

EFFECTIVE APRIL 1, 2014

BY ORDER OF THE MAYOR AND BOARD OF ALDERMEN IN THE BOARD MEETING HELD APRIL 1, 2014, THE FOLLOWING POLICIES HAVE BEEN ESTABLISHED FOR ALL WATER ACCOUNTS:

- **CUT-OFF LIST**

Once a customer has been added to a cut-off list, and an employee has been dispatched to carry out that order, service to that customer **SHALL BE** terminated until such time as the account is brought up to current status, including the \$50.00 reconnect fee whether or not the town employee has reached that service address. In other words, when a customer hits the turn-off list, and an employee is given the list, the customer is charged for the reconnect fee.

- **CUSTOMER REQUESTED RE-READS**

If a customer requests a new reading of his meter, stating that the current reading is incorrect or makes a claim that the Town has not read his meter, there will be a charge of \$25.00 to dispatch an employee for that purpose.

In the event that the Town is in error, that charge will be credited to the customer on the same billing cycle.

- **CUSTOMER CREATED OBSTRUCTION OF METER**

In the event the meter reader is unable to carry out the order to read the meter due to an obstacle created by the resident, that resident shall be subject to a charge of \$25.00 for creating that obstacle, whether the obstacle be a chained or loose animal, an object placed over the meter, any attempt to cover the meter, a locked gate, or any other form or type of restriction.