

Hibbing Public Utilities
Policy Number: CUST014customerkeys
Date: May 1, 2004

Subject: CUSTOMER HOUSE KEYS

Customers can leave house keys at the HPUC for use by their Meter Reader. Only the Meter Reader can use the keys. Other HPUC workers who may be performing service work at the residence can not use the keys unless they have specific permission from the customer.

The use of keys by HPUC workers without customer permission poses a safety risk for workers. An occupant of the home may be surprised by an HPUC worker and perceive the worker as an intruder.

Adopted by Commission Action

