



UTILITY BILLING POLICIES

ADOPTED SEPTEMBER 2018

Princeton Water & Wastewater Commission

101 E. Market Street - PO Box 231

Princeton, KY 42445

270-365-9301

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**Princeton Water & Wastewater
Miscellaneous Billing Rates**

Description	Rate
Meter Deposit Residence / Small Commercial	\$ 200
Meter Deposit Large Commercial	\$ 500
Water / Sewer Tap Fee	\$500
5/8" Water Meter Setting and Tap	Greater of \$ 1300 or Time + Equip + Materials*
Larger Water Meter Setting and Tap	Greater of \$ 1,500 or Time + Equip + Materials*
Sewer Laterals and Tap	Greater of \$ 2,000 or Time + Equip + Materials*
Fire Hydrant Flow Testing	\$250
Site Dressing – topsoil, smooth, seed & straw (optional on meter settings and sewer taps)	Greater of \$100 or Time + Equip + Materials*
Man Hours (regular)	\$ 50 / hour / man
Man Hours (overtime)	\$ 75 / hour / man
Service Call / Investigation Charge/ (regular hours)	\$ 50 per call
Service Call / Investigation Charge (overtime hours)	\$ 75 per call
Connection Fee (upfront new customer)	\$50
Trip Charge	\$35
Disconnect / Reconnect Fees – <i>if employees make trip to disconnect and customer pays, customer will still be assessed a trip charge of \$35.</i>	\$70
Photo Copy Charge	\$0.50 per page
Meter Profile Charge	\$50 + \$0.50 per page
Returned Checks	\$35
Late Penalty	Bill + 10%
10 day Late Charge	Bill + 10% + \$10
Backhoe	\$ 75 / hour + Man Hours
Air Compressor	\$ 40 / hour + Man Hours
Dump Truck	\$ 50 / hour + Man Hours
Sewer Machine	\$100 / hour + Man Hours
Tractor	\$ 40 / hour + Man Hours
WB TILLER	\$20/HOUR + MAN HOURS
Camera Inspection	\$130 for first hour \$ 25 / hour + Man Hours 2 men min
WB Road saw	\$ 35 / hour + Man Hours
Materials	Cost + 30% markup
*- On all rates where Materials are part of the final cost, the 30% mark-up will apply.	

Service Call / Investigation Charge: Will be assessed when a customer requests PWWC personnel to investigate a service issue and produce a consumption profile and it is determined the problem is a result of the customer's own

plumbing facilities beyond the delivery point of the PWWC. **The Superintendent will be responsible to update the rates and present recommendations for approval by Commission members if changes are necessary.**

INFORMATION TO CUSTOMERS

PWWC will provide customers information regarding rates and policies upon request. PWWC will also provide a statement of monthly consumption for the previous twelve months of a customer's account upon request. PWWC has the ability to provide the customer with a Meter Profile which will provide the consumption on an hour by hour basis, upon the customer's request PWWC will provide this profile at no charge once every 12 months. Customer information is only given after a customer provides proper identification to ensure they are the account holder. PWWC may utilize information channels such as newspapers, radio, mail, website, social media, and or television to inform customers as necessary.

REQUIREMENTS FOR REQUESTING SERVICE

PWWC requires a deposit for water and sewer service if you do not own the property or if you have ever had service disconnected for nonpayment. To make a request for these services, the customer must come to the PWWC office and provide the following information:

Complete an application for utility service.

A legal identification with customer's picture and signature.

Immediate payment for any accounts due that have not been paid.

A correct address for the requested service.

A Meter Connect/New Account Fee payment.

If property owner, satisfactory proof of ownership such as a deed. Customer must have all above requirements completed by 11:30am for services to be connected on the same day. If requirements are not completed by 11:30am services will be connected the following business day.

REQUIREMENTS FOR NAME CHANGE ON ACCOUNT

A name change on an account may take place for different reasons. These reasons can vary from, but are not limited to, divorce, or should a roommate move out. You may be asked to provide proper documentation for the name change to take place. If deposit was made and returned, a new Deposit may be required. PWWC has the right to accept or deny name change. Customer is required to fill out new connection sheet with new/updated information. Responsible party will assume all history on the account.

BILLING – PWWC CUSTOMER ACCOUNTS

PWWC customers are billed on a monthly basis. The due date is on the 5th of the month for all PWWC customers. A rate schedule is available upon request.

