



**CITY OF MARTINS FERRY  
UTILITY OFFICE**

June, 2021

POLICY

CITY OF MARTINS FERRY

UTILITY (WATER AND/OR SANITATION)

1. Notice of Discontinuance:

- a. The City of Martins Ferry will not discontinue service to any customer for non-payment of water/sanitation bills without first having tried to let the customer make their account in good standing. Signed agreements/contracts will be offered to anyone in attempt to keep from disconnection.
- b. Service shall actually be discontinued only after seven (7) days of blue tag has been given to the customer by the Meter Reader/Utility Office on bills that are 60 days or more delinquent. The water may be shut off without any notice in advance in cases that include but are not limited to, fraudulent use of water, utility's equipment is tampered with or a dangerous condition is found to exist on customer's premises. Written notice is automatically printed on each utility bill if balance is past due. In no case shall the utility department discontinue service on a Friday, Saturday, Sunday or day prior to holiday. All disconnection shall be performed between the hours of 7:30am and 2:00pm.

2. Charge for Reconnection:

- a. Whenever the supply of water is turned off for non-payment of bills or fraudulent use of water, the utility office shall charge a \$100 to reestablish service during a normal working day (Monday – Friday, 7:30am to 2:00pm). Service which is reestablished on a holiday, or when overtime is required, will be charged \$150 for Call Out fee.
- b. Charge shall be billed in the ON/OFF section of the bill and either use Disconnect Fee or Call Out as reason code for adjustment.

LIABILITY FOR CITY UTILITY SERVICES:

1. The owners of the real estate premises where city water and/or sanitation service is provided shall be ultimately liable for all water and/or sanitation charged incurred for service at such premises.
2. As of 2016 all properties must stay in the owner of the real estate premises where name, no tenants can have an account in their name. The owner can however ask that the tenant pay a deposit for the utilities.



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3. Land Contracts are the same situation, the account can only be updated when the deed to the real estate premise is legally changed.

**TERMINATION OF SERVICE PROCEDURE:**

After a water and/or sanitation bill becomes more than 60 days delinquent the Utility Office shall at this next billing period advise the customer that the bill is delinquent and that arrangements must be made to settle the debt obligation.

The Director of Public Service or his agent is hereby authorized and directed to shut off water services, or to terminate sanitation services, to those real estate premises until such unpaid charges have been paid in full, or arrangements for payment in full have been made. Water services will not be turned back on once disconnected without paying the full amount that will include a disconnect/reconnect fee.

Termination procedures will commence 7 days after the blue tag is issued. To avoid the initiation of this procedure and retain City Utility service(s) the customer must:

1. Pay previous balance; or
2. Contact the Utility Office and make acceptable arrangements for regular payments, along with a signed contract stating these arrangements.
3. CAC/HEAP may also pay for a customer past due amount, if this is the case those entities will need to provide a written and signed confirmation of payment to stop disconnection.

If the contract that is made is not kept, meaning the customer does not make the arranged payments on time, it will call for automatic disconnection. No tags or calls will be made in attempt to contact the customer once contract is broken.

**NEW ACCOUNTS:**

All new accounts and real estate owners will need to pay a one (1) time deposit amount of \$150 for residential and \$250 for businesses to establish services in the City of Martins Ferry.

1. The deposit amount will be credited back to the account on the seventh (7) month of service, as long as it is paid for in full with no late charges for six (6) full months.
2. Each delinquent fee will restart that six (6) month period before it will be refunded back to that account.
3. If the customer moves out during that six (6) month period before the refund has been applied, they will receive a check from the Auditor's office of the amount of \$150 (as long as nothing is used to pay off account balance)



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June 23, 2021

**Addendum to Our Water and Sanitation Policy:**

1. Notice of Discontinuance:

- a. Service shall actually be discontinued only after seven (7) days of blue tag has been given to the customer by the Meter Reader/Utility Office on bills that are 60 days or more delinquent. The water may be shut off without any notice in advance in cases that include but are not limited to, fraudulent use of water, utility's equipment is tampered with or a dangerous condition is found to exist on customer's premises. Written notice is automatically printed on each utility bill if balance is past due. In no case shall the utility department discontinue service on a Friday, Saturday, Sunday or day prior to holiday. All disconnection shall be performed between the hours of 7:30am and 2:00pm
  - i. **Addendum:** Service shall actually be discontinued 2 weeks (14 days) after letter is mailed out to delinquent customer. These letters will be produced automatically after each billing cycle and print out with regular monthly water bills (they will be mailed in envelope separately from bill). No blue tags will be given as notice moving forward.

2. Charge for Reconnection

- a. Whenever the supply of water is turned off for non-payment of bills or fraudulent use of water, the utility office shall charge a \$100 to reestablish service during a normal working day (Monday – Friday, 7:30am to 2:00pm). Service which is reestablished on a holiday, or when overtime is required, will be charged \$150 for Call Out fee.
  - i. **Addendum:** Fee will now be \$250 for any service disconnected due to non-payment of bill. Additionally, there will be a \$250 fee added prior to having service turned back on after payment in full is made to restore services. The total fee being \$500 to reestablish service during normal working day.

SELLING OF PROPERTIES:

All properties being sold within the city, whether it be by Realtor or Private, that need water turned on/off due to inspections will no longer be able to just call in and schedule those services. They will need to do the following:

1. Realtor or Private seller will need to come in person and sign a form showing they are responsible for payment. A fee of \$100 will need to be paid up front along with that signed agreement and the water can then be turned on and will be left on for at least one (1) billing cycle. This shall pay for the turning on and off of the property.
  - a. Wear and tear begin on the water shut offs with each turn on/off of the switch. Shut offs can easily break due to being over used.



