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| **POLICY:**  Services – Town of Herbert | | **COUNCIL RESOLUTION:**  Resolution:  Effective: |
| **DEPARTMENT:**  Administration | **POLICY NUMBER:**  2019-5.0 | **Amended Date:**  Resolution: |

**5.1 E.** **Water Service Connect and Disconnect**

When a service is connected the Utility Account Form is completed by the applicant and the Town Office and is filed.

When a disconnect is requested the existing Utility Account Form for that service will be retrieved and the procedures on the backside of the Utility Account Form must be followed. This ensures that all parties are satisfied that the service is off or that the extenuating circumstances are clear if the service cannot be shut off immediately.

When a service valve is found to be inoperable, maintenance will organize with the Administrator the best time to have the service repaired. The repair should happen as soon as possible.