



Ohio Administrative Code Rule 4901:1-15-12 Emergency operations.

Effective: [October 19, 2012](#)

(A) Each waterworks company and/or sewage disposal system company shall make every reasonable effort to have on site, within twenty-four hours of a failure of any system component that would prohibit the company from providing service to any of its customers, necessary back-up equipment to keep its system in operation. The company shall maintain a current inventory record and a list of sources of back-up equipment.

(B) Each waterworks company and/or sewage disposal system company shall have posted both in its plant(s) and office(s) a list of procedures to be followed in the event of a failure of its system as described in paragraph (A) of this rule. The names, addresses, and telephone numbers of key operating personnel and contractors shall be posted in a conspicuous area. This list shall be updated at least annually and be available to the commission.

(C) Each waterworks company and/or sewage disposal system company shall have a twenty-four hour local or toll-free emergency telephone number published in the local telephone directory applicable to the local service territory under the company name by which company operating personnel can be readily reached.

(D) Each waterworks company and/or sewage disposal system company shall make every effort to avoid service outages. When an outage occurs, service shall be restored as quickly as possible, consistent with safe procedures.

(E) In the event of an unplanned service outage affecting one hundred customers or ten per cent of the system's customers, whichever number is smaller, and expected to last over four hours, or a major operational event, each waterworks company shall promptly notify the commission's director of the service monitoring and enforcement department or the director's designee. The notification, either in hard copy or via the internet electronically, shall include, but not be limited to, the system affected, outage location, estimated number of customers affected, the steps taken to notify the affected customers, action taken or to be taken to restore service, and the approximate time when



service will be restored. The company shall update the commission's director of the service monitoring and enforcement department or the director's designee of the situation and indicate the approximate length of time it will take to restore service and any boil advisory information.

(F) In the event of a sewerage back-up in a collection main, or a major operational event, each sewage disposal system company shall promptly notify the commission's director of the service monitoring and enforcement department or the director's designee. The notification shall include, but not be limited to the system affected, back-up location, estimated number of customers affected, action taken or to be taken to eliminate the back up, and the approximate length of time when the back-up will be eliminated. The required notification shall be provided either in hard copy or electronically via the internet.