



## NOTICE TO CONTRACTORS ON A NEW POLICY

### SCHEDULING INSPECTIONS & INVESTIGATIONS

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We now require a minimum of 24 hour notice of requested scheduling for all field inspections for connections, meter plumbing inspections, and investigations. Contractors and customers who are not ready at their scheduled inspection times may be charged a return fee if they do not call with adequate notice at least 2 hours before cancellation.

In all cases, contractors and customers must speak with our Clerks for scheduling their appointment. *Leaving a message is not considered to be a scheduled appointment.*

Customers who miss appointments will be required to pay the return fees at our office located at 1201 Lakeside Ave, Cleveland, OH, before we will reschedule another inspection.

CWD reserves the right to use our discretion in applying return fees as this new policy is implemented.

*Your suggestions or comments can be directed to my attention as we move toward more efficient operations.*

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