

Unmetered Leaks

The property owner owns the piping from the curb stop regardless of where the meter is located. If a leak occurs on the property, it is the property owner's responsibility to repair it, even if the leakage is not reflected in meter readings.

If the leak is detected by other than visual means (e.g., acoustic detection) and it is uncertain as to whether the leak is upstream or downstream of the curb stop, the home owner will be officially informed in writing that a potential leak has been identified in their service line and the WPCA will coordinate with their operations contractor and the property owner to have the curb stop shut briefly to determine where the leak is. If the leak is upstream of the curb stop, the WPCA will be responsible for leak repair. If the leak is downstream of the curb stop, leak repair is the property owner's responsibility. The property owner will be given no more than 60 days to repair the leak. The property owner will communicate to the WPCA operations contractor when the repair is scheduled and, before any backfill, the repair will be inspected and approved by the WPCA operations contractor. After 60 days, if no repair has been made or scheduled, the property owner will be notified that the water will be shut off until repairs are completed.

If the property owner believes that the leak has been caused by WPCA or municipal work in the immediate vicinity of where water service enters the property, the property owner may appeal in writing to the WPCA for relief of the repair expense. After reviewing the facts provided by the WPCA operations contractor and the Director of Public Works, a final decision will be given by the WPCA Review Officer.

Meter Location

In the interest of maintaining system integrity through early leak detection, it is desirable to have water meters located in meter pits immediately downstream of the curb stop. It is recognized that many water customers in Ledyard have the water meter within the structure of the house or business. Upon modification of the Building Code, water meters will be installed in meter pits at the property line for all new construction buildings.

Even in advance of a Building Code revision, in the case of significant repair or modification to the water piping on the property, it is highly recommended that the meter be installed in a pit at the property line.