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2. If the realtor/private seller wants the water turned on and turned off the same day there is a \$100 fee that will need to be paid each time the water is turned on or off in the same day.

September 27, 2021

**Addendum to Our Water and Sanitation Policy:**

1. Charge for Reconnection
  - a. Whenever the supply of water is turned off for non-payment of bills or fraudulent use of water, the utility office shall charge a \$100 to reestablish service during a normal working day (Monday – Friday, 7:30am to 2:00pm). Service which is reestablished on a holiday, or when overtime is required, will be charged \$150 for Call Out fee.
    - i. **Addendum:** Fee will now be added of \$500 extra in addition to the \$500 disconnect/reconnect fee for anyone who turns on their own water after the Water Department shuts off for nonpayment. This will be in cases where a Bullet is needed to shut off again and Felony theft of water will be added by the Police Department.

August 10, 2022

Contractor License and Building Permit Requirements (based off of City Ordinances)

Contractor's Licenses

1. Contractor's Licenses are needed for any contractor doing work in the City Of Martins Ferry that is NOT their own property. This also includes any Amish entities.
2. In order to receive a Contractor's License in the City the contractor MUST provide proof of Workman's Compensation and a Certificate of Liability Insurance.
3. The cost of a Contractor's License will be \$75 and will be good for 1 CALENDAR year. Ex: Jan 1, 2022 – Dec 31, 2022
4. You MUST have your Contractor's License in order to get a building permit for the property you are working on.
  - a. If you work on any property and do not have an updated contractor's license through the City you can be fined \$500

Building Permits

1. Building permits MUST be purchased prior to work being done on your property or you can be fined \$500



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2. The fee for permit is based on the cost of the job, which is determined by proper paperwork brought in when purchasing the permit
  - a. Paperwork needed to get a building permit would be personal receipts if doing the job yourself or an estimate from the company who is doing the work for you
  - b. If doing work for yourself, you can do a “mock up” order on a site like Lowe’s or Home Depot with everything you may need for the job to turn in for pricing
3. Building permits will not be needed for jobs under \$999.99
4. Landscaping and painting prices do NOT need to be included in any paperwork for pricing as they are excluded.

October 5, 2022

Special Reports

-We will not do specialized reports for anyone in the city. The only exception to this will be the examples below. It is the responsibility of customers or small business owners to keep track of their water payments for properties. We can still do screen shots of histories of properties when asked.

Example of the exceptions: United Dairy, Hospital, Housing, etc.

October 20, 2022

**CITY OF MARTINS FERRY SANITATION POLICY’S**

**DUMPSTER RENTALS**

1. 4 YARD - \$100.00
2. 6 YARD - \$150.00
3. 8 YARD - \$200.00

**EXTRA SANITATION**

EXTRA CAN - \$6.00

EXTRA BAG- \$3.00

COUCH, CHAIR, DRESSER- \$15.00



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MATTRESS/BOXSPRING- \$20.00

TOILET- \$10.00

UP TO 3 BUNDLES OF BRANCHES- \$4.00

NUISANCE ABATMENT OF ANY TRASH OR SANITATION - \$50.00 \*ONCE A CITATION FOR TRASH HAS BEEN ISSUED AND FAILURE TO APPEAR OR PAY FOR CITATION\* ADDUMDEUM 9/8/23

NO TIRES, BATTERIES, ELECTRONICS, PAINTS, ETC

POLICY REQUEST BY STATE AUDITOR'S 10/18/2022

ANDREW L. SUTAK  
SERVICE DIRECTOR

February 21, 2023

**Addendum to Our Water and Sanitation Policy:**

4. Charge for Reconnection

- a. Whenever the supply of water is turned off for non-payment of bills or fraudulent use of water, the utility office shall charge a \$100 to reestablish service during a normal working day (Monday – Friday, 7:30am to 2:00pm). Service which is reestablished on a holiday, or when overtime is required, will be charged \$150 for Call Out fee.
  - i. **Addendum:** Fee will now be \$250 for any service disconnected due to non-payment of bill. Additionally, there will be a \$250 fee added prior to having service turned back on after payment in full is made to restore services. The total fee being \$500 to reestablish service during normal working day.
  - ii. **Addendum:** Fee will now be \$100 for any service disconnected due to non-payment of bill. Additionally, there will be a \$100 fee added prior to having service turned back on after payment in full is made to restore services. The total fee being \$200 to re-establish service during normal working day.



**CITY OF MARTINS FERRY  
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August 6, 2024

**Addendum to Our Water and Sanitation Policy:**

- iii. **Notice of Discontinuance:**
  - a. Service shall actually be discontinued only after seven (7) days of blue tag has been given to the customer by the Meter Reader/Utility Office on bills that are 60 days or more delinquent. The water may be shut off without any notice in advance in cases that include but are not limited to, fraudulent use of water, utility's equipment is tampered with or a dangerous condition is found to exist on customer's premises. Written notice is automatically printed on each utility bill if balance is past due. In no case shall the utility department discontinue service on a Friday, Saturday, Sunday or day prior to holiday. All disconnection shall be performed between the hours of 7:30am and 2:00pm
    - ii. **Addendum:** Service shall actually be discontinued 2 weeks (14 days) after letter is mailed out to delinquent customer. These letters will be produced automatically after each billing cycle and print out with regular monthly water bills (they will be mailed in envelope separately from bill). No blue tags will be given as notice moving forward.
    - iii. **Newest Addendum:** Service shall actually be discontinued 2 weeks (14 days) after letter is mailed out to delinquent customer. These letters will be produced automatically after each billing cycle and print out with regular monthly water bills (they will be mailed in envelope separately from bill). No blue tags will be given as notice moving forward.