

## TOWN OF CULPEPER WATER AND SEWER LINE RESPONSIBILITIES & PROCEDURES

*The Town of Culpeper has prepared this summarization of Water and Sewer Line Responsibilities and Procedures to inform our water and sewer utility customers of the importance of proper maintenance of the utility lines on their property, and to provide guidance to customers as to what to do in the event of a water or sewer line problem. Please retain this information for future reference, and share it with those responsible for maintenance of the home or business property.*

### WATER LINE RESPONSIBILITY

The Town of Culpeper is responsible for the operation and maintenance of all water mains and water service lines from the water main up to and through, but not past, the water meter box. The Town of Culpeper is responsible for all water meters, angle valves, meter setters, or other appurtenances located before the meter box. Maintenance of the building service pipe or water service lateral and plumbing within the building is the responsibility of the Property Owner. The Town of Culpeper has no responsibility for the water service line or lateral on the customer's side of the meter box.

As soon as the Town of Culpeper is notified of a water leak, it will determine whether the leak is the responsibility of the Town, as described above. If the leak is the Town's responsibility, it will be repaired without cost to the customer. If the leak is found not to be the responsibility of the Town, the customer will be notified to make arrangements for repair by a plumber at the customer's expense. The Town of Culpeper will not reimburse the customer for the cost of a plumber or contractor.

*Refer to Town Code Sec. 24-77 for additional information. Any changes to Town Code supersedes the information in this document. It is the customer's responsibility to be aware of Town Code changes that may affect their liability.*

### COURTESY ADJUSTMENTS FOR LEAKS

In the event of a water leak, the customer shall immediately notify the Town of Culpeper at (540) 829-8220. The Town of Culpeper is not responsible for payment or reimbursement for any work that is done on private facilities.

As a courtesy, the Town of Culpeper offers a billing adjustment for unusually high water consumption due to leaks that have been repaired in a timely manner once identified. Requests for adjustments must be made to the Utility Billing Division of the Town Treasurer's Office within 90 days of the repair. Customers are required to provide a description of the leak, proof of repair, and other relevant information. Customers should receive acknowledgement of their request within one week.

Requests related to leaks found in the home are limited to once per year, per customer, per location. Where possible and appropriate, adjustment related to internal leaks are calculated by crediting 50% of the water and sewer consumption charges in excess of your average use over the past year.

Requests related to external leaks, such as a leak in the service line to a home or irrigation system, are limited to once per year, per customer, per location. Where possible and appropriate, adjustments to external leaks are calculated by crediting 50% of the water consumption charges in excess of your average use plus 100% of the sewer consumption charges in excess of your average use.

The billing period for all adjustments is limited to the highest bill during the three-month period prior to the repair being completed.

### COURTESY ADJUSTMENTS FOR POOLS

The Town of Culpeper offers a courtesy billing adjustment once a year on sewer consumption charges associated with filling a pool. As water used to fill a pool typically does not enter the sewer system, adjustments are calculated by crediting 100% of the sewer consumption charges related to filling the pools. Requests for adjustments must be made to the Utility Billing Division of the Town Treasurer's Office. Customers are required to provide documentation of their pool capacity. Requests must be made prior to the pool being filled. Customers should receive a response to their request within one week.

## SANITARY SEWER RESPONSIBILITY

The Town of Culpeper is responsible for the operation and maintenance of all sanitary sewer mains up to the point of connection with the customer's sanitary sewer lateral or service line. Sewer stoppages in sanitary sewer mains will be cleared by the Town of Culpeper regardless of cause. The maintenance of sanitary sewer laterals and service lines is the responsibility of the customer as they are used exclusively by the customer(s) to connect to the Town of Culpeper's sewer mains. By definition, a sanitary sewer lateral extends from the connection with the public sewer main all the way to the customer's point of use, including the connection itself.

When a blockage occurs in a sanitary sewer lateral or service line, it is the customer's responsibility to clear any blockage. The Town of Culpeper has no responsibility for maintenance, repair or replacement of sanitary sewer laterals or service lines.

## SANITARY SEWER RESPONSIBILITY, PRIOR TO ACCEPTANCE INTO TOWN SYSTEM

The Town of Culpeper is not responsible for the operation and maintenance of sanitary sewer mains that have been constructed and placed in operation but not yet accepted by the Town of Culpeper. The Property Owner or Developer retains operating and maintenance responsibility as well as liability for sewer backups within areas served by sewer mains that have not yet been accepted by the Town of Culpeper. When customers are affected, the Town of Culpeper may, at their sole discretion, assist in the operation and maintenance of sewer mains that are constructed but have not been accepted by the Town of Culpeper.

## SANITARY SEWER BACKUP

If a customer experiences a sewage backup, the Town of Culpeper should be contacted by calling (540) 825-0285 during business hours or (540) 825-3039 after hours. A representative will be dispatched to determine if the blockage is in the main. If the Town determines that the main is clear, the customer will be notified that the blockage is their responsibility and the services of a plumber or contractor should be obtained. The Town of Culpeper will not reimburse the customer for the cost of a plumber or contractor.

## RESPONSIBILITY FOR CLEANUP AND DAMAGE RESULTING FROM SEWAGE BACKUP

The Town of Culpeper is not liable for any sewage backups caused by factors or conditions beyond the control of the Town. The Town of Culpeper is only responsible for cleanup and property damage if the damage is a result of a sewer main malfunction, blockage or backup where the Town of Culpeper is legally negligent.

**Any cleanup or repairs required to a building as the result of a sewage backup are the responsibility of the customer or property owner at the customer's or property owner's expense and should be filed with the homeowners or business property insurance coverage provider, as appropriate. Insurance coverage limitations vary from policy to policy. It is the customer's and/or property owner's responsibility to insure they have adequate insurance coverage to cover their responsibilities.**

As a courtesy, with such funds as are appropriated for the purpose, the town will offer to have a cleaning service clean and disinfect the affected areas at the town's expense, not to exceed \$15,000, in the event that a sanitary sewer main malfunctions, breaks, experiences a blockage, or experiences a surcharged flow, and the result is a backup into a business or a residence. The town's willingness to offer this assistance shall not be interpreted as an admission of liability; rather it is designed to protect the health, safety and welfare of the town's inhabitants. The town will only offer this assistance so long as the impacted business or residence contacts the town before otherwise contracting for this service. This assistance shall not be available in situations involving sanitary sewer laterals. This service is not guaranteed but may be offered to reduce the impact of the backup on the affected business or residence. If the customer believes the Town of Culpeper was liable, the customer should call (540) 829-8290 to speak to the Human Resources Department who manages the Town's Risk Management program, and request that an investigation be conducted. If the matter cannot be resolved, the Town will file a claim with its insurance company who will further investigate to determine if the Town is liable.

*Refer to Town Code Sec. 24-166 for additional information. Any changes to Town Code supersedes the information in this document. It is the customer's responsibility to be aware of Town Code changes that may affect their liability.*