



Ohio Administrative Code

Rule 4901:1-15-11 Construction, maintenance of plant and equipment, and interruptions of service.

Effective: March 24, 2003

(A) No tariffs of waterworks companies and/or sewage disposal system companies shall contain provisions by which a company, its employees, or agents have or will claim the right to enter into the dwelling or structure of any customer except by permission granted by a person holding himself or herself as being responsible for the dwelling or structure.

(B) This rule shall not be construed to prevent a company from discontinuing service, as specified in rule 4901:1-15-27 of the Administrative Code, to a customer for the unreasonable denial of access to a dwelling or structure required for the rendering of utility service in accordance with a company's tariff approved by the commission. This rule also shall not be construed as limiting or eliminating property rights granted to waterworks companies and/or sewage disposal system companies by easements or other estates or interests in land.

(C) Any employee or agent of a company seeking access to the dwelling or structure of a customer shall voluntarily identify himself or herself, provide proper company photo identification, and state the reason for the visit. The employee or agent shall, in all cases, direct himself or herself to a person holding himself or herself as being responsible for the dwelling or structure. Entrance will not be sought or gained by subterfuge or force.
