



ASHTABULA COUNTY BULK WATER SYSTEM REGULATIONS AND INSTRUCTIONS

RULES AND REGULATIONS

The bulk water station is provided for your use. Vandalism of this site will not be tolerated. Please contact this office at 440-576-3722 to report any damage or malfunction of the equipment.

The user agrees to pay the current cost of bulk water at \$10.80 /1000 gallons. Rates are subject to change but all rate increases will be posted for the customer's knowledge. Availability of bulk water depends upon how much money the customer has PRE-PAID into their account prior to the pumping of the water. Please allow for time of postal delivery if mailing deposits and 24 hours for clerical processing to replenish funds into your account.

Customer is responsible for the use of their personal bulk water card. Do not give out or share this card with other users. In the event this card is lost at any time, *a request for a new card will be required to be made by the account holder, in person, in our office. A picture ID will be required to be provided at the time of the request in order to have a new card issued for an existing account.*

Holds can be placed on bulk water cards at the discretion of the water provider. If a hold is placed on an account a message will notify you at the time the card is swiped. If you lose your card please call and inform us so we can place a hold on the available funds to prevent theft.

There is a \$2.00 fee for additional cards or replacement cards.

There are NO extra fees charged to the account for usage of the electronic terminal or processing of payments. Your account is assessed charges for water only. Water that is dispensed is calculated to the exact gallon you request. You will notice a slowing of flow as the machine reaches the final few gallons.

DEPOSITS

We will no longer be using receipt books and invoicing customers for water drawn. AVAILABILITY OF BULK WATER NOW DEPENDS UPON HOW MUCH A CUSTOMER HAS **PRE-PAID** INTO THEIR ACCOUNT PRIOR TO THE PUMPING OF THE WATER. Cash, checks or money orders will be accepted in our office or by mail. The money will be deposited into your personal bulk water account manually on the day it is received. Please allow time for postal delivery and 24 hours for clerical processing when mailing us funds to be deposited into the account when considering availability of water. Keep in mind we are not open on weekends to input deposits.

Payments by check or money orders can be mailed to:

ACDES

PO Box 520

Jefferson, OH 44047

It is important that your name and bulk water card number accompany your deposits so funds can be applied to the correct account.

Payments of cash, checks, or money orders are also accepted in our office at:

ACEDS

36 West Walnut St

Jefferson, OH 44047

BULK WATER FILLING INSTRUCTIONS

The bulk water station is located at 1501 Harpersfield Road, Geneva, Ohio.

Position your vehicle and water container under the arm with the hose attached. If the height is not correct the adjustment lever is located on the wall and the arm can easily be put up or down by turning the crank. There is a lock on the crank that must be flipped in order for the wheel to spin. *Be sure you have your container positioned and all set to receive water BEFORE you swipe your card as water will dispense QUICKLY after account information is entered.*

At the SMALL box on the building **swipe your card**. Your account information should come up showing you the amount of water in gallons you have access to. **Type in the amount of gallons you wish to purchase**. If your available balance will cover the amount of gallons you wish to purchase the computer will begin to process your request. If your balance is too low to accommodate the request a message will pop up letting you know the balance is insufficient for the amount of gallons requested. *PLEASE NOTE you will be charged for the amount of gallons that you input into the computer to purchase regardless if that amount of water fits into your container.* Try to be sure you know how many gallons your container holds because water will dispense exactly the amount that you type in. (If the container holds less than what you input you will have overflow and waste.)

P.O. Box 520, Jefferson, OH 44047

Phone: (440) 576-3722 | Fax: (440) 576-3781 | Web: www.ashtabulacounty.us

After pumping is complete the computer will display the remaining balance available on your account after the current water purchase.

If you would like a receipt after your purchase, go to the LARGE box on the wall and **swipe your card. Press #1 *print a receipt*.**

If you are in need of an account transaction histories please call 440-576-3722 and we can mail one to you.

If you should experience any problems with the pump station please call us at 440-576-3722 Monday through Friday from 8:00am to 4:30pm.

THERE IS AN EMERGENCY STOP BUTTON ON THE SMALL MACHINE. If there is an **URGENT** need to stop the dispensing of water please hit the STOP button. The flow of water will stop; however your account will be charged for the amount of gallons you originally requested to purchase, not the amount of gallons dispensed before the stop button was hit.

FOR AFTER HOURS EMERGENCIES CALL: 440-964-8114 EXT 0