

CITY OF LANCASTER
UTILITIES SERVICES TERMINATION POLICY

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CITY OF LANCASTER

CITY OF LANCASTER UTILITIES SERVICES TERMINATION POLICY

I. DEFINITIONS

The following definitions apply whenever said terms appear in these rules:

1. City: The City of Lancaster, including the Lancaster Utilities Collection Office.
2. Consumer: Any person who is the ultimate user of utility services provided by the City.
3. Customer: Any person who enters into a contractual agreement with the City to receive or to pay for utility services provided by the City. Customers may, but need not, be consumers of the services provided under such a contractual agreement.
4. Consumer Benefited Unit: Any service address in which the customer who is contractually liable for utility services furnished that address does not reside.
5. Customer Benefited Unit: Any service address in which the customer contractually liable for utility services furnished that address resides.
6. Billing Address: The address at which the customer contractually liable for utility services furnished to a service address receives billings from the City. Billing addresses may, but need not, be the address at which said services are received.
7. Service Address: Any individual address at which utility services are furnished a consumer of customer benefited unit. The singular may include the plural. Most service addresses will be individually metered. However, in some buildings one meter may supply more than one benefited unit. In such circumstances, each individual benefited unit is a separate service address as that term is used herein. In any case where one meter supplies more than one benefited unit, the customer shall be the owner or legally authorized agent of the owner of the premises.
8. Service: the provisions by the City of gas, water, sewage removal and sanitation pick up services.

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II. UTILITY SERVICE TERMINATION POLICY

Utility service to customer or consumer benefited units may be terminated by the City only for the following reasons:

- a. Non-payment by the customer for service to the service address affected;
- b. Emergencies and repairs;
- c. At customer request, provided that any termination to be done at a customer's request shall be done only in compliance with the procedures set forth below in Part V, Voluntary Termination of Service;
- d. Meter tampering, theft of service, or fraud;
- e. Violation of the City Plumbing Code;
- f. Condemnation and finding that the premises are unfit for human habitation and vacated as provided in the Lancaster Codified Ordinances or related adopted technical codes.
- g. Abandonment of the premises.
- h. Refusal to permit the City to have access to the premises to read, repair or change the meter or inspect utility equipment.

Unless the notice requirement is dispensed with as provided in Parts IV or V below, termination of service may not occur without proper notice and adequate opportunity for hearing before termination.

No termination of service shall occur except in compliance with these rules. If utility service has been terminated or suspended, service shall not be restored except if some responsible adult is available at each service address to be restored to ensure that restoration will not cause damage to the premises.

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III. NOTICE PROCEDURES

Unless the notice requirement is dispensed with as provided in Parts IV or V below, written notice of proposed termination of service must be sent by the City at least 10 days prior to the date proposed for termination. Notices may be delivered by hand or mailed with first class postage prepaid to reasonably assure delivery within that time. The date of the notice shall be the date of mailing, and a dated copy of any notice sent shall be retained by the City in the business file relating to each service address referred to in the notice. Notices shall clearly and conspicuously advise any recipient of each of the following facts:

- a. Identifying information, including the service address to be affected, the account number, the customer's name and address, and the identity of the city utility department and its address;
- b. The date proposed for termination if the account is not paid, or hearing requested, or a separate account established;
- c. The reason for the proposed termination, including (if applicable) the amount claimed to be due; the location and hours at which payment in person can be made; and the minimum payment which, tendered at or before termination, is necessary to avoid termination.
- d. A notice that any individual consumer of utility services may avoid termination by paying the current month's charges, or if an individual meter is available, paying the standard residential deposit required to initiate utility service and assuming responsibility for payment of future charges, if that individual consumer does not owe an outstanding bill to the City for an account established in that consumer's name, or if any such bill is paid or satisfactory payment arrangements are made at that time;
- e. A notice that a customer or consumer of utility services has the right to a hearing to contest the reasons for the proposed termination, and that if a hearing is requested, the termination will not take place until the hearing process is completed;
- f. The title, address, telephone number, and hours during which the City may be contacted to request a hearing, explore payment alternatives or special consideration in hardship cases, or to assume responsibility for future utility charges. This information will appear in all capital letters at the bottom of the notice, after the words, "FINAL NOTICE - IF YOU HAVE ANY QUESTION OR DISPUTE ABOUT THIS BILL CALL [INSERT INFORMATION]."

