



WHEN IT COMES TO WATER DAMAGE TO YOUR PROPERTY, WHO IS RESPONSIBLE



DAMAGE THROUGH LEAKING PIPES AND FIXTURES



HCDC: When turning on the water to a house or property that is vacant, the Commission will attempt to determine if water is running.

If the water meter shows that water is running, the Commission will shut off the water at the customer valve. However, the Commission's jurisdiction and responsibility ceases at the end of the service connection (property side of the meter). The customer valve inside the meter box will not be utilized by the Commission to turn water on or off, except in cases of emergency.

YOU: The customer will maintain fixtures and pipes beyond the Commission's meter connection (property side of the meter). In no case will the Commission be liable for damages caused by water running from open or faulty fixtures or from broken or damaged pipes beyond the Commission's meter connection.

WATER METER



HCDC: The Commission will replace the meter due to malfunctions that may cause the meter to provide inaccurate flow measurements.

YOU: Meters moved for the convenience of the customer will be relocated at the customer's expense. The area surrounding the meter box must be kept clear of all obstructions and at all times be accessible by Commission personnel. The area shall be kept free of weeds, plants or other vegetation.

BACKFLOW PROTECTION

HCDC: It's the Commission's responsibility to protect the public water supply system from contamination due to actual or potential unprotected cross-connections. The achievement of the Backflow Prevention Program accomplishes this goal as required by state regulations.

YOU: It's the customer's responsibility to comply with the Backflow Prevention Program requirements as a condition of receiving and continuing to receive water service. The customer must own, and is responsible for, the installation, annual inspection, repair and/or replacement of all backflow prevention assemblies at their expense as required by the Commission.



SERVICE AGREEMENTS

When appropriate, the customer will be required to sign pressure agreements as determined by the Commission. Conditions that may require such agreement include:

- **High Pressure Water Service:** Water service to the property will be subject to periodic high pressure in excess of 80 psi (pounds per square inch). In order to maintain satisfactory pressure, it will be necessary for customers to purchase, install and maintain a pressure reducing control device to maintain satisfactory pressure.
- **Variable Pressure Water Service:** Water service to the property may be subject to water pressure below 30 psi, and may require customers to purchase, install and maintain a hydro-pneumatic pump or other device to maintain pressure.
- **Low Pressure Water Service:** Water service to the property may be subject to water pressure below 30 psi, and may require customers to purchase, install and maintain a hydro-pneumatic pump or other device to maintain pressure.
- **No Pressure Water Service:** Water service to the property will be subject to periods of no pressure. To be able to maintain satisfactory water service, customers must purchase, install and maintain a hydro-pneumatic pump or other device to maintain pressure.

Please visit our website at mscoast.org or call us at (228) 896-5020 if you have any questions regarding the information in this handout.

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