



POLICY AND DIRECTIVES		
Water Meter Install and Disconnection Policy		
ADM-UT101	Date Approved/ Resolution # April 19, 2011/Res# 2011 082	Date Revised:

**Policy**

The water meter is the principal method of determining the amount of water a customer has utilized and is critical in the invoicing process. There are times when the water usage needs to be estimated, but estimation should only be used when it is impractical to have a meter installed or where a meter has failed and not yet been repaired. In cases where the customer refuses to install a meter, the City of Thompson will, after a period of time, where a disconnect is possible, stop estimating the usage and disconnect the customer until a meter is installed.

**Background**

The authority to terminate utility services is not specifically spelled out by statute, rather it is inherent in the contractual relationship between a utility and its customers and based on regulation of the Public Utility Board. It is up to each local utility to determine when and if a customer's service is to be terminated based on any restrictions placed on that authority by the Public Utilities Board. Any termination must be accompanied by due process protections, such as adequate notice and an opportunity to protest the decision.

**Procedures**

- Disconnects will only be allowed during warmer months from Mid May to Mid October in order to prevent the freezing of lines.
- A one month written notice must be given to the customer prior to termination of utility service.
- All written notices advising of the termination must clearly, and in non-technical language, inform the customer of the available opportunities to present his or her objections to the decision to the utility, and identify the telephone number, address, and department of the person who will handle the complaint. The opportunity for this informal hearing must be available in advance of the termination date.

- The Director of Finance, or the Directors designate, has the authority to respond to the customer communication as outlined in the written notice must have the authority to review the facts and files, to correct any errors and arrange for terms.
- The Utility must make special application to the Board prior to disconnecting service to a community or multiple residences/properties under this policy.
- No reconnection of service(s) shall occur unless arrangements satisfactory to the Director of Finance or the directors designate have been made, including a reconnection fee.
- All reasonable efforts shall be made to reconnect or restore the service as soon as possible.
- Where children live at the disconnected site, the City will follow the provisions contained in Part III – Child Protection - of The Child and Family Services Act.
- While invoicing for unmetered accounts that should have meters, the Director of Finance, or the directors designate will base the initial invoice estimate on similar metered customers' usage.
- On second and subsequent invoicing of the account with a customer who is unwilling to install a water meter, the invoice will be at twice the estimate rates of similar usage customers' usage
- Any customer who installs a meter, without disconnection, will be entitled to having their actual next six-month's usage used to determine an appropriate level of water usage for the estimated period they received service. The six-month average will only be used to reduce the previous estimates not to increase any estimated usage periods.