

### When will my leak be fixed?

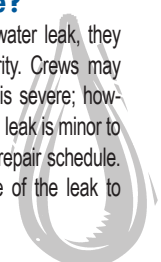
The City of Rock Hill prioritizes these repairs based on the amount of water leaking and whether or not the leak is creating a public safety hazard. The average time it takes the City to fix a minor water leak is approximately three to four weeks.

### I've reported a water leak on my property. Crews have driven by and looked at the leak without repairing it. Why don't they repair the leak when they arrive?

When a crew arrives at the site of a water leak, they survey the leak to determine its severity. Crews may repair the leak immediately if the leak is severe; however, if the City crews determine that the leak is minor to moderate, it will be added to the City's repair schedule. Crews may periodically re-visit the site of the leak to check on its status.

### In order to repair the City water leak, crews had to dig in or around my yard. When will crews be back to patch the grass where they dug?

In most cases, the water that was leaking makes it difficult to compact yards with dry material to sufficiently landscape. Crews normally wait for the ground to dry in order to spread grass seed and straw. Landscaping repairs are normally scheduled for Fridays, weather permitting.



## IMPORTANT NOTICE

CUSTOMER NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

Our serviceman from the Water Division was by on  
\_\_\_\_/\_\_\_\_/20\_\_\_\_, at \_\_\_\_:\_\_\_\_ A.M./P.M.

The leak you reported is a:

- Main leak.** City is responsible for repairing this leak.
- Service leak, City's side.** City is responsible for repairing this leak.
- Service leak, Customer's side.** Customer is responsible for repairing this leak.
- On-site system.** Property owner/manager is responsible for repairing this leak.

Leaking water \_\_\*IS \_\_ IS NOT going through the meter.

#### Action to be taken:

Property owner should call a plumber to repair leak located on the owner's side of the meter. (NOTE TO TENANTS: Please call the property owner immediately to report leak for repair.)

#### OR

#### Please allow City approximately:

- 7-14 working days to repair this leak.
- 30-45 working days to repair this leak.
- 45-60 working days to repair this leak.
- OTHER: \_\_\_\_\_

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Truck # \_\_\_\_\_ Serviceman's Name \_\_\_\_\_

If you see that the leak is getting worse and causing a safety hazard, or for more information about water service to your home, please call **803/329-5500**.

*\*If you are being billed for water that is leaking on your side of the meter, please contact the City's Customer Service office at 803/325-2500 after the repairs have been completed. Proof of repair must be provided to Customer Service.*

## FREQUENTLY ASKED QUESTIONS



### What Customers Need to Know About Water Leaks & Repair Service

- Reporting a water leak
- Scheduling of repairs
- Responsibilities of property owner and City



The City of Rock Hill operates a water distribution system consisting of more than 465 miles of lines serving approximately 28,000 customers. City crews follow an intensive daily program to maintain and improve our water lines, however, even the best preventative measures cannot assure that a water system of this size will not experience leaks. When a water leak occurs, customers may have questions and concerns about repair procedures. Here are the answers to customers' most frequently asked questions about water leaks.



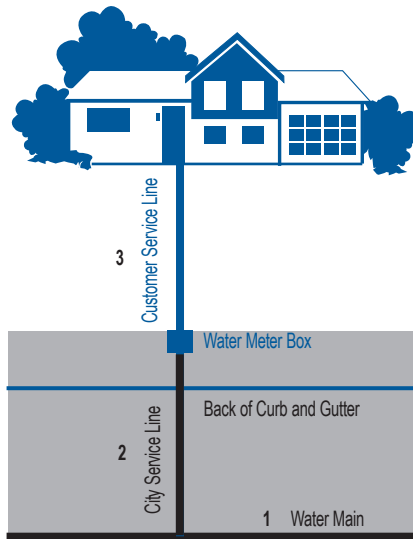
### Why do water leaks occur?

The two most common causes of main line water leaks are Mother Nature and construction damage. Pipes carrying water to our customers can expand during hot weather and can contract during cold weather. This expansion and contraction causes stress on a water line, and, in turn, the line may break. Other factors that may cause lines to break include shifting soil, excessive pressure, pipe deterioration and construction activity. Even though most of these causes are beyond the City's control, Rock Hill Utilities attempts to respond to water leaks in a timely, customer-focused manner.

### Who is responsible for fixing the water leak on my property? Am I paying for the water that is leaking?

A leak can occur on the service line which runs water from the City's main to the home or business, which is referred to as a **service leak**. Maintenance of a service line is divided among the City and the property owner. Also, the leak may occur on the City's main line which is typically located in the street. Maintenance responsibilities for each type of leak are outlined in the chart below.

Type of Leak	Location	Responsibility	Am I paying for the water that is leaking?	Who do I call?
<b>1. Main Line</b>	Main Water Line, typically in road	City Utilities	In most cases, <b>customer is not paying for the water</b> , since it has not been measured through the meter.	Call City to confirm location of leak; City will schedule repair
<b>2. Service Leak (City Side)</b>	Service line from the water main to the meter	City Utilities	In most cases, <b>customer is not paying for the water</b> , since it has not been measured through the meter.	Call City to confirm location of leak; City will schedule repair
<b>3. Service Leak (Property Owner's Side)</b>	Where service line starts (behind the water meter) leading to house or facility	Property Owner	In most cases, <b>customer is paying for the water</b> , since it has already been measured through the meter.	Call City to confirm location of leak; call plumber for repair
<b>4. On Site System (Apartments, Condos)</b>	Parking lot and common areas	Property Owner	Generally, on-site systems are owned, operated and maintained by the property owner, not the City. In most cases, an apartment tenant is not paying for water that is leaking.	Call City to confirm location of leak; call property manager or owner to report leak



### WATER LINE CONNECTION

This diagram of a water line connection shows how water is served to your home and identifies which portion of the connection is the responsibility of the City and the property owner. The numbered labels correspond with the chart above.

### How do I report a water leak?

Call the City's automated AllCall phone line at **803/329-5500**. Follow the instructions to report a water leak or dial "0" to speak directly to a dispatcher. A crew will then be dispatched to your address as soon as possible.

### WHAT SHOULD I DO IF I NEED TO HAVE MY WATER TURNED OFF IN AN EMERGENCY?

If you need to have your water turned off in an emergency situation (e.g. leaking pipes, ruptured water heater), you or your plumber should first call **803/329-5500**. Your water service must be turned off at the meter and the water meter is the property of the City. Should a property owner or plumber turn off the water at the meter, the City will not be responsible for any damage that might occur as a result.

**Call Before You Dig**  
**Palmetto Utility Protection Services**  
**(P.U.P.S.)**  
**1-888-721-7877**  
**or dial 811**