

# indian hills water district

## Understanding Your Home's Water System

Mountain properties are each unique, and for this reason we ask you to learn about the water system at your home so that you are prepared in case of water issues or emergencies. It is important for every Water District customer to know the location of the following on their property:



### Curb Box

4" cast iron above ground, usually painted blue. This is how water is shut off for service line repairs or in leak situations. The Curb Box must be visible and accessible. Please do not bury it.



### Meter

Measures water use. It is located in utility room, crawl space, or meter pit. It has a valve on each side for water shut off.

### Service/Multi-Service Water Line

Water pipe serving customer(s) buried 5' – 6' deep. The Service Line starts where it is tapped into to the main water line and continues to the point where the water line enters the structure. Please keep this area clear of fencing, trees, retaining walls, decks, patios, etc...

### Main Water Line

Pipe distributing water to community - buried 5' – 6' deep. If a main water line crosses your property, this area must also be kept clear.

All customers should be prepared to take care of water issues that may come up and to check the water lines on your property. If needed, we are available by appointment to show you where the curb box, meter, and water lines are located. It is also important to know where your septic tank and leach field are located. Ensuring that these areas are kept accessible, and the water line and the waste line are separated according to County regulation, is important to water quality.

### Plumbing Issue Vs. Water Emergency

In the event of a water leak relating to the plumbing inside the home, it is the resident's responsibility to shut-off the water at the meter and arrange for the repair. Freezing and thawing conditions can affect the plumbing, meter, and underground pipes and connections. Inspect the meter valves in your home before a water issue occurs and attend to areas that tend to freeze. Call us if you experience decreased water pressure. **Please understand that a plumbing issue inside the house or at a garden spigot, does not indicate an on-call emergency for the Water District.**

**Emergency** - We ask you to call us right away if you notice a leak on your service line or a main line, or see any unusual signs of water on your property or in the District.

### Emergency Contact Info:

Operations 303-246-5254

Further contact information on our website: [www.indianhillswater.com](http://www.indianhillswater.com)

### District Rules and Regulations

Please read and become familiar with the IHWD's current Rules and Regulations. Service line leak repair is the responsibility of the property owner which is addressed in Section 5 - Ownership and Maintenance. It is also important for you to know that cross-connections between District water and private well lines are not allowed – Section 2.10. District Rules and Regulations are reviewed by the Board regularly and are subject to change with proper notification. Please check our monthly meeting agendas for discussion topics. All Board meetings are open to the public and we encourage you to attend.

Please see the IHWD Rules and Regulations for more information.

We thank you for your attention to these matters. Please contact us with any questions.