

Water Connection Policy

- All water connection requests will have the deposit paid in advance of connection either by check, cash, credit card, transfer or payment agreement.
- Connections will be completed by public works employees only
- No connection will be completed without a resident or a resident representative present with access to the property to ensure no leaks are found. The resident or resident representative must sign the work order ensuring that there is no evident leaks on the customer side of the meter
- The Public Works Employee must ensure the meter is not turning when the meter vault is closed and sealed. By signing their name to the work order, the employee is stating the meter is not turning and the Public Works Employee has no reason to believe that the water service has a leak
- Residents requesting water service connection must adhere to the following guidelines:
 - The Public Works Department will offer A.M. (8 a.m. to noon) and P.M. (noon to 4 p.m.) water connections only.
 - All A.M. connections must be received by the Public Works Department not later than 7:30 a.m. on the day the connection is to be made and they will be completed by the Public Works Department between the hours of 8 a.m. and noon.
 - All P.M. connections must be received by the Public Works Department not later than noon on the day the connection is to be made and connection will be made between noon and 4 p.m.
 - The resident or resident representative must be present in order for the water service to be connected. Upon arrival, the Public Works Employee will knock on the door to make contact with the resident. If contact is not made, the employee will contact City Hall and inform them that no one appeared when they knocked. The employee will wait five minutes and if no one appears, the employee will leave the premises. The resident will need to reschedule the water connection using the above parameters for connections.

Emergency Disconnect Policy

- If a water service customer calls, summons, or otherwise gets the attention of a Public Works Department employee to temporarily disconnect their water due to leaks, maintenance, installation of fixtures, etc., it will be the policy of the Public Works Department to not turn the water service back on until a shut off valve is installed on the customers service line. There will be no stipulations put on type or quality of valve installed or qualifications or experience of installer as it will be installed on the customer's service line for their own private use. It would be suggested that the valve be installed in a location that is easily accessible within four feet of where the water line pierces the foundation/floor and that the valve is operated on a yearly basis to ensure proper operation. This policy will not apply to water leaks between the meter and the primary structure on the property

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Meter Reading Policy

- It will be the policy of the City of Canton Public Works Department to physically read all meters within our system on a monthly basis starting as close to the 20th of each month as possible.
- Due to certain conditions whether it be extreme weather, natural disaster, etc., the Public Works Department can estimate the meter readings for a portion or all meters within the system
- Meters will not be read and estimate bills will be mailed if the air temperature is not forecasted to rise above freezing (32°F or 0°C) during the normal meter reading time frame. The meter pits/vaults will normally hold the temperature above freezing, protecting the water meter from freeze damage. Opening of the pit/vault allows the heat to escape putting the meters at risk of freezing. Also when the lids are removed, condensation on the lip of the ring and lid will sometimes freeze, making it impossible to reseal allowing the temperature within the pit to drop and put the meter at risk of freezing
- When meters are estimated, our billing software automatically averages based on the past 12 months of usage. It does not take in to account changes in family size, water leaks, vacations, etc. Depending upon the reason for not reading, you may request a re-read once the bill has been issued. If the same conditions exist that kept the meters from being read, the re-reads will be done once the hazard has fully cleared and all essential services have been performed
- It will be the collective decision of the Mayor and the Public Works Director whether or not to read or estimate the water meters

Swimming Pool Filling From Fire Hydrant

- It will be the policy of the City of Canton from (?) forward that no swimming pool will be filled directly from a fire hydrant or flushing valve using any City of Canton equipment (except meter) or personnel. If the resident or pool company wishes to acquire enough hose with the proper type of connections and backflow protection, the City of Canton will install a meter with a valve for use by the resident. The resident will be charged a minimum and usage on said meter from the time it is installed until it is removed by the Public Works Department. The City of Canton will not be responsible for any damage to personal property or loss of water resulting from vandalism, equipment malfunction, etc.
- No crossing of streets will be allowed when filling a pool from a fire hydrant.