

Town of Eden WATER DISTRICT No. 5 - FAQs

The following are the most **Frequently Asked Questions** (FAQs) about WD No. 5.

The following **FAQ's** and answers are not arranged in any particular order. While these questions are most common, there still may be many additional questions. As a result, the Town is conducting a special information meeting to help deal with any other questions. The "Information Meeting" will be held on **Wednesday, May 25, 2011 at 6 p.m.** at the Town Hall. At that time, the Town Board and representatives from the Erie County Water Authority (ECWA) and CRA Infrastructure & Engineering, Inc. (CRA) will be available to answer any additional questions.

Q: Will homeowners be allowed to use plastic pipe for their service lines?

A: Yes. Homeowners will be allowed to install plastic pipe for **part** of their service lines. The service line must be made of type K copper at the right-of-way (near the roadway) and when entering the home. In between the two copper sections the homeowner can use plastic pipe.

The copper section at the right-of-way must be 16 ft. long (a 10-ft. length buried and 5-ft. coming up to the surface with a 1-ft. "pigtail"). The copper section entering the home should be 10-ft. long and will be used for installing the water meter and any necessary fittings/valves.

Q: What if the homeowner's cellar is less than 5 ft. below ground? Can the service line exit the basement wall and then descend to the 5-ft. level?

A: The service line from the home should be as close to the 5-ft. depth recommended to avoid any frost damage. However, any home connection less than 5 ft. in depth should descend to the recommended depth immediately after exiting the house.

Q: How does the sequence of switching to ECWA water work?

A: When the plumber/contractor installs the service line, a recommended "jumper" should also be installed inside the basement where the meter will be installed later. Your plumber can obtain a "jumper" free of charge from the ECWA.

After the watermain is installed along the roadway and approved by the ECWA, the construction contractor will come back and connect each of the individual house service lines that have been installed correctly. The contractor will leave the water service off. The homeowners will be notified when this is completed. The homeowner must then call the ECWA and make an appointment to turn the water on and install a meter. The homeowner should be prepared to disconnect their existing well system on the day the ECWA is scheduled to turn the water on.

Q: Does the ECWA inspect service line connections to the home?

A: No. However, the ECWA will check that any wells are disconnected from the house at the time a meter is installed and before the water is turned on. The service line installation on private property is the sole responsibility of the property owner.

Q: Can a homeowner still keep the well water system to use for purposes other than drinking water?

A: If the well system is disconnected from the ECWA public water supply, you can keep the well water for outside use only. Be sure to obtain/see the proper disconnect diagram available in the Supervisor's office and discuss this with your chosen plumber/contractor.

Q: Is there a list of approved contractors/plumbers that can be contacted for estimates to provide the connection service?

A: There is no recommended list of contractors/plumbers. Several reputable companies work in the area but the Town cannot endorse any particular firm. The Town can provide a partial list of companies that are in the area.

It is recommended that homeowners obtain more than one quote. Furthermore, homeowners should clearly understand the specific work to be performed, the material that will be installed, the size and length of the pipe, any terms and conditions associated with a warranty, and the type of restoration to be completed.

Q: Do you need to encase the pipe between the house and road in sand or gravel?

A: No. Most homeowners just use the soil that was excavated.

Q: Do you need a sleeve over the pipe where it goes through the basement wall?

A: No, but plumbing supply houses stock such items if the homeowner wants to install.

Q: Are valves needed before or after the water meter in the basement?

A: Valves are strongly recommended and are relatively inexpensive. Having one or both in place may help avoid an inconvenience and/or a mess, if you should have to shut off water or if the meter should need to be replaced in the future.

Q: Are pressure reducing valves required?

A: Pressure Reducing Valves (PRVs) are strongly recommended due to the increased pressure that will be provided to homeowners from the public water system. Please speak to your plumber about installing a PRV. Any PRVs should be installed downstream of the meter.

Q: Is the 6/30/11 homeowner installation deadline flexible, particularly given the recent heavy rains which prevent trenching?

A: Due to the unusual weather conditions, construction schedules, and consideration for homeowners, the 6/30/11 installation date will be reviewed and most likely will be extended. This will be further clarified at the public information meeting of 5/25/11.

Q: What is the sequence of watermain installation on Shadagee, Ferrier, March, Hemlock?

A: A watermain installation schedule has been tentatively set, with the construction sequence of March, Ferrier, and then Hemlock being completed before services along Shadagee Road are installed. However, service line connections will be completed near the end of the project. Homeowners should be prepared to meet the installation schedule as discussed in the above question, and further clarified at the information meeting of 5/25/11.

Q: How do I know where the right-of-way is?

A: Legal opinion is for homeowners to check their surveys, which they received when they bought the house. The right-of-way will be shown on the survey. If a survey is not available, homeowners can usually determine the approximate location of the right-of-way by measuring 25 ft from the centerline of the roadway.

Q: How precise is the 150-foot service line measurement? What if the right-of-way is misplaced or unknown?

A: The ECWA understands there may be minor field variances in service line lengths. However, any major differences would have to be evaluated on an individual basis.

Q: Are suggested installation drawings available?

A: It is suggested that homeowners refer to the installation/instruction materials available as provided by the ECWA website. These can be picked up at Town Hall. If further information is required, the ECWA can be contacted or you can discuss with your plumber.

Q: What is the expected date of water turn on (once the pump station is operational)?

A: The Shadagee Road pump station can only be operational following a full inspection and approval by the ECWA. The target date for pump station operation is currently July. Water service should be available shortly thereafter.