



SECTION 12
NON-REGISTERING AND UNREADABLE METERS AND
METER PROTECTION

- A. Subject to and consistent with Section 23, customers shall not attach any device or equipment to District property in the meter box without prior District authorization. Where any device or equipment has been attached to District property in the meter box without prior District authorization, reasonable efforts will be made to notify the customer to correct the condition. The customer may be charged reasonable charges to clear unauthorized devices or equipment found on District property in the meter box, which will be added to the customer's water bill. The District has the right to discontinue the service if the condition is not corrected. Where service is turned off for such cause, the District may require payment of a restoration fee as provided for in the Schedule of Rates and Charges.

- B. Subject to and consistent with Section 23, customers shall refrain from taking any action or constructing any equipment, structures or facilities on District property that may interfere with or impede District's ability to operate and maintain the facilities necessary to provide water service to the premises, including the meter, lateral, water main and appurtenances. Where a meter cannot be read or maintained without undue difficulty because of an obstruction, reasonable efforts will be made to notify the customer to correct the condition. The customer may be charged an obstructed meter fee and/or assessed other reasonable charges to clear obstructions which will be added to the customer's water bill. The District has the right to discontinue the service if the condition is not corrected. Where service is turned off for such cause, the District may require payment of a restoration fee as provided for in the Schedule of Rates and Charges.

- C. Bills for service will be based on an estimate if a meter fails to register the volume of water consumed or cannot be read due to safety and access issues. In estimating consumption, due consideration will be given to past use and fluctuations in usage caused by seasonal changes or known service interruptions.