

Auburn Water District Water Service Shut-Off Policy

PURPOSE:

The purpose is to establish a policy for the nonpayment of water utility services or for the disregard of the District's rules, regulations and/or policies. This policy is to ensure:

- All utility service fees are paid in a timely manner
- All District's rules, regulations and/or policies are followed.

APPLICABILITY:

The entire policy applies to all customers of the District's water system.

IMPLEMENTATION PROCEDURE:

1. Criteria for Termination/Shut Off of Services:
 - a. All accounts/customers, which are in delinquency of at least ninety (90) days for non-payment of water fees.
 - b. All accounts, which violate the rules, regulations and/or policies of the District subject to this policy.
2. First Notice - 30 Days: A Certified letter for past due accounts will be sent to the owner of the property to notify them that they are delinquent / past due in their water account or a letter requesting access to inspect or replace a water meter. The owner has 21 days from the First Notice letter to contact the District's office to either make a payment or to schedule an appointment for a meter change out. The District staff can be reached at 508-832-5336. The termination date will be 30-days after the date of the First Notice.
3. Second Notice - 7 Days: If the account remains delinquent or a meter change out appointment has not been made seven (7) days prior to the termination of services date an orange "shut off" door hanger will be left at the property stating the termination date. In the case of an apartment dwelling the door hanger will be left on each apartment.
4. Final Notice - 2 Days: If the account remains delinquent or a meter change out appointment has not been made then two (2) days prior to the termination of services a red "shut off" door hanger will be placed as the last reminder before termination. District personnel will mark the curb box for shut off.
5. Payment: All accounts which have been notified of termination of services must be paid by bank check, money order or cash directly to the District's Office located at 75 Church Street, Auburn. District field personnel cannot accept payment for past due accounts.
6. Termination of Services: If the account remains delinquent or no appointment made for a meter change out after the 2-day notice, the District shall issue a termination of service order and utility field personnel shall terminate water services to said location.

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7. If payment is not received in full or a payment plan arranged with the District, the Town of Auburn Board of Health will be notified regarding the termination of water service.
8. Tampering of Services: Customer(s) turning their water service back on without District approval shall be subject to legal prosecution for tampering with District property. The said water service shall be immediately shut back off and charged an additional penalty of one thousand (\$1,000) dollars.
9. Reinstatement of Services & Reinstatement Fee: Accounts which are terminated shall be subject to a sixty-dollar (\$60) administration disconnection fee and a sixty-dollar (\$60) dollar reconnection fee, which shall be paid directly to the District Office located at 75 Church Street, Auburn, by check, money order or cash. Upon payment in full of delinquent service and/or scheduling a meter change out with administration and reconnect fees, a location's water service shall be reconnected by District personnel between normal business hours of Monday to Friday 8:00am to 4:00pm, except holidays.
10. Collection Agreements: A customer who cannot pay the full amount due to the District for charges may be permitted to enter into a collection agreement with the District. Customers shall be required to sign the agreement which will be furnished by the District. The agreement will detail all the conditions that are required to prevent termination. Failure to adhere to the collection agreement will result in termination of the customer's water service.
11. Appeal: A customer may request, in writing, a Termination of Services Hearing before the Water Commissioners at least twenty (20) days before the termination of services, who shall schedule a date and time for appeal hearing and notify the appellant of said hearing. The Water Commissioners shall notify, in writing, the appellant / customer of their decision within ten (10) days of the hearing date.
12. Reservation of Right: The Water District with Water Commissioners reserves the right to terminate/shut off the water service in all cases for nonpayment of water rates.

Adopted by the Board of Commissioners: July 17, 2024