



## **RIGHT TO ACCESS SPU-OWNED EQUIPMENT VIOLATION PENALTY POLICY**

The following policy was approved by the SPU Commission on March 4, 2024.

Refusal to grant SPU access to SPU-owned equipment is in violation of SPU's electric and water policies. Allowing access to property for the maintenance, removal, exchange, reading and/or repair of SPU-owned equipment is a condition of service. Failure to comply with policy will result in penalties, followed by disconnection of service.

Prior to assessing a penalty, multiple communications will be made in writing to the customer in violation. If the customer is still non-compliant following these written communications, efforts will be made to contact the customer by phone. No more than two phone attempts will be made, which may include voicemail as a confirmed contact. A final and last written document will be sent to the non-compliant customer that indicates the start date of a monthly penalty on their billing statement and possible disconnection of service. The notification of service disconnection will be sent certified mail.

- The penalty will be assessed for three consecutive monthly billings or until the customer complies with SPU policy, whichever comes first. If the customer grants SPU access (becomes compliant) the penalty will pause/stop.
  - One month of penalties will be waived if customer is compliant within three months.
- If the customer does not comply within the three-month penalty period (which would end on the due date of the third billing statement with the penalty assessed), the customer's service will be disconnected.
  - Inclement weather conditions will be considered before disconnection occurs.
- The monthly penalty amount is communicated on the SPU Fee Schedule and is updated annually.

Policy manuals can be found at [ShakopeeUtilities.com](http://ShakopeeUtilities.com) under Policies. Applicable verbiage includes:

*Meters Property of Shakopee Public Utilities, pg I-9 - All water meters shall be and remain the property of Shakopee Public Utilities and may be removed or replaced or changed as to size and type when deemed necessary. Additionally, on pg I-11 - Reading and Inspection - Employees delegated for the purpose of meter reading shall have free access at reasonable hours of the day to all parts of every building and premises where water meters are connected with the municipal water supply system for reading meters and inspections. In our electric policy manual, on pg 15, 209 Access - The utility shall have the right of access to the Customer's/Property Owner's premises at all reasonable times for the purpose of installing, reading, inspecting, maintaining, or removing any of its meters, devices, or other equipment which is used in the provision of the Customer's electric service.*