

## KGCSA Customer Responsibilities

Since my appointment to the KGCSA Board of Directors I have had the opportunity to meet with Service Authority managers and staff technicians on several occasions to help resolve customer issues in the field. The issues have included water quality concerns (e.g., color, taste, and odor), low water pressure, water line leaks, water meter accuracy, water and sewer connection fees, blocked sewer lines, and meter tampering. While all of these represent valid customer concerns, I have found that most result from customer confusion about where Service Authority responsibility ends and customer responsibility begins. In view of this, I thought I would use this newsletter to clarify a few things.

Regarding water supply service, the KGCSA is charged with supplying drinking water that complies with Safe Drinking Water Act primary standards to all customers. Groundwater is currently the sole source of all our drinking water. Water is extracted via a system of wells, treated as needed at one of our 10 water treatment facilities, and then distributed to customers through an extensive system of water mains and lateral supply lines.

For the typical residential connection, a 5/8-3/4 inch lateral supply line runs from the water main to a water meter, which is typically placed inside a protective meter housing. The meter housing is usually located within an easement close to the property boundary (see Figure 1).



Figure 1. Typical KGCSA Water Meter Housing

What is important to remember is that KGCSA responsibility includes the water main, lateral, water meter, and its protective housing. ***The water line that runs from the meter to the residence, as well as all water lines within the residence, are solely the customer's responsibility.*** Also, as I have emphasized in previous newsletters, please note that water meters are the property of the KGCSA, and removing or tampering with them in any way can result in a tampering fee being assessed.

Regarding wastewater treatment service, responsibilities fall along the same general lines as for water supply. The KGCSA is responsible for the main sewer line, laterals, and the first sewer line “cleanout”, which is also typically located near the property boundary (see Figure 2).



Figure 2. Typical KGCSA Sewer Cleanout

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*Figure 3. Typical Residential Sewer Cleanout*

Where the internal main sewer drain leaves the residence, building code requires a second cleanout. Because placing this cleanout right at the perimeter of the residence could be problematic, it will usually be located within three feet past the edge of the foundation (see Figure 3).

***This cleanout, the section of sewer line that connects it to the KGCSA cleanout, and all sewer lines inside the residence are solely the customer's responsibility.***

In addition to the main sewer clean out, many residences have other cleanouts to enable accessing inside lateral and vertical drain lines. These cleanouts may appear as capped stubs of PVC pipe protruding from exterior walls and/or suspended below basement ceilings.

***When customers have a problem with water or sewer service lines, they should first call Customer Service at 540-775-1657; Repairs & Maintenance at 540-775-2746; or for Emergencies after hours & on holidays at 540-775-2049.*** KGCSA staff technicians will investigate and assess the situation at no charge to the customer, and will either repair identified problems with the KGCSA service lines, or recommend that the customer hire a private plumbing contractor if the problem is determined to lie within service lines for which the customer is responsible.