

P.U.C.O. No. 1

RULES, REGULATIONS, AND RATES

FOR

SEWER SERVICE

OF

COPLEY BUSINESS CENTER LLC

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CUSTOMER HOURS

Customer hours are by appointment only. To request an appointment please contact Copley Business Center LLC at 330-835-5664.

FILING A COMPLAINT

If you have a complaint and it is not resolved after you have contacted Copley Business Center LLC, or for general utility information, residential and business customers may contact the public utilities commission of Ohio PUCO for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.occ.ohio.gov>.

DEFINITIONS

“Clean waters” means all wastewater other than sewage, including, but not limited to roof, footer and surface drainage.

"Collection main" means a pipe that collects or transports wastewater from the service lines of a wastewater customer.

“Company” means Copley Business Center LLC.

"Customer" means any property owner who enters an agreement with the Company to receive waterworks and/or sewage disposal service.

“Domestic service” means the discharge of domestic sewage into the Company’s sewer systems.

“Domestic sewage” means sewage excluding storm and surface water, resulting from normal household activities only, including but not limited to, waste from drinking fountains, toilets, urinals, bathtubs, showers, lavatories, garbage disposals, laundries and sinks.

“Foundation drain” means a pipe installed inside or outside the foundation of a structure for the purpose of draining ground or subsurface water away from the foundation.

“Gravity sewer” means a sewer pipe carrying sewage flow from a high point to a lower point using the natural forces of the earth’s gravity in a continuous downward direction.

“Lateral” means the pipe or line and related facilities from the main to the service line.

“Main” means the pipe or line which connects the lateral to the plant facilities.

“Non-domestic sewage” means discharge of other than domestic sewage into the Company’s sewer system.

"Outage" means any interruption of a Company system, other than a customer service line, which causes the cessation of sewer service.

“Owner” means a person holding the fee or life estate, or an undivided interest in the fee or life estate, in any premises which are, or about to be, supplied with water service by the Company.

“Person” means corporations and associations, including public bodies, as well as natural persons, and shall include the plural as well as the singular number unless the context shall otherwise indicate.

“Premises” means the physical property to be served, together with the lot or parcel of land upon which it is located.

"Service connection" means the connection of the Company's main line with the customer's service line at or near the property boundary, which connection enables the customer to receive service.

"Tap-in" means the connecting of a customer service line to the collection main.

**MONTHLY
RATES AND CHARGES**

<u>Class of Service</u>	<u>Rate</u>
<u>Residential</u>	
Duplex (2 unit equivalent)	\$131.21
Apartment Building (6 unit equivalent)	\$393.64
<u>Commercial</u>	
Office Building (7 unit equivalent)	\$459.24
 DISHONORED CHECK CHARGE	 \$ 35.00

GENERAL RULES AND REGULATIONS**A. GENERAL**

1. The Company undertakes to use reasonable care and diligence to provide a constant sewer service, but reserves the right, at any time with three days written notice, to shut off the mains or customer service lines for the purpose of making repairs or extensions, or for any other purpose. In the case of an emergency, no notice is required. The Company shall not be liable for a deficiency or failure in sewer service or for any damage therefrom or in the pressure or any damage caused thereby, or for failure of electrical power supply or equipment failures; or failures of other facilities used by the Company or for any damages caused thereby, if the Company is without negligence on its part.
2. When the sewer service is to be temporarily discontinued, the Company will give three days written notice, except in the case of an emergency in which event no notice shall be required, to all customers to be affected by the discontinuance, stating the purpose for which the discontinuance is made and the probable duration of the interruption of service. The Company shall notify affected customers at least three days in advance of any outages over one hour in duration which may occur as a result of planned maintenance.
3. The Company shall notify affected customers at least three days in advance of any planned outages or planned main flushings. The notice shall be given to the customer(s), delivered in writing, or by notice printed in a newspaper of general circulation serving the community or by an obvious sign posting in the Company's affected service territory. The notice shall state the date and estimated duration of the outage or flushing for affected area(s).
4. In the interest of public health, and for protection to Company property, no domestic service lines or any other lines or pipes carrying, or which are in a position to carry domestic sewage, are to be connected with, either on or off any customer's premises with any lines or pipes which the Company knows or has good reason to believe is connected with any other source or non-domestic sewage. No service line may be connected in any manner to any pipe or apparatus containing liquids or other matter which may flow back into the mains.
5. When application to install a new sewage line, or for sewer service, or for the reinstatement of sewer service, is made to the Company, it shall be entitled to assume that the piping and fixtures to which the service will be supplied are in order, and the Company will not be liable for any accidents, breaks or leakage resulting in any way in connection with the customer's premises, if such accident, break or leakage is not due to the Company's negligence.
6. Ownership and operating control of all mains and laterals are vested in and shall at all times remain in the Company, and shall not be trespassed on or interfered with in any manner.
7. The customer must prevent the discharge of any type of sewage from his premises other than the type identified in the application for service.

