OPERATING POLICY MANUAL

Chapter: Customers

Document Number: 2.30

Page 1 of 1

Issue (Effective) Date: July 1, 2013

Approval Date: March 26, 2013

Approved By: Executive Director

TRANSFERS

Section 1. PURPOSE

The purpose of this policy is to state the transfer requirements that the Bedford Regional Water Authority ("Authority") has for its customers.

Section 2. POLICY

- A. Customers moving from one address in the Authority's service area to another address in the service area may transfer their deposit to the new address only if the bill is paid in full at the current address. The customer's deposit will be transferred to new account and customer will be responsible for any additional owed should the transferred deposit be less than current required deposit. In situations of a divorce or separations, the deposit will be transferred to the individual who signed the original deposit application form.
- B. Transfer of service requires 24-hour notice. Customers moving from the location, as well as customers moving into the location, are responsible for contacting the Authority.

Section 3. REVISIONS

A. This policy was approved and adopted by the Authority's Executive Director on March 26, 2013, effective July 1, 2013.