

**SECTION
7.00
WATER SERVICE
LINES**

7.01 Ownership and Maintenance: All water service lines, private mains, valves, and appurtenant fixtures, with the exception of the water meter set, are owned and must be maintained by the property owner and all costs for installation, maintenance, and/or replacement of these are the responsibility of the property owner. Effective May 19, 2015 the Board will repair or replace leaking single family residential water service lines, including those water service lines serving residential duplexes (see definition below) served by one water meter set. Such repair or replacement will be in accordance with the guidelines contained herein (hereinafter referred to as the “Residential Repair Program”). Effective September 1, 2015 the Board will collect a \$1.00 surcharge per month from each single family residential customer whose service address is eligible to participate in the Residential Repair Program. The intent of the surcharge is to fund the program and the surcharge shall be subject to periodic review by the Board.

The guidelines for the Residential Repair Program are as follows:

1. For the purpose of establishing areas of responsibilities for the property owner and the Board, the reference for selected terms is provided below or new definitions are provided:
 - a. Water Service Line – See Section 1.02-D.
 - b. Private Main – Buried pipeline that carries potable water from a Board main to multiple properties.
 - c. Duplex – Two, independent single family residential units that share a common wall and are located on a single tract of land.
 - d. Public Right-of-Way – Strip of land which is owned and maintained by the City of Pueblo or Pueblo County which grants the public the right to travel unhindered, i.e. a public street, roadway or alley.
 - e. Water Meter Set – See Section 1.02-C.
2. Only owners of a property that is designated as single family residential, including those properties that have a water service line serving a residential duplex served by one water meter set, with a leak on their water service line that occurred on or after May 19, 2015 are eligible for this Residential Repair Program.
3. Only the portion of the water service line that is located in the public right-of-way, and extends from the Board main to the water meter set or from a private main to the water meter set will be included in this Residential Repair Program. The repair or replacement of the portion of the water service line from the water meter set to the single family residence, and that portion of the water service line that is located outside the public right-of-way (except as noted in 7.01 5. below) will remain the responsibility of the property owner . The Board shall have the sole

discretion on determining whether to repair or replace any portion or all of the water service line located within the public right-of-way.

4. The Board will not repair or replace private mains under this Residential Repair Program. If a customer's water service line is tied to a private main and a leak is discovered on the private main, the Director of Operations or his designee will advise the property owner of their responsibility related to the private main and their water service line. It is not possible to anticipate all situations that involve water service lines connected to private mains so, the Director of Operations will initiate a review of the Board's records and, when a private main is identified, the owners of the properties connected to that private main will be notified so they understand their responsibility related to the private main and their water service line.
5. The portion of a water service line installed across separately owned private property will not be repaired or replaced by the Board under this Residential Repair Program regardless if it is between the Board main and the water meter set. Only the portion of the water service line located within the public right-of-way will be repaired or replaced by the Board except in those cases where a Board main was installed in an easement for use and benefit of the Board. In those cases the Board will repair the portion of the water service line contained within the Board easement.
6. Prior to the Board commencing repair or replacement of a water service line the property owner will be required to sign an acknowledgement form that details the responsibilities of the property owner and the Board related to the water service line. Failure of the property owner or his/her legal representative to sign the acknowledgement form within twenty-four (24) hours of delivery (paper copy or electronic copy) to the property owner may disqualify the property owner from participating in the Residential Repair Program.
7. Subject to availability, repair or replacement of the water service line will be completed by Board crews. A private contractor may be utilized at the discretion of the Director of Operations or his designee.
8. Under normal circumstances, if it is not possible to begin the repair or replacement of the water service line within twenty-four (24) hours of discovering the leak, the Board may choose to shut off the corporation stop, provide temporary service to the property, and then return to the site as soon as possible to complete the repair or replacement.
9. For water service lines that are not connected to a Board frontage main, the Director of Operations or his designee shall determine the level of repair provided to any portion of the water service line which is not within the frontage of the property being served. For that portion of the water service line that is not within the frontage of the property being served, i.e. property lines extended to the street in front of the property, or the property lines extended to the alley behind the

property, the Board, at its sole discretion, may perform a spot repair, move the tap and water service line to a Board main located closer to the property or move the tap and water service line to the Board main that fronts the property and forgive all or a portion of the Board main assessment(s) for the property. The Board will not move the tap and water service line to a Board main that has a Developer main assessment unless the property owner agrees to pay the main assessment.

10. Under normal circumstances, the Board will not make repairs or turn off a corporation stop outside normal working hours. Depending on the potential for significant damage or public safety concerns, Board supervisors shall use their discretion when determining whether to shut off a corporation stop after normal working hours.
11. In establishing this Residential Repair Program the Board is solely offering to provide repair or replacement of the specified water service lines as a customer service. Except for the cost associated with the Board's completion of the repair or replacement of a water service line as provided in this Residential Repair Program, the Board is not undertaking any responsibility of the property owner in connection with the water service line.

