

**Montpelier Municipal Utilities
RESIDENTIAL
UTILITY PROCEDURES**

SECTION 1.00. ADOPTION MAINTENANCE AND DISSEMINATION OF PROCEDURES:

Section 1.01 These Procedures shall supplant and take precedence over any existing practices, rules or regulations (formal or informal) which are inconsistent herewith. Employees of the Village shall be required to comply with the Procedures in the same fashion as all other rules and regulations which govern public operations by Village officials or employees.

Section 1.02 The Montpelier Municipal Utilities office shall maintain copies of the Procedures. Within two weeks of the adoption of these Procedures, a copy of the Procedures (with attached exhibits) shall be provided to each employee of the Montpelier Municipal Utilities who shall immediately begin to familiarize themselves with the same. All new employees of the Montpelier Municipal Utilities shall be given a copy of the Procedures at the time of hire and be required to become familiar with the same.

SECTION 2.00 MISCELLANEOUS RATES AND FEES

Section 2.01 EXHIBIT A MISCELLANEOUS RATES AND FEES: Rates for deposits, door hangers, termination fees, and miscellaneous fees are set forth in the Resolutions and Ordinances and Fee Schedules as adopted by the Council of the Village of Montpelier.

SECTION 3.00 PROCEDURES FOR ESTABLISHING UTILITY SERVICE:

Section 3.01 APPLICATION PROCESS: Application for utility service shall be made by completing a utility application in the form attached hereto as Exhibit B "Application for Montpelier Municipal Utility Service." The Application shall contain the mailing address(es) of all owners and all current or anticipated occupants of the premises. Proof of ownership or a copy of the lease agreement along with proof of identification must be attached to the application. All requested information must be attached to the application in order for service to be established.

It is the Property Owner's Responsibility to notify the Utility Office of any changes in occupancy of the premises. The Application shall state that the property owner and the resident have the obligation to advise the Montpelier Municipal Utilities of any changes in occupancy of the premises.

Section 3.02 SHORT FORM: In the event that a customer has previously established a billing account in his or her name, a short form utility application attached hereto as Exhibit C "Short Form Application" can be completed as long as household information is the same. All requested information must be attached to the application in order for service to be established.

Section 3.03 RESPONSIBLE PARTIES: All adults and emancipated minors residing in a property are responsible for the charges at that property. See Section 3.06 (C)

Section 3.04 ARREARAGES/DELINQUENCIES: If a non-owner occupant (hereby known as “Tenant” and for the purpose of this document “Tenant” also refers to Land Contract Owner) of residential property makes application to establish a billing account in his/her own name, he/she may not be required to pay arrearages in the billing account applicable to the premises in question which were incurred by the owner or any prior occupant, but would be required to pay, if the charges occurred while the tenant in question was residing at the premises during that billing period. The applicant shall be required to pay any outstanding balance of charges and/or fees (plus interest) which remains on any prior account existing in the applicant’s own name.

For the purpose of connecting a new tenant, if a landlord has not paid a past due bill on an account and the utilities have been disconnected, the Montpelier Municipal Utility reserves the right to refuse service to that property or any of the landlord’s properties until all delinquencies have been brought current.

Section 3.05 UTILITIES LOCATED OUTSIDE CORPORATION LIMITS: Utilities located outside the Corporation limits of the Village of Montpelier must remain in the property owner’s name. No tenant accounts can be established.

Section 3.06 DENIAL OF SERVICE: Every applicant denied service shall be so informed at the time of processing the application or as soon as practicable under the circumstances. Proper grounds for denial of an application include the following:

- (A) The premises requires specific repairs before utility service can be safely provided;
- (B) The applicant owes the Village an outstanding bill for an account in his/her own name;
- (C) An outstanding bill exists in the name of the person with whom the applicant previously shared occupancy and the prior account holder is no longer a resident at the premises.

Section 4.00 SECURITY DEPOSITS: The Montpelier Municipal Utilities will implement use of a security deposit for all residential customers (see Exhibit A).

- (A) Deposits are property specific.
- (B) Deposits will be held in the names of all those residents over the age of 18 unless the Utility Office is directed that it is held by a specific resident.
- (C) Deposits on file will be used to pay the final bill of the property for which the deposit was received.

Section 4.01 WAIVING OF DEPOSITS: The previous policy of waiving deposits has been rescinded.

Section 4.02 BALANCE OF ACCOUNT:

- (A) Upon “Finaling” the account of a property, the Utility Deposit shall be applied toward the account balance.
- (B) If the deposit is larger than the balance on the account, the remaining deposit shall be forwarded to the person or Entity that paid the deposit.
- (C) If the deposit is not large enough to satisfy the balance on the account, the Montpelier Municipal Utilities will bill the remaining balance to the customer of record.
 - a. After reasonable efforts have been made to secure payment of the remaining balance from the customer, the property owner will be responsible for payment of the outstanding balance on the account regardless of whose name is on the Application, as per ORC 743.04. For purposes of this section, the owner of the property will be determined based on the records of the Williams County Auditor. Payment will be obtained through a direct invoice, by certification to the taxes as is provided by the Ohio Revised Code, and/or through other legal methods available to the Montpelier Municipal Utilities.

Section 4.03 TENANT BALANCE ON FINAL BILLS: As in Section 4.02 above, if the tenant fails to pay the balance of the final bill, a record will be kept. If that tenant attempts to obtain service, that bill must be paid in full prior to service being established. Sections 3.06 (B) and (C), along with Section 5.00 (H) also apply to this section referring to the establishment and/or denial of utilities.

