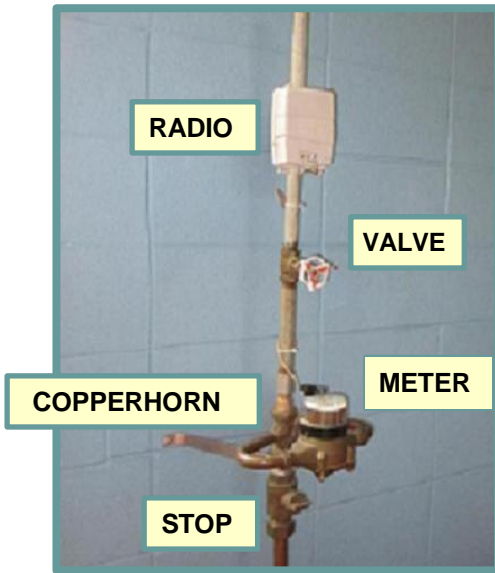


## Delivering Your Water



The Utility delivers safe water through pipes in the street.

The pressure in those main water pipes forces water into a smaller line called a property service. You own the property service. It is located about 6 feet underground (to keep it from freezing).

The water enters your house, passes through the stop, the copperhorn, the meter, the valve, and to the faucet that you have turned on.

You own all the plumbing from the curbstop through your house, except for the water meter and the radio.

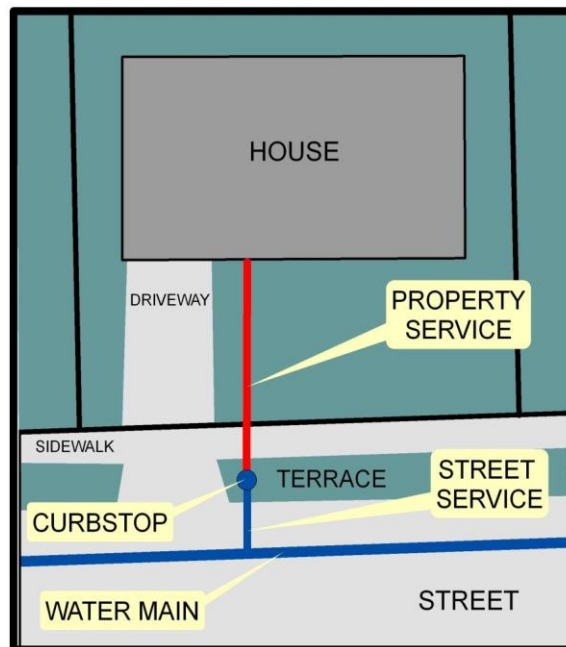
To ensure the meter is accurate, the Public Service Commission (PSC) requires us to replace it every 20 years.

Our service crew replaces meters, free of charge, Monday - Thursday, from 7:00 am to 2:45 pm and Friday 7:15 am to 10:15 am. It takes about 45 to 60 minutes.

Since you are responsible for the proper operation of the stop and the valve, we ask that you open and close them a couple of times before our crew arrives.

If, before they begin replacing your meter, our crew notices a leak between the copperhorn and stop, you will need to hire a plumber. Once the leak is fixed, the crew will be back to replace the meter.

Except for the radio and the meter, our crew is not authorized to work on any other portion of the service.



NOTE: THE WATER UTILITY OWNS EVERYTHING IN BLUE

## It's Good to Know . . .

- **Water softeners – Keeping your softener?** Adjusting the hardness to 8 grains per gallon is a great first step, but that does not meet the city's ordinance – all softeners must be optimized by Jan. 1, 2025. **If you've bypassed your softener and are happy with the water**, we encourage you to remove the softener. Keeping your unused softener can cause water quality issues such as bacteria growth or red water in your plumbing. For more information, call 262-524-3628 or visit [www.waukesha-wi.gov/watersoftener](http://www.waukesha-wi.gov/watersoftener).
- **Digger's Hotline** is called to mark the location of Utility property in the street. They can be reached at 1 800 242 8511.
- **Cross connection** hazards occur when contamination gets drawn into your water. A common source of contamination is a garden hose. Protect yourself by installing back flow preventers.
- **Water Sprinkling** is restricted between May 1st and October 1st.  
Addresses ending with an  
Even Number — Thurs & Sun  
Odd Number— Tues & Sat  
Sprinkle before 9 am or after 5 pm.
- **A toilet leak** is very common and can be silent. It is most likely due to an old, worn-out toilet flapper and can easily waste 100 to 250 gallons of water per day.