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## CUSTOMER NOTIFICATION

### Section 1. PURPOSE

The purpose of this policy is to state the method and action of notification for the customers of the Bedford Regional Water Authority (“Authority”) in response to leak notifications, emergency events, and planned events in which their water and/or sewer service may be disrupted.

### Section 2. LEAK NOTIFICATIONS

- A. The Authority strives to notify customers of unusual high water usage that may indicate a potential leak. This determination is made based on information such as the following:
  - 1. A meter reading indicating unusual high flow for the past 35 days of the account;
  - 2. A report indicating an intermittent or continuous leak;
- B. The following actions may be taken to assist customers that may have experienced higher consumption:
  - 1. A letter or phone call is generated to the customer indicating the type of potential leak detected;
  - 2. Suggestions may be provided of ways to detect if there is a leak inside or outside of the home;
  - 3. Suggestions may be provided on how to fix the leak and/or when it may be suggested to call a plumber.

### Section 3. EMERGENCY NOTIFICATIONS

- A. The following actions of notification will be made in emergency events during regular business hours based on the corresponding amount of affected customers:
  - 1. If 10 or fewer customers have a service disruption, the Authority will attempt to notify the affected customers by visiting the customers in person. If the customers are not available, notification hangers will be placed on an exterior door of the premise.
  - 2. If 11 to 25 customers have a service disruption, the Authority will attempt to directly notify the affected customers by telephone or email.
  - 3. If 26 to 50 customers have a service disruption, the Authority will attempt to directly notify the affected customers by telephone or email; in addition, all incoming calls to the Authority will hear an announcement providing details of the disruption.
  - 4. If 51 or more customers have a service disruption, all incoming calls to the Authority will hear an announcement providing details of the disruption.
- B. The following actions of notification will be made in emergency events after regular business hours:
  - 1. The Authority will place an announcement on the outgoing greeting, providing customers with details of the disruption.
  - 2. The Authority will attempt to notify customers through an automated notification program like the “ALERT BEDFORD !” program. This is a system that customers will need to sign up for in order to be notified by e-mail, text, or phone.

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3. Door hangers will be utilized, when possible, notifying customers when the disruption occurred.
- C. Website notifications will be available during regular business hours, if feasible.

### **Section 4. PLANNED NOTIFICATIONS**

- A. The following actions of notification will be made in non-emergency or planned events during regular business hours based on the corresponding amount of affected customers:
1. If 25 or fewer customers are expected to have a service disruption, the Authority will attempt to notify the affected customers by placing a notification hanger on an exterior door of the premise.
  2. If 26 to 50 customers are expected to have a service disruption, the Authority will attempt to directly notify the affected customers by telephone or email.
  3. If 51 to 100 customers are expected to have a service disruption, the Authority will attempt to directly notify the customers with a written mailed notice.
  4. If 101 or more customers are expected to have a service disruption, the Authority will attempt to mail written notices to the affected customers and all incoming calls to the Authority will hear an announcement providing details of the disruption.
  5. Website notifications will be available during regular business hours, if feasible.

### **Section 5. PRIORITY NOTIFICATIONS**

- A. The Authority recognizes the critical importance that water and sewer service provides for some customers. Customers that have an urgent need to be informed of any service disruptions will be considered priority notifications.
1. For customers needing priority notification, the Authority strongly encourages them to “like” us on Facebook so that they will get all notices that are sent via this social media format.
  2. A list of priority notification customers will be maintained for each of the service areas of the Authority; the list will contain the contact information for those individuals that would like to be notified of any type a service disruption is taking place near their property. These lists will contain, at a minimum, the following information:
    - a. The location of the property where the connection of concern exists
    - b. The name of the customer
    - c. The primary contact information, including name, phone numbers, and email address of the person who should be notified of any service disruption.

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**Section 6. REVISIONS**

- A. This policy was approved and adopted by the Authority's Executive Director on March 26, 2013, effective July 1, 2013.
  
- B. This policy was modified as follows:
  - 1. Approved February 21, 2017, effective February 22, 2017:
    - a. Section 2 was expanded to provide more information on leak notifications
    - b. Section 3.B. was modified to explain the use of "Alert Bedford!"