Section 4.04 CREDITING INTEREST: The previous practice of crediting the applicant’s account for the amount of the security deposit plus interest earned thereon after five years of regular monthly payments has been revoked. All interest earned will be credited to the general fund to offset administrative costs for maintaining the deposits.

Section 5.00 TERMINATION OF UTILITY SERVICES: Utility service may be terminated by the Montpelier Municipal Utilities for any lawful reason, including without limitation, the following:

- (A) Non-payment of the utility;
 - 1. If during winter weather an electric account is limited due to non-payment of a utility bill, that account will have an additional 7 days from the placement of the limiter to bring the account current. If the account is not brought current the electricity to the property will be terminated. A reasonable attempt will be made to give notice to the resident and owner on the day the limiter is placed as to this procedure and that they may need to winterize the property in question. On day

of termination, if the property is a rental property that has been established in a tenant's name, the property will be read out and placed back in the owner's name. It is the owner's responsibility to verify payment with the Village.

- (B) Emergencies and repairs;
- (C) At the request of the owner (but only under the conditions set forth in Sections 7.0;
- (D) Meter tampering, theft of service, or fraud;
- (E) Violation of the Village Housing Maintenance Code, the Ohio Basic Building Code, National Electric Code, or any other safety regulation; or if a condition at the property otherwise creates an imminent safety hazard or nuisance;
- (F) Condemnation, and/or any finding that the premises are unfit for human habitation, and/or vacation or abandonment of the premises;
- (G) Refusal to permit the Montpelier Municipal Utilities to have access to the premises to read the meter, inspect equipment, or conduct necessary repairs;
- (H) Attempting to obtain utility service while having an outstanding balance with the Montpelier Municipal Utilities by placing the utilities in another person's name, changing residence to avoid payment of the outstanding balance, or leaving the utilities in the Landlords name.
- (I) Abetting someone to obtain service (whose service has been shut off due to non-payment) by running electrical cords from one property to another.
- (J) If the property has been shut off due to non-payment, it shall be illegal to operate a generator to obtain electrical service.

Section 6.00 PROCEDURES FOR NOTICE OF PROPOSED TERMINATION OF RESIDENTIAL SERVICES:

Section 6.01: SERVICE ADDRESS IN TENANT OR OWNER OCCUPANT'S NAME: In cases in which the billing account is in the name of the Tenant or in the name of the Owner Occupant, and the account is in arrears, the following notice procedures shall be followed:

- (A) One day following the due date a notice of the anticipated termination of service shall be sent by mail to the Tenant or owner occupant who established the account at the mailing address set forth on the Application. The notice shall be in the form attached as Exhibit D "Delinquent Notice".
- (B) In addition, a notice in the form of Exhibit E "Door Hanger" shall be affixed to the door of the premises on a date as determined by the Director of Finance and as published on the utility bill of the month in question. The Montpelier Municipal Utilities, at its option, may elect to also send notice of the anticipated termination to the owner of the premises and to the Tenant of record if records indicate that the Tenant has a different mailing address. The Occupant may appeal the decision to terminate service to the Director of Finance by contacting the Montpelier

Municipal Utilities within one (1) business day of the posting of the notice at the premises.

- (C) All Charges associated for the Door Hanger charge shall be assessed to the utility account when the designated Village employee physically leaves the Village Hall and must be paid.
- (D) The Door Hanger shall also advise the non-owner occupant or owner occupant that he/she is responsible to pay all service charges, which have been attached to the account, which may include charges for door hanger fees, disconnect fees, an increased deposit and the new bill if it has been calculated and posted to the account if termination of service is to be averted, or if service is to be reactivated.
- (E) On the date as determined by the Director of Finance and as published on the utility bill, utility services will be terminated to the premises; provided, however, that to the extent a customer requests an appeal before termination as permitted in Section 14:0-14:01 below, then termination shall not occur until the appeal has concluded.
- (F) On the day of termination, all Charges noted in Section 6.01 (D) above shall be assessed to the utility account once the disconnection batch has been processed and posted and must be paid in order to re-establish service or avoid disconnection.
- (G) Termination of service can be either water or electric utility or both utilities

Section 6.02 SERVICE ADDRESS IN LANDLORD'S NAME: In cases in which the billing account is in the name of the Landlord and the account is in arrears, the following notice procedures shall be followed:

- (A) A notice in the form of Exhibit G "Notice to Tenant of Termination when Account is in Landlord's Name" shall be sent to the service address in the name of the "resident" and to the tenant of record, if records indicate that the tenant has a different mailing address.
- (B) A notice in the form of Exhibit E "Door Hanger" shall be affixed to the door of the premises on a date determined by the Director of Finance and as published on the utility bill of the month in question. The occupant may appeal the decision to terminate service to the Director of Finance by contacting the Montpelier Municipal Utilities within one (1) day from the posting of this notice at the premises.

Section 7.00 OWNER REQUESTED TERMINATION OF UTILITY SERVICE. If a landlord requests termination of service to residential property for reasons other than short term maintenance purposes, the Montpelier Municipal Utilities reserves the right to take steps to assure that the premises are not currently occupied. In order for a landlord to effect termination of service, the landlord shall be required to certify in writing that:

- (A) No tenants or other non-owner occupants, or holdover tenants or non-owner occupants, are in current possession of the premises;
- (B) No tenants or other non-owner occupants, or holdover tenants or non-owner occupants, are in current possession of keys to the premises;
 - a. Exception: In cases where the Tenant has informed the Montpelier Municipal Utilities that they have moved and requested the services to be read out of their names, the Landlord has the right to terminate services. Fees will be assessed to the Landlord.
- (C) The certification shall be in the form attached as Exhibit F. “Owner’s Certification for Requested Utility Termination”
- (D) Under Ohio Revised Code Section 5321.15, no landlord of residential premises shall initiate any act, including termination of utilities or services, exclusion from the premises, or threat of any unlawful act, against a tenant, or a tenant whose right to possession has terminated, for the purpose of recovering possession of residential premises, other than as provided in Chapters 1923., 5303., and 5321. of the Revised Code. The Village of Montpelier will not terminate utilities for any unlawful purpose.

