

Greene County Sanitary Engineering Department

Press Release

FOR IMMEDIATE RELEASE

June 14, 2019

CONTACT PERSON

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Disaster Policy and Procedure

Greene County Sanitary Engineering Department (GCSED) will be proactively disconnecting water service for those properties determined as “uninhabitable” by Greene County Building Regulation (GCBR) to prevent excessive water loss and ongoing property damage. In addition, this will allow customers to avoid excessive service charges at damaged properties. Please call GCSED office to determine the status of your water service.

Policy information:

Upon written property owner request with supporting documentation (pictures, insurance forms, or other qualifying documentation) or determination as ‘uninhabitable’ by GCBR, Greene County Sanitary Engineering Department (GCSED) will disconnect water service at no cost to the property owner and waive minimum service fees for water and sewer for up to six (6) months. GCSED will turn off water and lock access at the curb stop. Upon additional property owner request and approval from the Director, the term can be extended for up to another six (6) months. With any customer requests for service turn-on during the first or second six (6) month period, all fee and charge structures will be reinstated at that time.

Upon request from property owner for temporary turn-off for the purpose of reconstruction of damaged properties, GCSED will activate service (on/off) at no cost to the customer up to one (1) time in a six (6) month period.

Excessive reconstruction-period service usage and other charges due to a disaster event can qualify for a one-time waiver with approval from the GCSED Director. This waiver is intended to assist property owners who have incurred excessive service usage and other charges due to storm related broken pipes and clean up. Property owner must submit a written request for a waiver describing the excessive service usage situation to the GCSED Director. This waiver request can be emailed to the Director’s attention at sedbilling@co.greene.oh.us or mailed to GCSED Director, 667 Dayton-Xenia Road, Xenia, OH 45385.

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