

Jackson County Water Company, Inc.

124 W. Huron Street
P.O. Box 309
Jackson, Ohio 45640

Business office: 286-5929
After-hours/emergency number: 286-5929
Fax: 286-8760

Welcome and Greetings !

As a new customer of Jackson County Water, or JCWC. We are very pleased that you have decided to allow us to serve you. This brief welcome letter is intended to inform you of some of the more important aspects of what to expect as a customer of the Jackson County Water Company.

Jackson County Water began as a not-for-profit private water utility in 1970, and for over 40 years Jackson County Water has served the needs of rural Jackson County and portions of Vinton and Scioto Counties as well. Jackson County Water is governed by a nine-member volunteer board elected from the customers of Jackson County Water Company, in accordance with its Bylaws. Our business office is located at 124 W. Huron Street in Jackson. Our business office hours are 8:30 AM to 4:30 PM, Monday through Friday.

Upon purchasing a new service with Jackson County Water, the location of your water meter will be installed at the discretion of JCWC, after taking your needs and preferences into consideration. Unless special arrangements have been made prior to installation, the meter service will terminate with approximately 4 feet of ¾" i.d. 200 psi rated polyethylene pipe. At the time of installation, JCWC staff or our contractor will reclaim the tap site as much as possible. While we will do the best possible at the time, additional restoration will be the responsibility of the property owner. Once your service is installed, you - or your plumbing contractor- may connect your service line to the meter. Jackson County Water recommends the use of a brass, compression type fitting with properly sized stiffeners to join your plumbing to the small length of pipe left during installation. Our experience has shown that the use of brass, galvanized or plastic barbed (push-on) fittings secured with hose clamps will ultimately fail and create undue expense and inconvenience to you.

Due to the nature of the various elevations within our rural system, pressures on the water mains and the individual services may vary greatly. In some cases, the pressure on the main line may be in excess of 200 psi. In order to insure long and trouble-free service, JCWC encourages you to use brass compression couplings with stiffeners to install your connections within your plumbing system. Because the meter setting and related equipment is the property of Jackson County Water, **JCWC requires every new service to have the following installed in the private service line: a shut-off valve, a pressure regulating valve, and a check valve or a backflow prevention device. Also, because this is a closed system, you need to install a thermal expansion tank in order to prevent damage to your plumbing and/or hot water heater.** (Please see attached drawing) It may be necessary for a JCWC representative to inspect portions of your plumbing prior to initializing service. Please contact a qualified plumber if you have any questions regarding the function or installation of these devices. If you have any questions regarding finding local contractors for your personal service work, please contact our office or refer to the local telephone directory.

You may expect your first billing within 30 days of service being made available.

We wish our "utility-customer partnership" to be as pleasant as possible, so please note the following:

It is unlawful to connect more than one residence to your JCWC service. It is illegal to cross-connect a public water supply to any private water source (cistern, well, holding tank, etc) as outlined in the Ohio Administrative Code #3745-95-02. If you choose to no longer use your private water source, you must properly seal and abandon your well. This is a preventive measure to protect our underground water resources. If you wish information on how to properly abandon a private well, please contact our office or the County Board of Health.

The meter and the other related fixtures are the sole property of JCWC. Access to these devices is restricted to JCWC employees. Some meters are equipped with sensitive and expensive electronic equipment. Any damages or abuse of this equipment will result in replacement costs and damages being charged against this account. Also, Sections 4933.18 and 4933.19 of the Ohio Revised code states that it is illegal to tamper with any utility metering device and related fixtures. Remember, as the customer, you are responsible for the charges and penalties for this account. Please be aware that these items are in place for your protection and the protection of your neighbors whom we have been entrusted to serve.

