

Meter Can Policy
Board Approved July 23, 2020

- **Members have a responsibility to protect Entranosa's meter can from damage outside the control of Entranosa.**

Entranosa will make best efforts to locate a meter can in a location that avoids potential vehicle or equipment damage.

If the meter location requires protection; (bollards, rock, jersey barrier) those additional costs will be added to the meter costs.

If a meter or meter can is damaged by a third party without the member's knowledge, Entranosa will replace the damaged meter or meter can at no cost to the member but the member must agree to install protection.

If the member fails to install protection and the meter is damaged a second time, the member is responsible for the repairs.

- **Members are required to allow access at any time to Entranosa's meter can, that is located on member's property.**

If a member fences in the meter can without an access gate, Entranosa will request a gate be installed within 60 days.

If the member cannot allow access because of pets or other livestock issues, the member is required to fence around the meter can within 60 days.

If the member fails to allow meter can access after proper notice is given, Entranosa will fine the member \$100 per month until access is provided.

Once the member has corrected the access issue and is verified by Entranosa, the fine will be reversed or credited back to the members account.

If a member refuses to comply and refuses to pay the fine, after 180 days, water will be turned off and meter can will be locked.

- **Members are discouraged from opening the meter can and turning water on and off. Meter cans and equipment are property of Entranosa.**

Entranosa typically responds within 1 hour of member's request to turn water on and off on non-emergencies.

If a member requires quicker access for repairs, the member can either; have Entranosa or a plumber install an isolation valve between their meter and the yard line; or purchase a meter can key and valve key and request to be trained on proper use by Entranosa.

If a member or their contractor chooses to access the meter can without proper equipment and training, any damage will be charged to the members account.

If a member leaves the meter can open and Entranosa is called out for frozen pipes, the member will be charged for the call out costs.

