

EAST LYME WATER DEPARTMENT



STANDARD PROCEDURES FOR SEASONAL TURN OFF/TURN ON'S

1. If a customer would like the Water Department to turn off the water at the street to help facilitate winterizing of their house, they should contact the Water Department at (860) 691-4104.
2. The Water Department requests a minimum of 48 hours, but preferably one week notice for seasonal turn off/turn on to allow us an opportunity to schedule this work. There may be an additional charge if the work needs to be scheduled within 48 hours of the request. *All requests need to be made through the Water Department office so that they can be scheduled.*
3. We perform this type of work on Mondays, Wednesdays and Fridays.
4. The meter that is in each house is owned by the Water Department. It is the customer's responsibility to provide heat and/or insulation in the area of the meter so that it does not freeze up during the winter. If this is not possible, then the customer should have the meter properly disconnected and drained by the Water Department or a licensed plumber approved by the Department. If a meter is damaged due to negligence, the customer is responsible for not only paying for the labor and materials for the Water Department to install a new meter but also for any water that flowed thru it due to the break. The cost of the meter alone without labor can run over \$150. Therefore, we strongly urge customers to do whatever is necessary to protect the meter. If a customer would like a local plumber to winterize their house and disconnect and/or reconnect the meter, we will need you to sign the attached consent form. It is still the *customer's responsibility* if there is any damage to the meter. To avoid this responsibility, we recommend that you contact the Water Department to have one of our technicians disconnect and reconnect the meter. If the Water Department disconnects and drains the meter in the fall and reconnects the meter in the spring, the customer will not be responsible for any damage to the meter. If a customer is interested in the Water Department disconnecting and/or reconnecting the meter, then you should contact the Water Department office.
5. If local plumbers are interested in assisting customers with disconnecting and reconnecting meters, then they need to fill out an application and be approved by the Department. Part of the application requires that they sign an acknowledgment that they accept all responsibility for any damage to the meter and our infrastructure. It is the responsibility of the customer to insure that the plumber they are using is permitted to do this work with the Water Department.
6. Some properties have meter pits because there might not have been enough space in a basement or another protected area within the house for the meter. The meter pit is the responsibility of the property owner. If your property has a meter pit and the house is not occupied in the winter, we highly recommend that customers have the meter disconnected and properly drained in the fall and reconnected in the spring to avoid any damage to the meter. Refer to Item #4 for whom can perform this work.
7. Traditionally, EL Water customers have been allowed one turn on/turn off per year free of charge during normal working hours but any successive turn on/turn offs were charged \$100 at the time of the turn on. We can no longer make this a free service. We anticipate that upon acceptance of our new rate structure in October 2016, there will be a charge when you request that your water be turned back on. Although the cost has not yet been determined, the fee will most likely be between \$75 and \$100 for all turn on/turn off's. To be clear, one request to turn off in the fall and turn back on in the spring would be considered one charge, not two. There would be additional charges for the Water Department to disconnect and reconnect the meter so check with the Department for the cost of this service. When requesting the water to be turned back on in the spring, the customer must be present at this time to avoid any liability to the

Water Dept if there are broken pipes or any other issues in the house from the past winter. There is a section in the Customer Consent form which authorizes other individuals to be at the house in lieu of the owner, but the Department needs a signed copy of this consent form in our possession before allowing this to happen.

8. See the attached diagram for a house with a standard meter and a house with a meter pit.