Section 8.00 MEDICAL CERTIFICATE: It is the customer’s responsibility to contact the Utility Office to inform them of any Life Sustaining Medically Necessary Equipment that is in the household.

Section 8.01 MEDICAL CERTIFICATE PROCEDURES: Once the office is notified, the Utility Office will forward a request for a certification in the form of Exhibit I “Medical Certification Form” to be completed by the customer’s physician and placed on file with the Montpelier Municipal Utility.

- (A) Form must be renewed every 90 days.
 - a. It is the responsibility of the resident to have their Medical Certificate updated.
- (B) A Medical Certificate does not relieve the Occupant from the responsibility to pay their Utility bill.
- (C) The Utility Office will keep an updated list of those with a Medical Certificate.

Section 8.02 Qualifying vs Non Qualifying Equipment

- (A) Dialysis, oxygen monitors, Respirator, Suction Machines, feeding pumps and infant apnea monitors (if other equipment is required) are examples of equipment that are Life Sustaining Medically Necessary Equipment.
- (B) Refrigerators, Air conditioners, Nebulizers, Apnea Monitors, Wheel Chair or bed confinement are examples of equipment that are not considered medically necessary to maintain utility services.

Section 8.03 TERMINATION OF RESIDENT WITH MEDICAL CERTIFICATE: If a resident with a Medically Necessary Equipment form becomes delinquent to the point of termination, the following additional steps will be taken:

- (A) An additional five (5) business days will be given to make their account current.
- (B) At the end of that five (5) day period, the electric will be restricted and the water will be terminated.
 - a. All fees will apply
- (C) After an additional 30 continuous days have passed, the resident will be notified that an additional 5 continuous days, all services will be terminated.
 - a. Additional fees will apply

Section 8.04 NOTIFICATION OF LANDLORD: If the property is in the name of a Tenant, the Landlord of the property will be informed that a Medical Certificate is on file with the Utility Office. This notification will come in the form of Exhibit J.

Section 9.00 SERVICE CHARGES: As set forth by Village Ordinance, the Montpelier Municipal Utilities will apply its normal service charges to accounts where applicable in cases where monthly payments are late, door hanger notices have been given, or service has been terminated and later reactivated. If both utilities are terminated, fees shall be assessed for each utility. As stated in Section 6.01 (D), fees are assessed when the disconnection batch has been processed and posted or 10:00 a.m., whichever is later,, whether or not the disconnection has yet been performed. The Village reserves its right to alter or change these fees, or add additional fees, as business circumstances warrant.

Section 10.00 PAYMENT PLANS: The Council for the Village of Montpelier hereby authorizes the Director of Finance or his/her designee to extend Payment Plans on a limited basis to the customers of the Montpelier Municipal Utility. Those procedures are as follows:

- (A) No more than two (2) payment plans per calendar year per customer.
- (B) Payment plans will be 50% of the bill due, but may not exceed 50% of the deposit on hand. Customers must pay balance within 10 consecutive days of the shut off date.
- (C) Payment plans shall only be allowed to be made with those whose name appears on the application.
- (D) If a customer has an appointment with an agency for help with their utility bill, that appointment must be held prior to shutoff day. An appointment with an agency does not defer termination of utilities.
- (E) No payment plans shall be extended to persons who have previously defaulted on a payment plan.
- (F) No payment plans will be accepted, on utility deposits or on bills under \$100.00
- (G) To be eligible for a payment plan, a new utility account must have six (6) months of good credit with the Montpelier Municipal Utilities.

- (H) A payment arrangement will not be allowed if the previous bill has not been paid in full – no carry over amounts.
- (I) No payment arrangements will be allowed when Montpelier Municipal Utilities have been notified by either party of a possible change in tenancy.

Section 11.00 RESTORATION OF SERVICE Water services to a property will not be restored unless a person 18 years of age or older is present. Electric service will be made ready by Utility office staff. It will then be the responsibility of the resident to push the black button on the electric meter to connect the power to the home.

Section 11.01 RESTORATION OF SERVICE DUE TO NON-PAYMENT If service has been terminated due to non-payment of a utility bill, the Montpelier Municipal Utilities will defer actual restoration of service until the following:

- (A) The balance due on the account is paid in full.
 - a. Due to the credit risk of the account, if the new utility bills have been calculated, the balance due shall include those charges and any other miscellaneous charges that may have been applied since the previous billing.
- (B) If no deposit is currently being held on the property, the minimum deposit may be required.
- (C) An additional deposit may be required to bring the deposit on hand up to 2.5 times the average bill on the property. This policy shall be enforced based on the credit history of the customer with the Montpelier Municipal Utility.
- (D) The Tenant establishes an account in his/her own name and pays the standard residential utility deposit in accordance with these Procedures.

Section 11.02 RESTORATION DUE TO REPAIRS: A Landlord, Owner or Tenant may request a temporary suspension of service to conduct non-emergency repairs at the premises. The Montpelier Municipal Utilities shall restore service suspended for non-emergency repairs upon the request of the Owner, Landlord, or a Tenant. As per the Village Schedule of Fees (Exhibit A), Montpelier Municipal Utilities may assess a reasonable charge against the party seeking the temporary suspension of service.

