

THEFT OF SERVICE & TAMPERING POLICY

1. Tampering with Authority equipment or stealing service will be grounds for discontinuance of utility service. Theft of service shall include, but not be limited to the following:
 - a) Opening valves at the curb or meter that have been turned off by Authority personnel;
 - b) Breaking, picking or damaging cut-off locks;
 - c) By-passing meters in any way;
 - d) Taking unmetered water from hydrants by anyone other than an authorized official of a recognized fire department; fire insurance company or Authority employee for any purpose other than fire fighting, testing or flushing of hydrants;
 - e) Use of sprinkler system water service for any purpose other than fire protection
 - f) Removing, disabling or adjusting meter registers;
 - g) Connecting to or intentionally damaging water lines or, valves or other appurtenances for the purpose of stealing or damaging Authority's equipment;
 - h) Moving the meter or extending service without permission of the Authority;
 - i) Any other intentional act of defacement, destruction or vandalism to Authority property or act that affects Authority property;
 - j) Any intentional blockage or obstruction of Authority equipment.

2. A "notice of violation" may be mailed or otherwise delivered at the discretion of the Authority's Executive Director if:
 - a) Evidence suggests the **possibility of theft** of water and/or sewer service at the customer's premises;
 - b) The violation does not constitute an immediate threat of safety or equipment integrity to the system.

The customer will be ordered to immediately cease any unlawful practice.

Tuckasegee Water & Sewer Authority

3. No “notice of violation” will be mailed or delivered and customer service is subject to immediate cut-off in any of the following situations:
 - a) In the opinion of the Authority’s Executive Director; theft of service is definitely evident on the customer’s premises;
 - b) When in the opinion of the Executive Director a situation exists that may endanger public health;

4. In addition, the customer will be subject to a \$150.00 violation payment as well as service call charges, labor and replacement parts as detailed by the Authority.