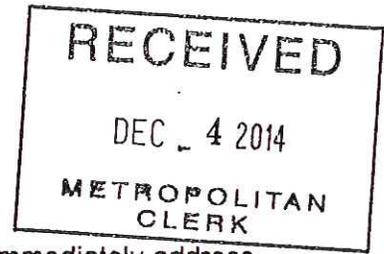


CSC20082
Policy for Theft of Services



Basis of consideration:

The Metropolitan Department of Water and Sewerage Services will immediately address illegal use of water services. Our goal is to ensure customers are properly signed for service and that there are no illegal connections where water can not be measured properly.

Policy:

Metro Water Services will seek to bring customers who are using water illegally into compliance.

Customers with unauthorized usage found on meter:

First offense:

- If bill is paid in full, consumer will be notified that any violations in the future will result in the issuance of a Metropolitan Citation regardless of status of bill payment
- If bill is not paid in full, consumer will be issued a Metropolitan Citation for first offense

Additional offenses:

- Consumer will be issued a Metropolitan Citation, regardless of payment, and prior illegal use within the past 12 months will be included in the processing of the citation.

Customers using water with an illegal straight line connection:

Customers will be issued a Metropolitan Citation regardless of payment, for first offense and any thereafter, due to the inability to accurately measure water usage and potential damages to our infrastructure.

Recommended by:


Assistant Director Customer Services

Date 5.9.08

Approved by:


Director of Metro Water Services

Date 8 May 08