

RISK COMMUNIQUÉ

Utility Meter Access Customer Service Notice

Dear Utility Customer:

When the utility company comes to your home to read your meter, it's important for accurate billing that the meter reader has access to your meter.

Here are just a few examples of situations that can make the meter reader's job difficult or even impossible:

- Someone has put a fence around their home and locked the meter inside.
- A garage has been added, and the meter is now locked inside.
- A small bush has grown tall enough to block the meter.
- A dog has been left outside to protect the property.
- After a snowfall, a path to the meter has not been made, or the snow has been plowed under the meter.

If any of these situations sound familiar, remember that if you can't get to your meter, neither can we. These situations make the job of a meter reader more difficult. Please help us do our job safely and cost effectively.

If you have any questions about your meter or need to make arrangements for the meter reader to have access, please call us.

Thank you,

(Insert Utility name)
(Insert Utility address)
(Insert Utility phone number)

This is a sample guideline furnished to you by Glatfelter Public Practice. Your organization should review it and make the necessary modifications to meet the needs of your organization. The intent of this guideline is to assist you in reducing risk exposure to personnel. For additional information on this topic, you may contact your GPP Risk Control Representative.