



Medina County Sanitary Engineers

Billing Policies and Procedures



October 3, 2019

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SECTION 1. UTILITY BILLING POLICY

The following policy shall govern the provision of sanitary sewer and water utilities for the Medina County Sanitary Engineer's (MCSE) office located in Medina, Ohio. The purpose of this policy is to provide consistent customer rules and guidelines. Individuals who have questions regarding these services are encouraged to contact the MCSE office.

SECTION 2. UTILITY BILLING INFORMATION

Utility services being provided and billed for by the MCSE consist of sanitary sewer and potable water services. Utility services being billed for are included on one (1) billing for each account. Utility services and this policy include residential, commercial, and industrial users.

MCSE shall maintain account records for each customer that includes the customer's legal name, billing address, account number, service address, current charges, and account history including consumption, past due charges, penalties, and fees.

Utility Billing Hours

Office hours: Monday through Friday
8:00 a.m. – 4:30 p.m.

Utility Billing Contact Information

Mailing address: 791 W. Smith Rd, Medina, Ohio 44256
Phone number: (330)-723-9592
Website address: www.sanitaryengineer.co.medina.oh.us
Email address: mcsebilling@medinaco.org

SECTION 3. UTILITY SERVICE ACCOUNTS

Effective January 1, 2020, all billing accounts must be placed in the name of the property owner. The property owner shall be liable for all utility services supplied to the property, whether the property is owner occupied or not, and any unpaid charges will be applied as a lien against the property.

SECTION 4. RATE CALCULATION

All utility charges shall be calculated in accordance with the specific rates established by resolution or policy as adopted by the Medina County Board of Commissioners and applicable to each utility or service provided to a customer.

SECTION 5. ADDITIONAL CHARGES

Additional charges such as but not limited to: reinstatement of service, seasonal meter installations/removals, etc. shall be billed in accordance with the applicable utility or service rate resolution and shall be included on the appropriate monthly billing statement or as a separate invoice depending on the service.

SECTION 6. UTILITY SERVICE APPLICATION

1. Effective **January 1, 2020**, all new utility service accounts may only be placed in the property owner's name. The owner shall be responsible for the utility service billings on said property.
2. Each service location shall be considered a separate account.

SECTION 7. BILLING CYCLE

MCSE utilizes three (3) separate billing cycles: Odd, Even, and Monthly. Residential accounts are billed bi-monthly on either an Odd or Even month cycle. Commercial accounts are billed on a bi-monthly cycle unless they are considered high water consumption users, in which case they are billed monthly.

Meter Read Date

1. Meters are generally read at the beginning of each month by utility staff.
2. In the event that a meter reading cannot be obtained, the consumption will be estimated by the Customer Service Representative.

Billing Period

Commercial

1. Utility bills are mailed to each account on the last day of their billing cycle.
2. The date the bill is created shall be known as the billing date.
3. Utility bill payments must be received on or before the fifteenth (15th) day of the month following the billing date.

Residential

1. Utility bills are mailed to each account on the last day of their billing cycle.
2. The date the bill is created shall be known as the billing date.
3. Utility bill payments must be received on or before the fifteenth (15th) day of the month following the billing date.

Delinquent Date

1. After the fifteenth (15th) day of each month following the billing date, unpaid utility bills become delinquent and a ten percent (10%) penalty will be added to the bill.
2. Delinquent fees shall not be refunded unless approved by the Billing Department Supervisor.

SECTION 8. MINIMUM BILL(S)

Sanitary sewer and water customers are charged a minimum monthly bill, regardless if there is no usage and/or the water meter has been removed, until such time the service connection(s) have been properly abandoned per MCSE Rules and Regulations.

SECTION 9. RENTAL UNIT POLICY

1. Effective January 1, 2020, MCSE will no longer allow billing accounts to be placed in the renter's name.
2. All utility bills will be billed to the property owner.
3. If one of the following events occurs after January 1, 2020, the utility bill for the property will be billed directly to the owner:
 - a. Current renter moves.
 - b. The utility billing has been delinquent more than two (2) times during the past twelve (12) months.
 - c. Service has been disconnected for non-payment during the past twelve (12) months.
 - d. Utility billing will continue in renters name until the renter moves or at such time one of the above occur. At that time, the utility billing will be transferred to the property owner.

SECTION 10. DELINQUENT ACCOUNTS AND STOPPING SERVICE

1. Notice of utility service billing delinquency will be mailed to each and every delinquent utility service account holder by the last day of the month following the delinquency.
2. The notified delinquent account holder will be given until the fifteenth (15th) of the following month to pay the delinquent bill, including any and all penalties.
3. If a delinquent water bill remains unpaid, the MCSE water department shall be directed to cease water service to the property until the delinquent bill is paid in full.

