OPERATING POLICY MANUAL

Chapter: Customers Issue (Effective) Date: July 1, 2013
Document Number: 2.50 Approval Date: March 26, 2013
Approved By: Board of Directors

TAMPERING AND UNAUTHORIZED USE

Section 1. PURPOSE

The Bedford Regional Water Authority ("Authority") will not tolerate any tampering or unauthorized connections or use. This policy is to define how the Authority will deal with tampering and unauthorized use.

Section 2. TAMPERING

- A. Tampering includes turning a water meter on or off, removal of the meter, installation of any equipment in an attempt to bypass the meter, removal or modifications to the backflow prevention device, modification of the meter box, and other such actions that prohibit safe delivery of metered water. It also includes the insertion of any object into the sewer cleanout such that sewer service cannot be provided to the customer.
- B. The customer is responsible for any damages to the water meter and/or sewer cleanout serving the premises occupied by the customer and will be responsible for paying the Authority for any damages.
 - 1. Tampering with meters and/or sewer cleanouts will not be tolerated and such occurrences may be prosecuted to the fullest extent of the law.
 - 2. If a water meter is found to have been tampered with, the meter will be locked or removed, thus resulting in an Unauthorized Connection Fee, according to the current Rate policy.

Section 3. UNAUTHORIZED USE

Any connection that has not been approved by the Authority will result in an Unauthorized Connection Fee, according to the current Rate policy, along with the meter being locked or removed or the sewer line being plugged.

Section 4. ENFORCEMENT

The Authority may contact law enforcement to investigate the tampering and/or unauthorized use, and the Authority may choose to press charges when it is deemed appropriate by the Authority.

Section 5. REVISIONS

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