



WHO'S RESPONSIBLE?

1. WHEN YOUR WATER SERVICE IS LEAKING AND NEEDS TO BE REPAIRED?
2. WHEN YOUR STOPBOX (STREET SHUT-OFF VALVE) WON'T OPERATE PROPERLY?

THE ANSWER TO THESE QUESTIONS IS: THE PROPERTY OWNER

Many people do not realize the limits of the Water Department's responsibility concerning individual water lines. The Water Department owns the water mains, which are usually located in the public right-of-way. The property owner is responsible for the water service at the connection to the main, referred to as the "tap". From that point, any repairs to the service line piping (service lateral) are the property owner's responsibility.

As a leak surfaces or is reported to the Water Department our personnel investigate the leak and determine whether the water main or service is leaking. If the water main is leaking the Water Department will make repairs as quickly as possible. If the service line is leaking, the property owner is notified to have the repairs made. Normally a 72 hour period is given to make repairs, upon notification, unless property or physical harm could occur.

If you have further questions you may contact the water department at 478-8760.

This drawing of a typical water service depicts the portions that are the responsibility of the Water Department in RED and those that are the responsibility of the property owner in BLUE.

TMU WATER OPERATING RULES

Section 2.4 (1) Service Laterals

The customer shall at his expense install and maintain that portion of the service, also known as the service lateral, from the main up to and including a stop and waste cock to his premise. The service lateral shall consist of the tapping saddle for the main, the corporation stop, the curb stop, box, and rod, the piping between the corporation stop and the curb stop, the piping from the curb stop to the stop and waste valve installed at the premise and the stop and waste valve installed at the premise. All curb stops shall be located between the curb and one (1) foot inside the sidewalk, or the area established as City Right-of-Way. The minimum earth cover of the service lateral shall be five (5) feet.

YOUR WATER SERVICE

