

Town of Southeast
Water Meter Repair Policy
Special Districts



Each quarter water meters are read to access the usage by each customer/residence. A report is generated (Non-Read Meter Report) each month containing customers/residences whose meters didn't record a reading.

Notification: Once the Non-Read Meter Report is compiled, a letter will be sent to residents informing them of the problem. It will provide them with contact information to schedule repair to their meter or reader. Notification of this policy will be mailed annually to each metered residents.

Grace Period: The customer will have a grace period to have the meter repaired. The grace period will end on the last Friday the week prior to the end of the quarter. (*ie. Last week of March, June, September and December*)

Billing: During the grace period/quarter, the customer will be invoiced for the district base rate and will not be accessed for any additional charges.

If the meter is repaired during the grace period, the meter reading will start the beginning of the next quarter following the notification, and normal charges will apply.

Penalty: If the meter is not repaired during the grace period, the customer will be charged the district base rate plus a penalty charge of \$30.00. If the meter is not repaired for any portion of quarters going forward, the customer will be charged the district base rate and a penalty charge of \$50.00.

No past penalties will be refunded or waived if the repair is not completed within 5 months from the date the notification is mailed to the customer. Meters found to be tampered with will result in legal prosecution of the law.

Repairs: Repairs can be made during work hours Monday – Friday 9:00 am – 3:00 pm.

Additional Charges/Repairs: Customers are responsible for any additional charges for repairs scheduled outside the normal work schedule and are payable at the time of the repair.

Repeat Condition: Customers with repeat disconnected meter reader contacts will result in penalties. The penalty will be based on a sliding scale.

First repeat offense will be \$95.00

Second repeat offense will be \$125.00

Third or more offense(s) will have a penalty charge of \$250.00 for each offense.

Note: Penalties are assessed for each individual property, for the current owner of record according to the lot tax map number.

Inquiries can be made to:

Special District Office
1 Main Street
Brewster NY 10509

Levon Bedrosian, Special District Administrator
Michele Fraioli, Special District Clerk
Office (845) 279-8206
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