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8. The Company shall have the sole right to determine the size, type and location of valves, customer service lines, and connections necessary to give the service applied for.
 9. Dwellings or structures receiving sewer service and all customer service lines, and fixtures, and any and all fixtures within said dwellings and structures shall, at all reasonable hours, be subject to inspection by duly authorized employees or representatives of the Company, who shall have voluntarily identified themselves with proper photo identification and shall have stated the reasons for their visit and who shall have directed themselves to a person holding himself or herself out as being responsible for the dwelling or structure; provided, however, the Company shall not have the right to enter the dwelling or structure of any customer except by permission granted by a person holding himself or herself out as being responsible for the dwelling or structure or except upon the occurrence of an emergency situation directly involving hazard to the health or welfare of the customer, employees or representatives of the Company or general public. The foregoing provisions shall not prevent the Company from discontinuing service to a customer for the unreasonable denial of access to a dwelling or structure required for rendering of service in accordance with the provisions of this tariff, nor shall the foregoing limit any proprietary rights granted to the Company by easement or other estates or interest in land. The Company shall be responsible for any damage done by its employees or agents within the scope of employment when such damage results from negligent act.
 10. Service may not be refused or disconnected to any customer or refused to any applicant for service unless the Company complies with all of the disconnection procedures contained in this rule. Service shall not be disconnected to any customer unless the disconnection conditions in this rule may be specifically applied to that customer.

Service may be refused or disconnected to any customer or refused to any applicant for service as stated in this paragraph. In an instance where a customer's service could be disconnected under more than one of the following conditions, the minimum notice provision (which includes no notice) will be provided.

- a) No notice is required in any of the following instances:
 - (1) For tampering with any main, service line, seal, or other appliance under the control of, or belonging to, the Company;
 - (2) For connecting the service line or any pipe directly or indirectly connected to it with any other source of supply or with any apparatus which may, in the opinion of the Company, contaminate the Company's water supply or threaten the integrity of the system; or
 - (3) For any other violation of or failure to comply with the regulations of the Company which may in the opinion of the Company or any public authority, create an emergency situation.
- b) The customer must be given not less than twenty four hours written notice before service is disconnected when any of the following conditions exist:

(1) For the use of water for any purpose not stated in the application, or for the discharge of any type of sewage not stated in the application, or for the use of either service upon any premises not stated in the application; or

(2) To prevent waste or reasonably avoidable loss of water.

Personal delivery of the notice to the customer's premise shall first be attempted. If personal service cannot be accomplished at that time, then the notice shall be securely attached to the premises in a conspicuous manner.

c) The customer must be given not less than fourteen (14) days written notice before service is disconnected when any of the following conditions exist:

(1) For nonpayment of any tariffed charges when due or within any additional period for payment permitted by the Company, or for not making a deposit as required. Disconnection of service for nonpayment may not occur prior to fourteen (14) days after the due date;

(2) For any violation of, or failure to comply with, the regulations of the Company other than stated in paragraph a) of this rule;

(3) For misrepresentation in the application as to any material fact;

(4) For denial to the Company of reasonable access to the premises for the purpose of inspection; or

(5) For violation of federal, state, or local laws or ordinances where such violation affects the provision of utility service by the Company.

d) Those Company employees who normally perform the termination of service will be authorized to either:

(1) Accept payment in lieu of termination; or

(2) Be able to dispatch an employee to the premises to accept payment.

