

# WATER DEPARTMENT

## NEWS AND UPDATES

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### LOCATING YOUR WATER METER AND SERVICE SHUT OFF



Your water meter is located in a black box similar to the one pictured to the left. The water shut off valve is located in the small black can with green lid located next to the meter box. Often water service valve cans and meter boxes fill with sand and may need to be dug out. The business office sells valve keys which make it easier to reach the service valves which may be set fairly deep. The water department is happy to assist members to find their water service valve during business hours (Mon – Fri 7:30-4:00). If you need assistance turning on or off your water after hours or on weekends, please note that there

is a \$50 charge. There is no charge to have us respond to a water leak or emergency so please don't hesitate to call.

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### BACKFLOW ASSEMBLY TESTING SEASON IS HERE



You may see us out and about testing backflow assemblies. Please remember that maintenance will extend the life of your assembly. Please make sure your assembly is dug out and easily accessible. Assemblies need to be protected from flooding. Keep roots cut well back from the box. Roots can fill a box and fill necessary clearances, they can prevent the box from properly draining, and they can prevent proper testing. Most assemblies are

installed right next to the meter in a box that looks very similar to the meter box.

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### WATER LEAKS

Surfside is happy to do all we can to help a member find a potential water leak. If you have inspected all the common causes of leaks listed in the Potential Water Leak Notice and still can't find a leak, please call us. We may be able to assist you in troubleshooting. We cannot locate or repair leaks on private property. Unless a leak is exceptionally large, we are only asking at this time that you do all you reasonably can to find and fix leaks. We are not requiring members to pay for plumbers or to dig up service lines to find small leaks.