The customer's bill reflects the following:

The due date.

The amount due.

Amount due after due date, which includes penalty.

METHODS OF PAYMENT

Payments can be made at our office located at 101 E. Market Street. If daytime payment is not convenient, please use our drive thru window night drop payment box. After hour payments should be in the form of check or money order only.

In addition to making a payment in the office or by mail, PWWC offers two additional methods of payment for customer convenience. Note if mailing payment allow ample time for delivery before the due date.

Automatic Bill Payment - (ABP)

On-Line Bill Payment - (OBP)

AUTOMATIC BILL PAYMENT - (ABP)

PWWC offers customers the convenience to deduct their bill directly from their checking account which ensures the customer their bill is always paid on time in order to negate any late fees due to oversight. The criteria below must be followed:

Customer must have a checking account.

Customer must provide a "voided" check or bank documentation that contains the bank routing and customer's checking account numbers.

Customer will need to fill out a form provided by PWWC allowing funds to be deducted from the checking account.

Customer will still receive their monthly bill that can be used to verify the correct payment deduction.

When first setting up ABP, it may possibly take 1 billing cycle for the automatic payment to go into effect depending on the date ABP is requested

If a participating ABP customer has more than two rejects for any reason within a twelve-month period, the customer will be removed from the ABP withdrawal service.

ON-LINE BILL PAYMENT – (OBP)

PWWC offers customers the ability to conveniently pay their bill using our online payment service. Go to www.princetonwater.com and click on the "Pay Bill Online" tab. This tab will direct you to the online bill payment service.

Payments can be made using this payment method any time before 12:01 am on the due date to avoid late penalties. The same applies to payments made before the disconnection day.

LATE CHARGES/DELINQUENT NOTICE

If a bill is not paid on the due date a 10% penalty is added to the bill, 10 days after the due date a late charge is added, and 11 days after the due date you will be considered delinquent and services will be disconnected.

ENDING SERVICE

When water and sewer service is no longer needed, the customer should come to the PWWC office and provide the following information in order to terminate service:

1. A legal identification with customer's picture and signature.
2. Sign an order, which includes a disconnection date.
3. Forwarding address.

If Customer is unable to come into the office to disconnect service, they may call our office to have services disconnected. Customer must be able to verify SSN.

To have services disconnected the same day, the customer must be in our office no later than 11:30 am. If the customer has a meter deposit, the final bill will be deducted out of the meter deposit & customer will be refunded the difference, if there is any. Meter Deposit refunds are issued on the first Friday after services have been disconnected. If customer wishes to pick up the refund check in the office, refunds will be available after 4:00 pm .

REQUIREMENTS FOR REQUESTING NEW SERVICE

In order for PWWC to construct a new tap for water or sewer service, the Customer must provide PWWC with a Plumbing Permit. A Plumbing Permit is acquired through the Plumbing Inspector. A Plumbing Permit is required along with the appropriate fees before any work can be started. All services must adhere to PWWC Cross Connection Regulation (regulation #8-21-08).

A copy of the deed is also required for said property. If customer is not the property owner, PWWC must receive notarized written notification from the property owner to proceed.

FIRE HYDRANT FLOW TESTING

PWWC will conduct a dual hydrant flow test upon request. A flow test fee will be charged. The flow test fee will need to be paid before test is conducted. This test will provide gallon per minute and residual at the flow hydrant. PWWC will also take static and residual readings at the static hydrant. Fire hydrant flow tests measure water main pressure in a location by opening and flowing fire hydrants over a short duration of time. One hydrant is gauged for pressure and another hydrant is flowed to determine the residual pressure of the water system at the location. Information gathered includes static pressure, residual pressure, pitot reading, main size, volume of flow, date of test, and outlet size.

Only PWWC employees are authorized to conduct flow tests on our system. A fine will be charged to system intruders who try to conduct these tests on their own.

DOOR TAG NOTICES POLICY

PWWC may issue door tags to customers for the following:

- Excessive / Irregular Water Use.
- Notification of Returned Check / ABP Reject / Credit Card Chargeback
- Order to contact our office.
- Interruption of water service due to repairs.
- Notification of Boil Water Advisory (BWA)
- Notification to discontinue BWA

ACCESS TO PREMISES POLICY

A basic provision of PWWC's water and sewer utility rights is that PWWC personnel have access to a customer's premises to inspect, repair, and service our water and sewer system. These services will be conducted at reasonable hours unless there is an emergency.

