

WN U-1

First Revision Sheet No. 12  
Canceling Original Sheet No. 12

Southgate Water Company

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**WATER SERVICE**  
**RULES AND REGULATIONS**

**Rule 14 – Discontinuance of Service** (cont'd)

A minimum of eight (8) working days' written notice will be given a customer before service is discontinued, except in the case of danger to life or property. Before disconnecting service, the utility must also attempt to contact the customer either in person or by telephone. If telephone contact is elected, at least two attempts must be made during regular business hours. If a business or message number is provided by the customer, the utility must try to reach the customer at that number. A log of the attempts must be kept by the utility showing the telephone number called and time of the call. If a notice is left at the customer's primary door instead of telephone contacts, service may not be discontinued before 5 p.m. of the first day following delivery.

If service is not discontinued within ten (10) working days of the date on the notice for disconnection, that disconnection notice will become void and a new notice must be provided before the service can be disconnected. However, if the customer has arranged for payments to avoid disconnection of service, a new notice is not required if the customer fails to keep the payment arrangements.

When a utility employee is dispatched to disconnect service, that person shall be required to accept payment of a delinquent account and disconnection charge as specified in **Schedule 20**. If amount owing is tendered in cash, utility employee will not be required to dispense change for excess of the amount due and owing. Any excess payment will be credited to the customer's account. The utility will restore service when the cause of the discontinuance has been removed and payment of all proper charges due from customer have been made. (T)

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**Issued by:** Southgate Water System, Inc.

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