

TOWN OF AMHERST CUSTOMER WORK POLICY
Effective July 1, 2007

The Town of Amherst offers water and sewer utility services to all of its citizens and existing out of town users. The Town maintains water distribution lines up to and including water meters, and sewer lines up to the customer's property line (or cleanout immediately adjacent thereto). It is the user's responsibility to maintain lines that are not part of the Town's system.

It is the policy of the Town to provide, as a service funded by water and sewer user fees, reasonable and relatively minor inspection and consulting by Town employees on an appointment basis.

It is the policy of the Town that Town employees will install service connections to be owned and maintained by the Town, and the Town will be reimbursed by the user for the "time and materials" cost of installation.

- Such expenses will be based on market rates which will be updated periodically by the Director of Public Utilities.
- It is the policy of the Town that rental equipment is billed at 125% of the direct rental cost to the Town.
- It is the policy of the Town that the billing rates for personnel are 200% of the individual's hourly pay rate to allow for overhead costs. For example, an employee who is paid a \$27,000/yr salary would be billed at \$25.96/hr ($\$27,000/2,080 \times 2$).

It is the policy of the Town for its employees to respond to true emergencies involving the supplying of water or collection of sewage by the Town's system and to endeavor to stabilize the situation, on an as-available basis, at the expense of the owner. In the case of water emergencies involving facilities not owned by the Town, the Town's involvement would normally include not much more than shutting the water off at the meter and consultation with the customer as to how he may effect needed cleanup and repairs.

It is the policy of the Town that plumbing work involving anything other than Town water and/or sewer facilities is the function of private enterprise and may involve Town personnel or Town owned machinery or equipment only after careful review by the Director of Public Utilities. The Town of Amherst will be involved with the construction of new or replacement private lines only at its convenience as these circumstances do not constitute an emergency and system maintenance carries a higher priority.

The Town will be reimbursed by the owner for customer work. Utility service shall be terminated if such reimbursement is not received within a reasonable period of time at the discretion of the Office Manager.

It should be noted that major Town of Amherst policies regarding its water and sewer utilities are contained in Chapter 17 of the Town Code, and this is supported by a series of administrative policy documents such as this one.