



The Water Works and Sewer Board of the City of Prichard

Unauthorized Use of Service Policy (Jumper/Meter Tampering/Unauthorized Meter) (Illegal Hook-Up of Water Service)

The Water Works and Sewer Board of the City of Prichard adopted the following policy regarding illegal hook-up/illegal use of water in its service areas. Any accounts discovered with unauthorized use of service are subject to arrest and further penalties for any destruction of property belonging to The Water Works and Sewer Board of the City of Prichard. Civil or criminal charges may be exercised as provided under applicable Alabama Law.

Jumper/Tampering/ Unauthorized Use of Service Fees:

- 1st Offense-\$540.75
- 2nd Offense-\$811.13
- 3rd Offense-\$1,081.50 (water will be disconnected from the “main”)

Damaged Meters and Transmitters:

- Obstruction Fee-\$515.00

All unauthorized service fees shall be charged **in addition** to the minimum billing for each month of unauthorized service usage. **No** special payment arrangements will be made and all fees must be paid up front before restoration of service or the establishment of a new account.

Whenever the account indicates that unauthorized use of service has been discovered, the service is denied until the fee(s) are paid or cleared by the appropriate supervisor. If the unauthorized use of service is cleared, a detailed explanation and any supporting documents used for the purpose of clearing the unauthorized use shall be rendered by the supervisor clearing it, and a copy forwarded to the Board of Directors.

If unauthorized use of service has been discovered and the same tenant comes in to sign for service, the appropriate action will be taken as stated above.

If unauthorized use of service is discovered while a previous tenant was occupying the residence and a new tenant (**who did not reside in the residence at time of the unauthorized use**) is applying for service, and the new lease agreement indicates that this tenant could not have been there when the unauthorized use of service was discovered, there will be no charges to new customer. The property owner, landlord, or property management company may be responsible for any usage and associated fees if they cannot provide adequate proof of tenant occupancy or eviction filings. All leases presented must have the contact information for the owner, landlord, or property manager in order to verify the authenticity of lease.

Unauthorized use of service includes, but is not limited to, the following:

- Open valves at the curb or meter that was turned off by PWW&SB personnel
- Breaking, picking or damaging cut off locks or seals
- Bypassing utility meters in any way.
- Removing, disabling or adjusting utility meters
- Any act of defacement, destruction or vandalism to PWW&SB property

Policy approved: November 8, 2010 Regular Board Meeting/rate change effective
03/02/2015



- Moving utility meter from one location to another
- Taking unmetered water from hydrants by anyone other than authorized personnel
- Any intentional blockage or obstruction of PWWSB equipment

Policy approved: November 8, 2010 Regular Board Meeting/rate change effective
03/02/2015

Telephone: (251) 457-33966
Facsimile: (251) 456-8045

PRICHARDWATER.COM

125 E Clark Avenue Post Office Box 10455
Prichard, Alabama