

PETERBOROUGH UTILITIES COMMISSION

ACCESS TO WATER METERS IN CUSTOMER PREMISES

POLICY

It will be necessary to occasionally enter our customers' house or places of business to inspect, maintain and replace water meters and automatic meter reading (AMR) modules. The Municipal Act allows us to gain access to the customer's premise provided we have given them reasonable notice. Under Section 435(2) of the Municipal Act, notice for a power of entry must be delivered (1) to the occupier of the land, (2) given within a reasonable time before the power of entry is exercised, and (3) given by personal service.

If the occupier does not respond to our communication or refuses entry, the Commission may take the following actions to gain access to the water meter and AMR module.

1. Place customer on a flat rate charge that will motivate the customer to allow us access; or
2. Shut off the water service; or
3. Obtain a court order to gain entry.

The choice of action or actions shall be at the sole discretion of the Commission.

The Commission shall define a reasonable effort to communicate the need for access to the customer or occupier if the following steps have been taken:

Attempt #1: Written letter delivered by normal mail to the billing address, explaining the need to access the water meter and request the customer contact our office during business hours to arrange for a reasonable and convenient time for access.

Attempt #2: After ten business from the date of mailing in attempt #1, telephone call (either by autodialer or in-person) explaining the need to access the water meter and request the customer contact our office during business hours to arrange for a reasonable and convenient time for access. If we do not have or cannot find a valid telephone number for the customer, we will substitute the telephone contact by a hand-delivered notice to the service address.

Attempt #3: (Final Notice) Written notice will be delivered after five business days from attempt #2, to place of residence or business explaining the need to access the water meter and request the customer contact our office during business hours to arrange for a reasonable time for access. A deadline date, no earlier than three business days from date of attempt #3 shall be given to contact our office after which the water service may be discontinued without further notice.

RATIONALE

It is necessary to inspect, maintain and replace water meters and the AMR module located within the customer's premise. This policy establishes how the Commission will give reasonable notice of its intention to enter to the occupier of the land.. It also establishes the course of action or actions to be taken when this access cannot be gained.

First Reading: February 6, 2014

Approved: February 27, 2014

Updated: March 27, 2014