

Hibbing Public Utilities  
Policy Number: CUST103weekendwater  
Date: May 1, 2004

**Subject: WEEKEND WATER SHUT-OFF**

Weekend customer requests for water service shut-off and turn-on's will attempt to be coordinated with the HPUC Water Department employee conducting will rounds. The Shift Engineer will notify the Water Department employee (while on rounds) that a request has come in. The Water Department employee will then let the Shift Engineer know if this work can be accomplished during the time allotted for the well rounds. If it can, the customer will not be charged. If the work can not be done, the customer's options are to pay the after hours fee or schedule the request during regular working hours. Verification must be made to ensure the request does not violate the status of a delinquent water account.