



Water Service Shut-off Policy

PURPOSE:

The purpose is to establish a policy for the nonpayment of water and sewer utility services or for not permitting access to inspect and/or replace water meters. This policy is to ensure:

- All utility service fees are paid in a timely manner
- To provide access to inspect and/or replace water meters

POLICY:

In order to ensure the financial health of the water enterprise fund it is important that customers pay water bills in a timely fashion to facilitate cash flow. In order to maintain the system, the Town periodically needs access to customers' homes to inspect or replace equipment in order to provide a high level of service to those customers.

APPLICABILITY:

The entire policy applies to all customers of the Town's water and wastewater enterprise systems.

If any provision of this policy violates any governing law or regulation, or if any law or regulation applicable to this policy becomes effective after the effective date of this policy, then this policy shall be deemed changed to be in compliance with such governing law or regulation.

IMPLEMENTATION PROCEDURE:

1. Criteria for Termination/Shut Off of Services:
 - a. All accounts/customers, which are in delinquency of previous quarter water/sewer bill over 30 days past due.
 - b. All accounts/customers which do not permit access for the purpose to inspect and/or replace water meters.
2. First Notice: A Demand bill for past due accounts will be sent to the owner of the property to notify them that they are delinquent/ past due in their water and/or sewer account or a letter requesting access to inspect or replace a water meter. The owner has 14 days from the demand bill to contact the Town Collector's office and make a payment or 30 days to contact the DPW office to schedule an appointment for a meter change out.
3. Shut off Notice: If the account remains delinquent or a meter change out appointment has not been made then two (2) days prior to the termination of services an orange "shut off" door hanger will be placed as the last reminder before termination. Utilities personnel will mark the curb box for shut off.



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4. Payment: All accounts, which have been notified of termination of services, must be paid by check, money order or cash directly to the Town Collector's Office. DPW utility personnel cannot accept payment for past due accounts.
5. Termination of Services: If the account remains delinquent or no appointment made for a meter change out after the two-day notice, the water office shall issue a termination of service order and utility field personnel shall terminate water services to said location.
6. Tampering of Services: Customer(s) turning their water service back on without Town approval shall be subject to legal prosecution for tampering with town property. The said water service shall be immediately shut back off and charged an additional penalty of one thousand (\$1,000) dollars.
7. Reinstatement of Services & Reinstatement Fee: Accounts which are terminated shall be subject to a thirty-five (35) dollar administration disconnection fee and a thirty-five (35) dollar reconnection fee, which shall be paid directly to the Collector's Office in the Town Hall located at 122 Main Street, Acushnet, by check, money order or cash.

Upon payment in full of delinquent service and/or scheduling a meter change out with administration and reconnect fees, a location's utility services shall be reconnected by field utility personnel between normal business hours of Monday to Friday 8:00am to 4:00pm, except holidays.

First Reading:	October 24, 2017
Second & Final Reading:	November 14, 2017
Adopted by the Board of Selectmen:	November 14, 2017