

VILLAGE OF EMPRESS

Title: Customer Request for Water Service
Disconnection and/or Reconnection

Policy Number:41-01

Effective Date: January 1, 2003

Review Date: September 17, 2015

Customer Request for Water Service Disconnection and Reconnection Policy

Purpose

To set out the standards for Customer request for disconnection or reconnection of water services in the Village of Empress.

Policy Statements

1. A fee will be charged for disconnection and reconnection of a water service as dictated in the Water and Sewer Bylaw(s) as set by Council.
2. Request form(s) for disconnect and/or reconnect will be filled out in the village office prior to any work commencing, and will have the customers signature on it.
3. When water service disconnection or reconnection form is completed and fee is collected;
 1. The Public Works department will be informed,
 2. A time and date will be set by the Public Works Department,
 3. With the customer and Public Works department present, the water will be disconnected or reconnected at the curb stop.

Acknowledgement & Agreement

I, _____, acknowledge that I have read and understand the Customer Request for Disconnection or Reconnection of Water Service Policy of the Village of Empress. I agree to adhere to this policy. I understand that if I violate the rules set forth in this policy, I may face legal, punitive, or corrective action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____