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The notice attached hereto as Exhibit 1 satisfies these requirements.

In the event any service address that would be affected by termination is a consumer benefited unit, notice of termination of service, in this form and manner, must be delivered to each service address so affected, in addition to delivery to the customer.

IV. EMERGENCIES AND REPAIRS

Termination of service may occur without prior notice if emergency circumstances involve imminent danger to persons or property including water, sewer and gas line breakage. Each department is responsible for appropriate notices.

If service must be temporarily suspended on a non emergency basis for the purpose of repairs within the service address, a suspension request in the form attached hereto as Exhibit 2 must be completed in writing by the customer contractually obligated to pay for service at the address. If any service address that would be affected by suspension is a consumer benefited unit, suspension for repair shall not be processed unless either:

- a) the request is also signed by an adult consumer residing at each service address that would be affected by suspension; or
- b) the applicant for the suspension certifies that the service address will be unoccupied during the suspension and, that no consumer will be affected and provides the City with a copy of a written notice that has been provided to the occupant of the unit at least 24 hours before the suspension notifying the occupants of the proposed suspension.

If the suspension request is not signed by an adult consumer residing at each service address that would be affected by the suspension, the utility employee who suspends service shall visit each affected service address and verify that it is vacant. Verification shall be made by conducting and documenting a reasonable investigation. Documentation of the reasonable

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investigation must affirmatively state whether the employee found the affected premises to be vacant and the facts observed by the employee, which support that conclusion.

A copy of the suspension request shall be retained in the City's business records relating to any service address so affected. The City shall restore service suspended for the purpose of non-emergency repair upon the demand of the customer, owner or of an adult consumer residing at any service address so affected.

V. VOLUNTARY TERMINATION OF SERVICE

The terms "termination" or "terminate," as they are used in this Section, may refer either to: (1) termination of a customer's contractual responsibility for service through transfer of an account from one customer to another; or (2) actual termination of service to any service address at the request of the customer.

All requests for voluntary termination shall be made at the Utilities Collection Office in writing on a Voluntary Termination form, in the form of Exhibit 3 attached hereto, by the customer contractually obligated to pay charges incurred at each service address affected by the termination.

If the customer requesting termination states on the Voluntary Termination form that any affected service address is occupied, the termination will not occur until the Voluntary Termination form is also signed at the Utilities Collection Office or at the service address by an adult consumer actually residing at each affected service address.

If the customer requesting termination states on the Voluntary Termination form that all affected service addresses are vacant but the City records reveal that any affected service address is different from the billing address, or there is any other reason to believe the termination may affect service to a benefited unit other than, or in addition to, the customer's

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benefited unit, termination will not occur until a Notice of Voluntary Termination (Exhibit 3A) indicating the date on which the termination will occur is delivered to each affected service address at least 10 days prior to termination. Termination shall not occur if the City learns or is notified that any of the affected service addresses is occupied.

Whenever a Notice of Voluntary Termination (Exhibit 3A) is required to be sent by this Section, termination will not occur until the city employee assigned to perform the termination personally visits each affected service address and verifies that it is vacant. Verification shall be made by conducting and documenting a reasonable investigation. Documentation of the reasonable investigation must affirmatively state whether the employee found the affected premises to be vacant and the facts observed by the employee, which support that conclusion.

City employee notations as to this reasonable investigation, and all request forms and/or Notices executed under this provision, shall be retained in the business file kept by the City relating to any service address so affected.

The City shall restore service immediately upon demand of any adult consumer of utility service at any service address so affected, without charge, if this voluntary termination provision was not complied with or if the City's verification of vacancy was in error.

VI. TERMINATION PROCEDURES

Except for emergency termination pursuant to Part IV above, termination of service shall not occur after twelve-thirty p.m. (12:30 p.m.) on a day which precedes a holiday or weekend, or any other day on which all services necessary to restore service are not available. All termination of service shall be documented by a written service order recording the date, time, and identity of the city employee effectuating termination; such documentation shall be retained in the business file kept by the City relating to any service address so affected.