Such employees at the premises may or may not be authorized to make extended payment arrangements at the discretion of the Company.

e) Disconnection of service for nonpayment is prohibited if the disconnection of service would be especially dangerous to health as certified pursuant to the certification provisions following in this rule:

(1) The customer must have a form provided by the Company signed by a licensed physician or local board of health physician stating that a special danger exists to the health of the customer or permanent resident of the household.

(2) In the event that service has been disconnected within fourteen (14) days prior to certification of special danger to health, service shall be restored to that resident if the proper certification is made, in accordance with the foregoing provisions.

(3) Certification shall prohibit disconnection for thirty (30) days. Certification may be renewed two additional times (thirty days each) by a licensed physician or local board of health physician by providing an additional certificate to the Company. The total certification period is not to exceed ninety (90) days in any twelve-month period.

11. If a customer whose service has been discontinued for nonpayment of bills or for violation of, or failure to comply with, the regulations of the Company, desires a reconnection, it may be made under the following circumstances:

- a) The Company shall reconnect previously disconnected service, unless prevented by circumstances beyond the Company's control, or unless a customer requests otherwise by the close of the following regular Company business day after any of the following:
 - (1) The elimination of conditions that warranted disconnection of service; and
 - (2) Receipt by the Company of the full amount of arrears for which service was disconnected, including any required deposit or reconnection charge; or
 - (3) Agreement by the Company and the customer on a deferred payment plan and a payment, if required under the plan.
- b) If service is discontinued and the customer wishes to guarantee the reinstatement of service the same day on which payment is rendered, both of the following conditions apply:
 - (1) If reinstatement of service is requested the same day, the customer must notify the Company no later than 12:30 p.m., and the customer must make payment in the Company business office or provide proof of payment; and
 - (2) The Company may require that the customer *sign* an agreement to pay the Company's incurred costs for reinstatement of service if it occurs after normal business hours. This fee shall be collected at the time reinstatement of service arrangements are made or rendered with the customer's next billing at the Company's discretion.
- c) If a guarantor is required in order to re-establish service, the guarantor must sign an acknowledgment of willingness to accept the responsibility for payment of the customer's bill in case of the customer's default.
- d) The Company may not insist upon payment of any current bill, excluding any reconnection charge, before restoring service unless that bill is more than fifteen days past due.

12. Complaints with regard to the character of the service furnished or of the bills rendered, shall be made to the Company, and a record of such complaint will be kept by the Company, giving the name and address of the complainant, the date, the nature of the complaint, and the action taken or decision made by the Company with respect to it. The Company shall investigate each complaint in a fair and complete manner and report the results to the

customer, either orally or in writing, within ten business days after the date of the receipt of the complaint. If the complainant is not satisfied with the Company's report(s), the Company shall promptly inform the customer of the availability of the Commission's complaint handling procedures, including the current address and the local or toll-free telephone number of the Commission's Call Center.

13. The Company reserves the right at any time to alter, amend or add to the regulations of this tariff, or to substitute other regulations, and all such alterations, amendments and additions will be filed with and approved by the Public Utilities Commission of Ohio, as provided by law before going into effect.
14. Any person tampering or interfering with any property of the Company shall be subject to the penalties provided by Ohio Revised Code Section 4933.99.
15. When a check that has been received as payment for services is returned by the bank as dishonored (“NSF”), a charge will be assessed to cover the cost of processing this transaction; provided that the customer's check is properly processed by the Company. The charge for the dishonored check may be reflected at the Company's option, when the Company returns the dishonored check or may be charged on the customer's next billing (see Section 2, Sheet 1, Rates and Charges). If a check is returned as “dishonored” as stated above for both water and sewer services, only one dishonored check charge will apply.
16. Nothing within this tariff shall take precedence over the rules set forth in Chapter 4901:1-15 of the Ohio Administrative Code, unless otherwise specifically ordered by the Public Utilities Commission of Ohio pursuant to Rule 4901:1-15-0 of the Ohio Administrative Code.

