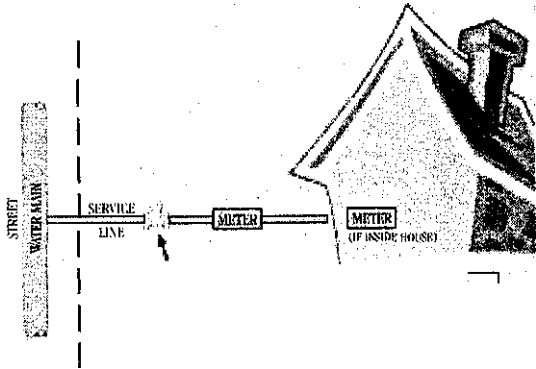


THE WATER SERVICE LINE -

A KEY PART OF YOUR PROPERTY INVESTMENT



The Water Service Line Program will play an important role in providing a safe and healthy environment for the citizens of St. Louis County and will assist homeowners and neighborhoods in maintaining property values.

St. Louis County
Public Works
Water Service Line
Repair Program

1050 N Lindbergh Blvd.
Saint Louis, MO 63132

(314) 615-8420

www.stlouisco.com/pubworks

Saint Louis
COUNTY
PUBLIC WORKS

Sam Page
County Executive

Deanna Venker, P.E.
Director

Saint Louis
COUNTY
PUBLIC WORKS

RESIDENTIAL WATER SERVICE LINE REPAIR PROGRAM



ST. LOUIS COUNTY RESIDENTIAL WATER SERVICE LINE REPAIR PROGRAM

The Residential Water Service Line Repair Program, approved by voters in November 2000, is a program offered to St. Louis County residents. The program began July 1, 2001, and pays for the repair or replacement of leaking residential water service lines. Water service providers began billing customers the \$1.00 per month program fee (or \$3.00 quarterly) on March 1, 2001. The program fee will continue to be included in your residential water bill, for a total of \$12.00 per year.

WHAT IS A WATER SERVICE LINE?

The water service line carries water from the main located near the street to the inside of the house. It is usually located in the front yard and should lie about 42" underground. Sometimes, a water service line may pass through a neighboring property.

HOW DO I KNOW IF I HAVE A WATER LINE LEAK?

Water line leaks are not always evident however some signs may include the presence of water in the yard or street, very low water pressure and/or an unexplained high water bill.

WHAT SHOULD I DO IF I SUSPECT A WATER LINE LEAK?

If you think your water line is leaking, call your water service provider (Missouri American Water or your municipal water company). The water company will send an inspector to confirm and locate the leak. If you have a confirmed leak outside your home, contact the County Water Service Line Repair Program office at 615-8420 to obtain an application, (or the water company may provide an application). The County will solicit bids or quotes from participating licensed plumbers, and will pay the plumber directly for the repair. Remember that the water company may not confirm any leaks on the inside of the house nor does the program pay for leaks or repairs necessary on the inside of the house.

WHAT IF I HAVE AN EMERGENCY WATER LINE LEAK?

If an emergency water line break on the outside of the house occurs after normal business hours, call your water service provider to shut off the water supply, and apply to the program on the next business day. If the water service provider is unable to shut off the water supply, the homeowner should contact a County licensed plumber to relieve the immediate emergency situation only. Homeowner will then apply to the program on the next business day. Repair costs will only be covered to the extent that they are eligible under the guidelines of the program.

WHAT IS NOT COVERED?

The program will NOT pay for:

- ◆ Repairs necessary as a result of freezing, earthquakes or other acts of God.
- ◆ Repairs on the inside of the house.
- ◆ Water meters and/or any facilities owned by the water service providers.
- ◆ Landscaping or ornamental structures.
- ◆ The location or relocation of shut off valves or stop cocks.
- ◆ The elective replacement of old or lead lines.
- ◆ Repairs made without following proper program procedure and application.