

Tate Monroe Water Assn., Inc.

Billing Change

Beginning **June 2006**, all water bills will be calculated and mailed on the following schedule as outlined below. All water bills are for two months' usage. In order to accomplish this schedule, accounts beginning with the number 1 will be billed in June for one month's usage. Accounts beginning with the number 2 will see no change.

Billing / Mailing Month	Due by the 10 th of
June	July
August	September
October	November
December	January
February	March
April	May

Note: Customers who use on-line banking services need to check/update the information with the correct Tate Monroe Water Assn., Inc. account number. Also remember it can take up to a week before we receive payments when using this service.

Tate Monroe Water will adhere strictly to its policy regarding accounts paid with checks that are returned. We do not notify customers of returned checks since the bank on which the check was written does that prior to notifying the Association. A money order or cash is required in redeeming a returned check. A returned check fee and a possible reconnection fee will be added to your account. We will automatically terminate service if the check is not redeemed within 24 hours after we receive notice of the return.

An automated phone call is made for delinquent accounts provided the correct phone number is in our database. This is a courtesy call. Do not rely on a phone call to maintain your account. Phone numbers are kept confidential.

Annual Flushing

Tate Monroe Water will be initiating our annual system flushing program beginning the end of March and continuing through the month of April. This flushing may at times create discolored water and low pressure.

Flushing will occur throughout the day with the majority being done at night.

If you experience discolored water or low pressure for more than 24 hours please contact our office during our regular business hours.

Discolored or Cloudy Water

Some common complaints in the water industry are discolored water and cloudiness in the water. Water may occasionally become discolored due to water main breaks, fires that use a high volume of water, line flushing, or changes in flow patterns. These problems usually show up in your home as brown-colored water from the faucets.

Do not be alarmed. Though aesthetically displeasing, this water is safe to drink. It merely contains sediment due to sudden changes in pressure and volume in the system. If there is discolored water refrain from washing clothes as this may cause staining. If you have washed clothes not knowing discoloration has occurred, do not dry your clothes. Please call the office and we can supply you with a chemical to rewash the clothes to take the stain out.

You may also notice from time to time that your water appears cloudy. This is usually air in the water. When this occurs, use a clear glass to draw a sample and let it sit on your counter for five to ten minutes. If the cloudiness goes away, it is air in the water.

When any problem occurs, contact Tate Monroe Water so it can be investigated.

Water Main Breaks – Water Heaters

Occasionally Tate Monroe Water experiences water main breaks. Improper, lack of, or malfunctioning valves in your home could cause water from your home to be siphoned back into the main distribution line.

Tate Monroe Water requires a shutoff valve, pressure reducing valve, backflow device, and an expansion tank to be placed on the residence's line in order to prevent back siphoning and manage water expansion.

If these valves are not installed on your plumbing system you run the risk of water being siphoned from your water heater back into the water main. This could result in damage to your water heater.

Please make sure all your valves are in place, maintained, and accessible for your convenience and for inspection by Tate Monroe Water representatives. Exercise (turn off and on) all plumbing shutoff valves twice a year incorporating this procedure with time changes while checking/changing batteries of CO₂ and smoke detectors.

Mowing Season

Reminder: Mowing season will be coming soon. Please use caution when mowing or working around the meter lid to avoid being charged for equipment damage. Do not drive or push your mower over the meter lid. Tate Monroe Water Assn., Inc. uses radio read equipment which is very costly to replace if damaged.

Unauthorized Use

Section 4933.19(A) of the Ohio Revised Code states “no person shall knowingly consume...water that has not been correctly registered because a meter, conduit, or attachment has been tampered with as defined in Section 4933.18 of the Revised Code or knowingly use service that has been disconnected by a utility and reconnected without consent of the utility.”

Water theft is a crime. Anyone who uses water without Tate Monroe Water Assn., Inc.'s consent or unlawfully reconnects a service that has been turned off is in violation of the law and is subject to a fine and/or imprisonment.

A person does not need to get caught tampering with a meter to be prosecuted. The person presumed responsible is the person who possesses the tampered-with or unlawfully connected meter. It may seem that a water thief is only stealing from Tate Monroe Water Assn., Inc., but in reality the water thief is stealing from all of our customers. At a time when many of our customers are working hard at water conservation and trying to cut their water costs, the water thieves, who tamper with meters so that they might obtain “free” service, drive up the water costs for our other customers.

If you see someone using or filling from a hydrant besides Tate Monroe Water employees or the fire department please report it to Tate Monroe Water Assn., Inc. for checking of authorized use.

Business Card Center for Plumbers and Contractors

Tate Monroe Water Assn. will no longer mail out a listing of plumbers, contractors, and suppliers upon request. We formerly did so for those businesses that desired to be on the list. We will now provide a business card center in our lobby at 2599 S.R. 232 (the Central Office) whereby businesses can place a supply of cards for our members to access.

Only plumbers, contractors, and suppliers for the installation or repair of water lines may use the card center. Please feel free to drop off a supply of cards for your business.

Please call the office at 734-2236 during office hours with any questions or visit our website at tatemonroe.com for more information.