to a property begins at the time the tank passes final utility inspection. The owner of the property at the time services commence will be responsible for the payment of all applicable sewer charges in accordance with the tariff.

PAYMENT TERMS

A non-payment penalty of five percent (5%) of the monthly charge will be due after the due date shown on the bill for sewer service. It is your responsibility to ensure that your payment arrives by the due date. Late penalties are processed on the day after the due date and will only be adjusted in the event of an extraordinary circumstance.

Credit Card payments can be made at any time through our automated phone payment system at (888) 267-9923 or through the Customer Web Portal at <https://adenus.authoritypay.com>. If you choose to pay with Credit Card, a 2.45% convenience fee (with a minimum charge of \$1.25) will be added to your total. You can also enroll in auto draft in the Customer Web Portal free of charge. Your monthly bill will be auto drafted on the 15th of each month.

Ohio Wastewater reserves the right to disconnect service if payment is not received within 14 days of the written notice of delinquent status. Delinquent customers will be notified via Certified Mail of the time they have to settle their account before they risk disconnection. No service shall be reconnected if discontinued for non-payment (or any other valid reason) until all charges have been paid, including reconnection fees. The reconnection fee is \$95.

Service under any application may be discontinued for the following reasons:

1. For tampering with any collection main, service line, or appliance under the control of, or belonging to the Utility
2. For any other violation or failure to comply with the regulations of the Utility which may in the opinion of the Utility or any public authority, create an emergency.
3. For the discharge of any type of sewage not stated in the application
4. For the use of service upon any premises not stated in the application
5. The non-payment of any tariffed charges when due or within any additional period for payment permitted by the Utility or for not making a deposit as required.
6. For any violation of or failure to comply with the regulations of the Utility other than those identified in Nos. 1-4 above
7. For misrepresentation in the application as to any material fact.
8. For violation of federal, state, or local laws or ordinances where such violation affects the provision of utility service by the Utility.

A check returned by the bank will incur a fee of \$35.00.

PRETREATMENT REQUIREMENTS

For all sewage connections the Utility reserves the right to require any non-residential user to provide special pre-treatment for any high strength effluent before discharge into its sewage system. The Utility may, upon the basis of recognized engineering standards and treatment costs, increase the rate charged to cover the cost of treatment of high strength effluent or industrial waste, and may impose recognized engineering standards as to the maximum size of solids and constituents in such waste discharged into its sewage system.

SYSTEM ABUSE

If excessive volumes of sewage are received, the Utility may require the Customer to monitor flow volume and increase surge holding capacity at the Customer's expense. All customers are required to review the Do's and Don'ts list for an Effluent collection system, supplied to them by the Utility. These requirements prohibit the flushing of any toxic chemicals that kill tank bacteria, and disposal of an excessive amount of grease, pet hair, or non-biodegradable products, among other things.