

Approved Authorized October 25th, 2016

DISCONNECTION/RECONNECTION POLICY

The purpose of this policy is to fill gaps that are in the June 2009 ACC Tariff schedule

DISCONNECTION

An Owner/Member may request that water service be stopped (DISCONNECTION). ICRWUA may under terms of ACC Rule R14-2-410 DISCONNECT service with at least 10 days advance notice.

A Renter may not request DISCONNECTION.

A Renter who is leaving a residence can request TERMINATING their service. Owner will complete a Transfer Application to themselves or to a new Renter with standard fees.

DISCONNECTION Actions

1. Meter will be LOCKED.
2. Membership and Voting Rights are SUSPENDED.
3. Fees required:
 - a. Operator charge to lock meter
 - b. Administration charge to remove account from active roster and record the request
 - c. Final current monthly charge
4. Refund of remainder of Application Deposit (if applicable) to follow payment of the final bill.
5. Refunding 10% of the Line and Installation charge is Forfeited for each November the service has been disconnected.

RECONNECTION

1. If the customer has a well, pool, jacuzzi or other potentially contaminating device, then a backflow test certificate is required.
2. Re-Establishment Fees
 - a. Within 12 months – Months disconnected times the monthly meter charge plus sales tax.
 - b. After 12 months
 - i. Operator charge to unlock meter
 - ii. Meter Test and Reconnection Tariff charges
 - iii. Administration charge to restore owner to the active roster and record the request.
 - c. In addition, for a New Owner the Transfer Application and Fee is required.
3. Membership and Voting Rights are ACTIVATED.