

15. Water Service Reconnection Charges

- 15.1 Stoughton Utilities will utilize the following policy regarding water service reconnection charges and back-billing of customer charges:

When a customer requests disconnection, the utility should inquire as to the nature of the disconnection to determine whether it is intended to be a temporary disconnection or a permanent disconnection. A temporary disconnection is when this same customer will be reconnecting at this same address within a year of disconnection, such as a "snowbird" who goes to Arizona each winter. A permanent disconnection is when no reconnection is anticipated, at least not within a year, by this same customer at this same address, such as a customer who closes, abandons, or moves out of a dwelling with no intention of returning.

If the customer requests **temporary disconnection**, Schedule Mgt-1 of your authorized water rates provides that **this "seasonal customer" would be responsible for the service charge (meter charge) under Schedule Mg-1 during the period of disconnection, whether or not the meter is removed.** This customer would generally be **back-billed upon reconnection**; however, if both the utility and the customer desire, this customer could continue to be billed on the normal billing cycle while temporarily disconnected. In addition, the **Schedule R-1 reconnection charge would apply to this customer upon reconnection.**

If the customer requests **permanent disconnection**, this person is no longer a customer of the water utility and would **no longer be subject to any charges for water service.** (Possible exceptions to this are if the water utility has a standby charge under Schedule Sws-1 and/or if the water utility has direct charges for public fire protection under Schedule Fd-1 that apply also to non-customers.) However, if after requesting permanent disconnection this **same customer were to reconnect service at this same address within a year of disconnection**, then this was not a permanent disconnection after all and Schedule Mgt-1 provides that the water utility should **back-bill this customer for the Schedule Mg-1 service charge** for the period this customer was "temporarily" disconnected. In addition, the **Schedule R-1 reconnection charge** would apply to this customer upon reconnection.

In either type of customer-requested disconnection, temporary or permanent, the customer and the water utility should discuss the situation to best determine whether to just turn the valve off at the curb stop or to also pull the water meter. **The customer would be responsible for the repair of any damage that may result from allowing a water meter to become frozen.**

- 15.2 When a customer is **involuntarily disconnected**, such as disconnection for **nonpayment**, billing for water service stops and there is **no back-billing upon reconnection.** When the customer does reconnect, the **Schedule R-1 reconnection charge would apply** and normal water billing would resume.

Effective: Friday, March 20, 2009
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