

**Crown Mountain Water Supply Corporation
Meter Installation Request
Procedure**

CMWSC:

Any board member receiving request for a meter:

1. Obtain Customer Name and contact information.
2. Inform WSO by email and provide above information.

WSO:

1. Contact customer:
 - a. Acknowledge their request, provide WSO contact information. Inform the customer of the membership and impact fees (if a new customer) and cost of meter installation (new and existing customers).
 - b. Request by email from Treasurer account status, if an existing customer.
 - c. Send to the customer the documents they will need to sign and return: Customer Information, Service Agreement, and Meter Request documents, and any payment of fees or account balances.
 - d. Deliver to Treasurer all original signed documents and any fees or payments received from customer.
2. Verify location of meter placement.
3. Verify type of account, Residential or Non-Residential.
4. Determine meter size need of customer.
5. Determine method of installation.
 - a. If a contractor is needed for installation, obtain a quote and time frame. If the quote is for more than \$500.00, obtain at least one more quote,, when possible. If a quote is for more than \$500.00, follow CMWSC expense approval policy.
6. Determine and secure all supplies needed.
7. Schedule installation with customer and contractor.
8. Oversee the installation process and approve all work done.
9. Notify customer upon completion of the installation.
10. Notify Treasurer by email upon completion of installation.
 - a. Provide the Treasurer with the installation date and starting meter reading.
 - b. Provide the Treasurer with the quote received and WSO approved work order from contractor.
 - c. Provide the Treasurer with all receipts for the material and supplies used.

Treasurer:

1. Maintains CMWSC Customer File
 - a. Customer Information Document
 - b. Service Agreement Document
 - c. Meter Request Document
 - d. All other documents pertinent to the customer

2. New customer requesting service, verify the receipt from customer of:
 - a. Customer Information Document
 - b. Membership Fee
 - c. Impact Fee
 - d. Meter Installation Request document
 - e. Service Agreement document
 - f. Notify WSO by email when all documents and fees are received

3. If an existing Maintenance Customer, verify:
 - a. Account balance is current
 - b. Receipt of Meter Request document
 - c. Receipt of Meter Installation Fee
 - d. Receipt of Service Agreement document
 - e. Notify WSO, by email, when all documents and fees are received

Effective: September 16, 2023

Dr. James Lindstrom, President