B. BILLS AND PAYMENTS FOR SERVICE

1. Each customer is liable for the payment of all sewer service provided to his premises until he has requested termination of service and a final bill is rendered by the Company. The customer, however remains liable for payment of all charges for sewer services provided prior to effectiveness of termination of service.
2. All bills will be rendered monthly, in arrears. All bills are due and payable to the office of the Company within fifteen (15) days as shown on the bill. If payment is not made by the due date, a five percent (5%) late payment charge, based on current charges only, will also be due. Such late payment charge will not be compounded for future delinquencies and will not be imposed in any billing period in which payments exceed the current charges.
3. The monthly bill for sewer service shall be in the amount of the monthly flat rate charge, at the rates set forth in the Rates and Charges section of this tariff, and shall state the billing date.
4. Bills will be mailed or delivered to the customer at the address of the premises serviced unless the customer shall, in writing, request that they be sent to some other address specified by him. The failure to receive the bills shall not relieve the customer of the obligation to pay same when due. All bills for sewer service shall indicate the last day as of which such bill is payable, the name and address of the Company, and the name and telephone number for service calls.
5. The Company reserves the right upon the giving of not less than fourteen (14) days written notice, by certified mail to the customer, to discontinue service for nonpayment when due (or within any additional period for payment permitted by this tariff), for not making a deposit as required, or for non-payment of other charges for service owed by the customer to the Company.
6. The Company may require new customers to establish financial responsibility prior to receiving service. An applicant's financial responsibility will be deemed established if the applicant meets one of the following criteria:
 - a) The applicant is the owner of the premises to be served or of other real estate within the territory served by the utility and has demonstrated financial responsibility.
 - b) The applicant demonstrates that he/she is a satisfactory credit risk by means that may be quickly and inexpensively checked by the Company.
 - c) The applicant demonstrates that he/she has had the same class and a similar type of utility service within a period of twenty-four (24) consecutive months preceding the date of application, unless utility records indicate that the applicant's service was disconnected for nonpayment during the last twelve (12) consecutive months of service, or the applicant had received two (2) consecutive bills with past due balances during that

twelve-month period and provided further that the financial responsibility of the applicant is not otherwise impaired.

- d) The applicant makes a cash deposit to secure payment of bills for the Company's service.
 - e) The applicant furnishes a creditworthy guarantor to secure payment of bills in an amount sufficient for a sixty-day supply for the service requested. If a third party agrees to be a guarantor for a utility customer, he or she shall meet the criteria as defined in paragraph a) of this rule or otherwise be creditworthy.
7. When the customer desires sewer service to be discontinued either temporarily or permanently, the Customer shall notify the Company. A bill will then be rendered by the Company to date. Such bill, and all other charges against the customer's account, must be paid in full to the Company.
 8. No rebates from rates will be allowed because a customer disposes of a part of his sewage by means or facilities other than the Company's or when sewer service is temporarily discontinued, at the customer's request, or by the Company for the purposes of making repairs, replacements, or extensions or for equipment or electrical power supply failures, unless the temporary discontinuance exceeds twenty-four (24) hours.
 9. Final bills must be paid within fifteen (15) days as specified on the bill. When not so paid, such bill shall be increased by the cost of collection, including attorney's fees and court costs reasonably incurred to effect collection.

C. CONTRACTS FOR SEWER SERVICE

1. No sewer service, whether regular or special, shall be rendered any customer until an application is made by the customer. All applications for regular or special gravity sewer service must be made on forms provided by the Company. Upon acceptance by the Company, the application shall become a contract between the applicant, (afterwards known as the customer) and the Company, obligating the customer to pay for the sewer service, main extension and tap-in charge and obligating both the customer and the Company to abide by all the terms and provisions of this tariff and all other lawful and applicable tariffs. Each application must state truly and fully the type or types of sewage to be discharged from the premises to be serviced. A separate contract for sewer service shall be required for each premises serviced. A separate contract for sewer service may be required for each type of sewage to be discharged from the premises. Each application must be signed by the owner of the premises to be serviced or the owner's duly authorized agent.

