



# Water Service: Frequently Asked Questions

**Q. Are all water companies in Ohio regulated by the state?**

A. No, the water service that comes from a municipal, county, water district or cooperative is not regulated by the state.

**Q. Why can there be a difference in rates between state regulated and non-regulated water companies?**

A. Variables, such as system size, number of years the current rate has been effective, complexity of the treatment process due to the level of contamination in the area among other factors, play a role in determining the rates that a company charges. State regulated companies are typically operated as for-profit corporations and, as such, pay income tax based upon their sales and other financial variables. On the other hand, municipal, county, cooperatives and regional water districts may not.

**Q. Who is responsible for repairing leaks in the water line?**

A. Consumers are responsible for repairs to the service line as well as all pipes inside the residence. The service line runs from the curb to the residence. All other lines are the water system's responsibility. While the water company owns the meter, any damage that occurs to the meter is the customer's responsibility.

**Q. What can a consumer do about low water pressure?**

A. A minimum pressure of 35 pounds per square-inch (psi) must be maintained in the distribution system, according to Ohio law. If consumers experience a drop in water pressure, they should

contact the water company immediately and should not consume any tap water until checking with the company.

**Q. What should consumers do if their water appears rusty or discolored?**

A. Water can become discolored if water pressure is significantly lower than normal. The discolored water may be caused by a routine flushing of the distribution system in the area, so consumers should contact the water company before drinking or using any discolored water.



If no system flushing or water line break has occurred, the company may be having problems at its treatment plant with iron or manganese removal. Check with the company to see if this is true. No matter what the answer, request that the water company investigate your problem and possibly flush the distribution system. The company should notify all affected consumers before flushing the system.

Consumers who continually have discolored or hard water may want to consider installing a softening system. Water softeners may help eliminate iron problems, as well as reduce the hardness of the water.

**Q. What can a consumer do about hard water?**

A. Calcium and magnesium typically cause water hardness. Consumers can contact their water company to determine if it provides softened water and if so, if there are any treatment problems.

Water hardness is considered a personal preference, so consumers may want to consider

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purchasing a water softener if the water company does not soften the water for them or to accompany measures that the company already has implemented. Hard water can cause irritation to the skin and make hair look dull and lifeless. There are inexpensive home testing kits available to check water hardness levels, which can be purchased at local pool and spa retail stores. Some independent water treatment companies even provide testing services or send water test kits free of charge.

Water that is softened is accomplished by using sodium to exchange the hardness ions of calcium and magnesium in the water. Diet restrictions should be considered when determining your water hardness preference.

**Q. What are recommend levels of hardness for water?**

A. The Ohio EPA does not require that water be softened by water companies. Water that is softened is recommended to have a finished hardness of 120-150 mg/L (7-9 grains per gallon). It can be softened to as low as 80 mg/liter (5 grains per gallon). Any lower and consumers run the risk of corrosive water and other problems.

**Q. What causes water to be cloudy when using an indoor sink?**

A. Water can appear cloudy when it comes from the tap because it is no longer under pressure and the dissolved air is released as bubbles. As the bubbles rise and disappear, the water clears.

**Q. Who can a consumer contact with questions if his or her service provider is a municipal, county or cooperative?**

A. A contact telephone number should be listed on the utility bill or try contacting one of the following entities:

- City – City Councilman, Mayor, and/or Service Safety Director depending upon the type of government serving the community.
- County – County Commissioners
- Water and/or Sewer District – District Governing Board.

Cooperative – (not-for-profit water/sewer companies owned by the company's customers). These entities typically are governed by a board and will have articles of incorporation filed with the secretary of state as well as bylaws that will detail how the cooperative functions. The customer may want to refer to these documents prior to contacting the board.

The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts. The state agency also educates consumers about electric, natural gas, telephone and water issues and resolves complaints from individuals. To receive utility information, brochures, schedule a presentation or file a utility complaint, residential consumers may call 1-877-PICKOCC (1-877-742-5622) toll free in Ohio or visit the OCC website at [www.pickocc.org](http://www.pickocc.org).

*The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.*

**For additional information from the Office of the Ohio Consumers' Counsel:**

**Call: 1-877-PICKOCC (1-877-742-5622) toll free or (614) 466-8574**  
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