Section 11.03 RESTORATION DUE TO EMERGENCY If service is terminated by an emergency caused by the Montpelier Municipal Utilities or an act of God, no reinstatement charge shall be levied. If service is suspended by an emergency caused by any occupant, owner, a contractor of the owner or any occupant, or a guest of the owner or any occupant, a reasonable reinstatement charge (Exhibit A) may be levied as appropriate in the judgment of the Montpelier Municipal Utilities.

Section 12.00 REAL ESTATE ASSESSMENTS: The Montpelier Municipal Utilities makes use of ORC #743.04 whereby delinquent utility bills will be assessed against the real estate of the property. Properties will still be subject to the same termination procedures before and during an

assessment period. By the transferring of the utility bill from the Montpelier Municipal Utility billing system to the Williams County Treasurer for collection the Montpelier Municipal Utilities does not forego its ability to terminate services nor does it forego its right to leave those services off until **all** invoices and assessments for utilities are paid in full.

Section 13.00 RED FLAG RULES: The Montpelier Municipal Utility takes its customers identity information very seriously and has adopted and implemented Red Flag Rules in an effort to protect its customers. These Rules do not prohibit the Montpelier Municipal Utilities from aiding Landlords in locating previous tenants who may owe a delinquent utility bill, nor does it prohibit the Montpelier Municipal Utilities from giving out credit history for its customers.

Section 14.00 APPEAL PROCEDURE: Consumers of utility service who wish to contest a village determination to deny service, terminate service or a billing matter shall be afforded an opportunity to do so. The following notice and appeal procedures shall apply:

- (A) If a service, termination or billing dispute is not resolved to his/her satisfaction, the customer has the right to request a meeting and to meet with the Finance Director of the Village, (or in his/her absence, the Village Manager or Deputy Manager) to discuss the dispute. In addition all notices of termination of services shall include a provision advising the recipient of the right to appeal the termination decision.
- (B) The customers' appeal rights shall consist of a face to face meeting with the Director of Finance, or if the customer prefers, a telephone meeting, at which the dispute shall be discussed. Persons exercising, these appeal rights shall be entitled to reasonable access to Village business records concerning the affected service address in order to prepare for the meeting, and may request copies of such documents, for which the customer is responsible to pay copying costs. If the decision appealed from is the decision to terminate service, termination shall be stayed until the determination of the appeal. In the case where termination of service has occurred, the customer shall be obligated to request an appeal meeting no later than 5 days after termination of service.
- (C) The parties acknowledge the Director of Finance is empowered, when good cause is shown, to approve applications for service, to compromise or adjust bills, to negotiate, defer and compromise disputes as to payment demands, to cancel or postpone termination of service, and to authorize reinstatement of service. The Director of Finance shall, when consistent with the business interest of the Montpelier Municipal Utilities attempt to make reasonable arrangements to provide utility service, to provide for the payment of bills, and to provide reasonable security for payment of bills. However, the Director of Finance and other Village officials are not obligated to accept any proposal for billing, service, termination or reinstatement if in their judgement and discretion, the proposal is not reasonable, feasible, or consistent with the best interest of this policy or the Village.

- (D) The Director of Finance shall make a decision concerning the dispute after the meeting occurs. The person appealing shall be informed of the decision in person, by telephone or in writing. This notification shall be given within a reasonable time after the meeting, which shall generally be considered to be 5 business days.
- (E) A customer's inability to pay does not establish a right to appeal.

Section 15.00 BILLING ERROR: Although the Montpelier Municipal Utilities takes the utmost care when processing utility bills, we are aware that mistakes happen. Once a billing error has occurred, the Montpelier Municipal Utilities will take every effort to correct the situation as soon as possible. The Montpelier Municipal Utilities will not refund or collect any error beyond twelve (12) billing cycles.

Section 16.00 EFFECTIVE DATE: These procedures were effective on January 1, 2006 and formally approved by the Village Council on December 19, 2005 and amended as of August 28, 2006, November 26, 2012 and February 12, 2024.

EXHIBIT LIST

EXHIBIT A	MISCELLANEOUS FEE ORDINANCE
EXHIBIT B	APPLICATION FOR MONTPELIER MUNICIPAL UTILITY SERVICE- RESIDENTIAL
EXHIBIT C	SHORT FORM APPLICATION
EXHIBIT D	DELINQUENT NOTICE
EXHIBIT E	DOOR HANGER
EXHIBIT F	OWNER'S CERTIFICATION FOR REQUESTED UTILTIY TERMINATION
EXHIBIT G	NOTICE TO TENANT OF TERMINATION WHEN ACCOUNT IS IN LANDORD'S NAME
EXHIBIT H	UTILITY DEPOSIT SERVICE CONTRACT
EXHIBIT I	MEDICAL CERTIFICATION PROGRAM FORM
EXHIBIT J	NOTICE TO LANDLORD FOR MEDICAL CERTIFICATION PROGRAM

DEFINITIONS

Residential Non-Owners	Those who reside in a property that they do not own, renters, tenants. Those who have a land contract for a property in which they are residing.
Tenants	Residential non-owners, Land Contract owners
Owner Occupant	Those who own their property, either outright or through a bank mortgage, or reside in it.
Non Residential Owner	Those who own their property, either outright or through a bank mortgage, and choose to lease or rent property to another person or persons or who sell property to another person or persons on a land contract., Landlord.
Utilities	Light, water, sewer, storm sewer
Termination	Disconnection of any Village utility service
Finaling an Account	The process where a property has the meters read out and the last bill is prepared