City employees dispatched to terminate service shall not terminate service until they make reasonable efforts to personally contact the occupants, if any, of each service address

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affected by termination to advise of the termination. If the city employee makes personal contact with the occupants of any such service address, the city employee shall then deliver to the occupant a turn-off notice which shall clearly and conspicuously advise the occupant of:

- a. The date and time of the termination;
- b. The reason for termination;
- c. If the termination is for non-payment, the amount which must be paid, including any reconnection fee, to have service restored;
- d. The location and hours of the office at which payment can be made to obtain restoration;
- e. The title, address, telephone number, and hours during which the Utility Billing office may be contacted to discuss restoration of service;
- f. A consumer's ability to obtain utility service in their own account, if service was terminated due to non-payment of utility charges, if the consumer does not owe an outstanding bill to the City.
- g. A consumer or customer's right to a hearing to contest termination or refusal to restore service, although that request will not now postpone termination unless it can be established that prior notice of proposed termination was not given.

The notice attached hereto as Exhibit 4 satisfies these requirements.

If the city employee's efforts to make personal contact with the occupants of any such service address immediately prior to termination are not successful, the city employee shall post the turn-off notice in a prominent place at the entry to each service address affected by termination. The city employee shall document on the service order the efforts made to personally contact the occupants prior to termination and the delivery of the turn-off notice, including the date and time such acts were performed and their identity.

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VII. HEARING PROCEDURES

A. Office Manager

The Office Manager is the initial contact person for any person who has a question or dispute about: application disputes; a termination or proposed termination; a billing question; payment requirements; or other department requirements for obtaining or maintaining utility service. The staff of the Utilities Collection Office shall refer all such questions and disputes directly to the Office Manager.

Pursuant to this Section, a "hearing request" is made whenever a person notifies either the Office Manager or the Superintendent, or their representatives, orally or in writing, that the person disagrees with the Office Manager's response or requests a hearing or appeal. If the Office Manager receives an oral hearing request, the Office Manager or representative shall promptly reduce that request to writing and shall immediately forward it to the Superintendent for hearing.

B. The Hearing.

Customers or consumers of utility service who wish to contest a Utilities Collection Office decision, billing, denial of service, or a proposed termination of utility services shall be afforded a due process opportunity to contest the City's decision, billing, denial of service, or proposed termination of utility services, prior to termination of service. Due process shall include the right to a face-to-face meeting with the Superintendent at which time a person appealing (1) may have the assistance of a representative; and (2) may present documentary and oral information for consideration. Persons appealing shall be entitled to reasonable access to City business records concerning the affected service address in order to prepare for the meeting, including the right to obtain copies of documents upon payment of the actual cost of copying.

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The Superintendent and the Office Manager are empowered, when good cause is shown, to approve applications for service; compromise and adjust billings; negotiate, defer and compromise disputes as to payment demands; and to cancel termination and/or order restoration. The Superintendent and the Office Manager shall strive to make reasonable arrangements to provide utility service; arrange reasonable alternate methods of payment, and shall supply and maintain residential utility service without discrimination. The Superintendent shall preside at hearings held pursuant to these rules. If the Superintendent is unable to preside at hearings, the Service-Safety Director shall have the authority and responsibility otherwise granted to the Superintendent in this section.

The Superintendent shall make a written decision after the hearing, which shall include the information presented at the hearing and the reasons for the decision. A copy of the decision shall be delivered to the person appealing and a copy retained in the business files kept by the City relating to any service address affected by the hearing.

Due process hearings shall be held within a reasonable time after receipt by the City of a verbal or written hearing request. The City shall provide the person notice of the time and place of the hearing at least one full business day in advance of the hearing. The City shall grant a consumer's request for a continuance of the hearing for a period not to exceed five (5) business days. The hearing decision shall be sent to the person within a reasonable time after the hearing. If a hearing has been requested prior to actual termination of service, no termination may occur until three (3) business days after the hearing decision is sent to the person appealing.

