

**CSC20148**  
**EXTERNAL**  
*Updated version of CSC20094*  
**Disconnection for Non-Payment**

**Basis of consideration:**

Metro Water Services will disconnect accounts and restore services when bills are subsequently paid. Disconnect and Restore work orders are transmitted electronically.

If a customer pays his or her bill on the cutoff date before the work order has been dispatched, the disconnect order can be cancelled electronically. However, if the work order has been dispatched and the field representative has responded to the call and is in route to cut off the water, Metro has incurred the cost.

**Policy:**

When an account payment is overdue, service for that account will be discontinued. The account will be assessed a re-connection fee for service to be restored once past due balances are paid.

Same day payment of overdue charges by the customer will not eliminate the assessment of a re-connection fee if MWS staff has been dispatched. A re-connection fee will be charged to the account regardless of whether or not the water has been physically turned off.

Effective Date: 11/17/2014

RECOMMENDED:

\_\_\_\_\_, Date: \_\_\_\_\_  
Assistant Director

[Signature], Date: 11/17/14  
MWS Deputy Director

[Signature], Date: 17 Nov 14  
MWS Director

