



Valparaiso City Utilities

205 Billings Street
Valparaiso, Indiana 46383-3699

"Water is our Most Valuable Natural Resource"

NEW WATER CUSTOMERS

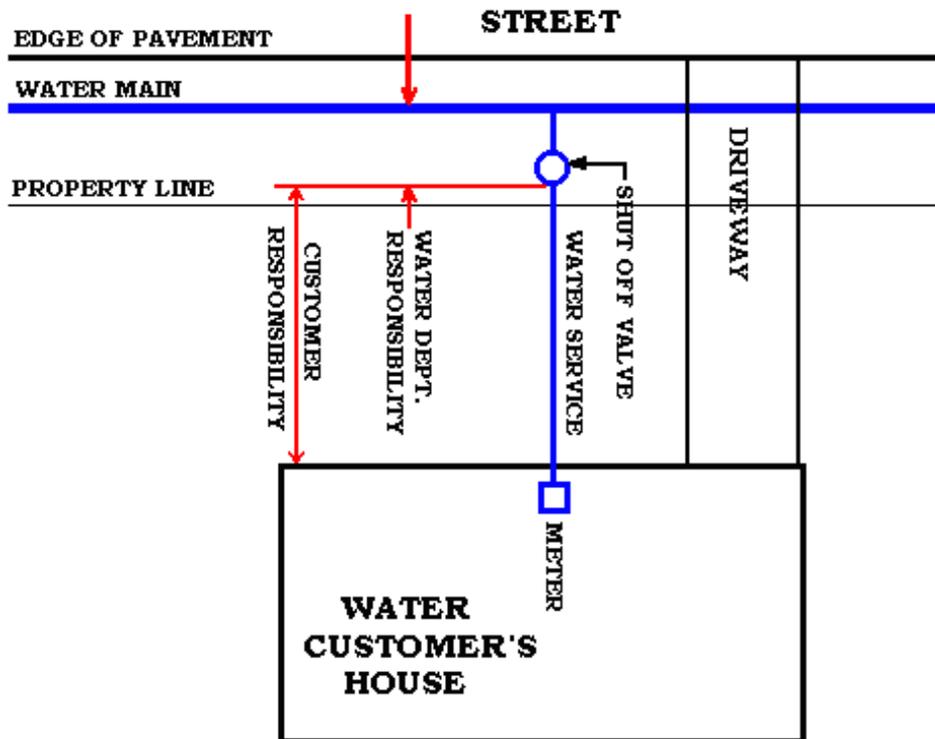
- 1) The Water Department installs the service line to a point in the public right-of-way adjoining the property. **From there to the building is the owner's responsibility. This portion shall be a minimum size of one-inch (1") 'K' soft copper tubing installed all the way to the incoming side of the water meter. From the discharge side of the meter, the owner shall determine the proper size tubing.** All potable water lines must be separated from sewers, septic tanks or laterals by at least ten (10) feet.
- 2) Your present well cannot be connected to any piping that is supplied by public water. You can run a separate line from your well to any one (1) hose bib for lawn sprinkling, but it cannot be connected to your regular piping.
- 3) As part of the cost of a residential service, the Department supplies the double check valve, shutoff valves, and meter yoke. The meter yoke holds the water meter. The Water Department will install all meters. All of the installations are subject to the Water Department installer's judgement. The cost of a service must be paid prior to installation.
- 4) **Meters cannot be located in garages, crawl spaces or well pits.** The meter shall be located in an area that is clean, dry, and heated. The meter must be between 2 and 4 feet above the floor. The yoke assembly must be installed as close as possible to point of entry to the building (see diagram). If you have any questions, please call our office at (219) 462-6174 ext. 316. A representative in our office will be glad to help you locate the meter.
- 5) Contractor or Homeowner will be responsible for the installation of the backflow preventor assemblies. These must be installed prior to the meter being set. Failure to do so will result in a rejection of meter sets. There will be no exceptions.

