

ORDINANCE NO. 2012-29

AN ORDINANCE ESTABLISHING A RECORD MANAGEMENT AND CUSTOMER SERVICE POLICY, AND DECLARING AN EMERGENCY.

WHEREAS, Joseph Johnson, Village Administrator, believes it is important for the Village of Mount Sterling to have a policy regarding record management and customer service, and;

WHEREAS, the Council of the Village of Mount Sterling, after careful thought and consideration, believes that it is an important goal of the Village administration to provide uniform service to the citizens of Mount Sterling.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE VILLAGE OF MOUNT STERLING, STATE OF OHIO

SECTION I.

The Council of the Village of Mount Sterling hereby adopts the following:

Customer Service Policy: Verbally or written customer complaints may be submitted to the Village Administrator during normal working hours. Verbal complaints will be summarized in writing by the Village Administrator. The complaint will then be researched to determine the appropriate course of action. A work order will be prepared for all verified service issues which can be resolved without capital upgrades. Service issues which require capital upgrades will be brought to the attention of Village Council at the next regularly scheduled council meeting. Billing issues will be handled in accordance with Section 1040.02 Service Rules and Regulations.

Records Policy: The water department will maintain records on operation and maintenance of the water system including but not limited to financial records, water usage, customer billing, delinquency, water production, water test results, asset inventory and equipment maintenance.

Financial records shall be maintained in accordance with requirements of the State Auditor's Office. Water production and testing records shall be maintained in accordance with requirement of the regulatory agency (Ohio EPA). These records along with the above noted supplemental information will be used to manage the water system.

The Village Administrator will report operating results to council on a monthly basis. Council will be advised on financial records as they compare to budget projections. Council will also be advised on the amount of unaccounted for water, billing delinquency and any other information which the Village Administrator, Mayor or Council feels is appropriate.

Water department records will be maintained according to the Village of Mt Sterling Record Management and Retention policy.

SECTION II.

That the Clerk of Council, pursuant to O.R.C. §731.24, shall cause to be published in a manner required by law, this Ordinance.

SECTION III.

That all other ordinances or resolutions in conflict herein are expressly repealed.

SECTION IV.

This Ordinance is hereby declared to be an emergency measure and is necessary for the immediate preservation of the public peace, health and safety of the inhabitants of the Village of Mount Sterling. The emergency existing is the continued safe and efficient operation of Village services. Further, the efficient abatement of a public nuisance to assure

the public's safety and confidence. Further, provide a uniform procedure for resolving citizens' issues and complaints. This Ordinance shall be in full force and effective upon the passage and signing by the Mayor.

PASSED:

ATTEST:

Clerk of Council

Mayor

Submitted to Mayor: _____

APPROVED: _____

Date of Approval: _____

Mark J. Pitstick, Law Director
Approved as to Form

I, _____, the Clerk of Council, hereby certifies that Ordinance 2012-__ was published in _____ Newspaper for once a week for two consecutive weeks beginning on the _____ day of _____, 20__ and ending on the ____ day of _____, 20__. See Attached Sworn Affidavit of Posting by the Newspaper. Further, I certify that a complete copy of the Ordinance was posted in the lobby of Village Hall.

Clerk of Council