The following applies for eligible property owners who refuse to execute the required acknowledgement form or property owners who are not eligible to participate pursuant to the guidelines of the Residential Repair Program:

The Board may refuse to deliver water to any property whose water service line or private main is improperly designed or constructed, or which is not in proper condition to carry and convey water. Leaks on a property owner's water service line or private main must be repaired within ten (10) days of the date the Board notifies the property owner. If the Board determines that the leak is causing substantial property damage or wasting a significant amount of water, the Board will provide seventy-two (72) hours written notice to the property owner that the leak must be repaired or the Board will shut off the leaking water service line or private main and bill the property owner for costs incurred by the Board. In cases where the leak is a safety risk or is causing extreme danger to public or private property, the Board may elect to shut the water off immediately and, after providing written notice to the property owner, may repair the leak. The property owner will pay the Board for all costs incurred to shut off the leaking water service line or private main as well as all costs of repair including, but not limited to traffic control, excavation, water service line repair, private main repair, landscape repair, street repair and sidewalk repair. Notice pursuant to this section may be mailed to the service address or such other address provided in writing by the property owner and said notice shall be conclusively presumed to have been received by property owner forty-eight (48) hours after mailing. Notice pursuant to this section may also be personally delivered to the property owner and shall be effective upon delivery.

7.02 Installation: All water service lines must be installed in accordance with Board water service line specifications and any applicable regulations in the *City of Pueblo Code of*

Ordinances. All valves and/or any other appurtenances must be installed at location(s) specified by the Board. See Appendix G.

- 7.03 Abandonment:** When water service is abandoned and/or the building being served is demolished, the property owner's service line will be disconnected from the water main and the corporation stop or valve at the main will be closed, and any associated costs become the property owner's responsibility. If the property owner does not disconnect the water service after thirty (30) days' notice, the Board will disconnect the water service and bill the property owner for the cost. The Executive Director or his designated representative may authorize the granting of an extension of one (1) year. A written request for extension must be submitted in advance to the Division Manager of Transmission & Distribution (see Section 6.06 and Appendix D, item VI, part D). No refund will be made to any customer for abandonment of water service.
- 7.04 Fire Protection Service Lines:** A fire protection service is completely separate from any other service line. Each fire protection service line must have its own tap or tee off of a Board or private water main.
- 7.05 Locating Water Service Lines:** The Board will assist in locating water service lines, mains, valves, and meter sets at no charge. It is not always possible to precisely locate underground water service lines, mains and valves. Therefore, except as required by Colorado law, the Board accepts no responsibility for lost time or any expenses incurred if the location is missed.
- 7.06 Cross-Connection Inspection:** All water connections served by the Board are subject to a cross-connection inspection or survey. In addition, all customers served by the Board must comply with the following:
- A. Disconnect alternative water sources from the water service lines receiving water from the Board's system.
 - B. Eliminate all hazardous cross-connections and back siphonage conditions.
 - C. Install and maintain on each potable water service line or private main (See Section 10.02 I) serving any commercial property, a Board approved Reduced Pressure Principle Backflow Assembly. The purpose of the backflow assembly is to protect the Board's water customers and system.
 - D. Install and maintain Board approved backflow assemblies on all fire protection systems.
 - E. Annually test the backflow prevention assemblies and provide written certification to the Board from a Board approved tester that such assemblies pass the required testing. Failure to provide written certification to the Board within ten (10) days of the annual test date (based on initial date of installation) will result in discontinuance of water service until such time as written certification is received.

- F. Meet all requirements of the *City of Pueblo Code of Ordinances*, the State of Colorado *Cross Connection Manual*, and Article 12 of the *Colorado Primary Drinking Water Regulations*.

7.07 Unmetered Water Service Lines: For all unmetered water service lines which are discovered, the property owners will be required to pay six (6) years' back water charges assuming minimum usage on the size meter corresponding to the service line size originating from the main. In addition, property owners who have unmetered service lines larger than one-inch (1") are responsible for the associated meter set fees since these oversized meters required an additional fee during the metering program. A meter set fee will also be required in those cases where the unmetered line is a second line into a property. The property owner may, at his option, abandon the service at his expense, only paying the back water charges, with all meter set fees being waived. In cases of flagrant violation of the rules and regulations in which the water service line was not missed during the meter program but, in fact, was installed in violation of Board rules and regulations, then the applicable meter set and plant water investment fees will be assessed if the owner does not abandon the service line. In addition, the property owner will be required to pay, as damages, up to three times the amount of the Board's actual costs and/or expenses (based on normal/average consumption for a similar type customer) if any, plus all reasonable expenses and costs incurred, including, but not limited to, costs and expenses for investigation, disconnection, reconnection, service calls, labor, equipment, and expert witnesses; costs of the suit; and reasonable attorney fees. The Executive Director or his designated representative may waive all or a portion of the above-mentioned fees in cases where no monetary damage has been sustained by the Board due to the property in question being vacant or unused for some portion of time.