

TITLE: CITY OF DRUMHELLER
POLICY A #2-91
WATER METER READER SAFETY POLICY

THE PURPOSE OF THIS POLICY IS TO:

Ensure that meter reading personnel are utilizing safety procedures.

POLICY STATEMENT:

Meter reading personnel shall utilize precautionary measures during the meter reading process which shall prevent encounters with vicious dogs.

Adopted by Council

May 6, 1991

C I T Y O F D R U M H E L L E R
ENGINEERING & TRANSPORTATION SERVICES
P O L I C Y A N D P R O C E D U R E S

Re: Water Meter Reading - Dog Problems

Dogs protecting yards are encountered during meter reading. This has, and can result in the meter reading personnel being attacked and bitten. There are some precautions that can be taken to prevent this from occurring.

1. If meter readers are aware of a problem dog or encounter one which will not allow entry to a property, no attempt should be made to enter the yard.
 - (1) Via portable radio, contact City Hall and ask them to telephone the person in the house and explain the problem. If this fails;
 - (2) Make a record of the address and leave a reading card on the gate explaining on it that you were unable to enter the yard because of the dog and;
 - (3) Ensure that the location and phone number is recorded so contact can be made with the dog owner by City Hall prior to the next reading.
2. If a dog is encountered on a subsequent visit, please make record of this using the same procedure as above and inform the Public Works Superintendent. The Public Works Superintendent will then ensure that a letter is sent to the owner explaining our needs. We will also ask them to post "Beware of Dog" signs.
3. The meter reading card will record that a dog is in the yard to forewarn meter readers of the possibility of attack.
4. Annually, an insert will be placed in the water bills requesting that our customers assist us with this problem.