VIII. NON-DISCRIMINATION AGAINST CONSUMERS

If service is terminated, or if termination is proposed, due to a customer's non-payment of service charges for a consumer benefited unit, an adult consumer of utility services in said benefited unit shall have the right to avoid termination or obtain restoration of service, if the

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consumer pays the current month's charges, the standard residential deposit required to initiate utility service, and assumes responsibility for timely payment of future charges for service provided the benefited unit at the service address if metering allows. Consumer assumption does not relieve the customer of contractual liability for charges incurred. The assumption obligation shall terminate upon the delivery to the City of a written notice canceling that assumption signed by the consumer who assumed the obligation and by the customer. If the outstanding charges which caused the proposed termination are still outstanding, the City may proceed to terminate service without further notice.

This section does not apply to any customer concerning any service address in which resides the customer obligated for payment of the account for that service address.

IX. RESTORATION OF SERVICE

If utility service has been terminated or suspended, service shall not be restored unless some responsible adult is available at each service address to be restored to ensure that restoration will not cause damage to the premises. The City shall restore service suspended for the purpose of non-emergency repair upon the demand of the customer, owner or of an adult consumer residing at any service address so affected, without charge.

The City may assess a reasonable charge against the person or entity requesting services related to the suspension of service for the purpose of non-emergency repairs. The City shall restore service suspended for the purpose of emergency repairs once all hazards are eliminated, without charge.

In the case of a voluntary termination of utility service, in the event the City failed to comply with the procedures set forth in Part V above, or if the City's verification of vacancy was in error, the City will restore service upon demand of any adult consumer of utility service at the service address so affected, without charge.

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In the case of an involuntary termination, in the event the City failed to comply with the procedures set forth in Parts II, III, VI, and VII above, or if the City's termination of service was in error, the City will restore service upon demand of any adult consumer of utility service at the service address so affected, without charge.

In the case of a proper termination in compliance with the procedures set forth in Parts II, III, VI and VII, the consumer can obtain restoration of service, if the consumer pays the current month's charges, and the standard residential deposit required to initiate utility service, and assumes responsibility for timely payment of future charges for service provided the benefited unit at the service address, as set forth in Part VIII above if metering allows. The Superintendent and the Office Manager are empowered to order restoration when good cause is otherwise shown.

X. APPLICATIONS FOR UTILITY SERVICE

Every applicant for utility service whose application is denied shall be advised of that denial by delivery to them of a completed Denial of Service form, attached as Exhibit 5. Delivery shall be made personally at the time of application if the application is made in person, or by ordinary mail to the address listed in the application within one business day after the application is received, if the application is made by telephone. Persons whose applications are denied have all of the hearing rights set forth in Part VII above.

The only grounds for which an application for utility service can be denied are that:

- (a) The premises to be served require specified repairs before utility service can be safely provided; or
- (b) The applicant owes the City an outstanding bill for prior utility service under an account established in the applicant's name. However, no application can be denied for this reason if the applicant tenders payment for the prior account.

No application for utility service may be delayed or denied because of the credit worthiness of or any bill owed by any person other than the applicant, including but not limited to the owner

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of the premises to be served, the applicant's landlord, or other persons who live or may live at the premises to be served.

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UTILITIES COLLECTION OFFICE

104 E. Main St.
P. O. Box 1099
Lancaster, OH 43130-0819
Phone 740-687-6627
Fax 740-681-5040

Kim A. Smith, Superintendent
Office Hours 7:30 a.m. - 4:25 p.m.
Monday - Friday, Except Holidays

Exhibit 1

FINAL NOTICE BEFORE TERMINATION

Account No.: _____ Date: _____

Service Address: _____

Customer Name: _____

Customer Address: _____

Scheduled Date for Termination: _____

Utility service to the service address will be terminated on the date listed above. The reason for termination is:

- _____ Utility charges in the amount of \$ _____ are now past due.
- _____ The City has discovered evidence of meter tampering, theft of service, or fraud.
- _____ The premises are in violation of the City Plumbing Code.
- _____ The premises have been condemned and found to be unfit for human habitation and are vacant.
- _____ The premises have been abandoned.
- _____ The occupants have refused to permit the City to have access to the premises to read, repair or change the utility meter or to inspect utility equipment.

