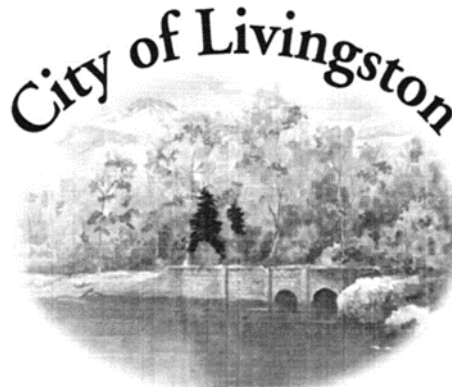


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*Incorporated 1889*

**Chairperson**  
Dorel Hoglund

**Vice Chair**  
Quentin Schwarz

**Commissioners**  
Mel Friedman  
Warren Mabie  
Melissa Nootz

## **CITY POLICY FOR MULTIPLE WATER METERS ON A SINGLE CITY SHUTOFF** **24 March 2021**

The City of Livingston has several instances of multiple water meters to individual customers being serviced by a single city physical shutoff. A physical shutoff is a manual shutoff valve accessible by the City of Livingston Public Works Department. Where these situations currently exist the City has experienced difficulty with one customer being delinquent on their water and sewer accounts and the City is reluctant to shutoff all the customers serviced by the single shutoff. In the past, City Staff has been able to contact the property owner/property management/landlord to work through the issues individually, however, the increase in city population and the increased frequency with which this situation is arising has made that practice impractical and an undue burden on City Staff and resources.

To remedy the situation, the City will no longer interface with property owners/property managers/landlords on an individual basis. Delinquent accounts will trigger the suspension of service for all meters on the associated shutoff and the owner will receive a copy of the shutoff notice. The City strongly recommends that property owners take one of the below actions to prevent multiple services being shutoff for one delinquent utility account:

- 1) Upgrade the water infrastructure to have one physical shutoff for each meter.
- 2) Replace the current meters for each individual utility customer with meters that have an integrated shutoff valve that is remotely controlled by the Public Works staff.
- 3) Assume responsibility for the payment of the entire utility bill for the property on one primary meter and if recoupment of that cost is desired either bill tenants individually or include the cost in the base rent.

If property owners would like to create a different agreement with the City due to extenuating circumstances, approval from the City Manager will be required with a Memorandum of Understanding (MOU). This policy applies to both residential and commercial properties.

**This policy will remain in effect until rescinded or superseded.**

Michael J. Kardoes

A handwritten signature in black ink that reads "Michael J. Kardoes".

City Manager