

CSC20028
Policy for After Hour Emergency Repair Fees

Basis of consideration:

The Department of Water and Sewerage Services will charge consumers a fee for providing service after hours.

Policy:

Metro Water Services will charge for all after hours non-emergency calls. The charges will consist of salary, benefits, and overhead. All Customer Service Center service requests performed after 11:00 p.m. Monday – Friday and after 5:30 p.m. Saturday - Sunday will be charged this fee. Services that are disconnected for non-payment, where an attempt to restore service was made during normal business hours, to no avail, will be charged the fee for requests performed after 11:00.

Customers will not be billed for any service requested after hours that MWS deems to be our responsibility once the service is provided.

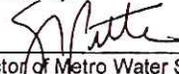
Recommended by:



Assistant Director for Customer Services

Date 11.22.02

Approved by:



Director of Metro Water Services

Date 22 Nov 02

