



# Multi-Unit Shut-Off Policy

## Standard Process for Turnoffs and Removals due to Failure to Pay (source: SWBNO Rules and Regulations)

- Initial letters are sent to delinquent account holders when the account is determined to be 60 days past due and the balance is \$50 or greater, to notify the customer the account is eligible for a service disconnection. ["Delinquency Letter"]
- When a multi-unit account becomes delinquent and no response is received from the customer, both the applicant for water (the customer of record) and the tenant, or tenants (if different from the customer of record), will be notified before water service is discontinued. ["10-day Turn Off Letter"]
  - If a two-unit premises is served by one shared meter, both occupants are notified by postal mail letter.
  - Where subject premises involve the multiple use of sewerage and/or water service of three or more units on one shared meter, a notice is mailed by post to the customer of record, and a notice is posted on the building in various prominent locations at the same time the owner is provided the "10-day Turn Off Letter."
- Tenants have the following options for recourse:
  - Call SWBNO customer service to discuss the account status (even though not the account holder)
  - If feasible, pay for a single-meter installation and open an account in the tenant's name
  - Attend any hearing scheduled on the account