

## Appendix A



# WEBSTER WATER/SEWER DEPARTMENT P.O. Box 793 - 38 HILL ST - WEBSTER, MA 01570

## WEBSTER WATER/SEWER SHUT OFF POLICY

August 2023

1. **Purpose:** The Town of Webster, Water/Sewer Department establishes the following policy for the nonpayment water & sewer utility services or for the disregard of water, sanitary sewer, and/or storm sewer system rules, regulations & policies. This policy is to ensure:
  - a. all utility service fees are paid in a timely manner;
  - b. all water, sanitary sewer, and/or storm sewer system rules, regulations and policies are followed;
  - c. to provide adequate cash flow for operations in the water & sewer enterprise systems.
2. **Criteria for Termination / Shut Off of Services:** All accounts/customers, which are in delinquency of at **least One Hundred Twenty days (120)** for non-payment of water and/or sewer fees. All accounts, which violate the rules, regulations & policies of the water, sanitary sewer, and/or storm sewer system are subject to this policy.
3. **Notice to Department:** The Town Collector will advise the Water/Sewer Department of any outstanding non-payment accounts customers that should receive a notice.
4. **First Notice – 30 Days:** A Certified letter will be sent to the Owner of the property to notify them that they are delinquent / past due in their water and/or sewer account. The Owner has thirty (30) days from the date of the letter to contact the Town Collector's Office and make a payment.
5. **Second Notice - 7 Days:** If the account remains delinquent, seven (7) days prior to the termination of services an orange "shut off" door hanger will be left with termination date. In the case of an apartment dwelling the door hanger will be left on each apartment.
6. **Final Notice - 2 Days:** If the account remains delinquent, two (2) days prior to the termination of services a red "shut off" door hanger will be placed as the last reminder of termination. Water utilities personnel will mark the curb box for shut off.
7. **Payment:** All accounts, which have been notified of termination of services, must be paid in full by bank certified check, money order or cash directly to the Town Collector's Office. Field utility personnel cannot accept payment for past due accounts. Please call the Collector directly for her office hours. 508-949-3800 X-4001.
8. **Termination of Services:** If the account remains delinquent after the two day notice, the Water/Sewer office shall issue a termination of service order and utility field personnel shall terminate water services to said location.
9. **Tampering of Services:** Should a location turn their water service back on without Town approval, they shall be subject to legal prosecution for tampering with town property. The said water service shall be immediately re-terminated (shut off) of services with removal of the water meter and will be charged an additional administrative penalty as outlined in section 18.

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10. **Reinstatement of Services & Reinstatement Fee:** Accounts, which are terminated, shall be subject to a Thirty Five (\$35.00) dollar administration disconnection fee and a Thirty Five (\$35.00) dollar reconnection fee, which shall be paid directly to the Water/Sewer Department's office located at 38 Hill St Webster, MA 01570, by certified check or money order, no cash will be accepted at the Water or Sewer Department. Please call the Water/Sewer Department with any questions or for their hours 508-949-3861 or 508-949-3865.

Upon payment, in full of delinquent service and administration & reconnect fees, the location's utility services shall be reconnected by field utility personnel between normal business hours of Monday-Friday 7:00AM to 3:00PM, except holidays.

11. **Appeal:** A customer may request, in writing, a Termination of Services Hearing before the Water & Sewer Commissioners/Selectmen 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 & Sewer Commissioners/Selectmen shall notify, in writing, the appellant / customer of their decision within ten (10) days of the hearing date.
12. **Reservation of Right:** The Water/Sewer Department with Water & Sewer Commissioners/Selectmen reserves the right to terminate/shut off the water service in all cases for nonpayment of water rates.