

PUBLIC WORKS DEPART.  
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# Memorandum

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Date: June 6, 2007  
To: Individuals Requesting a Building Permit  
From: Public Works Department / Finance and Administration  
Lindsay Warren, Administrative Coordinator/Utility Clerk  
cc: Public Works Department Files  
Subject: City of Ridgefield Procedures for Initiation of Billing for Utility Services

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Following is the City of Ridgefield's procedures for initiation of billing for utilities, including water, sanitary sewer and stormwater services, for commercial and residential customers:

## Residential:

1. Customer completes a Water Meter Install Request Form when building is in need of water service.
2. Public Works Department installs water meter upon verification that meter box, meter setter, and other associated items have been installed by the contractor per the City's current Engineering Standards for Public Works Construction. Installation will occur according to workload, usually within two weeks of request.
3. Upon installation of water meter, customer is immediately entered into utility billing system. The City will begin billing the customer for water, sanitary sewer and stormwater services once the customer information is entered into the billing system. Services are pro-rated accordingly dependent upon installation date.

## Commercial:

1. Customer completes a Water Meter Install Request Form when building is complete or in need of water service.
2. Public Works Department installs water meter upon verification that meter box, meter setter, and other associated items have been installed by the contractor per the City's current Engineering Standards for Public Works Construction. Installation will occur according to workload, usually within two weeks of request.
3. Upon installation of water meter, customer is immediately entered into utility billing system. The City will begin billing the customer for water and sanitary sewer services once the customer information is entered into the billing system. Services are pro-rated accordingly dependent upon installation date.
4. Stormwater will not be billed until notification is received from City Engineer that project structures and any impervious surfaces are in place. City Engineer will provide total impervious square footage to Utility Clerk for appropriate billing amount.