

DISCONTINUANCE OF SERVICE POLICY

1. Reasons for Discontinuance of Service:

- (a) Nonpayment of bill or other charges;
- (b) Partial payment of bill or other charges;
- (c) Failure to comply with utility rules, regulations or policies;
- (d) Any threat to public health on the customer's premises which may endanger other customers;
- (e) Tampering with utility equipment or stealing service;
- (f) In the event that a customer has allowed more than one service on one tap.

2. There will be no second notice.

No "final notice" will be mailed if payment is not received by the due date. There shall be a line printed on each water and/or sewer bill stating that there will be no second notice, and that service will be discontinued if not paid by the date shown on the bill.

Service cut-offs for non-payment or partial payment of bills will begin the first working day after the 25th day of the month. Service cut-offs will be handled in accordance with the Authority's workload.

3. For the benefit of the customer, normal service cut-offs will not be made on a Friday.

In the following situations the Authority reserves the right to discontinue service without customer notice:

- (a) When in the opinion of the Executive Director a situation exists that may endanger public health;
- (b) Where there is evidence of tampering with utility equipment or stealing of service;
- (c) Where it is discovered that a misrepresentation of identity was made in obtaining service.

4. Service will be reinstated only during regular working hours, Monday through Friday, except in case of an emergency.

5. Water and/or sewer bills are recurring charges. Failure by the customer to receive a water and/or sewer bill will not entitle the customer to be relieved of payment.

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6. The customer shall pay all costs for the discontinuance of service and any reconnection. The charges for these services are shown in the Schedule of Rates and Charges.
7. Discontinuance of service by the Authority shall not release the customer from liability for payment for service already received or from liability from payments that thereafter become due under the minimum bill provisions or other provisions of the customer's contract.
8. The Authority shall not be liable for any loss or damage resulting from the discontinuance of service.
9. A landlord shall not use the discontinuance of service to his or her property to force a tenant or occupant to surrender possession of the property. The landlord shall use appropriate legal means for that purpose.
10. The customer(s) whose name appears on the application for service is (are) the customer(s) responsible for payment of all charges. That customer is also responsible for any rules or policy violations that occur regarding the Authority service to that property. Personal participation by the customer in any such violation shall not be necessary to impose personal responsibility on the customer.
11. In the event any customer fails to pay any water and/or sewer fee or charge, the customer shall pay all costs of collection including court costs and reasonable attorney's fees incurred by the Authority in collecting such sums.
12. The Authority shall have the right to refuse to render service to an applicant or to any member of an applicant's household who is living at the same address whenever such person(s) is (are) delinquent on any payment to the Authority or had his or her service discontinued because of a violation of the regulations or policies of the Authority.
13. The Authority shall not disconnect the service to any customer on a life support system or dialysis machine in accordance with this Policy. It is the responsibility of the customer to notify the Authority if service discontinuance would be life threatening. After notification, the Authority will flag the customer's account and meter as an "Emergency Medical Service" to ensure that the service is not cut off by Authority personnel or others in accordance with this Policy.

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If an emergency medical service customer cannot pay a bill or other charge, it shall be the customer's responsibility to find a social service agency or charitable group to assist the customer to prevent the eventual discontinuance of service for nonpayment.

14. The customer in whose name the service is furnished may request termination of service by mail or in person at the office of the Authority. No telephone requests for cut-offs will be honored.

15. Each customer must give a minimum of three (3) days notice to the Authority of service termination. The customer will be responsible for all charges which accrue to the end of the three (3) day period including the minimum charge.

16. Where Authority service is being furnished to an occupant of premises under a contract not in the occupant's name, the Authority reserves the right to impose the following conditions on the right of the customer to discontinue service under such a contract:

(a) Written notice of the customer's desire for such service to be continued may be required.

(b) The Authority shall have the right to continue such service for a period not to exceed two (2) business days after receipt of such written notice, during which time the customer will be responsible to the Authority for all charges for such service.

Policy

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