



## Procedure for Turning On Water Service

- Public Works workers will turn on and off water services in the afternoon, Monday through Friday, between two and four p.m.
- Requests called in by customers for service after 2:00 pm will be handled the next business day, unless there is an emergency, as determined by the Public Works Director or his designee.
- A customer or his or her agent, at least eighteen years old, is requested to be home for the water service to be turned on. This is necessary to resolve any issues about running water, which if not handled immediately, could flood the property. When the water service is turned on and the meter dial moves, this indicates a running faucet or possible leak. It is important that the customer be there to take appropriate action to resolve this or other issues when the water is turned on. The customer may elect to have the water turned on if he or she is not present. However, if there is a problem as described above and the service must be turned off at the meter, the customer will have to make another appointment, be present at the site and pay an additional fee, which is currently \$45.00 fee for a second trip by Public Works staff.

