



PROCEDURE TO DISCONTINUE BILLING

The Authority periodically receives requests to discontinue a customer's billing in the event the home, apartment unit or building is going to be vacant, or if the building is unable to be occupied and will be demolished or repaired.

The Authority's rate resolution states that any structure which has separate kitchen facilities, and/or bathroom facilities, and/or commode, lavatory, shower, laundry facilities, or any other water-using facilities normally discharged into the sanitary sewer system is considered to be an "equivalent dwelling unit", and must be billed accordingly -- even if it is vacant, or the water is shutoff.

However, the Authority has adopted the following policy in an effort to meet our customer's needs, and still fulfill its responsibility to the rate payers:

In order for billing to be discontinued for a vacant home, the customer must:

- ◆ Disconnect and cap all sink drains.
- ◆ Remove the toilet and cap or plug opening.
- ◆ Verify that water service has been disconnected.
- ◆ Notify the Authority, and our inspector will visit the site to confirm that the appropriate measures have been taken.
- ◆ If a building is to be demolished the sewer lateral servicing the structure must be properly capped as close to our sewer main line as possible. Please contact our system superintendent at 412-751-4571 for a location.

If a customer needs guidance before disconnecting facilities, we will be glad to arrange an on-site meeting with our inspector.

In the case of a dilapidated structure, the inspector will visit the site and make a determination on whether it is in a livable condition. In situations where a customer is reducing the number of rental units, the inspector may also request that separate kitchen facilities be removed and capped.

In all situations, the customer will be given a form to sign, agreeing to notify the Authority in the event the unit is occupied. The form also states that the customer will be responsible for all billing, back to the original date, in the event the unit is occupied without notifying the Authority. **All notifications to the Authority must be by Certified Mail** – phone calls, notes, personal visits, and regular mail letters are not acceptable.

Billing will be discontinued as of the date of the inspector's visit and approval -- no credits will be issued for service prior to that date.