EXHIBIT A
UTILITY MISCELLANEOUS FEES

Non Payment Termination/Reconnection Fee - charged upon termination	\$75.00
Owner's request Termination/Reconnection Fee - charged upon termination	\$75.00

Termination/Reconnection fee for a water shut off for repair will be waived one time upon proof of an installation of a main shut off valve

THE ABOVE CHARGES ARE PER EACH UTILITY

Meter Testing	
a. If a meter is found more than 2% slow or fast	no charge
b. If a meter is slow or fast by 2% or less	\$50.00
c. Meter not owned by Montpelier Municipal Utilities	\$75.00
Underground electric	\$100.00 + \$1.75/ft trenching + material cost
Temporary electrical service	\$100.00**
Transfer of Account Fee to Read Meter and process utility application	\$20.00
Initial Service Connection-Location, Inspection of Service Entrance, Etc	\$50.00
Interconnection Application Fee	\$75.00
Trip Charge to reconnect or disconnect service caused by a violation of the rules and regulations	\$100.00
Unauthorized turn-on, fraud or illegal diversion of electricity or water	\$250.00 + Est consumption loss to Village
Returned Check or ACH	\$40.00
Residential Security Deposit	\$200 or the higher of 1.5 times of the average bill of the property or tenant
After hours request	\$100.00 + call time
Replace meter damaged by user	\$250.00 or cost which ever is higher
Refusal of access to user's premises or meter	\$100.00
Dept. reserves right to terminate service at pole or curb	
Door Hangers	\$10.00
Wiring Permit Fee	\$20.00
Meter Base Purchase	please check with office
Backflow Testing - 3" or less	\$75.00
Backflow Testing - 3" and over	\$150.00
Repairs	\$40 per hour + parts cost

**TAP FEES
WATER**

A Class 1 Water Tap shall be required for all taps onto the Village Water Lines except those tapes requiring another class tap as established by this section or any other Ordinances of the Village

Inside Corporation Limits Water Tap Fees Class 1 Tap

3/4" or 5/8"	\$875
1"	\$975
Above 1"	\$975 + material and Labor costs in excess of 1"

Outside Corporation Limits Water Tap Fees Class I Tap

3/4" or 5/8"	\$975
1"	\$1,075
Above 1"	\$1075 + material and Labor costs in excess of 1"

An additional \$200 minimum up to actual cost of time and material charge will be made for all 3/4 inch and 1 inch water services that must be pushed under or cut through any roadway. Larger services & directional bores under paved areas are time and material.

A Class II Water Tap shall be required where a direct connection is made to the system and the parcel to be served by such connection has not heretofore been assessed, or is not to be assessed, for the construction of the water line to which the connection is to be made and such water line was constructed by the Village after June 1, 1985

Inside Corporation Limits Water Tap Fees Class II Tap

3/4" or 5/8"	\$1,500
1"	\$1,750
Above 1"	\$1750 + material and Labor costs in excess of 1"

Outside Corporation Limits Water Tap Fees Class II Tap

3/4" or 5/8"	\$1,600
1"	\$1,850
Above 1"	\$1850 + material and Labor costs in excess of 1"

An additional \$200 minimum up to actual cost of time and material charge will be made for all 3/4 inch and 1 inch water services that must be pushed under or cut through any roadway. Larger servicees & directional bores under paved areas are time and material.

SEWER

Inspection Fee	\$75
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Inside Corporation Limit

6 Inch	\$875
Above 6 Inch	\$975 + material and labor in excess of 6 inches

Outside Corporation Limit

6 Inch	\$975
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An additional \$200 minimum up to actual cost of time and material charge will be made for all 6 inch and larger sanitary sewer services that must be pushed under or cut through any roadway. Larger services & directional bores under paved areas are time and material.

APPLICATION FOR MONTPELIER MUNICIPAL UTILITY SERVICE

Owner/Occupant Residential Landlord Residential Tenant Land Contract

For Departmental Use Only

Account Number: _____

Date: _____

Work Order #: _____

Deposit #: _____

Lease/Deed: _____

Driver's License: _____

Check Index: _____ Due Dates info.: _____

Deposit Agreement: _____

Income Tax Form: _____

PROPERTY INFORMATION

Address of location at which service is requested

Names and ages of all residents at the service location

Date occupancy began or is anticipated to begin

APPLICANT INFORMATION

Name of Applicant

Most Recent Prior Address

Applicant's Billing Address

Applicant's Email Address

Applicant's Phone Number

Preferred Contact Method

Applicant's Date of Birth

Applicant's Driver's License Number

Applicant's Social Security Number

Applicant's Employer

CO-APPLICANT INFORMATION

Name of Co-Applicant

Most Recent Prior Address

Co-Applicant's Billing Address

Co-Applicant's Email Address

Co-Applicant's Phone Number

Preferred Contact Method

Co-Applicant's Date of Birth

Co-Applicant's Driver's License Number

Co-Applicant's Social Security Number

Co-Applicant's Employer**In case of emergency, who shall we contact:**

Name & Number: _____

Alternate Name & Number: _____

LANDLORD INFORMATION (if applicable)

Name of Landlord

Address of Landlord

Phone Number of Landlord

As the legal land owner, any change of occupancy/ownership shall be your responsibility for notification to the Utility Department and there will not be any lapse in time of your responsibility.

SECURITY DEPOSIT INFORMATION

The Standard Security Deposit is due at the time of Application for Utility Service. As set forth in the Utility Procedures Section 4.00-4.04, the Utility Department reserves the right to collect a deposit at any time.

