

Rule 13 - ACCESS TO BUILDING FOR METER READING, INSPECTION, ETC.

Inspectors, meter readers or employee's of the Division of Water and Wastewater whose duty it may be to enter upon private premises to examine meters, pipes or other fixtures used in connection of the city water supply shall be equipped with proper identification as the Director of Public Service may deem necessary to identify them as agents of the Division of Water and Wastewater. Such inspectors, meter readers, or employees authorized by the Division of Water and Wastewater must have free access at all reasonable hours to all parts of the building for the purpose of changing / inspecting meters, examining fixtures and observing the manner in which the water is used. Should any authorized inspector, meter reader or employee be refused admittance to any premises or shall be hindered or prevented from making such examinations, the water service may be terminated in accordance with Rule 18 and not turned on again until free access is given.

Note: Authorized Division of Water and Wastewater employees will enter an unlocked door for the purpose of reading meters and/or to provide customer service when requested and scheduled by the customer, but will conform to the following procedure:

- A. Knock - call out the name "Water Man"
- B. Repeat the name "Water Man", and pause briefly before entering
- C. Possess proper identification with employee photo

Approved:



David Rhodes, Director of Public Service



Date