If utility service is terminated, a restoration fee of \$ _____ must be paid before service will be restored. If utility service is incorrectly terminated, the service will be restored upon demand without charge.

IMPORTANT INFORMATION ON REVERSE SIDE

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You may avoid termination by taking one or more of the following actions prior to the scheduled termination date:

- (1) If you personally owe utility service charges which are past due, you should pay the bill in full or make arrangements to pay which are satisfactory to the Utilities Collection Office; a minimum payment of \$ _____ may be required;
- (2) If you dispute the reason for the proposed termination, in whole or part, you may request a hearing to contest termination. If a hearing is requested before the scheduled date for termination, termination will not take place until the hearing process is complete. If you request a hearing, you have the right to examine Utilities Office records concerning this service address; to bring a representative to help you at the hearing; and to bring witnesses to testify on your behalf;
- (3) OR, if you are a residential user of utility service with individual meters per service address at the address to be terminated, and if the customer responsible for paying the utility bill does not live at your address, you may avoid termination by paying only the current month's utility bill, the standard residential deposit of \$ _____, and agreeing to contract for your own utility usage.

If you wish to avoid termination, or to request a hearing, or wish a more complete explanation of your hearing rights or your rights to assume responsibility for future utility charges, you should immediately contact the office of the Office Manager at the address and telephone number listed in this letter between the hours of 7:30 a.m. and 4:25 p.m., Monday through Friday.

FINAL NOTICE: IF YOU HAVE ANY QUESTIONS OR DISPUTES ABOUT THIS BILL, CALL THE OFFICE OF THE OFFICE MANAGER AT (740) 687-6627.

The termination notice will not be canceled by receipt of a new bill, as the due date shown on the new billing applies to the current charge and does not apply to the amount shown as a prior balance.

The following agencies provide financial assistance. Please contact them for eligibility requirements:

Dept. of Human Services
239 W. Main St.
Lancaster, OH 43130
653-1701

Information & Referral Service
687-0500

Community Action
1743 E. Main St.
Lancaster, OH 43130
653-4146

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Exhibit 2

UTILITY SERVICE SUSPENSION REQUEST

Account No. _____ Date of Request _____

Service Address: _____

Customer Name: _____

Billing Address: _____

The address at which utility service is to be suspended is:

- _____ (1) Same as billing address, or
- _____ (2) _____
- _____

The address at which utility service is to be suspended is a:

- _____ (1) Single family residence
- _____ (2) Duplex/triplex
- _____ (3) Apartment building or buildings containing _____
(a number) of units.
- _____ (4) Non-residential building

Utility requested to be suspended:

- _____ (1) Gas
- _____ (2) Water

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Reason for suspension:

_____ (1) A temporary suspension is needed for repairs to: _____

_____ (2) Other reasons. (Explain) _____

To induce the City to suspend utility service to the address listed herein, I certify that I have personal knowledge that the information given above is accurate.

Signature of customer requesting suspension

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The undersigned customer hereby certifies under penalty of perjury that he or she is the customer responsible for utility service at or the owner of the service address herein and that at least one of the following is true as marked:

_____ Each service address affected by the requested suspension is now unoccupied and no consumer resides therein.

_____ Each service address affected by the requested suspension will be unoccupied during the suspension, no consumer will be affected by the suspension, and the occupants of each unit have received written notice at least 24 hours in advance of the suspension of the proposed suspension. Copies of such notices must be attached.

FOLLOWING TO BE COMPLETED IF THE SUSPENSION REQUEST DOES NOT CONCERN A SINGLE FAMILY RESIDENCE AT THE CUSTOMER'S BILLING ADDRESS.

_____ An adult consumer residing at each service address affected by the requested suspension has approved the suspension below, by signing this form, either at the Utility Collection Office or at the service address, with proper identification:

Signature _____

Service Address _____

Signature _____

Service Address _____

Signature _____

Service Address _____

(Additional consumers may sign on the back of this form.)

Signature of Customer of Owner

Please note: A responsible adult must have access to each service address at the time service is to be restored.