IMPORTANT NOTICES (all responsible parties please read and initial, including, if applicable, landlord)

1. If you anticipate ever renting the property to a third party, or otherwise anticipate any changes in occupancy, you have a continuing obligation to advise the Utility Department of any changes in the occupancy of the premises, and the identity and mailing address of new tenants and/or occupants. _____
2. Falsification of information on this application may be cause for termination of utility service. _____
3. By signing this application you are authorizing the Utility Department to contact your prior utility service for credit information. _____
4. Utility services can be discontinued if you fail to pay your account balance by the designated date. _____
5. Past due balances which are not covered by a security deposit or go uncollected will be posted as a lien against the property, taken to small claims, or sent to a collection agency. _____
6. The Montpelier Municipal Utility takes its customers identity information very seriously and has adopted and implemented Red Flag Rules in an effort to protect its customers. These Rules do not prohibit the Montpelier Municipal Utilities from aiding Landlords in maintaining their properties, locating previous tenants who may owe a delinquent utility bill, aiding tenants in contacting their landlord, nor does it prohibit the Montpelier Municipal Utilities from giving out credit history for its customers. _____

By signing and initialing this application, you hereby agree to abide by the Utility Regulations of the Montpelier Municipal Utilities.

Signature of Applicant/Date

Signature of Landlord (if applicable)

Signature of Co-Applicant/Date

Signature of Department Representative

Application Accepted: ____yes ____no

Date:_____

A complete set of the utility rules and regulations can be found at www.montpelieroh.net

MONTPELIER MUNICIPAL UTILITIES SHORT FORM APPLICATION

Owner/Occupant Residential Landlord Residential Tenant Land Contract

For Departmental Use Only	
Account Number:	_____
Date:	_____
Work Order #:	_____
Deposit #:	_____
Lease/Deed:	_____
Driver's License:	_____
Check Index:	_____ Due Dates info.: _____
Deposit Agreement:	_____
Income Tax Form:	_____

PROPERTY INFORMATION

Name of Applicant(s) and all residents at the service location

Address of location at which service is requested

Billing address if different than above

Phone Number and Email Address

Date service is requested

In case of emergency, who shall we contact?

Name & Number

Alternate Name & Number

Name of Landlord

Address of Landlord

Phone Number of Landlord

As the legal land owner, any change of occupancy/ownership shall be your responsibility for notification to the Utility Department and there will not be any lapse in time of your responsibility.

SECURITY DEPOSIT INFORMATION

The Standard Security Deposit is due at the time of Application for Utility Service. As set forth in the Utility Procedures Section 4.00-4.04, the Utility Department reserves the right to collect a deposit at any time.

IMPORTANT NOTICES (all responsible parties please read and initial, including, if applicable, landlord)

1. If you anticipate ever renting the property to a third party, or otherwise anticipate any changes in occupancy, you have a continuing obligation to advise the Utility Department of any changes in the occupancy of the premises, and the identity and mailing address of new tenants and/or occupants. _____
2. Falsification of information on this application may be cause for termination of utility service. _____
3. By signing this application, you are authorizing the Utility Department to contact your prior utility service for credit information. _____
4. Utility services can be discontinued if you fail to pay your account balance by the designated date. _____
5. Past due balances which are not covered by a security deposit or go uncollected will be posted as a lien against the property, taken to small claims, or sent to a collection agency. _____
6. The Montpelier Municipal Utility takes its customers identity information very seriously and has adopted and implemented Red Flag Rules in an effort to protect its customers. These Rules do not prohibit the Montpelier Municipal Utilities from aiding Landlords in maintaining their properties, locating previous tenants who may owe a delinquent utility bill, aiding tenants in contacting their landlord, nor does it prohibit the Montpelier Municipal Utilities from giving out credit history for its customers. _____

By signing and initialing this application, you hereby agree to abide by the Utility Regulations of the Montpelier Municipal Utilities.

Signature of Applicant/Date

Signature of Landlord (if applicable)

Signature of Co-Applicant/Date

Signature of Department Representative

Application Accepted: ___yes___no

Date:_____

A complete set of the utility rules and regulations can be found at www.montpelieroh.net

DELINQUENT NOTICE

PLEASE MAKE CHECKS PAYABLE TO:

THE VILLAGE OF MONTPELIER
 211 N. Jonesville Street
 P.O. Box 148
 Montpelier, OH 43543-0148
 419-485-8316



ACCOUNT NUMBER	
TOTAL AMOUNT DUE	
DUE DATE	
PAY THIS AMOUNT AFTER DUE DATE	
AMOUNT ENCLOSED	

Tear on Perforation and return this top portion with your payment.

↓

ELECTRIC SERVICE FOR THE PERIOD OF TO
 WATER AND SEWER SERVICE FOR THE PERIOD OF TO

SERVICE	RATE CODE	TYPE OF READING	CURRENT READING	PREVIOUS READING	METER MULTIPLIER	CONSUMPTION	UNIT OF MEASURE	CHARGES
AMOUNT DUE								

Payment must be received in the Village Hall by 4:30 pm on the due date to avoid 10% penalty.

YOUR ACCOUNT NO. IS:

SERVICE TO:

WHOLESALE POWER COST ADJUSTMENT AT THE RATE OF
PREVIOUS MONTH'S BILLING

PER KWH

PAYMENT RECEIVED

PAY THIS AMOUNT

BY

AFTER

THE AMOUNT REQUIRED

MAJOR OWNER

KEEP THIS PORTION FOR YOUR RECORDS

**You are hereby advised that the bill for utilities is unpaid.
Unless this bill is paid by the date specified on the
bottom front of this form, your service will be terminated.**

Please Note: The amount of the bill, the last payment day and termination day are all indicated on the front of this notice.