All contracts for irregular or special sewer service must be filed with and approved by the Public Utilities Commission of Ohio before such special contract is lawful and binding upon the Company.

2. The installation of a gravity system shall be determined by the Company, having due regard for the topography, existing system, economic feasibility type of discharge and treatment required.
3. The Company shall be notified in writing of any change of ownership and of any change of tenancy involving termination of a contract for service, such notice to contain the date such change is to become effective.
4. At such time as the Company is notified of a change in tenancy or ownership, whether such notice is given by the old customer or otherwise, the Company shall render a final billing. The customer in whose name the account stands at the time such notice is received by the Company shall be liable for said final bill. Upon payment of the final bill, the service contract shall be terminated.
 - a) Transfer of uninterrupted service to a new tenant or owner will be permitted, upon request of either the former customer or the new occupant, provided that the new occupant has properly applied for service and has satisfactorily met all tariff requirements for an application for service.
 - b) Commencement of service to a new tenant or owner shall not be delayed or denied by Company to such occupant, who has properly applied for service and has satisfied all tariff requirements for said service, because of non-payment of final bill by a former customer.

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5. In the case of temporary service, where gravity sewer service is desired for special purposes, the Company shall estimate the cost thereof and the customer shall deposit the amount estimated with the Company. After such service is made available, the Company shall compute the actual cost for same. Any excess of the amount deposited over the actual cost shall be returned to the customer within thirty (30) days and any excess of the actual cost over the amount deposited shall be paid by the customer within thirty (30) days from receipt of the bill from the Company.
 6. With respect to any customer who shall refuse or fail to sign the Company's application for sewer service, the sewer service provided by the Company and its acceptance and use by the customer shall be considered as a contract and agreement on the part of the customer to abide by the tariff schedule and rules and regulations of the Company set forth in this tariff.
 7. The contract between the customer and the Company covering the sewer service is not transferable to any other person, and no agent of the Company has the authority to consent in writing, or otherwise, to such transfer.

D. SERVICE LINES AND MAINS

1. Ownership of service lines shall be and remain in the customer. The customer shall be responsible for all leaks in same and the customer shall, at his expense, maintain and keep same in good repair. Ownership of laterals and mains (main) which are part of the Company's sewer system shall be and remain in the Company; the Company shall have the exclusive use of same; the Company shall be responsible for all leaks in same; and the Company shall, at its expense, maintain and keep same in good repair.
2. All service lines and mains shall be installed at the expense of the person requesting extension of the Company's sewer system, by a plumber or contractor approved by the Company, in conformity to plans and specifications prepared or approved by the Company, and under the supervision of and subject to inspection by the Company. The Company's right to determine specifications shall include the right to determine the size and material of all pipes or lines. Only persons approved by the Company may install house gravity connections to any part of the sewer system of the Company.
3. Any person desiring to install a gravity service connection to the gravity system of the Company shall first obtain a service connection permit from the Company. No service connection shall be installed until a permit is issued, and it shall be the responsibility of the owner to obtain said permit. In addition to the permit obtained from the Company, the owner may be required to obtain a permit from the County Health Department and pay the appropriate county fee.
4. The Company's acceptance of an application for permission to install a gravity service line shall be subject to the condition that there shall exist, adjacent to the premises to be served, to the full width of the street frontage of such premises, a gravity lateral or main owned by the Company which is connected or which is ready to be connected to the Company's sewage disposal system.
5. A gravity service connection shall be installed for each premises connected to the sewer system. Each premises shall have a separate service connection to this system, regardless of whether or not the premises are owned by one person. Premises constructed to contain multiple units shall have separate service connections for each premises except where this would create manifest hardship, in which case the Company may grant special written permission to the owner to use the single connection. Commercial establishments shall have separate service connections to the system, regardless of whether or not these occupy a single structure. No permit shall be issued which contemplates the construction or installation of any multiple use service connections.
6. After the permits have been issued to the owner, the owner shall notify the Company and the County Health Department when the proposed gravity service connection is to be installed. Such notification shall not be valid unless made at least ten (10) hours prior to the completion

of the installation of the service connection. The Company shall inspect the service connection and direct the owner or his agent to make such corrections, alterations or repairs as may be necessary. A service connection installed shall not be back filled until the Company and the County Health Department have indicated that the service connection is properly installed. The owner shall be entitled to receive from the Company written acknowledgment of inspection after the service connection is properly installed.

