

**GENERAL STATEMENT OF POLICY**

12.01 It shall be the policy of the Region of Queens Municipality that whenever it is necessary to carry out emergency repairs to the Liverpool Water System that the general public will be notified by the appropriate means.

**POLICY INFORMATION**

12.02 If for any reason water service to a customer is to be disconnected, the customer will be given forty-eight (48) hours written notice, except in an emergency situation, where verbal notification will be given if time permits. Such notice shall contain the reason for the disconnection as well as the conditions by which it will be reconnected.