



Solving the water needs of tomorrow, today.

CSV Turn On/Turn Off Policy

As a courtesy to our customers, Chester Metropolitan District has installed a Customer Service Valve (CSV) on all metered service lines. The CSV is a round, green box approximately one (1) foot or less from the meter box, between the box and the customer's house or business. It is not locked and is accessible for easy turn on/turn off by all customers at any time of day or night.

Beginning December 1, 2023, CMD will implement a \$50 CSV Turn On/Turn Off Fee. This fee will apply when a customer requests to have a **working** customer service valve (CSV) turned on or off by a CMD employee. This includes calls regarding leaks on a private system and when a CSV is turned off after service is reinstated to the customer's address.

This fee does not apply to a standard service reinstate at the meter. It only applies to a call for a customer valve.

If a customer requests a CSV to be turned on or turned off by a CMD Employee, verbal consent must be received by the CMD Customer Service Team or After Hours Call Service before a technician will be dispatched. The fee will be applied to the customer's account and will appear as part of the next utility bill.

Exceptions may be made for customers who are disabled or otherwise physically unable to reach and/or turn the valve, or if the valve is found to not be in proper working condition by a CMD Meter Technician.