The Superintendent shall have the right to discontinue water service to any premises where there is not easy access to the meter. Any authorized representative of the Commission shall, at all times, have the right to enter the premises where the meters are installed for the purpose of reading, testing, removing or inspecting the meter or for the purpose of inspecting any pipe or fixture connected to the municipal water system. No person shall hinder, obstruct or interfere with the employee in the lawful discharge of these duties under this section.

WATER METER TESTING POLICY

If a customer feels their water meter is not registering the correct amount of water used, they may request that their meter be tested. PWWC will remove the meter in question and have it tested by an independent certified meter technician. The meter test fee will be collected before the meter is sent.

If the water meter is registering more than 100% of the actual water usage, PWWC will adjust the customer's bill and reimburse the customer for the testing of the water meter. If the meter registers 100% or less of the actual water usage, the customer's meter test fee and original amount billed will stand.

INTERRUPTIONS IN SERVICE POLICY

PWWC strives to supply their customers with uninterrupted water and sewer service. There are times, of course, when repairs to our system may interrupt these services. If at all possible, PWWC will notify the customer of service interruption. Under emergency conditions though, it is not always possible to notify customers before water or sewer shutdown. PWWC assumes no responsibility for damages or claims as a result of any interruption of service.

METER RELOCATION POLICY

Policy and procedures for Princeton Water & Wastewater to relocate a meter at a customer's request:

In the event a customer requests their meter be relocated, it shall be performed on a time and material basis by Princeton Water & Wastewater personnel.

METER SIZE REDUCTION OR INCREASE POLICY

Policy and procedure for Princeton Water & Wastewater to reduce meter size at customers request:

Meters will be reduced to standard five-eighths (5/8") residential size from a 1" size meter at no cost to customer. However, existing meters will be held in reserve inventory by Princeton Water & Wastewater for future increase installation at this location.

Meters reduced from sizes 1" and larger will be reduced at customer's expense based on time and material. Meter size becomes affixed to new size.

Meter size increases will be performed on time and material basis.

Work to be performed by Princeton Water & Wastewater personnel.

INSTALLMENT PAYMENT POLICY

It is not the intent of the Princeton Water and Sewer Commission to provide financing for a customer's tap-on fees, extension assessments or any other charges. When a customer requests to pay any such charge in

installments and the Superintendent determines that alternate financing is not available to said customer, or said customer is unable to pay said charge when due, the customer may be allowed to pay said charge in installments subject to the following conditions:

- The full amount of any inventory and/or miscellaneous materials used in the project must be paid up front and will not be financed.
- Term shall not exceed 12 months
- Interest shall be charged on the unpaid balance at 18% per annum or the maximum rate allowed by statute, whichever is less.
- Amount of monthly payment will be added to customer's primary residential bill with disconnection of services possible should the full amount due go unpaid.
- The customer shall sign a promissory note or agreement evidencing the indebtedness. Failure to pay any installment when due may result in termination of services.
- Depending on the amount being financed, the Commission may elect to take a mortgage on any property deemed for the extension or connection being financed. Any legal fees will be included in the note agreement.

Should work be performed at rental properties and the owner of said rental property does not have service with PWWC, no payment plan will be established.

For those existing payment plans established prior to June 30, 2015, notice shall be given that interest will begin to be charged on the balance outstanding as of June 30, 2015. Future payments will be applied first to interest then to principal. In addition, a promissory note must be signed immediately with the ability to file a lien on the property where improvements were made should a payment be missed.

COLLECTION OF MISCELLANEOUS BILLINGS POLICY

The following procedure shall be followed for collection of miscellaneous billings:

An invoice for the assessment shall be mailed to the property owner upon providing the service. The amount of the invoice shall be added to the account at the next billing cycle and will be due according to the normally scheduled due date.

Any assessment not paid when due shall be cause for disconnection of services. An installment payment plan may be established by the property owner according to the terms contained in the Installment Payment Policy.

COLLECTION OF ASSESSMENTS FOR IMPROVEMENTS POLICY

The following procedure shall be followed for collection of assessments for water and sewer improvements:

An invoice for the assessment shall be mailed to the property owner upon providing the owner access to use of said improvement. The amount of the invoice shall be added to the account at the next billing cycle and will be due according to the normally scheduled due date. Should services at the address not be connected at the time the work is performed, the full amount of the invoice shall be due in full upon receipt.

