

Athens Utilities Board

AUB Policies and Procedures Manual Standard Policies and Procedures	
Policy Number – AUB-02	Revision Number: 4
Subject Altering or Tampering with AUB Property	Effective Date: 10-01-2009
	Superintendent Approval:
	General Manager Approval:

1.0 PURPOSE

The purpose of this policy is to outline the requirements and/or consequences associated with the tampering, maintenance or alteration of AUB property.

2.0 SCOPE

This policy applies to all residential and industrial users who are physically connected to or have the potential to be physically connected to the associated AUB utility distribution systems.

3.0 REFERENCES

- (1) Athens Utilities Board Division of Power, Policies and Procedures
- (2) Athens Utilities Board Division of Gas, Policies and Procedures
- (3) Athens Utilities Board Division of Water, Policies and Procedures
- (4) Athens Utilities Board Division of Wastewater, Policies and Procedures

4.0 GENERAL

All equipment up to and including the utility metering boxes are the property of AUB and shall be maintained by only authorized AUB personnel.

Any exceptions to this policy will be made at the sole discretion of the responsible AUB representative.

5.0 DEFINITIONS

AUB – means the Athens Utilities Board and its duly authorized employees, agents, and representatives

Board – means the Chairman and all Commissioners but does not include any employees

Customer – Any person, business, or other entity that receives utilities from Athens Utilities Board, any division

Division – The Athens Utilities Board, Division of Power, Gas, Water or Wastewater

Local Control Authority – Superintendent, director or manager of the responsible division or duly authorized representative

Service Connection – Shall mean the point of connection between the customer’s termination point (weather head or meter base) where AUB makes the physical connection to his/her facilities. For meters located elsewhere on private property the service connection is considered to extend from only the tap of the main to the property line, plus the meter and meter installation.

6.0 PROCEDURES/POLICY

6.1 Utility Distribution Tampering, or Distribution Line Maintenance and Alterations

The service line from the main or distribution line to the customer's meter location shall remain the property of AUB and will be maintained by the applicable AUB Division. All lines, piping and equipment up to and including meter outlet connection shall be the property of and maintained by AUB. The lines and meter set are the wholly owned property of AUB. The customer can in no way encumber AUB's access to the lines or meter set.

All meters, service connections, and other equipment furnished by AUB shall be and remain the property of AUB. The customer shall provide a space for and exercise proper care to protect the property of AUB on their premises. In the event of loss or damage to AUB's property arising from neglect of customer, the customer shall pay the cost of necessary repairs or replacements to AUB.

The customer shall not permit any work to be done, or any device to be installed, which would in any manner effect the proper registration of any AUB utility meter. Any unauthorized work or device installation shall constitute a violation of the service policies and procedures and are subject to service termination by AUB. All persons are cautioned against tampering with the meter or its associated facilities. Individuals who tamper with AUB meters or associated property are subject to a \$500.00 tampering fee that will be applied to the account and may be prosecuted to the full extent of the applicable laws and/or utility codes.

Where applicable, after the customer's lines, piping, equipment and/or appliances have been installed, the customer's installing contractor must contact AUB to arrange an inspection. Upon completion of a successful inspection the appropriate division's lock will be removed from the meter set. ***Under no circumstances*** will a contractor or customer be allowed to operate, unlock, or tamper with a meter set. ***Under no circumstances*** will a customer or contractor use any utility in any way except through an inspected and accepted piping/appliance system. AUB reserves the right to refuse or discontinue service to any piping, equipment, or appliances, not in accordance with cited regulatory authority. Any failure to exercise this right shall not render AUB liable or responsible for any loss or damage resulting from defects in the installation, piping, or appliances.

Any alterations or relocation of components for the customer's benefit will be upon AUB approval and at the customer's expense.

The customer shall grant AUB a right of way to enter the customer's property and the unit to inspect and repair the facilities, when deemed appropriate.

All maintenance of AUB-owned property shall be performed **only** by AUB authorized personnel. The customer **shall not**, in any way, attempt to perform maintenance on AUB equipment. Problems with AUB equipment should be immediately reported to the responsible utility division at **745-4501**.

6.2 Customer's Responsibility for AUB Property

The customer shall provide a space for and shall exercise proper care to protect the property of AUB on his/her premises. In the event of loss or damage to AUB's property arising from neglect by the customer, the customer shall reimburse AUB for all costs of necessary repairs and/or replacement. The customer shall not construct any structure or other permanent improvement that shall prevent AUB from maintaining the system or reading associated meter