REMINDER: At the time a service is paid and a deposit is made, a service order is generated in our office and placed in hold. You or your contractor then may pick up a meter yoke assembly at the Main Office at 205 Billings Street. A copy of the paid receipt will be necessary before these items will be issued. After our distribution crew has installed your service and you are ready for our Meter Department to install the meter, please call for an appointment at (219) 462-6174 ext. 0. Please allow a minimum of two- (2) working days notice before our service representative can actually install your meter. In the event that our representative arrives and an installation cannot be made, we will have to

reschedule for another installation date. If after the second date we are unable to install a meter, there is a \$25 fee that must be paid before a third trip will be made. In order to save you money and save our time, please try to avoid unnecessary meter installation trips.

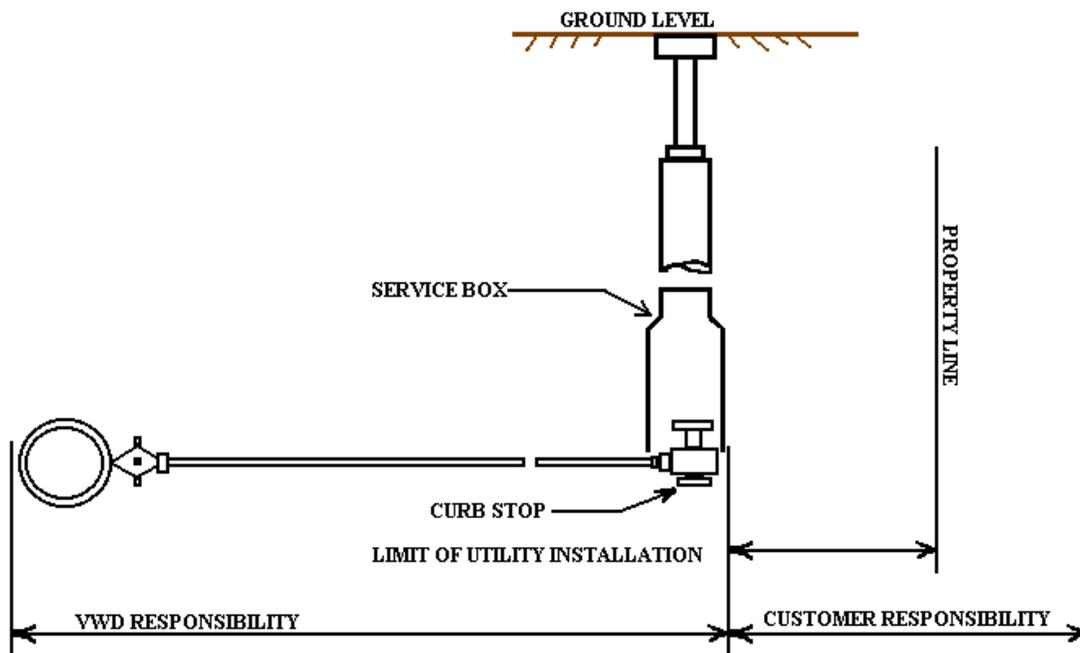
CROSS CONNECTION CONTROL

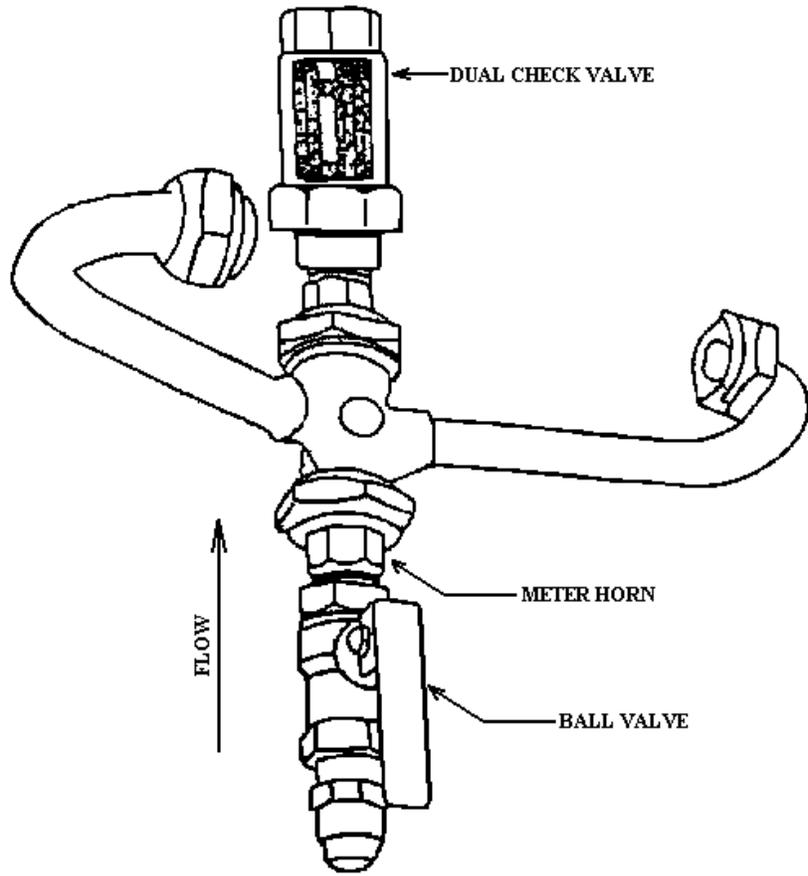
All new and replacement water services will be protected by means of a backflow prevention device determined by the Department of Water Works by degree of hazard. It is advisable to check with your plumbing vendor for specifications on drainage for backflow prevention devices.