Any assessment not paid when due shall be cause for disconnection of services. An installment payment plan may be established by the property owner according to the terms contained in the Installment Payment Policy.

If payment of the assessment is not received and no installment payment agreement is entered into within thirty (30) days, notice of the Commission's lien, pursuant to KRS 91A.280, shall be filed in the Caldwell County Clerk's

office. The Commission may, in their discretion, direct that an action to enforce their lien for payment of an assessment for water or sewer improvements be brought in the Caldwell Circuit Court.

First and Final Bill Policy

First Bill

- If a customer is on service when route is loaded they will receive a bill.
- If usage is less than 15 days and less than minimum usage, the bill will be prorated.
- A connect fee is collected up front when a customer goes on service.

Final Bill

- Final bills will be processed as ordinary bills if over the minimum usage.
- Bills read out after the cycle is processed will be billed as follows.
All customers with a final bill at or below the minimum usage will receive a minimum bill regardless of usage or days of services.
- If a turn off is done as the cycle is read, the bill will be processed with that reading.
- In no case should the last/final bill be mailed to a customer at the disconnected address.

Meter Deposit Exempt Policy

- Homeowners in good standing with the Princeton Water Department are not required to make a meter deposit.
- Renters will be required to make a deposit in advance of the water service being connected.
- If a homeowner stands good for another house (i.e. rental) they will be required to come into our office and sign a Meter Exempt Form.

THEFT OF SERVICES POLICY

If an employee discovers that a water meter has been altered, tampered with, or bypassed in such manner that the proper recording of usage may have been affected, or that service has been reconnected without authorization, after having been disconnected by the Commission, he or she shall attempt to have same verified by a law enforcement officer or other Commission employee before removing the device used to alter or bypass the meter or repairing or removing said meter. If possible, pictures of the device or altered meter are to be taken as evidence and are to be scanned and attached to the customer's file.

If the Superintendent determines that service has been received as a result of altering, tampering with, or bypassing a meter, or reconnecting service without authority, the person or persons obligated to pay for service supplied through such meter shall, prior to resumption of normal service to the residence served by such meter, be required to:

- Pay all past due amounts for said residence for the periods where, according to the Superintendent, services have been received. A meter profile report will be used to determine the usage. Past due amounts will be calculated for water, sewer, any applicable taxes, and customer service fees.
- Pay a minimum meter deposit or the total of the two highest consecutive monthly bills over the past twelve month's history (as determined from the meter profile report).

Any installment payment terms agreed to when theft of services is suspected shall be at the discretion of the Superintendent with approval from the Commission. Repayment terms shall follow the guidelines contained in the Installment Payment Policy.

Regardless of any payment arrangements made or resumption of services, the Commission shall reserve the right to seek criminal prosecution of any individual believed to have committed a theft of services.

Bad Check Policy

As standard procedure, when our office receives notification from our bank of a returned check for insufficient funds and/or an ACH payment, our office first attempts to contact the customer by telephone to advise them immediately. They are informed that they have until noon on the following business day to take care of the check/ACH payment at our bank. At that time, they will receive a receipt showing they have taken care of the check/ACH payment and must come by our office to show us the receipt. If they fail to take care of the insufficient fund check/ACH payment by the allotted time, they are charged a returned check fee and the amount paid will be added back onto their account. If payment is not made by the disconnection date, the customer's service will be disconnected.

If our office is unable to reach the customer by telephone, our maintenance crew will provide a one-time courtesy door tag to the residence with the same information noted above.

If the same customer has two (2) returned checks/ACH payments, our office will no longer accept checks from the customer or if it's an ACH return, they will be removed from the Automatic Bank Draft. They will therefore only be able to pay with cash, money order or credit/debit card.

LEAK ADJUSTMENT POLICY

Princeton Water and Wastewater Commission (PWWC) will review a customer's account when he or she experiences usage higher than their **twelve** month average due to a leak. No adjustment will be made if the amount of the total adjustment is less than **\$35**. An adjustment can be made once in a **24** month period for both water and sewer. No adjustment shall be made until the customer provides **proof** that the leak has been repaired. Proof can be in the form of a plumber's invoice for repairs or receipts from the customer for materials purchased to repair the leak. **Evidence must include the date repaired, materials used, and location of the leak in the customer's plumbing system.** After proof has been provided that the leak has been repaired PWWC personnel will be sent out to check that meter is no longer indicating a leak. If PWWC personnel are sent out more than once a trip charge will be added to the bill. **No adjustments will be given if meter still indicates a leak.**

Based upon the following circumstances, PWWC will grant an adjustment of 50% of the water usage and 100% of the sewer usage above the twelve month average.

