

02/01/2024

Topic: Customer service line inspection

Please be aware that the Town of Ripley Water Department will be performing a customer service line inspection and survey. The Environmental Protection Agency and New York State Department of Health are requiring a visual inspection for all customer services either in the home or by excavation on private property. This survey is due to the state by October 2024. We will be going door to door asking for permission to enter the home under Water Ordinance Section 7, for the service line survey and performing a meter inspection/survey at the same time.

The in-home survey takes only a few minutes, if a meter needs repaired or replaced then that time will increase accordingly. If no one is home, a door tag will be left asking to call and schedule a time with the Water Department.

What we will be doing:

- Identifying Customer service line size and material
- Identifying what kind of water meter
- Identifying accurate numbers for the water meter
- A picture will be taken of the meter and service line
 - This is in case the State requires more information or if visual evidence of the inspection is requested

Thank you for your understanding,

Town of Ripley Water Department

NOTE: Water Ordinance: Section 7 – Every consumer shall allow at all reasonable times an accredited representative of the District to enter into and upon his building and premises, for the purpose of inspecting all pipes and facilities connected with the Town water system and the manner of their use

