

Read-In Read-Out Policy Policy #050487

The following established policies and office procedures on customer request for meter reading due to change of billing or address.

Requests for meter readings are referred to as customer “read- in and read-outs”. Such requests will be made at the office during regular business hours or by telephone provided the customer to be read-in is presently a customer or the utility. If the read-in party is new to the utility the party must fill out a service application as required in Customer Service Policy #041183.

Whether the request for meter reading and service change is made by telephone or upon completion of a service application, a meter read-in/read-out card must be immediately completed by staff. No meter read-in/read-out can be scheduled for Saturday, Sunday or legal holiday.

The meter read-in/read-out form shall be a two part form, of which one part is given to the meter reader and one part is retained by the Utility office. Upon the return of the meter reader’s form the office copy may be discarded, the meter reader form shall be retained as an office record.

In the event that failure by customer to comply with the above procedure occurs, the billing will be pro-rated between the parties over the number of days between the readings.