FSSD Customer Meter Access Policy

Policy Title: Customer Access and Tampering Policy
Effective Date: June 12, 2025
Approved by: Fruitland Special Service District Board of Trustees

Purpose

To protect the integrity of the District's water metering infrastructure and ensure public safety, FSSD establishes the following policy prohibiting unauthorized access to water meters by customers or the general public.

Policy Statement

Water meters and associated equipment (e.g., MXU wires, shut-off valves on the District's side of the meter) are the property of the Fruitland Special Service District and may only be accessed, serviced, or operated by authorized FSSD personnel or their designated contractors.

Policy Provisions

1. **Unauthorized Access Prohibited**
   Customers and property owners are strictly prohibited from:
   - Opening meter lids or meter boxes
   - Turning water service on or off at the meter
   - Altering, tampering with, or attempting to repair any part of the meter or attached components
2. **Customer Responsibilities**
   - Customers must notify the District if they experience water issues, suspect a leak, or believe their meter is malfunctioning.
   - Customers are responsible for maintaining plumbing and shut-off valves located on their side of the meter (downstream of the District's equipment).
3. **Recommended Shut-Off Valve Installation**
   To reduce the need for customers to access the District meter, all customers are encouraged (and may eventually be required) to install a personal shut-off valve on the customer-owned side of the meter.
4. **Penalties for Tampering**
   Any tampering, damage, or unauthorized access to District meters may result in:
   - A tampering fee or cost recovery for repairs
   - Immediate discontinuation of water service
   - Legal action in accordance with Utah Code §76-6-206 (criminal mischief) and §76-6-108 (interference with public utility)
5. **Reporting Concerns**
   Customers should report any suspected issues with their meter by contacting the District office at 435-548-2399.