

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:

Office 303-697-8810

Operations 303-941-8691 & 303-957-6120

Further contact information on our website:

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 Rules and Regulations relevant section details on the reverse.

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

303-697-8810 office@indianhillswater.com

Indian Hills Water District
Rules and Regulations
Section Detail

5.1 Ownership and Maintenance. The service line and multi-service line through which a licensee receives water service from the District main line shall be owned by, installed and maintained at the expense of the licensee. The service line and multi-service line shall begin at the point where the tap is made to a main line of the District. The District shall have the right, but not the obligation, to shut off water service to, repair or replace the service line or multi-service line at the expense of the licensee or licensees, when such action is considered by the District in its sole discretion to be necessary to preserve and protect the integrity of the water system or its facilities. In the case of a multi-service line, the District may charge the cost of such shut-off, repair or replacement to the property owners equally, unless in the discretion of the District, circumstances warrant specific property owners to bear the costs. The District shall bear no liability for any damage to or caused by any service line, multi-service line, including water flow therefrom, and occurring on or off the property served by such service line or multi-service line. In addition, Customers shall not place shrubbery, trees, or landscaping within five (5) feet of the location of any service line, including curb stops and meter pits, or District infrastructure. The District shall not be liable for replacing shrubbery, trees, or landscaping that is damaged during operation, maintenance and repairs of the District's Water System and the service line.

Section 6 - Meters

6.1 Ownership. The licensee shall obtain meters from the District, upon payment of all applicable fees

and costs, but the District shall retain ownership of all District meters.

6.2 Size and Type. The size, type and quality of all meters used within the District shall be as set forth in District specifications and is subject to the District's sole discretion.

6.3 Location. All meters must be so located as to allow free and non-hazardous access by District personnel at reasonable times for reading, removal, inspection and replacement, and so that the entire supply of water to the premises will at all times be accurately measured. The specific location of a meter shall be designated by the owner thereof, subject to the approval of the District. There shall be only one meter installed upon a licensed premises, which meter shall measure all water usage on said premises. In no circumstance shall anyone other than District personnel or District contractors remove a water meter without the written approval of the District.

6.4 Maintenance.

1. The licensee shall be responsible for the costs of maintaining or replacement of the meter. The District shall have the right but not the obligation, at all reasonable times, to inspect and read the meter to verify that the meter is in proper working order and not in need of repair or replacement and to verify that the remote reading is consistent with the meter reading. The District shall have the first right to repair or replace the meter at the expense of the licensee. The licensee shall have the responsibility of notifying the District of any meter in need of repair or replacement, unless a determination of such need is first made by the District. The District shall have no responsibility to regularly inspect the meter.

2. If in the sole discretion of the District, the meter of any licensee or its operation threatens the integrity of the water system, its facilities, or the District's ability to provide adequate service to other licensees, the District may shut off water service to such licensee with or without notice until repair or replacement of such meter is affected. The District shall bear no liability for any damage to or caused by any meter, including water flow therefrom, and occurring on or off the property served by such meter.

2.10 Suspension. Any license to use water may be suspended by the District for the following reasons (*including but not limited to*).

4. Maintaining cross connections within the piping systems of any premises or otherwise disturbing any service line, curb valve, water meter, or any other appliance of the District and for tampering with the water supply of the District.

7.2 Cross Connection. A cross connection is a physical connection or an arrangement of pipe between two otherwise separate piping systems, one of which contains the water from the District system and the other water from another source whereby water may flow from one system to the other.

11.1 Amendments. These Rules and Regulations may be amended by the Secretary of the Board acting as official custodian of the records of the District, with the approval of the Board, at any time in the same manner as the original Rules and Regulations herein adopted. Any amendments to these Rules and Regulations which may be adopted by the Board in the future will be posted on the District's website at least 24 hours prior to the Board meeting for the information of interested citizens.