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Exhibit 3

VOLUNTARY TERMINATION REQUEST

Account No. _____ Date of Request _____

Service Address: _____

Customer Name: _____

Billing Address: _____

I. Request for Transfer of Service to New Customer.

Contractual Responsibility for utility service for the above service address is to be transferred to:

New Customer Name: _____

New Billing Address: _____

II. Request for Voluntary Termination of Utility Service.

A. The address at which utility service is to be terminated is:

_____ (1) Same as billing address, or

_____ (2) _____

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B. The address at which utility service is to be terminated is a:

- _____ (1) Single family residence
- _____ (2) Duplex/triplex
- _____ (3) Apartment building or buildings containing _____ (a number) of units.
- _____ (4) Non-residential building

C. Reason for termination:

- _____ (1) The address at which service is to be terminated is completely unoccupied.
- _____ (2) Other reasons. (Explain) _____

III. Required Certification for Either Transfer or Termination.

Under penalty of perjury and to induce the City, to transfer contractual responsibility for utility service, or to terminate utility service to the address listed herein, I certify that I have personal knowledge that the information given herein is accurate. I further certify that each service address affected by the requested transfer or termination either is unoccupied or, if occupied, that an adult consumer actually residing at each service address affected must sign this form below, with proper identification, before a witness.

Signature of customer requesting
transfer or termination

If Service Address(es) Occupied:

Signature of consumer residing
at service address approving termination

Service address of consumer

Additional consumers may sign on the back of this form. If no consumer signs, the customer requesting transfer or termination must give the city employee access to the premises to verify vacancy before termination. A responsible adult must have access to each service address at the time service is to be restored.

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Exhibit 3A

NOTICE OF VOLUNTARY TERMINATION OF UTILITY SERVICES

Account No.: _____ Date: _____

Service Address: _____

Customer Name: _____

Customer Address: _____

PLEASE TAKE NOTE THAT:

_____ Utility services to the above Service Address are scheduled to be terminated on _____.

This voluntary termination has been requested of the Utilities Collection Office in writing due to a planned vacancy of the Service Address.

_____ Effective _____ contractual responsibility for the utility service to the above Service Address will be transferred to:

New Customer Name: _____

New Customer Address: _____

If the Service Address will not be vacant on the above date, or if you believe such termination, or transfer of contractual responsibility, would be in error, you must notify the Utilities Collection Office immediately at (740) 687-6627 or (740) 681-5036.

If utility service to the Service Address is terminated in error, service will be restored on demand of the adult consumer without charge.

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Exhibit 4

Notice of Termination of Utility Service

You are notified that utility service to:

_____ (service address)

was terminated at _____ a.m./p.m. on the _____ day of _____, for the following reason:

- _____ Utility charges in the amount of \$ _____ are now past due.
- _____ The City has discovered evidence of meter tampering theft o services, or fraud.
- _____ Check returned for insufficient finds in the amount of \$ _____.
- _____ The premises have been condemned and found to be unfit for human habitation and are vacant.
- _____ The premises have been abandoned.
- _____ The occupants have refused to permit the city to have access to the premises to read, repair or change the utility meter or to inspect utility equipment.
- _____ The customer requested this termination, and the premises are vacant.

If utility service is terminated, a restoration fee of \$ _____ and the total amount due on the account must be paid before service will be restored. If utility service is incorrectly terminated, the service will be restored upon demand without charge.

You have a right to a hearing if you believe termination was wrong or if we refuse to restore service until requirements set forth above are satisfied. However, requesting a hearing at this time will not result in restoration unless you win the hearing.

If you wish to arrange for utility service reconnection; wish to obtain utility service in your own name; wish to learn about your rights concerning the hearing process, contact the office of the Office Manager at 104 E. Main St., (740) 687-6627, Monday through Friday between the hours of 7:30 a.m. through 4:25 p.m.

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The undersigned city employee certifies:

_____ A copy of the foregoing Notice of Termination was handed to _____ at the service address at _____ a.m./p.m. on the _____ day of _____, 19____.

