



**Water service shut-off checklist**

Bookkeeper fills out item # 1 and #2 and gives form to Water Operator. Water Operator completes item #3 and returns the form to the bookkeeper who finishes the remaining tasks.

1. Name \_\_\_\_\_ account # \_\_\_\_\_  
location \_\_\_\_\_

2. Reason for shut-off (mark one)

Voluntary \_\_\_\_\_ non-payment \_\_\_\_\_ leak \_\_\_\_\_

(voluntary shut-off requests must be in writing attach written request to this form)

Effective date: \_\_\_\_\_

3. Date of physical shut off: \_\_\_\_\_

Meter reading \_\_\_\_\_

Lock id # \_\_\_\_\_

Return form to bookkeeper.

4. In UBMAX make account inactive & enter final meter reading

5. Update meter reading book (change account status, write-in final reading).

6. Put a post-it-note to the meter reader in the meter book advising of change.

**Water service turn-on checklist**(Bookkeeper does # 1 thru # 4 and provides form to water operator)

1. Name \_\_\_\_\_ account # \_\_\_\_\_ location \_\_\_\_\_

2. If account had a balance due, date paid in-full + 10% \_\_\_\_\_

Note: account shall not be reinstated until any balance at the time of shut-off plus 10% is paid per Ordinance 33.

3. Date customer is requesting account be activated \_\_\_\_\_

4. Reconnect Fee: \$ \_\_\_\_\_ date paid \_\_\_\_\_

Fee calculated as follows: \$50 for a period of 1 to 40 days and \$150 for a period of 41 to 180 days. For discontinuance exceeding 180 days the reconnect fee shall be \$300. (per ordinance #33) To enter fee in UBMAX go to Financials, Misc. transactions, this must be done BEFORE the reconnect payment is posted, any interest due should be included.

Water Operator:

5. Date water turned back-on: \_\_\_\_\_

Meter reading \_\_\_\_\_

Return form to Bookkeeper who completes the remaining tasks.

6. Update UBMAX & meter book

7. Advise the meter reader of the change.

8. File completed form in Customer Service section of file cabinet.

**Note: This procedure does NOT apply to new services. This is for reconnection of an existing service only. Refer to ordinance #25 for new construction.**