

CUSTOMER NOTIFICATION

Section 1. PURPOSE

The purpose of this policy is to state the method and action of notification for the customers of the Bedford Regional Water Authority (“Bedford Water”) in response to leak notifications, emergency events, and planned events in which their water and/or sewer service may be disrupted.

Section 2. LEAK NOTIFICATIONS

- A. Bedford Water strives to notify customers of unusually high water usage that may indicate a potential leak. This determination is made based on information such as the following:
 - 1. A meter reading indicating unusually high flow for the past 35 days of the account; or,
 - 2. A meter reading report indicating an intermittent or continuous leak.
- B. The following actions may be taken to assist customers who may have experienced higher consumption:
 - 1. A letter or phone call is generated to the customer indicating the type of potential leak detected;
 - 2. Suggestions may be provided of ways to detect if there is a leak inside or outside of the home;
 - 3. Suggestions may be provided on how to fix the leak and/or when it may be suggested to call a plumber.

Section 3. EMERGENCY NOTIFICATIONS

- A. Notifications will be attempted in an emergency event (water/sewer service disruption, sewer overflow, etc.) based on the number of customers, time of day, type of emergency, and length of impact. The types of notifications used will be determined by the Communications Department, Customer Service Department, and/or Maintenance Department.
 - 1. Bedford Water will attempt to directly notify the affected customers by telephone or email using internal records. Alternatively, notification may be made using an automated notification program similar to the “Alert Bedford” program; this is a system that customers must sign up for to receive notifications via email, text, or phone.
 - 2. Bedford Water will put a recorded announcement on the greeting for incoming calls to Bedford Water providing details of the disruption.
 - 3. A notification will be posted on Bedford Water’s social media accounts.
 - 4. Bedford Water may attempt to notify the affected customers by visiting the customers in person. If the customers are not available, notification hangers will be placed on an exterior door of the premises.

Section 4. PLANNED NOTIFICATIONS

- A. Bedford Water will utilize one or more of the actions outlined in Section 3 based on the number of customers, time of day, and type of event, and may also:
 - 1. Attempt to directly notify the customers with a written mailed notice.

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Section 5. PRIORITY NOTIFICATIONS

- A. Bedford Water recognizes the critical importance that water and sewer service provide for customers. Customers who have an urgent need to be informed of any service disruptions will be considered priority notifications.
 - 1. For customers needing priority notification, Bedford Water strongly encourages them to “like” Bedford Water on Facebook so that they will get all notices that are sent via this social media format.
 - 2. A list of priority notification customers will be maintained for each of the service areas of Bedford Water; the list will contain the contact information for those individuals who would like to be notified of any type of service disruption taking place near their property. These lists will contain, at a minimum, the following information:
 - a. The location of the property where the connection of concern exists
 - b. The name of the customer
 - c. The primary contact information, including name, phone numbers, and email address of the person who should be notified of any service disruption.

Section 6. REVISIONS

- A. This policy was approved and adopted by Bedford Water’s Executive Director on March 26, 2013, effective July 1, 2013.
- B. This policy was modified as follows:
 - 1. Approved September 27, 2022, effective October 3, 2022:
 - a. Section 2 was expanded to provide more information on leak notifications
 - b. Section 3.B. was modified to explain the use of “Alert Bedford!”
 - 2. Approved August 26, 2026, effective September 7, 2026:
 - a. The policy was rewritten to reflect current practices.