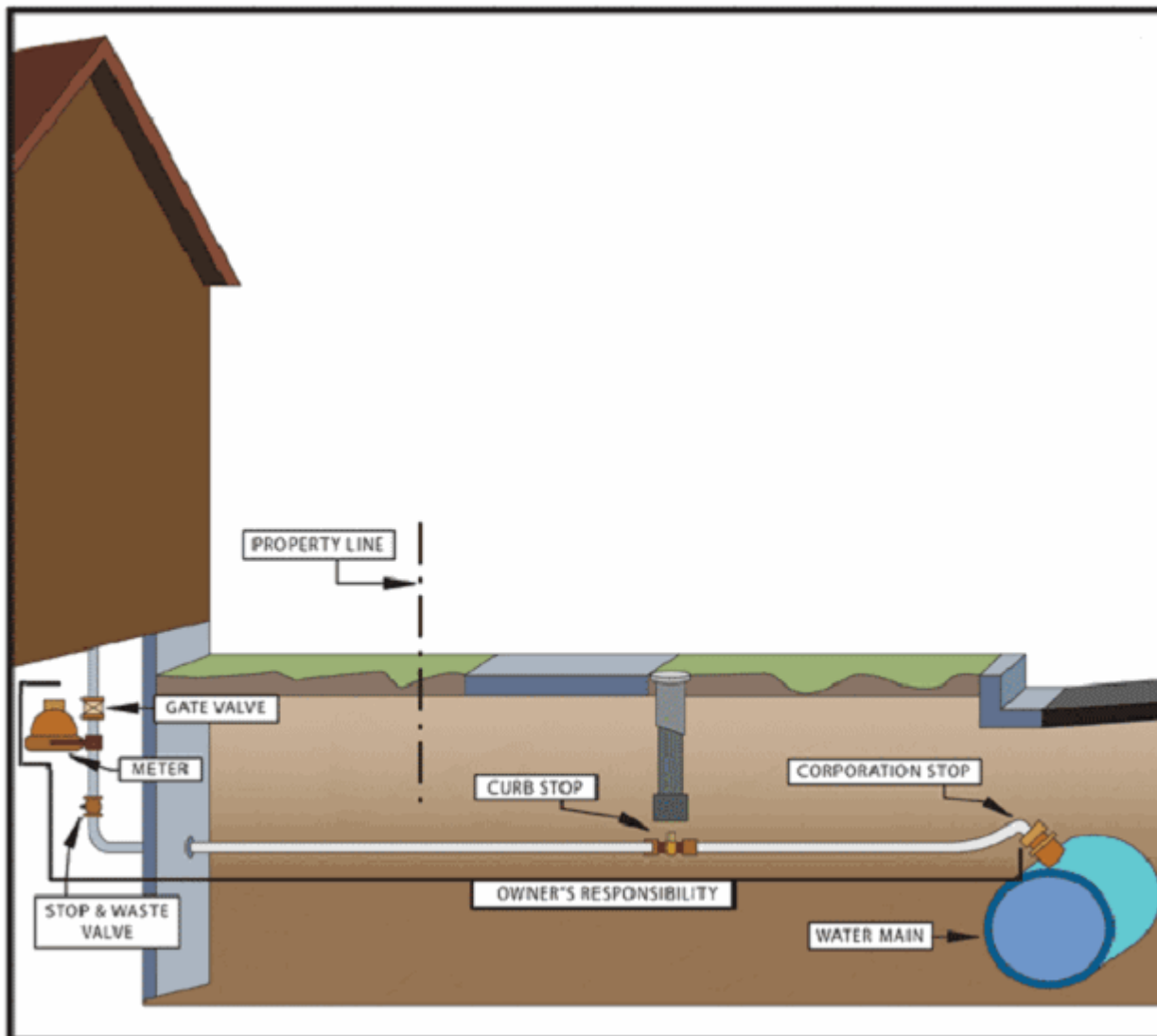


Service Line Repairs

Westford Water Department customers are connected to the water main in the street by a pipe referred to as a service line. A service line is the pipe running from the water main in the street which includes a corporation stop, curbstop and curb box at or before the property line, a shutoff valve, meter and meter valve usually inside the cellar wall. See the diagram below for details.



Occasionally there can be some confusion over responsibility for service line repair costs.

To clarify, the Water Department is responsible for repairs to the water mains. Property owners (individual services) are responsible for the cost of any repairs to the service line from the water main through the meter (see above diagram). So, if a service line is leaking and needs to be fixed, the customer is responsible for paying the cost of the repair. This is explained in section C(7) of Westford Water Department Rules and Regulations:

"...Necessary repairs to meters and outside lines from the street main, including complete service replacement, are the responsibility of the owner, and bills submitted for these charges are payable upon presentation."

How can a customer know if they have a leak if the line is buried underground? Underground leaks can be hard to detect, but typical signs include water puddling in the yard, discolored water, and a loss of pressure. If you suspect a leak in your service line please call the Water Department immediately. The Department will dispatch personnel to determine if there is a leak. When a leak occurs on a service line the customer is responsible for making repairs at once. The Department will work with the customer to have the repair performed as quickly and inexpensively as possible. Payment plans are available for service line repairs – for details contact Business Manager Larry Panaro at 978-399-2453.

Be sure to visit the Water Department website (www.westfordma.gov/water) and click on “Rules and Regulations” for more information.

Information on Service Line Insurance

Several of our customers have recently received calls from companies offering water service line insurance. We would like our customers to know that the Westford Water Department does not endorse any service line insurance product or company. Before considering purchasing service line insurance you may want to check with your home insurance company - as some policies do offer some coverage for service line repairs or replacement.