



Administrative Policy
SERVICE CONNECTION AND
RECONNECTION SCHEDULING
Water Division – A615

Effective Date:

April 2014

Revised Date:

Service Connection and Reconnection Scheduling Policy

Summary

The Town of Payson Water Division endeavors to provide prompt customer service. However, due to daylight hours, coordination with other existing utilities, potentially dangerous situations, and safety concerns, field work for establishing new service connections or re-establishing existing service connections due to non-payment will only be completed during business hours.

Definitions

Business Hours - 8 AM to 5 PM Monday through Friday, excluding Holidays

Field Work - Physical installation or modification of water service appurtenances throughout the distribution system.

Estimated Schedules

All field work associated with establishing or re-establishing water service will be completed during Business Hours.

Properties with Existing Service Lines

All customers who apply for new service, where an existing service line connection exists to serve their property, by 3:00 PM of each business day, will be scheduled to have the field work completed by the end of the next business day.

All customers who reconcile delinquent payments on an existing service account, by 3:00 PM of each business day will be scheduled to have the field work completed by the end of the next business day.

Properties without Existing Service Lines

All customers who apply for new service, where an existing service line connection does not exist will have a longer waiting time due to potential conflicts with other existing utilities, material availability, and construction time. In this case, the service connection will be scheduled to be completed within 10 business days.