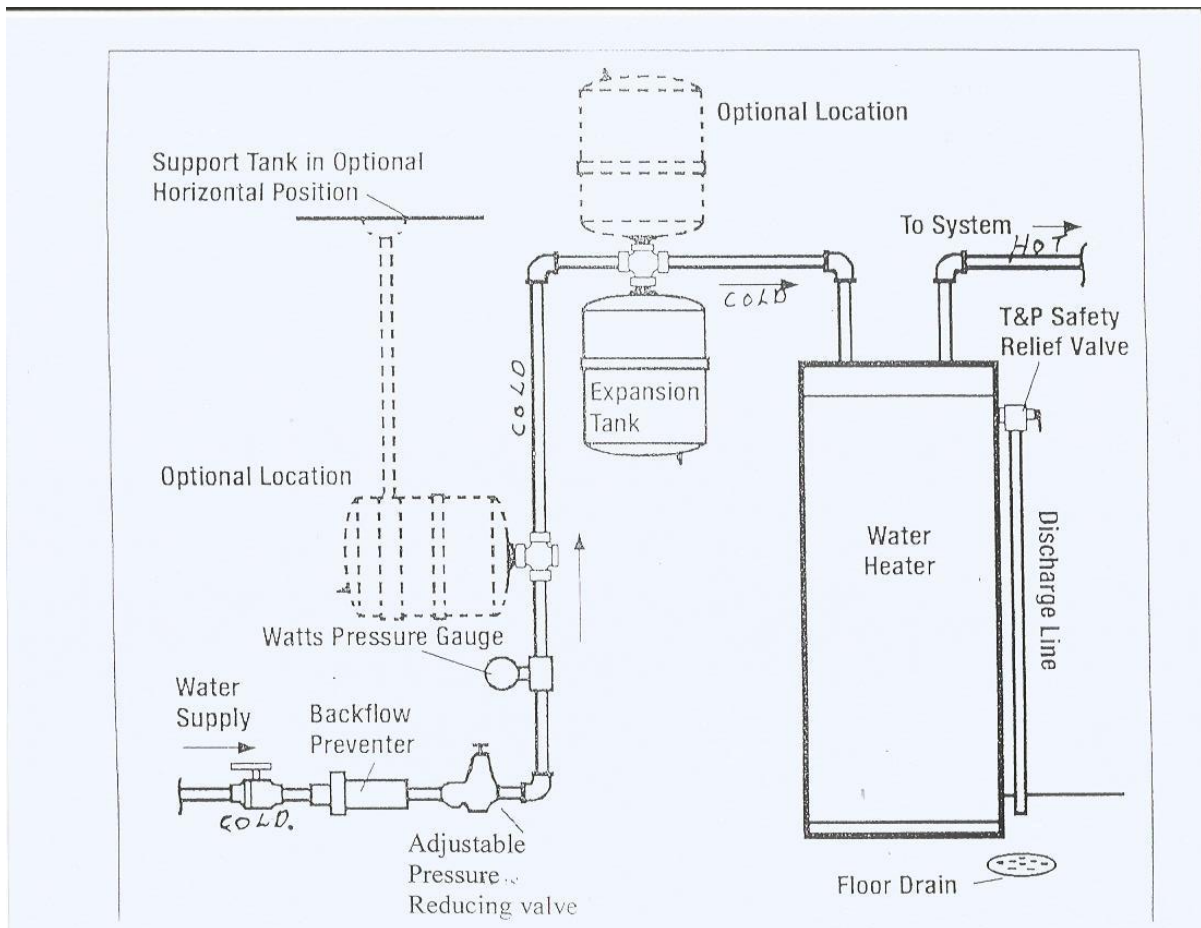
There are at various times, a variety of financial assistance programs for qualifying individuals. (For example: USDA-RD 504 low or interest-free loan program, Community Action, Area Agency on Aging, Community Housing Improvement Program, or Human Services). If you are interested in seeking financial assistance for your service installation, please contact our office.

If you have any other questions, please feel free to contact our office.

Once again, thank you for allowing Jackson County Water to serve you.

Date _____

Customer _____



In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discrimination on the basis of race, color, national origin, sex, age or disability.