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WATER TURN OFF/ON POLICY

Background

The City of Ouray has many property owners that spend only a portion of the year in the community. In the times that they are away, many request that the water service to their properties be turned off. Upon returning to the City, these property owners then request that the City turn the water back on. The City has provided this service on an as needed basis for many years at no costs to the requesting individuals despite the fact that these requests consume staff time and resources. This free service has often impeded the ability of the City Public Works crew to perform their regular duties and responsibilities. The City Public Works crew has taken on additional responsibilities at the request of property owners besides turning on or off the water that expose the City to significant liability issues. Unfortunately, the City has had to reevaluate this situation and as a result, must implement the following policy.

The intent of this policy statement is to establish, in writing, a cohesive summary of the procedures that are followed, and guidance for citizens and staff in the exercise of decisions related to turning on and off water service.

Policy

Turning On Water Service

Any citizen may request that the City Public Works crew turn on water service to their property. This will only be for previously installed water service. The City Public Works crew will only turn on water at the water valve within the public right of way. No City employee will be responsible to turn on any other valves or service lines on or within private property.

In order for a citizen to have water service turned on to their property, the following actions and parameters must be followed:

- The property owner or designated property manager must obtain and complete a Water Service Turn On/Off form and turn in such service form to the front office at City Hall at least two (2)

business days before the desired service action. Service forms are available at City Hall or from the City's website and completed service forms may be emailed or faxed to City Hall.

- Before restoring water service, all applications will be reviewed to ensure the utility account is current. Water service will not be restored to any property where the service has been discontinued because of non-payment of the utility account until the account is settled.
- The City of Ouray will restore water service ONLY when the property owner or their representative is present.
- All service will be done during Public Works regular business hours from 7:00 AM to 3:30 PM, Monday through Friday.

Turning Off Water Service

Any citizen may request that the City Public Works crew turn off water service to their property. This will only be for previously installed water service. The City Public Works crew will only turn off water at the water valve within the public right of way. No City employee will be responsible to turn off any other valves or service lines on or within private property.

In order for a citizen to have water service turned off to their property, the following actions and parameters must be followed:

- The property owner or designated property manager must obtain and complete a Water Service Turn On/Off form and turn in such service form to the front office at City Hall at least two (2) business days before the desired service action. Service forms are available at City Hall or from the City's website and completed service forms may be emailed or faxed to City Hall.
- The City of Ouray will turn off water service ONLY when the property owner or their representative is present.
- City of Ouray Public works employees are NOT authorized to enter the property.
- All service will be done during Public Works regular business hours from 7:00 AM to 3:30 PM, Monday through Friday.
- Emergency shut off service shall be provided only in cases of water line breaks. Property owners may contact the Public Works Department at (970) 596-5449 during normal business hours or may call the police dispatch phone number (970-252-4010) during off business hours. The on-duty police officer will contact the on-call Public Works employee for action.

Fees for Service

Consistent with Section 9-16 of the Ouray City Code, a \$20 fee will be charged for each action of turning on or turning off water service to a property. This fee must be paid prior to the action taken.