

SCOTT TOWNSHIP AUTHORITY

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Policy on Failure to Provide Access to Faulty Meter Equipment

Purpose

The purpose of this policy is to ensure proper billing for water usage and system maintenance by addressing customers who fail to comply with requests to schedule a replacement or repair of a broken and inaccessible Scott Township Authority water meter located inside their residence.

Background

Water meters are critical to accurately bill customer sewer usage. In the instances where a meter is broken and inaccessible, the Scott Township Authority makes multiple good faith attempts to schedule service to inspect or replace the meter, including:

1. Phone call
2. Mailed letter
3. In-person visit to the property attempted by field staff and/or door-hanger notice

Despite these efforts, some customers fail to respond or provide access to the meter, preventing accurate billing and potentially impacting the Scott Township Authority's operations and financial responsibility to the system.

Policy

If a customer fails to respond or provide access for meter repair or replacement after three (3) documented attempts by the Scott Township Authority over a 30-day period, the following shall apply:

- 1. Non-Compliance Fee-**
A \$100 non-compliance fee shall be added once a month to the customer's sewer account until the meter is replaced or repaired.
- 2. Ongoing Billing Estimate-**
In addition to the non-compliance fee, until access is granted and the meter is replaced or repaired, the customer's bill shall be estimated based on previous usage history.
- 3. Continued Non-Compliance-**
Failure to respond within 30 days after the initial fee is assessed may result in additional penalties, subject to further Board action in accordance with applicable ordinances and regulations.

This policy shall be reviewed and may be amended by the Board as necessary to ensure continued compliance and fairness.