

HOMEOWNER RESPONSIBILITY

Homeowner Responsibility

The Town of New Castle is responsible for maintaining and replacing water mains throughout its service area, while property owners are responsible for the service lines, meters and meter pits at their service address.

Water damage can cost you

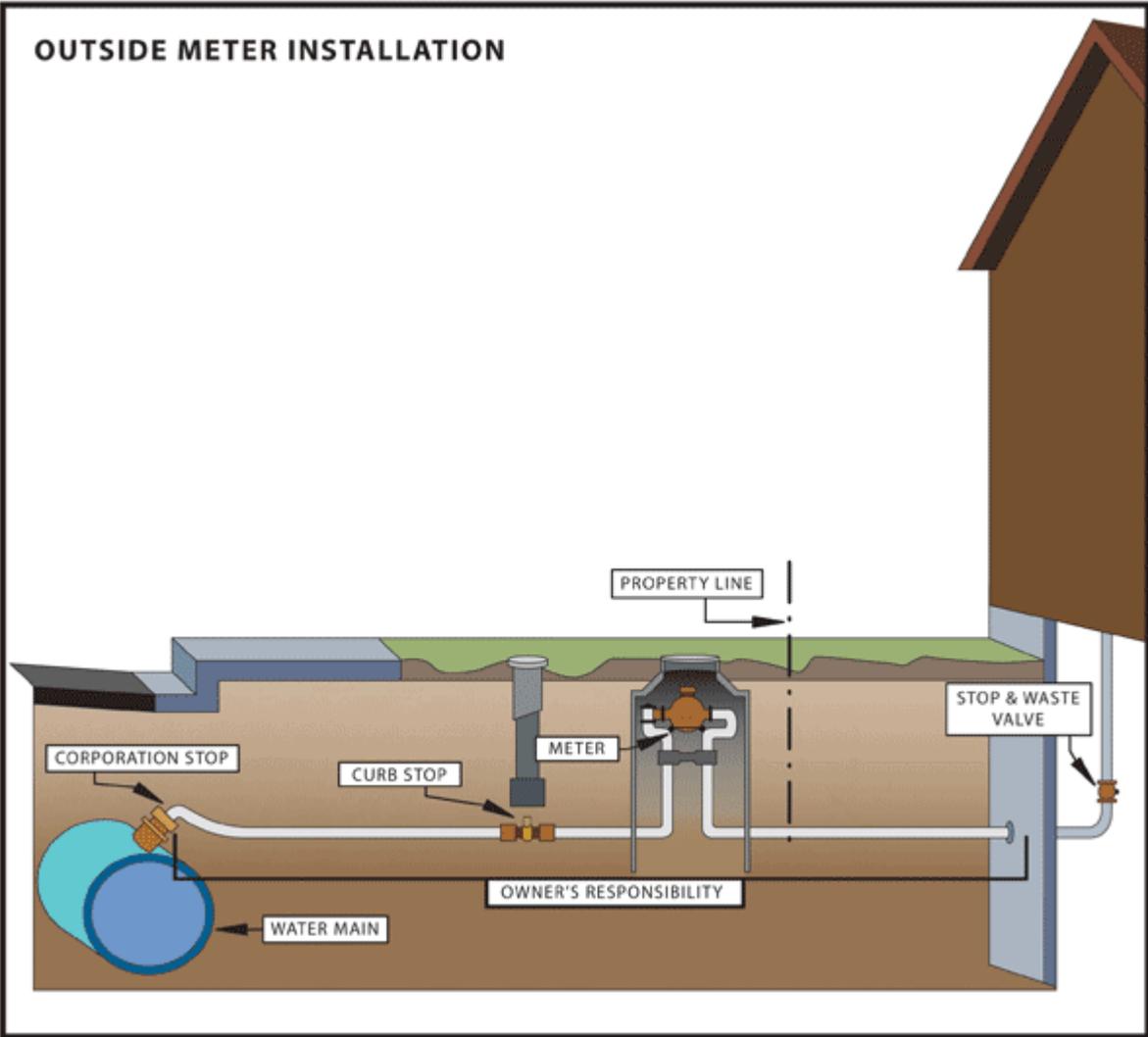
Water damage may or may not be covered separately from a typical homeowner's insurance policy. To verify whether water damage is covered in your policy, contact your insurance agent. The town is not responsible for water damage caused by a property's service line or internal plumbing.

