

## **Water Service Cut and Cap Policy (April 2007)**

Metro Water Services (MWS) requires water services that are being abandoned for any reason to be cut and capped at the point of connection. This action is necessary due to the following concerns:

- Water quality issues related to inactive connections
- Damage to unaccounted for connections through excavation activities resulting in MWS response
- Potential illegal connection and water use from non-metered connections

Consistent with Metro Code language on the ownership of water service lines, the following applies to the request or requirement to abandon an existing water service connection.

### Residential

- MWS will perform all work.
- Any meter type – no cost to customer

### Irrigation

- MWS will perform all work.
- AMR meter – no cost to customer
- Non-AMR meter – MWS expense recovered on next bill
- Deduct meter – customer owns and is responsible for maintenance and repair

### Commercial

- MWS will perform all work.
- AMR meter – no cost to customer
- Non-AMR meter – MWS expense recovered on next bill

### General

- Emergency cut and caps (leaking services) will be performed immediately and billed appropriately.
- Non-emergency cut and caps will be considered in view of paving restoration requirements/costs and scheduled at the most cost-effective time. Locations under this criteria will be tracked by MWS System Services Planning Section.
- Existing meter box removal need and schedule will be reviewed on a case-by-case basis in view of the previous general conditions considering safety and site improvements.
- In situations where modifications of water services at locations involve the need to abandon existing services, cut and cap activities will follow the process identified above based on current service line classification in the Customer Information System (i.e. residential, irrigation and/or commercial)
- Requests for variances may be made in the MWS Permits Office following the MWS' latest variance process.