

DISTRIBUTION SYSTEM

The City of Rock Hill operates a water distribution system consisting of more than 516 miles of lines serving approximately 38,000 customers. City crews follow an intensive daily program to maintain and improve our water lines. Even the best preventative measures however, cannot assure that a water system of this size will not experience leaks.

WHY 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 the pipes and in turn, the line may crack or 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.

REPORT A WATER LEAK

To report a water leak call **803-329-5500** and follow the instructions to report a leak or press "0" to speak to a dispatcher. A crew will be dispatched to your address as soon as possible.

WATER SYSTEM LEAKS

1 City Main Line Leak

Main line water leaks are typically in the road and are the responsibility of City Utilities. In most cases, **the customer is not paying for the water** that is leaking since it has not been measured through the meter.

What to do: Call the City at 803-329-5500 to confirm location of the leak. The City will then schedule the repair.

2 Service Line Leak (City Side of Meter)

Service line water leaks on the City side are in the service line from the water main to the meter (including meter) and are the responsibility of City Utilities. In most cases, **the customer is not paying for the water** that is leaking since it has not been measured through the meter.

What to do: Call the City at 803-329-5500 to confirm location of the leak. The City will then schedule the repair.

3 Service Line Leak (Property Owner's Side of Meter)

Service line water leaks on the property owner's side are in the service line behind the water meter leading to the house or facility. These leaks are the responsibility of the property owner. In most cases, **the customer is paying for the leaking water** since it has already been measured through the meter.

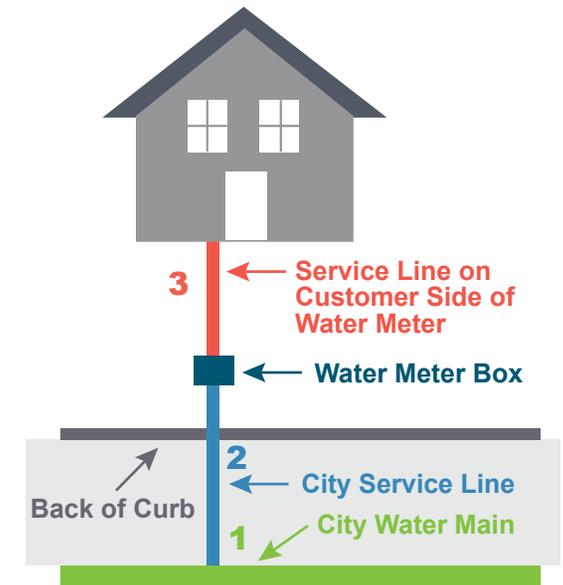
What to do: Call the City at 803-329-5500 to confirm location of the leak. Call a plumber for repair.

4 On-Site System Leak (Property Owner's Side of Meter)

On-site system leaks are in parking lots and common areas. These leaks are the responsibility of the property owner. Generally, on-site systems are owned, operated and maintained by the property owner and not the City. In most cases, **an apartment tenant is not paying for water** that is leaking.

What to do: Call the City at 803-329-5500 to confirm location of the leak. Call the property manager or owner to report the leak.

WATER LINE CONNECTION



A leak can occur on the service line which carries water from the City's water main to the home or business, which is referred to as a service leak. Maintenance of a service line is divided between the City and the property owner with the division point typically located at the back of the meter. A leak occurring on the City's water main line is typically located in the street.

HOW TO GET WATER TURNED OFF IN AN EMERGENCY

If you need to have your water turned off in an emergency situation (leaking pipes, ruptured water heater), you or your plumber should first call City Utilities at **803-329-5500**. Your water service should be turned off at the meter which is the property of the City. If a property owner or plumber turn off the water at the meter, they will be responsible for any damage that might occur as a result.

IMPORTANT NOTICE

CUSTOMER NAME _____

ADDRESS _____

A service person from the Water Division was by
on ____/____/20____ at ____ AM/PM

The leak you reported is a:

____ **Main Leak.** City is responsible for repairing this leak.

____ **Service Leak, City Side.** City is responsible for repairing this leak.

____ **Service Leak, Customer Side.** Customer is responsible for repairing this leak.

____ **On-Site System Leak.** Property owner/manager is responsible for repairing this leak.

Leaking water ____*is ____ is not going through the meter.

Action to take:

____ 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.)

____ 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 # _____ Name _____

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

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

LEAK REPAIR INFORMATION

- The City of Rock Hill prioritizes repairs based on the amount of water leaking and whether or not the leak is creating a public safety hazard. The average time to fix a minor water leak is three to four weeks.
- When a crew arrives at the site of a water leak, they determine the severity. Crews may repair the leak immediately if the leak is severe; however if City crews determine the leak is minor to moderate it will be white-lined and added to the City's repair schedule. White-lining is marking the anticipated area of excavation in white paint so other utility service providers will know where to mark their utilities prior to the City crews digging on the leak. Crews may periodically revisit the site of the leak to check the status.
- 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 dress the area and spread grass seed and straw. Landscaping repairs are normally scheduled for Fridays, weather permitting.



Know what's below.
Call before you dig.

Dial 811 or call toll-free 1-888-721-7877

ROCK HILL UTILITIES

757 S. Anderson Road • Rock Hill, SC 29730 • 803-329-5500



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WATER LEAK INFORMATION

Leak Detection & Repair Service



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