1. The leak was within an underground water service line between the meter and the exterior of the building.
 2. The leak was within the building and was due to a ruptured line or similar sudden release of water.
 3. The leak was within the building and was at a location, such as within the walls or crawl space, where the leak would not have reasonably been discovered.
- **No water adjustments will be made for leaks in buildings that have no heat available during the winter months. A sewer adjustment may be given if it is determined that the water did not enter the wastewater system.**
 - **No water adjustments will be made for leaks on property that is unoccupied. A sewer adjustment may be given if it is determined that the water did not enter the wastewater system.**
 - **No adjustments will be made for new buildings less than one year old. The contractor should be responsible for the first year after completion.**
 - **No adjustment will be made if the leak was not fixed in a timely manner after being notified by PWWC.**

If the leak was within the building and should have been detectable by ordinary means or methods (i.e. faulty toilets, dripping faucets either inside or outside, or malfunctioning appliances, etc.) the water adjustment shall be 25% of the usage above the twelve month average and 50% of the sewer usage above the twelve month average so long as the total adjustment is = or greater than \$35.

Pool Adjustment Policy

PWWC Customers are allowed one pool adjustment per year, if the customer makes prior arrangements & gives the office personnel before and after meter readings. If customer does not provide readings a 12 month average on sewer will be used, but to qualify the amount must make a difference of \$35 or more. Note this is a sewer adjustment only.

DISCONNECT POLICY

PURPOSE:

To provide a standard guideline for the collection of past due accounts and to establish the procedure to be followed before services are cut-off due to non-payment.

POLICY:

A 10% late payment penalty will be added to any monthly bill not paid or posted by the bill due date. If payment is not received within ten days from the bill due date, an additional late charge penalty will be added to the amount due on the next business day after the 10th day following the due date. Should a due date fall on a weekend or holiday, the customer has the next business day to make payment without being considered delinquent and without additional penalties being applied.

In an effort to try and avoid disconnection of services, PWWC will attempt to contact the customer prior to the late charge penalty being assessed. If payment has not been received by noon on the day following assessment of the late charge, PWWC personnel will be sent to disconnect services. If services are disconnected, a disconnect/trip charge will be assessed and will be payable in full prior to services being reconnected.

Should the customer request to pay the bill at the time the PWWC personnel are attempting to disconnect, the disconnect/trip charge will be payable in addition to the bill and any applicable late charges and penalties. It is preferred that this amount be collected; however, should the customer only have the amount for the bill and the applicable late charges and penalties, the disconnect/trip charge will be added to the next bill to be paid on or before the next due date.

When a customer is placed on the disconnect list, PWWC personnel will check the system to see if the customer has made a deposit. If a deposit has been obtained, it will be determined whether the amount is sufficient to pay for the highest two consecutive billing periods of the customer in the past twelve month's history. If not, the customer shall be notified that additional funds shall be required to be deposited. Additional deposit amounts may be billed in \$50 increments until paid in full. Non-payment of this amount on future bills will lead to disconnection.

If the customer is the property owner and a deposit had not been required in the past, the customer will now be required to make a deposit. The minimum deposit will be the greater of the standard deposit or the total of the two highest consecutive monthly bills over the past twelve month history.

If the customer previously had a guarantor sign for them, they will now be required to make a deposit. In addition, the guarantor is to be notified that the customer is now being required to make a cash deposit in order to continue to obtain services. The minimum deposit will be the greater of the standard deposit or the total of the two highest consecutive monthly bills over the past twelve month history.

RECONNECT POLICY

PURPOSE:

To provide a guideline for reconnecting the water supply to customers who have had their water disconnected due to non-payment of bill.

POLICY:

Before the water supply is reconnected, the past due bill and all subsequent disconnect/trip charges in addition to the reconnect charges must be paid in full. Reconnects will only be made during normal operating hours.

Upon reconnection, the customer will be notified of any increase in their required deposit. Should the customer not be able to pay the additional deposit in full, the amount will be billed in \$50 increments until paid in full. Non-payment of this portion of future bills will lead to disconnection.

