

**Public Water Supply District #3 of Johnson County
Policy and Procedures**

Policy / Procedure number: 2013-005

Subject: Trip Charge

Approval Date: June 19, 2013

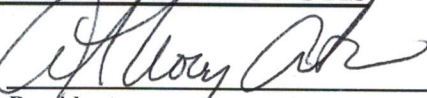
Revision Date: February 23, 2021

POLICY: Effective June 19, 2013 a trip charge is subject to be assessed to any account.

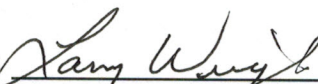
PROCEDURE: Any customer, landlord or property manager that requests PWSD No. 3 to make an onsite visit for any reason other than our daily operations will be charged a trip charge at the current published rate. A 1 time courtesy trip may be made during business hours. If a secondary trip is requested, a trip charge will be assessed. A trip charge will be applied for the following situations, but not limited to only these examples: turning water service on/off more than 1 time in the same month, frozen water pipes on customer's side, checking a water meter for a leak or high usage. Any after-hours call will be billed at after-hours rate.

If a customer has a leak and needs the water meter shut off, a trip charge may not be assessed on 1st occurrence. If it is determined that there is an issue with PWSD No. 3 equipment, or main the trip charge will not be applied. This trip charge will be in addition to the current bill.

**FINAL APPROVAL
BOARD OF DIRECTORS**

By: 
President

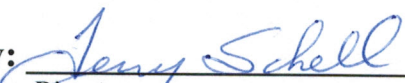
Date: 03/16/2021

By: 
Vice-President

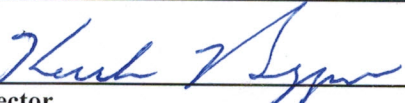
Date: 3/16/21

By: 
Director

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By: 
Director

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By: 
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