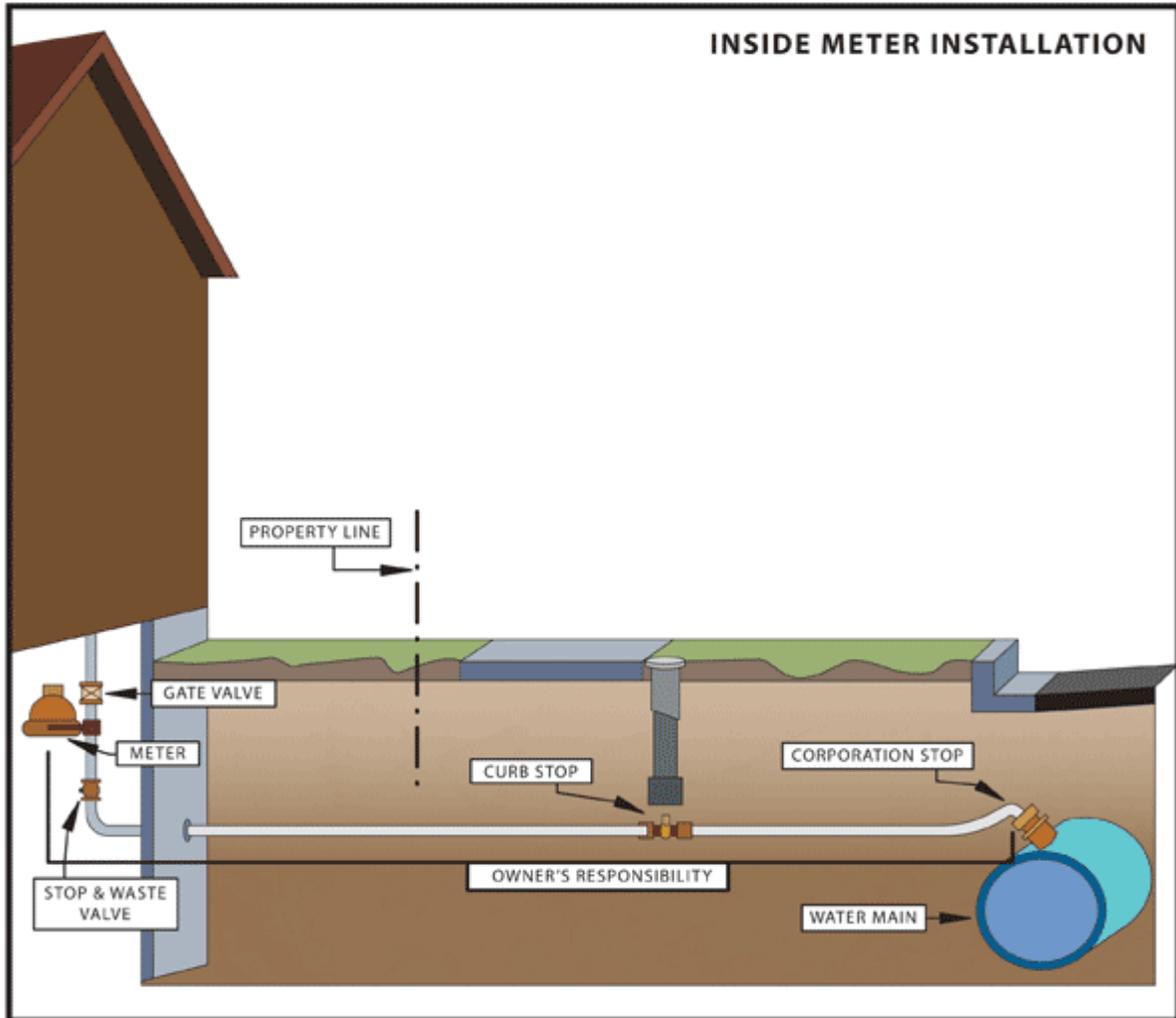
Service lines

The dividing point between town-owned mains and service lines that are the responsibility of the property owner, is located where the property taps into the main. The service line is owned by and installed at the expense of the property owner.

Service lines include all pipe and fittings up to and including the stop and waste valve in a building with an outside meter setting, and up to and including the valve at the downstream side of the meter for an inside meter setting.

OUTSIDE METER INSTALLATION





Meter pits

In addition to the service line, the property owner is also responsible for the meters read by the Town and the meter pits in which they are located. Meter pits are manholes or vaults that house meters and protect them from the elements.



Meter Reading device

Meter pits are usually located in the front yard or in the sidewalk. The pit is a round metal plate about 12 inches in diameter.

The meters also belong to the property owner. The Town will not maintain or repair these devices when they fail. The Town will notify the property owner if the meter is not reading and will assist them in ordering a new meter for replacement. The replacement meter must comply with technical specification as defined by the New Castle public works manual. It is the property owner's responsibility to protect them from damage from lawn mowers, traffic, freezing and vandalism.

Meter pits must comply with technical specification as defined by the New Castle public works manual. Pit meters must be constructed of the proper materials, frost and freeze protection and the pit being set to and maintained within 2 inches of the final grade of the ground or surrounding property, or flush with the pavement if installed in a sidewalk or driveway.

Curb stops and Valve

Most water services have a curb stop on the street side of the meter pit (or near the front property line for inside meters). This top of the box is usually a 3-inch to 4-inch diameter disk, with a tube extending downward to a valve that is about 4 ½ to 7 feet deep. This valve helps the property owner and the town, control the water flow if there is a leak in the service line or plumbing on the property. To serve its purpose, the stop box must be level with the ground around it and accessible to the Towns crews. There must be at least two to five feet of space around the stop box free of shrubbery, walls, or other obstructions that would interfere with turning the valve key. The curb box and valve is the responsibility of the property owner.

For assistance or questions please contact:
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Town of New Castle Colorado
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