

Ord. No. 722-16

To amend Sections 533.01, 533.08, 533.09, 533.15, 535.05 and 535.06 of the Codified Ordinances of Cleveland, Ohio, 1976, as enacted and amended by various ordinances, relating to clarifying and improving customer service within the Division of Water.

In order to clarify existing ordinances and support improved customer service, the Department of Public Utilities is requesting amendments to the Codified Ordinances as outlined below.

§ 533.01 General Provisions

(a) All Connections.

(1) All water service connections and service pipes from water distribution mains supplied with water by the City shall be metered by a water meter, except connections for construction purposes or fire protection.

(2) Metering devices shall be supplied by the Division of Water, and shall remain the property of the City.

(3) Charges for metering devices and their installation and/or replacement shall be under Section 535.06 of the Codified Ordinances.

(4) Charges for metering devices supplied by the City and for their installation by the City shall be borne by the owner of or the person applying for water service to the premises.

(5) Excepting private re-registering and sewer-exempt meters, the following apply:

A. Metering devices shall be replaced and/or repaired by and at the expense of the Division; and

B. At the Director's discretion, ancillary plumbing repair, for the service pipe or connected fixtures in the building, necessary for the replacement or installation of a meter or for the purpose of a Division-sponsored system improvement, may be performed by and at the expense of the Division pursuant to the rules and regulations by the Director.

(b) New Connections.

(1) All new service connections and service pipes from all water distribution mains supplied with water by the City shall be metered by a water meter pursuant to the rules and regulations of the Division of Water.

(2) When vaults are required, they shall be furnished **and maintained** by the owner or customer and approved by the Commissioner. Vaults shall be installed **and maintained** by the owner or customer in strict conformity with the rules and regulations of the Department of Public Utilities.

(3) Once a connection has been installed to allow access to domestic water is established, but prior to a meter being installed, water consumption shall be estimated and billed at the amounts shown in the table below, at the applicable service district rates where the premise is located.

Connection (Size)	Daily MCF to be Billed
5/8 in.	0.04
3/4 in.	0.04
1 in.	0.05
1-1/2 in.	0.25
2 in.	0.43
3 in.	1.15
4 in.	2.45
6 in.	7.36
8 in.	13.13
10 in.	20.00
12 in.	25.65

(c) Existing Connections.

(1) Meters on existing service connections and service pipes shall be replaced on request of the owner or when deemed necessary by the Commissioner, subject to approval by the Director, to prevent waste or to protect the integrity of the water system or to continue the policy of metering all consumers, pursuant to rules and regulations by the Commissioner, subject to approval by the Director.

(2) Replacement, repair and maintenance of metering devices shall be performed only by authorized employees of the Division or by other authorized representatives of the Division.

(3) Charges for installation and/or replacement of metering devices may be prorated on the water bill for a period of not more than four (4) years or may be paid in a lump sum.

(4) When vaults are required, they shall be furnished and maintained by the owner or customer and approved by the Commissioner. Vaults shall be installed and maintained by the owner or customer in strict conformity with the rules and regulations of the Department of Public Utilities.

(5) Existing connections with missing, non-progressing, or non-registering meters, water consumption shall be estimated and billed at the amounts shown in the table below, at the applicable service district rates where the premise is located.

Connection (Size)	Daily MCF to be Billed
5/8 in.	0.04
3/4 in.	0.04
1 in.	0.05
1-1/2 in.	0.25
2 in.	0.43
3 in.	1.15
4 in.	2.45
6 in.	7.36

8 in.	13.13
10 in.	20.00
12 in.	25.65

(d) *Rules and Regulations.* The Director shall make and amend written rules and regulations necessary to effectuate the provisions of this chapter. The rules and regulations shall not conflict with nor waive any provisions of these Codified Ordinances.

§ 533.08 Meter Space to be Maintained and Unobstructed

Whenever a meter is set, whether in the sidewalk or area vault, or any part of the basement of any building, the space occupied by the meter and the box for the same must at all times be maintained and kept free from rubbish or obstructions of any kind.

§ 533.09 Customers to Protect Meters; Liability

Customers shall protect all meters from frost and hot water or injury of any kind, but such meters shall under no circumstances be removed for repairs or otherwise, by any person except an employee of the Division of Water, working under the direction of the Commissioner of Water. The customer will be held responsible for all damage to meters from frost or hot water-, and meter appurtenances necessary for the Division of Water to obtain a meter reading, including the wire and transmitter.

§ 533.15 Tampering with Meters; Fee

If the Division of Water finds that a meter seal has been broken, or that there is good evidence that a meter the water metering system or appurtenances has been tampered with, the water shall be shut off and not turned on again until (1) the payment set forth under Section 535.06 of the Codified Ordinances and (2) the payment of a five hundred dollar (\$500.00) fee has been made to the Division the outstanding account balance has been paid in full. The consumer or owner of the premises shall also pay for twice the estimated quantity of water which has not been registered because of tampering with the meter.

§ 535.05 Affordability Programs

(a) Special Homestead Rate. Homesteads that are single family residential property owned and occupied by a person sixty-five (65) years of age or older whose total annual income does not exceed the limits listed below or homesteads that are single family residential property owned and occupied by a person permanently and totally disabled whose total annual income does not exceed the limits listed below may be eligible for the special homestead rate established for the service district in which the homestead is located under Section 535.04 of these Codified Ordinances. The Director of Public Utilities shall prescribe the application form for the homestead rates and have final approval of all applications. Once the initial homestead application is approved, the special homestead discounted rate will be effective for three (3) years. Prior to the homestead expiration date, the property owner/homestead is required to complete a renewal application.

Income Limits:	
Year	Total Annual Income
2016	\$32,500
2017	\$33,000
2018	\$33,500
2019	\$34,000
2020	\$34,500

§ 535.06 Fees and Charges (ADD NEW SECTION (p) AND RE-NUMBER ACCORDINGLY)

(p) Charge for Non-Payment Reconnection.

Per Reconnection	2017	2018	2019	2020
	\$45	\$46	\$47	\$48