

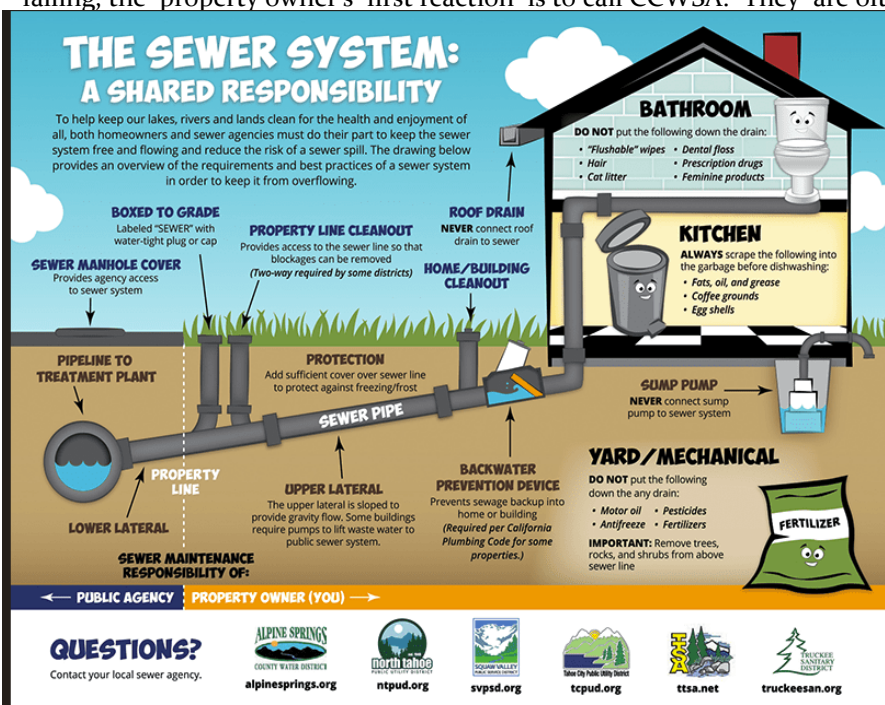


# A Word About Boundaries!

Boundaries are a part of life. We have them with speed limits and interpersonal relationships. We also have boundaries with water and sewer. These boundaries (*water & sewer*) have been coming up lately in the most uncommon ways. Maybe it's time to discuss these in a little bit more depth. First, let's address water. As your water provider, there are boundaries to how and where we can serve water. These boundaries exist in connection with property rights. For good reason, our service boundary ends just after the meter, and then it becomes the property of the homeowner/business owner (*aka customer*). When a developer builds a neighborhood, or when you build your house, the pipes for water are laid by the person developing the property. Once the property is ready for water, a meter is purchased, and we install the meter and make connections to the service main. This will include any pressure needs, backflow connections, and the meter itself. Some of this is about safety, such as installing the backflow device. This device keeps water from your private lines and prevents them from entering CCWSA's service line. It's an essential feature for maintaining the safety and security of the overall water supply. Once everything is installed, the water is used, and the meter keeps track of how much is used for billing purposes. If the meter fails to do its job correctly (through age, throughout, or malfunctioning), we will replace it. We do this without you needing to purchase another meter. When you pay your monthly water bill, a portion of that revenue goes toward replacing the meter when required. Recent laws have asked that utilities make reasonable faith efforts to access private side water service lines to find out if they contain lead and, if they do, to replace them. Private property has been a healthy boundary for many years, but sometimes access is helpful for everyone involved.

Let's now look at the sewer side of things. When a developer builds a neighborhood, or you build your house, a line runs from the house to the sewer main. A sewer tap fee is paid and the connection is made by the developer, or CCWSA, and inspected. Sewer charges are part of the overall bill and are based on the amount of water measured by the water meter. The connection of the service line (*sewer*) to the sewer main (*tap point*) is the boundary. The service line from the house to the connection point is private property, just like the line after the water meter to the house. This is important because when something happens on the main line (*sewer or water*), it is CCWSA's responsibility to repair and perform any follow-up. However, when a break or problem happens on the private side, it is the responsibility of the property owner to resolve the issue. Some people think that the utility is responsible right up to the house in all cases, and in some northern areas, where the meter is inside the house, it is. Georgia and most southern states have meters at the property line, establishing the boundary. Many of our customers are familiar with boundaries when it comes to water. If you know someone who has had a water leak, you should know that property owners are responsible for the repair. CCWSA does offer leak adjustments once a plumber's receipt or other repair receipt is presented. What is less known and less understood is the sewer side of things. When a sewer service line is damaged, broken, or otherwise failing, the property owner's first reaction is to call CCWSA. They are often confused when we inform them it's not our

line. It's the service line. It may seem convenient to open the clean-out and let it run out on the ground but that can create a host of other issues, not the least of which is the smell of raw sewage spilling out on the ground next to your house. That is not a recommended action, especially if you have neighbors. This is definitely a plumber call. While it may seem that CCWSA and other utilities should take care of it, private property is a critical boundary with responsibilities to care for that property. If you have any questions about your water and sewer boundaries, we are always here to answer them.



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