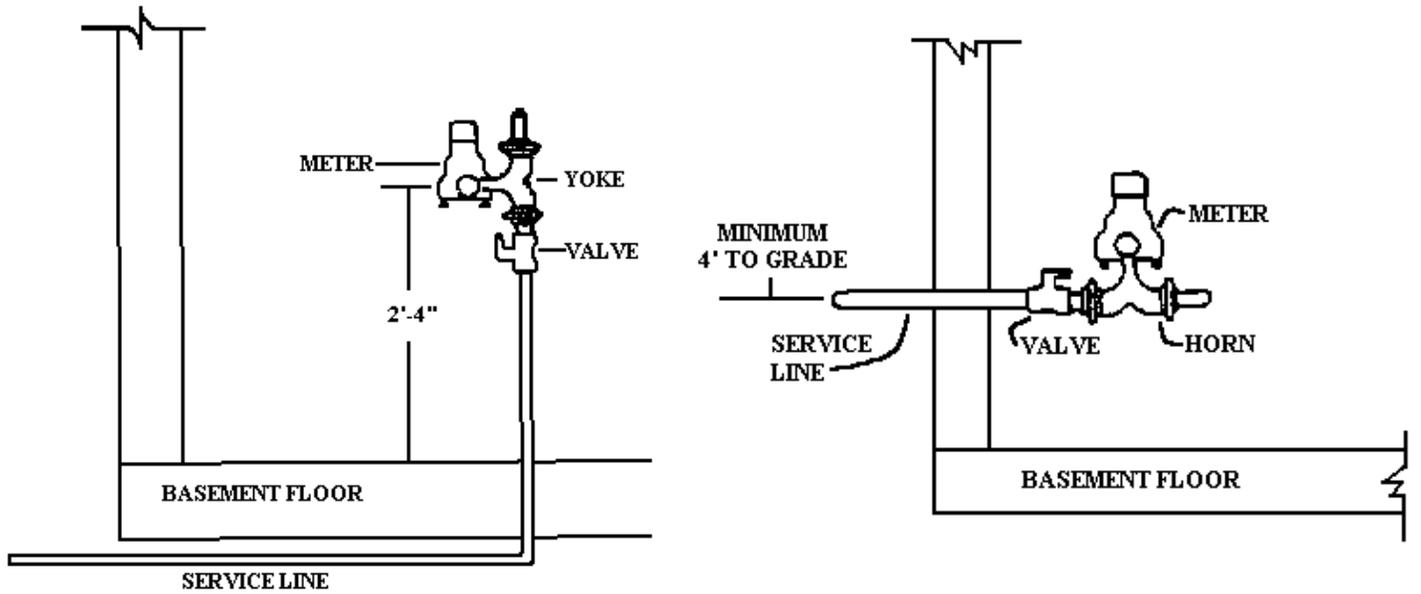
A Typical Installation

With a curb box at the curb or property line - the meter installed on the customer's premises.





METER INSTALLATION EQUIPMENT



VALPARAISO WATER WORKS WELCOMES YOU TO VALPARAISO

As a new customer to our system, we would like to ask that you read this brief outline of our services and policies. The Board of Directors and the employees are dedicated to providing you with the very best water and service that we can. We would like to explain some ways that we operate that may be different than you have experienced in other communities.

WATER MAIN AND SERVICE INSTALLATION

The Water Works installs all water mains and service lines within the public right-of-way or easement. Since our rates are not of sufficient scope to provide this as a free service, each new connection is charged for labor and materials to extend the water service to the customer's property. The expense for construction is computed on current prices for labor and materials. There are three (3) methods that we offer for payment for service.

- 1). The first method is cash before work begins. This may seem extreme to some people, but since we are owned by the users, we make every effort to see that each customer is responsible for their own debt and that the cost is not passed on for everyone to help finance. As each new customer has been added to the system, they have paid their own cost. Our established water rates do not include the installation of new lines and services. Every effort is made to keep the cost competitive and work is done in a timely manner.
- 2). The second method of payment involves the lender of the development of a new project. If a developer is installing water service to a new subdivision, we may allow payment to be made to us with a "loan agreement." This involves a lender, the developer, and the Water Works in a legal document. This document allows the Water Works to draw funds as the project is completed. If you are interested in more information, we will supply you with additional details.
- 3). The third method of payment allow the developer to pay for the materials up front and labor at the completion of the job. This decision is made at the discretion of the Valparaiso Water Department.