SECTION 11. CERTIFICATION OF AN UNPAID ACCOUNT BALANCE

Any delinquent account balance at the end of May or June, depending on the billing cycle, will be applied to the upcoming year's property taxes for collection. A 10% certification penalty will be added to the delinquent balance prior to certification. Payments on a delinquent balance will not be accepted after the last business day of August.

SECTION 12. RESTABLISHING SERVICE

1. Once water service to the property has ceased, it shall not be reinstated until the delinquent billing, including all penalties have been paid.
2. In addition, a \$50.00 reinstatement of service fee shall be charged to the account.

3. The MCSE will only accept the following types of payment to reinstate water service: Cash, Money Order, or Credit Card.
4. Following payment of the applicable delinquent bill and the reconnection fee, the MCSE water department will be directed to reinstate the water service with the following parameters:
 - a. If payment is made in full prior to 3:00 PM, then the water service will be reinstated that day.
 - b. If payment is made in full after 3:00 PM, then the water service will be scheduled to be reinstated the next business day. The property owner, or his representative, must be present at the property for the scheduled reinstatement of service to occur.

SECTION 13. PAYMENTS

MCSE Utilities provides several options to make payment on their utility bill:

1. **In person** – Payments can be made at the MCSE office located at 791 W. Smith Rd, Medina, OH 44256.
2. **Drop box** – A drop box is located in front of:
 - a. MCSE office located at 791 W. Smith Rd, Medina, OH 44256.
 - b. Medina City Hall located at 132 N Elmwood Ave, Medina, Ohio 44256.
3. **Pay by Phone** – Credit/Debit card and check payments are accepted over the phone via an automated pay-by-phone service. A convenience charge is applied for all credit/debit card and check payments made over the phone.
4. **Electronic payments** – Through the MCSE’s website, customers can set up an account which will allow them to pay their utility bill on-line wherever there is an internet connection. Payments can be made electronically using a credit/debit card or checking account. Customers can also sign up for automatic bill pay using either a credit/debit card or checking account. A convenience charge is applied for all electronic payments made through the website.
5. **Mail** – Check or money orders mailed to PO Box 542, Medina, Ohio 44258.
6. **Automatic Clearing House (ACH) Payments** - Customers can sign up for Auto Bill Pay in which the utility bill will be automatically deducted from the customers checking account.
7. **Your Bank** – You may also make an online payment directly through your bank.

SECTION 14. PAYMENT ARRANGEMENTS

Customers that are unable to pay their utility bill by the due date are encouraged to contact MCSE to see if they qualify for a payment arrangement.

1. Customers cannot make payment arrangements over the phone. The customer must come into the office to sign a payment arrangement form.
2. No arrangements will be made after the delinquent bill due date or once service has been shut off due to non-payment.
3. If the account balance is between \$100 – \$500, a payment arrangement can be spread over two (2) billing cycles.

4. If the account balance is between \$500.01 – \$1,000, a payment arrangement can be spread over four (4) billing cycles.
5. If the account balance is larger than \$1,000.01, a payment arrangement can be spread over six (6) billing cycles.
6. The first payment installment is due at signing.
7. The payment arrangement will be expected to be paid along with the current month's bill.
8. For water customers that fail to make payment by due date, the MCSE will stop water service to the property. If service is stopped, the property owner will be required to pay their current balance in full before service is restored.
9. If a customer breaks a payment arrangement, no further arrangements will be offered to that customer.
10. Customers are allotted one (1) payment arrangement every five (5) years unless approved by a supervisor.

SECTION 15. APPEALS OF HIGH USAGE WATER BILLS DUE TO LEAKS

All customers with 5/8 x 3/4 inch meters and all residential customers regardless of meter size who experience unusually high water usage with a corresponding spike in their water bill may be considered for a billing adjustment after completing the leak adjustment form within sixty (60) days of the date of the unusually high consumption and investigation and verification by Medina County Sanitary Engineers (MCSE) personnel that a leak was discovered and repaired.

