



Ohio Administrative Code

Rule 4901:1-15-21 Service applications and contracts.

Effective: August 22, 2008

(A) Any waterworks company and/or sewage disposal system company that offers customers or potential customers contracts in writing, or by telephone, or by making application through the company's web site shall not obligate the customer to do more than the following:

(1) Accept the service applied for.

(2) Use and pay for such service in accordance with specific conditions set forth on the form or in the company's tariff.

(B) A company that chooses to offer customers an application for service through its web site, and requires these customers to provide proprietary information, shall ensure that the web site is secure. The customer must also be provided with the option to print a copy of the application.

(C) In addition, the following statement shall appear on the company's application form, or on applications made available through the company web site. Customers or potential customers applying for service by telephone do not waive any of the below stated rights.

"Signing of this form by a customer for water or sewer service shall in no case be deemed to constitute a waiver by the customer of any rights or privileges granted or guaranteed to him/her by the laws or constitution of the state of Ohio or by those of the United States." This statement shall be positioned on the form directly above the space provided for the customer's signature and, shall be in type larger than that used in other parts of the form.