Should service not be reconnected and the account is made final, a copy of the bill and any past due amounts will be sent to both the customer and to any Guarantor on file. The Guarantor, if any, shall be notified that service has been disconnected for the individual for whom the Guarantor signed and that should the customer not pay the final bill, it is the responsibility of the Guarantor to pay the amount in full.

Purchase, Receiving, & Payment Policy

A. PURCHASES

PW&W no longer operates using purchase orders numbers. However, S.O.P. should be as follows:

It will be necessary to obtain the price of material in advance, and also to record all other information as to quantity, size, part numbers, etc. in order to track items as they are

received.

All orders over \$500.00 must first be approved by Superintendent before purchase is made.

B. RECEIVING MATERIALS

All materials purchased must have a saleslip with items listed and department supervisor's signature who received the materials. Materials ordered from out of town suppliers will be shipped by UPS or truck. The person receiving materials is to sign the delivery receipt. It is the responsibility of the supervisor of the said department to verify that the materials are as ordered, the order is complete or partial, and determine whether any of the parts are backordered, damaged, or missing. All packing slips will be stamped & signed by department supervisor and given to accounts payable clerk to be compared against bill or invoice.

C. PAYMENT OF BILLS

After invoice for said materials is received from vendor, all packing slips will be compared against the invoice by the accounts payable clerk. All necessary information will be needed before a check can be written for payment. Only after the above requirements are met will a check be issued to the supplier. It will be the responsibility of the accounts payable clerk to check all necessary requirements. If they are not met, the accounts payable clerk will inform the department supervisor as to what is needed. In the absence of the department supervisor, the Superintendent shall sign and approve the bill to be paid.

Public Records Policy

In order to comply with the Open Records Act contained in Chapter 61 of the Kentucky Revised Statutes, the following rules and regulations shall be followed by Princeton Water & Wastewater (PW&W):

I. All requests for inspection of public records of the Princeton Water & Wastewater must be submitted to the Princeton Water & Wastewater's Office, 101 E. Market Street Princeton, Kentucky 42445. Requests may be sent by mail to P.O. Box 231 or by email to jason@princetonwater.com.

The request must be in writing and include the following information:

1. Name, mailing address and telephone number of the individual requesting to inspect the records.
2. The specific record(s) the requestor wishes to inspect or to receive a copy of.
3. Whether the records are requested for commercial or noncommercial use. If requested for commercial use, a certified statement stating the commercial purpose for which the records will be used. (A form is attached to aid citizens in making their request and also for PW&W personnel to give out in response to requests.)

II. All requests for Public Records will be dealt with during PW&W office hours.

1. Upon receipt of a written request, the Superintendent or his designee will respond within seven working days. If the records requested are open for public disclosure PW&W will either for a fee provide copies of the requested records or set a time when a requester may inspect the requested records. If the set time is not convenient for the requestor, the PW&W Office will attempt to coordinate a new inspection time

convenient to all parties, but it may exceed seven working days. If the requested record is not open for public disclosure PW&W will notify the requestor and provide the exception to the Open Records Act under which the request falls.

2. For public records requested in standard format for noncommercial purposes, there will be a charge for photocopied material. If the requested information is in electronic format the cost of the media and any mechanical processing may be charged. Additionally, PW&W may charge postage fees. PW&W will not charge for staff time required to reproduce records for noncommercial use. Any fees shall be paid before copies are made.
3. For public records requested for commercial purposes, PW&W may require the requestor to enter into a contract which will include the fees charged by PW&W. PW&W will charge staff time required to produce copies of the records. Any fees shall be paid before copies are made.

III. Princeton Water & Wastewater shall make every effort to be as responsive as possible to the public regarding access to City records. For that reason, each Department Supervisor is required to maintain records for their department. This should be done in an organized manner. Files should be easily accessible and when possible an electronic Copy should be made and backed up on a drive. PW&W requires the cooperation of all departments, failure of any employee to cooperate shall be viewed as a direct violation of PWWC Personnel Policies and the employee shall be subject to the disciplinary actions set forth in those Policies.

IV. Certain records are not public records. Those which are not public are specified in federal and state law or rulings of the Attorney General or Courts. Princeton Water & Wastewater will not make those exempted records available for public inspection.

Revisions-

Revised November, 2018