WATER SERVICE CHARGES

SERVICE CALL	Reg. Business Hours	Emergency After Work Hours	Weekend Emergency Only
Turn water off/on			
Routine at end of season			
Plumbing problems in dwelling	15.00	50.00	65.00
Locate meter for plumber/homeowner	N/C	50.00	65.00
Raising meter pits	T & M	(Time & Materials)	
Repairing meter pits	T & M	(Time & Materials)	
Relocating taps	T & M	(Time & Materials)	

SERVICE CALLS PER POLICY DETAILED BELOW

Pressure problems	50.00
Stagnant water complaints	50.00
Check meter for leak (High reading)	50.00
Certification of meter	100.00

POLICY

We are utilizing the same policy as the At & T telephone company. If the problem is before the meter or with the meter, the necessary work will be done during regular business hours at no charge.

If the problem is on the customer side of the meter, the charge will apply. The customer will be informed of the policy when a call for service is made.

When the meter is checked for a leak and a leak is found, we will inform the customer and ask if they would like the water shut off. If they want it shut off, the charge of $15.00 would apply as this would be considered a routine shut off. If we need to go back another time to shut off, we would charge the service charge of $15.00 during regular business hours.

The certification of meter charge of $100.00 would be charged if the meter is checked and is reading accurately. The $100.00 charge includes the T & M, $40.00 of which is paid to the meter certification company. If the meter is not reading correctly, there would be no charge to the customer.