1. The MCSE will process no more than one (1) adjustment for water leaks every five (5) years.
2. The customer's prior twelve (12) month average usage will be compared to the customer's usage during the leak period to determine excessive water usage to be adjusted.
3. Water portion of the bill will be adjusted by charging for only fifty percent (50%) of the excess water used that exceeds the twelve (12) month average.
4. Consumption must be at least two (2) times the average consumption.
5. Customers must submit a copy of their repair invoice/payment receipt from the company performing the work. The repair invoice/payment receipt should include the address, date, and nature of work. If self-repaired, the customer must provide a brief written explanation of the repairs performed and provide copies of invoice/receipt for repair parts.
6. All customers requesting a billing adjustment in accordance with these guidelines are required to pay their bill in full or make payment arrangements while this form is being processed.
7. For customers with less than twelve (12) months water usage, the MCSE Billing Department will estimate the usage.
8. It will take 1-2 billing cycles for any adjustments to post to your account.

SECTION 16. ADDRESS CHANGES

Customers must advise MCSE of any changes that need to be made to the billing address. There is no charge for such changes. **Failure to receive a bill sent by mail will not excuse late payment or nonpayment of bills.**

SECTION 17. FAILURE TO RECEIVE UTILITY BILL

Once a utility bill has been placed in the mail or dropped off at the US Post Office, the MCSE is no longer responsible for that utility bill. Payment for that utility bill is due to MCSE even if the customer does not receive it in the mail. All customers who receive utility service with MCSE understand, regardless of receiving a bill that payment is due for services received. Failure to receive a utility bill does not exclude any account from penalty or disconnection.

SECTION 18. DISPUTED BILLS

If a customer believes MCSE has made an error in calculating a utility bill, or otherwise disputes the obligation to pay the bill, the customer, or the customer's authorized representative, may arrange a meeting to discuss the matter. Any dispute of a utility bill must be expressed to MCSE prior to the due date. When disputing a bill, the customer shall:

1. First contact MCSE billing office for clarification.
2. If the customer, after this conversation, still disputes the bill, the customer has the right to file a written appeal to the MCSE Billing Supervisor. This appeal should include the reason for the dispute and any evidence proving the inaccuracy of the bill. Written appeals must be made by the tenth (10th) day of the month following the bill date.
3. The MCSE Billing Supervisor will review the appeal and send a written reply within a reasonable amount of time to the address shown in the billing system, noting the decision regarding the appeal and any substantiation for the decision and direction on any further course of action that the customer may take.

SECTION 19. OPERATIONAL POLICIES

Billing Adjustments

At any time a billing adjustment is requested, the balance of the account must be paid in accordance with this policy in order to avoid penalty. If an adjustment request is approved, the adjustment will be made to the account and may show as a credit.

Overcharge or Undercharge Error

If MCSE has overcharged or undercharged a customer for service, MCSE will correct this error subject to the following procedures:

1. If MCSE has overcharged a customer for service, MCSE will credit the customer's account, without interest, the excess amount and notify the customer by letter. Customers may request a refund of such excess charges if they were previously paid in full. Credit to a customer's account is subject to the following limitations;

- a. If the time period over which the mistake occurred can be determined, MCSE should credit or refund the excess amount charged to the account for that entire interval, provided that such time period shall not exceed the statute of limitations as set forth in Ohio.
 - b. If the time frame of the problem cannot be determined, MCSE should refund the excess amount charged during the previous 12 months.
 - c. If the exact amount of excess charge cannot be determined, MCSE should take into consideration all information and account history in order to determine the amount due as accurately as possible.
 - d. If an overcharged customer owes a past due balance to MCSE, MCSE may deduct that past due amount from any refund or credit due the customer.
2. If MCSE has undercharged a customer for service, MCSE will collect the additional amount due to MCSE by billing the account. The customer will be notified by letter of any undercharged amount and how the amount was determined. A payment plan or other payment options may be extended to a customer. If a customer receives notice of undercharging and does not contact MCSE in order to make payment arrangements for such amount by the subsequent due date, the account may be shut off for nonpayment in accordance with this policy.
 3. If an undercharge has occurred because of tampering or bypassing a meter or because of other fraudulent or willfully misleading action of the customer, MCSE shall collect the entire undercharged amount in a lump sum and seek such other rights and remedies as permitted by law.

Bad Checks/NFS Checks

1. Upon notification by the Medina County Treasurer of a returned check to MCSE, or in the event an ACH is returned, the payment will be reversed and the charges reapplied to the account. In addition, a NSF fee of \$30 will be applied to the account for each returned check. MCSE will attempt to send notification of returned payment to the customer; however, it is the customer's responsibility to ensure that valid payments are received and that their account remains in good standing. **In the event of a returned payment, a delinquent account will still be subject to disconnection as outlined in Section 10.** After two returned checks, the customer will no longer be able to pay by check, electronic check, or automatic draft from a checking account, and therefore must select an alternate payment method as shown in Section 12.