

IT IS THE PERMIT HOLDER'S RESPONSIBILITY TO CALL FOR INSPECTIONS OF THE WATER AND SEWER LINES PRIOR TO COVER.

In the event that a connect order is written and there is no existing main available for the hook up, this does not obligate the Public Works Department to lay new main to carry out this contract. By the same token, the customer is entitled to a full refund of the amount paid.

Installation of Water Meter: A city employee will set the meter box, install a meter and extend a tail piece for connection by the contractor or homeowner. Pre-excavation for the meter box may be requested in some cases. Dirt will be backfilled around the box leaving the tail piece exposed. To prevent shifting of the meter box (both elevation and alignment), as well as freezing, this backfill must not be disturbed (see below). **DO NOT** adjust the meter box or move the meter. You must call **585-4334** and arrange for a crew to make any adjustments, if appropriate.

Cold/Freezing Weather Conditions: When a meter box is opened the temperature inside can drop below freezing. With no running water, the meter may freeze and/or break and also cause property damage as a result of washout or flooding. It is the responsibility of the contractor to contact the City to have water turned on and off.

*A contractor may do an emergency shut off to make repairs behind the meter box, but **must** then call the City and notify them that a meter box had been entered and the meter turned on/off. For non emergency turn on/off you must contact the City **585-4334**.*

Meter and Property Damage: The contractor is responsible for any damage to the meter or property due to neglect or non-compliance with this agreement, including (but not limited to):

- disturbing backfill around meter box and not refilling immediately
- opening meter box lid and leaving it open during freezing weather conditions
- adjusting the angle or elevation of the meter box or surrounding ground cover
- removing insulation
- cutting the lock on meter
- breakage of any part of meter, box or tail piece.

REMEMBER: We are working together to prevent any possible future damage to property and down time on your job site.

INSTRUCTIONS FOR NEW UTILITY CUSTOMERS:

1. The customer's responsibility for the utility bill begins on the service date requested or at the time of consumption on a new meter installation.
2. To discontinue utility service, call 585-4266, or submit a letter requesting discontinuance of service. *The customer will be held responsible for payment of utility services until such notification is given.* A customer desiring discontinuance of service shall turn off his water supply at his own valve or stop and waste. The City of Kennewick will not be responsible for damages sustained through failure to properly exclude the water from the premises.
3. Any customer who discovers a leak in his service line or internal house plumbing, as a result of a high water bill or otherwise, shall notify of the City of Kennewick at 585-4266.
4. The City's responsibility for water line or meter repairs shall cease at the point of the customer's water service line connection to the water meter. The City's responsibility for sewer line repairs shall cease at the point of the customer's side sewer connection at the sewer main.
5. It shall be the customer's responsibility to keep the water meter accessible for reading and maintenance at all times. Failure to comply shall constitute a violation of the Kennewick Municipal Code Title 14 and customer will be guilty of a misdemeanor.