_____ I was unable to make personal contact with any occupant at the service address. I made the following efforts:

_____ Knock on front/back/both doors

_____ Telephoned

_____ Other

A copy of the Notice of Termination was posted in a prominent place at the entry to the service address at _____ a.m./p.m. on the _____ day of _____, 19____.

Signature of City Employee

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Kim A. Smith, Superintendent

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Monday - Friday, Except Holidays

Exhibit 5

DENIAL OF SERVICE

To: _____
(Insert Name of Applicant)

Date: _____

Your application for utility service at: _____

is denied for the following reason(s): _____

We will agree to provide utility service at that address under the following conditions:

If you disagree with this decision or the conditions we ask, you may request a hearing to appeal this denial. If you request a hearing, you have the right to examine Utilities Collection Office records concerning this denial; to bring a representative to help you with the hearing; and to bring witnesses to testify at the hearing. You may request a hearing orally or in writing by contacting the Utilities Collection Office, 104 E. Main St., Lancaster, Ohio 43130, (740) 687-6627 or the Office Manager, (740) 687-6627.

(Signature of Employee)

Notice: The federal Equal Credit Opportunity Act prohibits creditors from discrimination against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has a capacity to enter into a binding contract) or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law is the Federal Trade Commission, Equal Credit Opportunity, Cleveland Office, telephone number (216) 522-4207.

Ohio laws against discrimination require that all creditors make credit equally available to all creditworthy customers, and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio Civil Rights Commission, 220 Parsons Avenue, Columbus, Ohio 43266, telephone number (614) 466-5928, administers compliance with this law.

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Phone 740-687-6627
Fax 740-681-5040

Kim A. Smith, Superintendent
Office Hours 7:30 a.m. - 4:25 p.m.
Monday - Friday, Except Holidays
Exhibit 6

SERVICE APPLICATION & TERMINATION LOG

SERVICE ADDRESS: _____

CUSTOMER NAME: _____

CUSTOMER BILLING ADDRESS: _____

Note: Retain in file copies of all forms sent and received regarding service address.

<u>ACTION</u>	<u>DATE</u>	<u>CERTIFICATION OF EMPLOYEE</u>
APPLICATION FOR SERVICE How made:	_____	_____
Denial of Service Form Provided:	_____	_____
How delivered:		
SUSPENSION REQUEST RECEIVED	_____	_____
	_____	_____
	_____	_____

CITY OF LANCASTER

<u>ACTION</u>	<u>DATE</u>	<u>CERTIFICATION OF EMPLOYEE</u>
VOLUNTARY TERMINATION REQUEST FORM RECEIVED	_____	_____
	_____	_____
	_____	_____

Note: If service address different from billing address, and adult consumer from service address has not signed form, Notice of Voluntary Termination must be sent:

NOTICE OF VOLUNTARY TERMINATION OF SERVICE Sent (10 days before termination)	_____	_____
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How sent:

How sent:

INVESTIGATION OF VACANCY
Performed and Notations
Placed in File:

FINAL NOTICE BEFORE
TERMINATION Sent
(10 days before termination date)

How sent:

How sent:

How sent:

CITY OF LANCASTER

TERMINATION PERFORMED

- (1) Service Order placed in file;
- (2) Efforts Made to Contact
Occupants Noted;
- (3) TURN OFF NOTICE
Delivered: _____

How TURN OFF NOTICE delivered:
(Personally/Posted)

How TURN OFF NOTICE delivered:
(Personally/Posted)

How TURN OFF NOTICE delivered:
(Personally/Posted)

HEARING REQUEST RECEIVED

Name and Address
of Requesting Party:

How Request Made:
(Mail/in person)

(1) SCHEDULED HEARING DATE: _____

(2) NOTICE OF HEARING DATE
Given to Requester (At least
one business day before hearing) _____

How Notice given:

CITY OF LANCASTER

(3) HEARING HELD:

WRITTEN HEARING DECISION
SENT TO COMPLAINING
PARTY:

How sent:

CITY OF LANCASTER

Exhibit B

NOTICE

Before your utility service can be shut off, you have the right to ten (10) days prior notice. If you dispute a bill or face termination for non-payment, you have the right to demand a hearing by calling the Office Manager at (740) 687-6627.