SERVICE LINE RESPONSIBILITY

Each customer has a separate service line. The Water Works is responsible for maintenance of this line from the water main to the curb stop. The curb stop is located between the curb and the sidewalk. The customer is responsible from the curb stop to the house. In event of freezing, call the Water Works.

Our serviceperson will locate the frozen area. If it is frozen between the water main and the curb stop, the Water Works will thaw at its expense. If the frozen area is between the curb stop and the house, it will be the customer's

responsibility and expense. If your service line develops a leak between the water main and the curb stop, we will repair it at no cost to you. However, you must pay for all repairs if the leak is between the curb stop and your home.

THE INDIANA ENVIRONMENTAL MANAGEMENT BOARD

In 1985, the Indiana Environmental Management Board established a regulation controlling backflow and cross connection for water utilities in Indiana. As a result, each service line has some method for containment. Basically, backflow takes place when a customer's pressure exceeds the Utility or the Utility has a reduction in pressure which allows the customer's pressure to push water back into the Utility's mains. This has the potential of contaminating the water system. A cross connection is any other water source that is connected to the same plumbing served by the water system. All other water sources are suspect and cannot be allowed to connect directly to the central water system. As a result, we are required to provide some way to control each service line to eliminate these potential sources of contamination. As part of the service line cost, a device to limit backflow may be included. The regulation sets our various exposures and suggests the proper method for containment. A copy of the regulation will be given to anyone interested. The customer is responsible for having the device tested each year. Depending on which device is required, the testing may be every six months or every twelve months. A list of certified testers can also be supplied. The cost for testing is the customer's direct cost.

We are here to serve you. Please call (219) 462-6174 extension 0 should you have any additional questions or concerns.