

Policy: W-05-02
Policy Title: Water Meter Lockout Program
Policy Purpose: Establish Meter Lockout Policy
Implementation Date: 09/14/2005
Revision Date: None

TOWN OF WESTFIELD
PUBLIC WORKS DEPARTMENT
Water Meter Lockout Program

This policy is being created to establish procedural responsibility for the Westfield Public Works Department (WPWD) Customer Service and Water Division personnel. The intention of this policy is to ensure that water meters within are water system are properly secured. The WPWD administrative staff reserves the right to change, add, or delete this policy in part or whole by subsequent amendments.

All water meters are to be secured by a department issued lock when directed by the WPWD supervision or its designee.

WPWD supervision will administer the meter lockout program and track all meter lockouts and locks. At the time WPWD supervision issues a written and/or computerized water meter turnoff and/or shut-off work order, the Customer Service Division will issue and assign a lock to the appropriate Water Division associate. The Water Division associate is responsible for ensuring that the water meter is shut-off and secured with a lock. The Water Division associate will then provide written and/or computerized documentation to the Customer Service Division that the water meter was shut-off and secured with the assigned lock.

At a later time the WPWD supervision, will direct the assigned Water Division associate to remove the secured lock and reestablish water service to the customer. The Water Divisions associate assigned to remove the lock will be solely responsible to return the lock to the Customer Service Division and provide written and/or computerized documentation that the water service was reestablished and the assigned lock was returned.

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