In the event the premises are occupied by a nonowner (tenant), and the billing account is in the owner's (Landlord's name), the nonowner occupant will be separately advised of the arrearage and of ways he/she might independently avert termination of services.

If payment has already been mailed, please disregard this notice. If not, you may contact the Department of Public Utilities to discuss ways to bring your account current if you wish to avert termination of services. You must contact the Department of Public Utilities no later than 4:30 pm on the last business day prior to the scheduled date of termination of service if you wish to discuss ways to bring your account current and avert termination. You are responsible to pay all service charges which have attached to the account if termination of services is to be averted or if service is later reinstated after termination. Office hours are 8:00 am to 4:30 pm Monday through Friday. You may stop in or call at 419-485-8316. The department of Public Utilities is willing to discuss payment options; however the department is under no obligation to accept any proposed payment plan.

If after termination occurs, and you wish to appeal the termination decision to the Director of Finance, you may do so by contacting the department of Public Utilities within 5 days after the termination of service.

**Door hanger charges are added to the delinquent utility account
as soon as the meter reader leaves the utility office.**

**Termination fees are added to the delinquent utility account
as soon as the electric and or water department vehicle leaves the utility office.**

A door hanger will be placed at your residence
two (2) working days prior to the termination date.
Charge for the door hanger is \$10.00

**- NOTICE -
If you have doubts about anyone
claiming to represent the
Village of Montpelier please call 419-485-8316**

**NOTICE TO ALL OCCUPANTS OF
TERMINATION OF SERVICES**

**NOTICE TO ALL OCCUPANTS OF
TERMINATION OF SERVICES**

Payment must be made by cash, money order, bank check or credit card. NO PERSONAL CHECKS WILL BE ACCEPTED ONCE THE DOOR HANGERS HAVE BEEN PRINTED.

Once Door Hangers are printed, a disconnection fee will be assessed. Due to the process of disconnection, this fee will remain whether or not the Utility Department has physically terminated your service.

If both electric and water are not terminated on the above mentioned date, no sooner than 40 hours later the other service may be terminated and another disconnection fee may be assessed.

If your services are terminated and the new utility bill has been posted to your account, you will need to pay the entire balance due (including the new bill) in order to have your services reestablished. If you are terminated, you will be required to bring your deposit up to two and one half times (2.5) the average utility bill of the property.

Occupants must contact the Montpelier Municipal Utilities prior to 4:30 p.m. on the last business day prior to the scheduled termination date to discuss alternatives to avoid an interruption in service.

NO PAYMENT ARRANGEMENTS WILL BE MADE ON THE DAY OF SHUT OFF. LANDLORDS MUST APPROVE ALL PAYMENT ARRANGEMENTS. IF YOU ARE MEETING WITH AN AGENCY, THOSE APPOINTMENTS MUST OCCUR BEFORE THE SHUTOFF DATE.

Office hours are 8:00 a.m. to 4:30 p.m. Monday through Friday.
You may stop in or call 419-485-8316.

You may appeal the decision to terminate service to the Director of Finance by contacting the Montpelier Municipal Utilities within 1 day from the posting of this notice at the premises

Date Notice Placed _____

**OWNER'S CERTIFICATION
FOR
REQUESTED UTILITY TERMINATION**

I _____ certify that I am the Owner of the premises

located at _____. I have advised the Montpelier Municipal Utilities that I request utility service be terminated at the above address.

I hereby certify that 1) no tenants, holdover tenants, or other non-owner occupants are in current possession of the premises and 2) no tenants, holdover tenants or other non-owner occupants are in current possession of keys to the premises.

I agree that if any of the foregoing is not true, I will indemnify and hold the Village harmless from all losses, damages, claims, expenses, attorneys fees and all other costs in any way connected to or expended as a consequence thereof. If the Village receives notice that the foregoing is not true prior to termination, I understand and agree termination will not occur.

Owner/Landlord

Notice To Tenant of Termination
When Account is in Landlord's Name

Montpelier Municipal Utilities
211 N Jonesville St
PO Box 148
Montpelier, OH 43543

Resident

Montpelier, OH 43543

You are hereby advised that, due to the failure of the Landlord for the premises you are occupying at the above address to pay the utility bill on the premises, electric and or water services will be terminated on _____. The total amount of the past due bill, with service charge is _____.

You may avoid an interruption in service by establishing a billing account in your name, which will require the payment of the standard utility security deposit of _____. You may also avoid an interruption in service by paying the past due bill and all service charges in full.

Please contact the Montpelier Municipal Utilities to discuss this or other related alternatives to avoid an interruption in service. You must do so prior to 4:30 p.m. on the last business day prior to the scheduled date of termination of service to avoid an interruption in service. Office hours are 8:00 a.m. to 4:30 p.m. Monday thru Friday. You may stop in or call at 485-8316.

Montpelier Municipal Utilities

Date



UTILITY DEPOSIT SERVICE CONTRACT

I, _____, owner of the building, apartment or residence located at: _____, authorize the Village of Montpelier to certify delinquent utility bills for the above described property to the Williams County Auditor to be collected with the real estate taxes.

Signed this _____ day of _____, _____

Owner

Owner

Before me a Notary Public in and for said County and State, personally appeared the above named _____, who acknowledged that they did sign the foregoing instrument and that the same is their free act and deed.

In testimony whereof, I have hereunto set my hand and official seal at Montpelier, Ohio, this _____ day of _____, _____

Notary Public or Village of Montpelier Witness

PROVIDING SPECIAL NOTIFICATION FOR CUSTOMERS WITH MEDICAL NEEDS

Financial Assistance

How Do Customers Qualify For The Medical Certification Program?

