

Subject: Reconnect Policy – Utility Billing
Policy No.: 800-0002
Effective Date: 6/25/2003
Codified: 8/27/2007

Purpose

The current procedure for reconnects is to turn on the water and watch the meter to make sure that there is no active water flow in the residence. If the meter continues to run the water is turned back off. The City then checks to see if there is anyone at the residence to verify if they have a faucet open or an appliance using water running. If there is someone in residence who verifies the water usage, the City will turn the water back on at the meter. If no one is found in the residence, the City will leave a note on the door letting him or her know an attempt was made but that the water had to be left off. This often results in multiple trips to the service addresses due to the fact people are not clear on leaving the faucets off when the water has been shut off. This results in higher costs for labor and lost time on other required maintenance and operation jobs that must compete from the same labor pool.

In an effort to provide clear direction for both the Customer and the City, a Standard Operation Procedures Guidelines has been prepared. The procedures are intended to:

1. Provide one time service reconnects to the customers;
2. Reduce costs to the customer and the City;
3. Reduce time of spent by city workers on reconnects allowing more time to be placed on maintenance items; and
4. Reduce the potential for errors that may result in homeowner costs.
5. Provide the means to offset after hours and repeat service calls.

Introduction

In accordance with Title 6 – Municipal Utilities, of the City Charter and Code of Ordinances for the City of Woodstock, the City may discontinue water service when a bill, including all late fees, has not been paid on or before the 15th day following the date that the delinquent notice was mailed. Upon payment of delinquent bills and reconnection fees, the City may reconnect water service between the hours of 8:30 am and 4:30 pm Monday through Friday, excluding holidays observed by the City employees. The charge for reconnection shall be fixed from time to time by the city council as provided in Chapter 1 of the Code.

To further clarify the means and costs associated with water service reconnection not explicit in the Code, a standard operation procedure has been defined for all service reconnections including fees and schedule. This procedure is intended to minimize cost and time and limit the potential for error that may result in additional costs to the homeowners, as well as provide a means to cover the costs incurred for after hours and repeat calls.

Procedure

Upon payment of delinquent bills and reconnection fees, the customer will be provided an appointment to have service restored. The customer will be required to be present at the residence at the appointment in order for the service to be restored. Appointments will be set up between the hours of 8:30 am and 4:30 pm. The scheduled appointment will be for up to a four-hour window and not time specific.

If the customer or designated representative is not at the residence at the time of service restoration appointment, the service will not be restored. The customer will be required to reschedule the appointment and pay an additional \$25.00 fee for service recurrence.

If the customer cannot be present during the regular working hours, an after hours reconnection will be done with an additional \$25.00 service fee in addition to the payment of delinquent bills and standard reconnection fees.

Reconnections for payments on delinquent bills and reconnection fees made after 4:30 pm will be scheduled for service restoration on the following business day. At the request of the customer and the payment of the additional \$25.00 service fee, an after hours service restoration appointment can be made.