

An Act relating to drinking water distribution systems; requiring certain information to be included in customer/consumer mailings and upon applications for services; providing form; providing for contents; defining term; providing for codification; and declaring an emergency.

BE IT ENACTED BY THE PEOPLE OF THE STATE OF OKLAHOMA:

SECTION 1. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 37-128 of Title 11, unless there is created a duplication in numbering, reads as follows:

A. To ensure that customers/consumers of drinking water distribution systems have an adequate understanding of their rights, by December 1, 1999, for existing customers/consumers and upon the application of new customers/consumers the owner, operator or manager of each drinking water distribution system furnishing drinking water to residents of this state shall provide in at least one customer/consumer mailing the following information in clear and understandable language:

1. The name, address and telephone number of the operators or managers of the drinking water distribution system;

2. The name, address and telephone number of the owner of the drinking water distribution system if not the same as the operator or manager;

3. If the drinking water distribution system is owned, operated or managed by a public trust, the names of the cities, counties or other beneficiaries of the public trust;

4. The telephone number and address to which complaints or inquiries regarding the drinking water distribution system may be

made including but not limited to services, billing and billing schedules, rates, key terms and conditions, and payment conditions;

5. The process by which the service may be terminated by the drinking water distribution system including but not limited to adequate notice and the opportunity to be heard at an impartial hearing, procedures for dispute resolutions, procedures for late payments, late charges, reconnections and the time periods involved in such processes;

6. The public or private legal entities, their telephone numbers and addresses, to which appeals or complaints may be made regarding termination of service, billing practices, rates, type of services provided, complaints regarding services, and such other matters relating to the providing of drinking water to the customer/consumer; and

7. Such other information as will provide the customer/consumer with high-quality service and response and resolution relating to drinking water distribution system services.

B. For purposes of this section, the term "drinking water distribution system" means any corporation, partnership, individual, district, association, public trust, body politic, their lessees, receivers, successors, or assigns furnishing drinking water to the customers/consumers thereof.

SECTION 2. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 151.1 of Title 17, unless there is created a duplication in numbering, reads as follows:

A. To ensure that customers/consumers of drinking water distribution systems have an adequate understanding of their rights, by December 1, 1999, for existing customers/consumers and upon the application of new customers/consumers the owner, operator or manager of each drinking water distribution system furnishing drinking water to residents of this state shall provide in at least

one customer/consumer mailing the following information in clear and understandable language:

1. The name, address and telephone number of the operators or managers of the drinking water distribution system;
2. The name, address and telephone number of the owner of the drinking water distribution system if not the same as the operator or manager;
3. If the drinking water distribution system is owned, operated or managed by a public trust, the names of the cities, counties or other beneficiaries of the public trust;
4. The telephone number and address to which complaints or inquiries regarding the drinking water distribution system may be made including but not limited to services, billing and billing schedules, rates, key terms and conditions, and payment conditions;
5. The process by which the service may be terminated by the drinking water distribution system including but not limited to adequate notice and the opportunity to be heard at an impartial hearing, procedures for dispute resolutions, procedures for late payments, late charges, reconnections and the time periods involved in such processes;
6. The public or private legal entities, their telephone numbers and addresses, to which appeals or complaints may be made regarding termination of service, billing practices, rates, type of services provided, complaints regarding services, and such other matters relating to the providing of drinking water to the customer/consumer; and
7. Such other information as will provide the customer/consumer with high-quality service and response and resolution relating to drinking water distribution system services.

B. For purposes of this section, the term "drinking water distribution system" means any corporation, partnership, individual, district, association, public trust, body politic, their lessees,

receivers, successors, or assigns furnishing drinking water to the customers/consumers thereof.

SECTION 3. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 869 of Title 18, unless there is created a duplication in numbering, reads as follows:

A. To ensure that customers/consumers of drinking water distribution systems have an adequate understanding of their rights, by December 1, 1999, for existing customers/consumers and upon the application of new customers/consumers the owner, operator or manager of each drinking water distribution system furnishing drinking water to residents of this state shall provide in at least one customer/consumer mailing the following information in clear and understandable language:

1. The name, address and telephone number of the operators or managers of the drinking water distribution system;

2. The name, address and telephone number of the owner of the drinking water distribution system if not the same as the operator or manager;

3. If the drinking water distribution system is owned, operated or managed by a public trust, the names of the cities, counties or other beneficiaries of the public trust;

4. The telephone number and address to which complaints or inquiries regarding the drinking water distribution system may be made including but not limited to services, billing and billing schedules, rates, key terms and conditions, and payment conditions;

5. The process by which the service may be terminated by the drinking water distribution system including but not limited to adequate notice and the opportunity to be heard at an impartial hearing, procedures for dispute resolutions, procedures for late payments, late charges, reconnections and the time periods involved in such processes;

6. The public or private legal entities, their telephone numbers and addresses, to which appeals or complaints may be made regarding termination of service, billing practices, rates, type of services provided, complaints regarding services, and such other matters relating to the providing of drinking water to the customer/consumer; and

7. Such other information as will provide the customer/consumer with high-quality service and response and resolution relating to drinking water distribution system services.