If you are an MMU customer whose life-sustaining equipment is dependent on electrical service, you may qualify for Medical Certification. Here's how:

- First, you must obtain verification from a physician regarding your medical condition, type of equipment and length of time the equipment is needed. Examples of qualifying equipment include: Dialysis, oxygen concentrators, heart monitor or feeding pump. **Ask your physician to complete the validation form in this brochure and mail it to MMU.**
- Once the completed form is received and reviewed for eligibility, you will be able to participate in the program within 48 hours. MMU will maintain a record of your power needs. Your meter will also be marked with a medical seal.
- *You will need to recertify your medical need every 90 days.*
- Equipment not considered life sustaining: Refrigerator, Air Conditioner, Nebulizer, Apnea Monitor unless other equipment needed, Wheel Chairs or bed confinement.

What Happens If the Medical Certification Program Is No Longer Required?

When you no longer require life-sustaining equipment, simply call MMU at

419-485-8316

If you are having problems paying your utility bill, there are agencies that are willing to help. Please contact the Utility office for a list of these agencies.

Please be aware that the Medical Certification Program does not relieve a customer from paying his or her utility bill. The following additional steps will be taken by the Montpelier Municipal Utilities:

If a resident becomes delinquent to the point of termination, the following additional steps will be taken:

- A. An additional five (5) business days will be given to make your account current.
- B. At the end of that five (5) day period, the electric will be restricted and the water will be terminated. (all fees will apply)
- C. After an additional 30 continuous days have passed, the resident will be notified that in an additional five (5) continuous days, all services will be terminated. Additional fees will apply.

If you are a tenant, the Landlord of the property will be notified that you have filed a Medical Certification with the Montpelier Municipal Utilities. Your landlord will only be notified that this certification is on file, but will not be given any medical information.



MEDICAL CERTIFICATION PROGRAM

MONTPELIER MUNICIPAL UTILITIES

YOUR PUBLIC POWER COMMUNITY



MEDICAL CERTIFICATION PROGRAM**Validation of Medical Necessity****PART 1—to be completed by MMU Customer**

Account No. _____

Customer Name: _____

Relationship to Patient _____

Patient's Permanent address:

Telephone Number: _____

PART 2—The following is to be completed by a licensed medical professional and only after your, or someone in your office, has examined the individual whose name appears as the patient on the form below:

I certify, that to the best of my knowledge, the information below is true.

The following individual has a medical necessity for life-sustaining equipment:

Patient Name: _____

Date of Birth: _____

Pertinent Diagnosis:

PART 2 - Continued

Qualifying Equipment (electrical equipment in-home usage):

Oxygen Concentrator _____ Heart Monitor _____

Feeding Pump _____ Respirator _____

Dialysis (In Home) _____ Suction Machine _____

Infant Apnea Machine (if other equipment is required) _____

Other: _____ (nebulizers are not considered life sustaining equipment)

Estimated Length of Need _____
(recertification every 90 days)

I certify that I advised my patient that disclosure of the requested information may be subject to redisclosure by the recipient and no longer be protected by the HIPAA rules and regulations.

Physician Signature: _____

Physician Name: _____

License/Certification No. _____

Address: _____

City, State, Zip: _____

Telephone No.: _____

(Please note: MMU may need to contact your physician for verification of this information)

Physician

Please return completed form to:

Montpelier Municipal Utilities
 P O Box 148
 Montpelier, OH 43543

419-485-8316 (Phone)
 419-485-4947 (Fax)

**Providing Special Notification
For Customers With Medical Needs**

At Montpelier Municipal Utilities, we know that electric service is important to all our customers. But for those whose medical conditions require the use of life-sustaining equipment, we've taken reliability a step further by establishing the Medical Certification Program.

What Does The Medical Certification Program Provide?

Medical Certification is designed to provide MMU customers with reasonable prior notice of power interruption due to scheduled service maintenance—which, in turn, will allow them time to secure back-up power for their medical equipment.

What Services Are NOT offered by Medical Certification?

In the event of emergency power failures due to natural causes or unforeseen system problems, Medical Certification cannot provide prior notification. In these situations, it is the customer's responsibility to have a power back up system for their medical equipment, as well as an action plan for proceeding to the nearest medical facility.

In addition, Medical Certification does not exempt customers from service disconnection if they do not make regular payments on their account, do not keep payment arrangements or if they fail to provide information to re-validate their participation.

MMU customer: Please cut panel along this line and save for your personal reference.





NOTICE TO LANDLORD

This notice is to advise you that your tenant _____ at:

_____ has entered into the Medical

Certification program effective _____.

This program does not necessarily mean that the tenant has not paid their utility bill, but does put them on a list for notification of planned outages.

If they do have difficulty paying their bill, the following are the regulations covering that:

If you are having problems paying your utility bill, there are agencies that are willing to help. Please contact the Utility office for a list of these agencies.

Please be aware that the Medical Certification Program does not relieve a customer from paying his or her utility bill. The following additional steps will be taken by the Montpelier Municipal Utilities:

If a resident becomes delinquent to the point of termination, the following additional steps will be taken:

- A. An additional five (5) business days will be given to make your account current.*
- B. At the end of that five (5) day period, the electric will be restricted and the water will be terminated. (all fees will apply)*
- C. After an additional 30 continuous days have passed, the resident will be notified that in an additional five (5) continuous days, all services will be terminated. Additional fees will apply.*

All utility regulations can be found on our website at **www.montpelieroh.net**.