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# 1.0 <u>PURPOSE</u>:

To describe the procedures to be followed by the Water Division in reading, repairing and replacing meters in the City of West Allis.

## 2.0 ORGANIZATIONS AFFECTED:

This policy applies to the Water Division and Fire Department and the general public.

## 3.0 POLICY:

This statement of policy relates to the reading of water meters and the repair and maintenance of water meters.

#### 4.0 <u>REFERENCES</u>:

Rules and regulations governing water service by the West Allis Water <u>DivisionDepartment</u>. West Allis Code of Ordinances. Wisconsin Statutes.

#### 5.0 PROCEDURES:

### 5.1 <u>RESPONSIBILITY</u>

The Water Division, <u>Department of Public Works-Department</u>, is responsible for administering this policy.

## 5.2 GENERAL POLICIES

5.2.1	Water meters in West Allis shall be read quarterly.
5.2.2	Meter Readers shall be rotated, so that the same Meter Reader does not consistently read the same meters.
-5.2. <u>2</u> 3	Meter Readers shall leave a "Sorry We Missed You" card, when they are unable to gain entrance to the premises in order to read an interior meter.
5.2.4	The charge of installing an exterior meter indicator, "read-o-matic", shall be determined by the Wisconsin PSC.  These "read-o-matic" type meters shall be installed only when requested. New

	installations, however, shall be required to use the "read-o-matic".
5.2. <u>3</u> \$	Meter Readers shall carry identification cards and wear a vest-type garment issued by the City, and shall identify them when requested.
5.2. <u>4</u> 6	Meter Readers shall calculate consumption on Factory Accounts for the previous quarter in the field and shall inform customers directly, if there are significant changes in the consumption pattern.
5.2.7	Meter Readers will be excused from reading meters during severe weather conditions, only with the approval of the Superintendent of the Water Division.
5.2, <u>5</u> 8	Meter Readers shall not accept keys to private property or enter unoccupied buildings.
5.2. <u>6</u> 9	Meter Readers shall not go on the premises when there is a menacing dog. Estimated readings shall be provided for up to one year, and then arrangements shall be made for an on-site reading.
5.2. <u>7</u> 40	All residential water meters in the City of West Allis shall be tested every ten years.
5.2. <u>8</u> 14	Water service may be turned off for non-payment. All delinquent water bills and charges for repairing water meters resulting from freezing or heat and all accumulated penalties, shall become a lien on the lot, part of lot, or parcel of land on which the water service was supplied except as noted in W.P.S.C. 185.
5,2,912	Under severe cold weather conditions, the City will thaw-out frozen water lines on private property on a one-time basis. It shall be the responsibility of the property owner to take care of the problem causing the freezing condition.
5.2. <u>10</u> <del>13</del>	The Water Division will exercise every necessary and reasonable action possible to replace or repair damage caused to private property by broken water mains, and will sanitize all flooded basements which have resulted from broken water mains.
5.2. <u>11</u> 14	The Water Division shall coordinate activities with the Fire Department in the testing of at least one- <u>fourth</u> third of the 2,400 hydrants in the City each year.
5.2. <u>12</u> <del>15</del>	Meter readers shall not remove or rearrange any items in a building in order to make a meter reading.
5.2. <u>13</u> 46	When reading multiple occupant buildings, meter readers shall make a reasonable effort to obtain admission to the basement. Meter readers shall not gain occupancy by contacting living units on the second floor unless so directed.