B. For purposes of this section, the term "drinking water distribution system" means any corporation, partnership, individual, district, association, public trust, body politic, their lessees, receivers, successors, or assigns furnishing drinking water to the customers/consumers thereof.

SECTION 4. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 180.5 of Title 60, unless there is created a duplication in numbering, reads as follows:

A. To ensure that customers/consumers of drinking water distribution systems have an adequate understanding of their rights, by December 1, 1999, for existing customers/consumers and upon the application of new customers/consumers the owner, operator or manager of each drinking water distribution system furnishing drinking water to residents of this state shall provide in at least one customer/consumer mailing the following information in clear and understandable language:

1. The name, address and telephone number of the operators or managers of the drinking water distribution system;

2. The name, address and telephone number of the owner of the drinking water distribution system if not the same as the operator or manager;

3. If the drinking water distribution system is owned, operated or managed by a public trust, the names of the cities, counties or other beneficiaries of the public trust;

4. The telephone number and address to which complaints or inquiries regarding the drinking water distribution system may be made including but not limited to services, billing and billing schedules, rates, key terms and conditions, and payment conditions;

5. The process by which the service may be terminated by the drinking water distribution system including but not limited to adequate notice and the opportunity to be heard at an impartial hearing, procedures for dispute resolutions, procedures for late payments, late charges, reconnections and the time periods involved in such processes;

6. The public or private legal entities, their telephone numbers and addresses, to which appeals or complaints may be made regarding termination of service, billing practices, rates, type of services provided, complaints regarding services, and such other matters relating to the providing of drinking water to the customer/consumer; and

7. Such other information as will provide the customer/consumer with high-quality service and response and resolution relating to drinking water distribution system services.

B. For purposes of this section, the term "drinking water distribution system" means any corporation, partnership, individual, district, association, public trust, body politic, their lessees, receivers, successors, or assigns furnishing drinking water to the customers/consumers thereof.

SECTION 5. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 1324.51 of Title 82, unless there is created a duplication in numbering, reads as follows:

A. To ensure that customers/consumers of drinking water distribution systems have an adequate understanding of their rights,

by December 1, 1999, for existing customers/consumers and upon the application of new customers/consumers the owner, operator or manager of each drinking water distribution system furnishing drinking water to residents of this state shall provide in at least one customer/consumer mailing the following information in clear and understandable language:

1. The name, address and telephone number of the operators or managers of the drinking water distribution system;

2. The name, address and telephone number of the owner of the drinking water distribution system if not the same as the operator or manager;

3. If the drinking water distribution system is owned, operated or managed by a public trust, the names of the cities, counties or other beneficiaries of the public trust;

4. The telephone number and address to which complaints or inquiries regarding the drinking water distribution system may be made including but not limited to services, billing and billing schedules, rates, key terms and conditions, and payment conditions;

5. The process by which the service may be terminated by the drinking water distribution system including but not limited to adequate notice and the opportunity to be heard at an impartial hearing, procedures for dispute resolutions, procedures for late payments, late charges, reconnections and the time periods involved in such processes;

6. The public or private legal entities, their telephone numbers and addresses, to which appeals or complaints may be made regarding termination of service, billing practices, rates, type of services provided, complaints regarding services, and such other matters relating to the providing of drinking water to the customer/consumer; and

7. Such other information as will provide the customer/consumer with high-quality service and response and resolution relating to drinking water distribution system services.

B. For purposes of this section, the term "drinking water distribution system" means any corporation, partnership, individual, district, association, public trust, body politic, their lessees, receivers, successors, or assigns furnishing drinking water to the customers/consumers thereof.

SECTION 6. It being immediately necessary for the preservation of the public peace, health and safety, an emergency is hereby declared to exist, by reason whereof this act shall take effect and be in full force from and after its passage and approval.

Passed the House of Representatives the 9th day of March, 1999.

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Speaker of the House of  
Representatives

Passed the Senate the \_\_\_\_ day of \_\_\_\_\_, 1999.

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President of the Senate