



Meter Access and Meter Access Fee Policy

1. Purpose

This policy establishes the Kalamazoo Lake Sewer and Water Authority's (the "Authority") requirement that customers provide reasonable access to their water meter as a condition of service, and sets forth the process and fee applicable when a customer refuses or repeatedly fails to provide such access. The policy ensures that the additional cost created by access refusal is recovered from the responsible account rather than the general body of ratepayers, and supports accurate metering, billing, and maintenance.

2. Scope

This policy applies to all utility accounts served by the Authority, including residential, commercial, and other customer classes, and to any location at which the Authority maintains metering equipment.

3. Definitions

"Meter access" means safe and unobstructed access to the water meter and associated equipment sufficient for the Authority to read, inspect, test, maintain, or replace the meter.

"Refusal of access" means an express refusal to permit meter access, or any condition within the customer's control that prevents the Authority from obtaining meter access, including but not limited to:

- Repeated failure to keep scheduled access appointments;
- Locked or blocked gates, doors, or enclosures;
- Obstructed, buried, or inaccessible meter pits or meter locations;
- Unrestrained or aggressive animals that prevent safe access; and
- Any other condition within the customer's control that prevents the Authority from safely reaching and reading the meter.

4. Meter Access as a Condition of Service

The provision of water service by the Authority is conditioned upon the customer providing reasonable meter access. The Authority requires periodic access to obtain accurate readings, verify consumption, and perform testing, maintenance, and replacement of metering equipment. A customer's refusal of access impairs the Authority's ability to bill accurately and maintain its system.

5. Escalation Process and Meter Access Fee

When the Authority is unable to obtain meter access, it shall follow the escalating process below, consistent with the notice approach used in the Authority's Collections Policy:

Stage	Trigger	Authority Action
1	Authority Needs to Access Meter	Office will call to request the customer schedule access within 30 days. If office cannot get ahold of the customer, a first-notification letter is mailed.
2	No access 30 days after first notice	Second notice will be a door tag advising that a monthly Meter Access Fee will begin if access is not provided within 30 days.
3	No access 30 days after second notice	A third notice, in the form of a door tag will be placed when the Monthly Meter Access Fee of \$20.00 is initially applied to the account. This Fee will continue to be assessed for each billing cycle until access is granted.
4	Continued refusal 180 days or more after the first notice.	Refusal is treated as grounds for discontinuance of service under the Authority's shut-off procedures, subject to applicable notice and appeal rights.

The Meter Access Fee is \$20.00 per month. The fee is a cost-recovery charge intended to recover the additional administrative and operational cost of handling access refusals and to encourage compliance; it is not a penalty. The fee shall continue to be applied each billing cycle until reasonable access is provided.

6. Discontinuance of Service

Continued refusal of meter access one-hundred-eighty (180) days or more after the first notice may constitute grounds for discontinuance of water service, subject to the Authority's shut-off procedures and applicable law. Discontinuance under this section does not relieve the customer of amounts owed, including any accrued Meter Access Fees.

7. Waiver and Hardship

The Authority Administrator, or the Administrator's designee, may waive or suspend the Meter Access Fee in cases of demonstrated hardship or good-faith scheduling difficulty. Any waiver or suspension should be documented in the customer's account record.

8. Administration

This policy shall be administered by the Finance function with field support from the Authority's operations personnel. The Authority Administrator is authorized to establish reasonable administrative procedures consistent with this policy and to interpret its provisions in individual cases. This policy shall be read together with, and does not supersede, the Authority's rules and regulations and adopted fee schedule.