



Ohio Administrative Code Rule 4901:1-15-01 Definitions.

Effective: June 28, 2023

As used in this chapter:

- (A) "Collection main" means a pipe that collects or transports wastewater from the service lines of a wastewater customer.
- (B) "Company service line" means that portion of the service line between the distribution or collection main up to and including the curb stop, water outlet connection, or sewer inlet connection at or near the property line, right-of-way, or easement line, maintained at the cost of the company.
- (C) "Commission" means the public utilities commission of Ohio.
- (D) "Consumer complaint" means a customer/consumer contact when such contact necessitates follow-up by or with the utility to resolve a point of contention.
- (E) "Customer" means any person who enters an agreement with the company to receive waterworks and/or sewage disposal service.
- (F) "Customer service line" means that portion of the service line from the company's service line to the structure or premises which is supplied, installed, and maintained at the cost of the customer.
- (G) "Dead-end main" means a section of a water distribution system consisting of pipe greater than two inches that is not connected to another section of pipe by means of a connecting loop and serves more than one customer, unless the company can demonstrate that the water within the main circulates on a monthly basis or less.
- (H) "Distribution main" means a pipe that transports or distributes water from the supply system to the service lines of a water customer.



- (I) "Major operational event" means a significant change to a system's normal operations.
- (J) "Non-revenue water" means the components of system input volume that are not billed and produce no revenue. Non-revenue water equals unbilled authorized consumption plus apparent and real losses.
- (K) "Outage" means any interruption of a company system, other than a customer service line, which causes the cessation of water service.
- (L) "Service connection" means the connection of the company's service line with the customer's service line at or near the property line, which connection enables the customer to receive service.
- (M) "Tap-in" means the connecting of a company service line to the distribution or collection main.