7. It shall be the responsibility of the owner to properly install the gravity service connection and inspection shall not in any way relieve the owner of maintaining, operating and repairing the service connection if and when required. The Company is not responsible in any way for the maintenance of house gravity service connections.
8. The connection of foundation drains in any way or manner, direct or indirect, is not permitted under any circumstances. All such drains so found to be so connected shall be immediately disconnected and such use discontinued.
9. The connection of roof downspout and gutter drains, etc., either directly or indirectly, shall not be permitted under any circumstances. All such connections shall be immediately disconnected and their use immediately discontinued.
10. The entrance of any surface water shall not be permitted regardless of the method of entrance.
11. Where gravity service connections are installed to basements, the plumber shall securely plug the service connection to prevent the entrance of water, mud, debris, etc., into the system. The plug shall be left in place until after the building is under roof and the basement floor slab is in place and all debris cleaned out of the basement. The plug may then be removed only with the permission of the Company.

Failure to comply in all respects with this paragraph shall subject the owner or all future buildings to install the service connection after the building is complete

12. All materials used in the construction of the system or service connections thereto. shall be constructed in accordance with the current material and construction specifications by the County Health Department
13. In the event the Company shall be requested to make a service connection and/or tap-in, then the Company shall charge a fee equal to the Company's actual out-of-pocket costs for such service connection and/or tap-in.

E. MAIN EXTENSIONS

Except and to the extent otherwise provided in any franchise agreement between the Company and any governmental unit in the Company's service area, the Company shall not extend mains and related facilities and will not serve any new customers.

F. SUBSEQUENT CONNECTIONS AND TAP-INS

Since there will be no main extensions, there will not be any subsequent connections, service connections and tap-ins.

CUSTOMER APPLICATION FORM

**COPLEY BUSINESS CENTER LLC
COPLEY TOWNSHIP
SUMMIT COUNTY, OHIO**

**APPLICATION FOR SEWER SERVICE
(Use One Form Per Tap)**

Name _____

Address _____

Telephone Number _____

Billing Address
(If different than above) _____

Lot Number Desiring Service _____

Type of Service: Residential _____ Commercial _____ Type _____

Date Service Desired _____

Owner of Premises _____

Address of Owner _____

Has Applicant ever received service from COPLEY BUSINESS CENTER LLC? _____

Sewer connection fee is the sum equal to the out-of-pocket cost and expense to Company and is payable by Customer.

Credit Information*

Name and Address of Applicant's Employer _____

Credit References:

Name _____

Address _____

Bank: Name _____ Checking _____

Address _____ Savings _____

By signing this application, Applicant agrees to abide by the effective rates and rules and regulations the Company has had on file at the Public Utilities Commission of Ohio.

I hereby make application to COPLEY BUSINESS CENTER LLC for water service and state that the above information is true and correct to the best of my knowledge.

SIGNING OF THIS FORM BY A CUSTOMER FOR WATER SERVICE SHALL IN NO CASE BE DEEMED TO CONSTITUTE A WAIVER BY THE CUSTOMER OF ANY RIGHTS OR PRIVILEGES GRANTED OR GUARANTEED TO HIM/HER BY THE LAWS OR CONSTITUTION OF THE STATE OF OHIO OR BY THOSE OF THE UNITED STATES.

