

Policy: CS-06-11
Policy Title: Processing Final Reading Worksheets
Policy Purpose: Set forth guidelines for the process
Implementation Date: 03/17/2006
Revision Date: N/A

TOWN OF WESTFIELD
PUBLIC WORKS DEPARTMENT
Processing Final Reading Worksheets

A final meter reading for a property is taken upon request of either the individual(s) moving out or the individual(s) moving in to a property located in the Westfield Public Works jurisdiction. Readings are to be taken on the date requested.

The following directions are to be used when the name on an account changes due to change of ownership or in rental situations the lease changes over to a new tenant.

Match the address on the green work order sheet to the address on the white Application for Residential Water Service form that was completed when the customer called to schedule a connect or disconnection of service. Make sure the addresses are the same.

On the white sheet enter (from the green sheet) the final reading date and meter reading. Check the meter information screen for the account to determine the appropriate numbers of zeros to be added to the end of the reading. B or M 2 = adding one zero; B or M 3 = adding 2 zeros; B or M 4 = adding 3 zeros. Check the previous meter reading to make sure the readings are in line. Transfer the final reading date and final reading information to the bottom of the white sheet Start Read Date box. Although repetitive this helps the billing clerk when entering the connect information in the billing system later.

If the customer moving out has a forwarding address, change the mailing address for the account. Checkmark the MA line on the disconnect sheet.

Staple the green sheet to the white sheet, white sheet on top.

When all finals are completed, separate the sheets by cycle number and file in the appropriate green cycle folders in the billing clerk's office. (Cycle 1 = Acct # 501-540) (Cycle 2 = 550-703) (Cycle 3 = 100-499)

Bruce A. Hauk, Director