



**Lynnfield Center Water District**  
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Commissioners:  
Robert B. Almy, Chairman  
Joseph T. Maney  
Anders F. Youngren

Superintendent:  
John V. Scenna

# MEMORANDUM

**To:** Board of Commissioners

**From:** John V. Scenna, Superintendent, Lynnfield Center Water District

**cc.** Christine Smallenberger, Office Manager, LCWD

**Date:** October 23, 2019

**Re:** LCWD Policy on Non-Responsive Customers

Passed by  
LCWD 10/28/19

The Lynnfield Center Water District reads meters on a monthly basis. Houses with meters that do not register a read are reported to the Office. When homeowners allow access, District employees assess and repair the issues found at no additional cost to the homeowner. The following procedures are currently in place when attempting to reach customers to coordinate access:

1. The attached notice is left on Customers Door shortly after the meter is found to not be registering properly;
2. After seven working days, a second notice is left on the door;
3. After an additional seven days, the attached letter is mailed to the customer.

*We are requesting that accounts that go through the above listed process for two consecutive months be sent a letter from the District. Said letter shall be sent via certified mailed and shall state that per LCWD policy, access to the meter must be coordinated within 15 days of receipt or the account will be assessed a non-refundable \$50 per month non-reading fee. Fee will be assessed on every month until said meter is repaired and properly reading.*