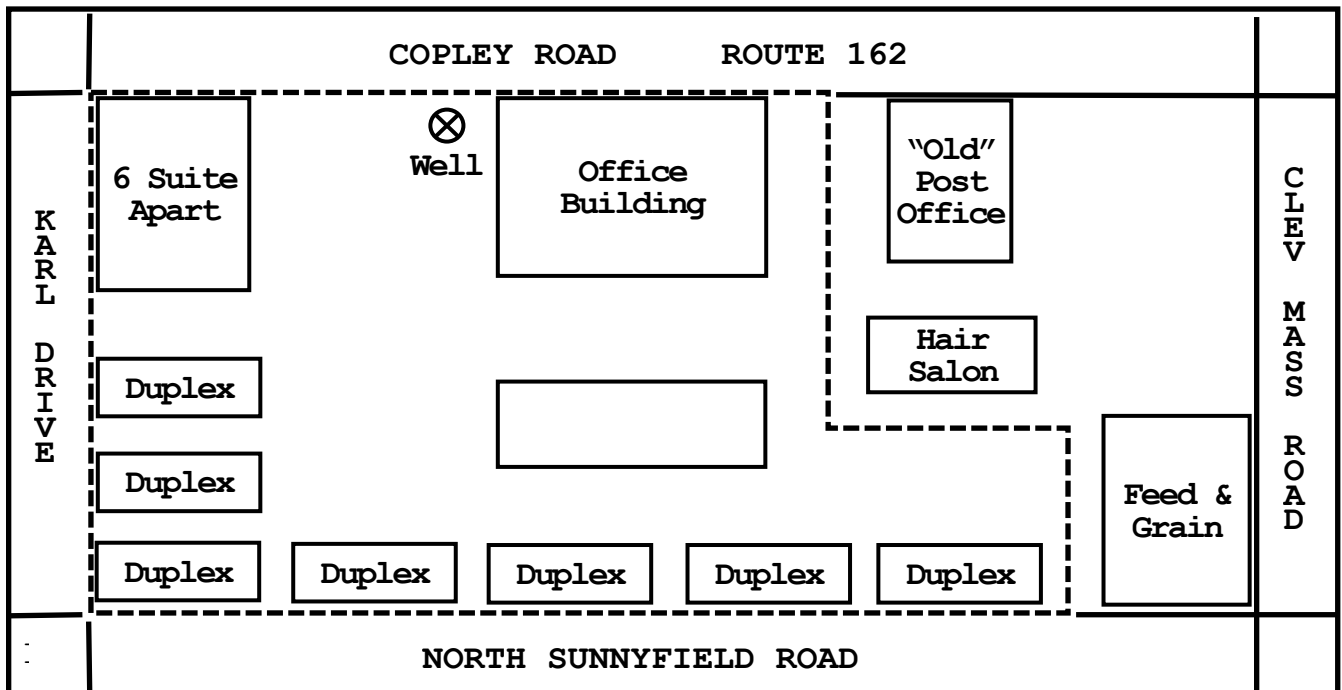
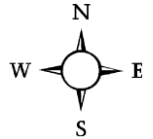
_____ Date _____ Signature _____

*NOTE: In the event the Company determines Applicant to be a poor credit risk, a deposit may be required pursuant to Chapter 4901:1-17 of the Ohio Administrative Code.

APPROVED & ACCEPTED: _____ DATE: _____

SERVICE AREA MAP

Copley Road Approx. 900'
Karl Drive Approx. 600'
N. Sunnyfield Approx. 900'
Cleveland Massillon Road Approx. 600'



----- Service Territory

"Old" Post Office, Hair Salon, and Feed & Grain are not on the Systems.

There are nine (9) Copley Business Center LLC customers.

Copley Business Center LLC
2800 W. Market Street
Akron, OH 44333
330-835-5664

Date: MM/01/YY

Customer:	<i>name</i>
Billing Address:	<i>address</i> <i>Copley, OH 44321</i>
Billing Period:	<i>MM/01 - MM/30/YY</i>
Due Date:	<i>MM/16/YY</i>
Account Number:	<i>number</i>
Service Address:	<i>address</i>

Previous Balance	\$ -
Water Services	\$ -
Sewer Services	\$ -
Current Charges*	\$ -
Amount Due	\$ -

**Note: A 5% late charge is applied if not received by the Due Date.*

Please reference your Account Number and remit payment to:

Copley Business Center LLC
2800 W. Market Street
Akron, OH 44333

If you have questions regarding your service or bill, please contact Copley Business Center at 330.835.5664.

If the Company is not able to satisfy your inquiry, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

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