

City of Goshen

Residential Building Water Line Maintenance & Repair Procedure

The goal of this procedure is to provide a consistent and coordinated process for the City of Goshen Utility Department (City) to receive and process requests from residential building owners making a claim to the City for the repair of their building water line.

The procedure is written in accordance to the provisions of Ordinance 4531 'Schedule of Rates and Charges for Services of the Goshen Water Utility and Goshen Sewer Utility Building Line Repair Program'.

INITIAL CONTACT FROM BUILDING OWNER

1. Confirmation of home owner and property.

City shall confirm contact is made by the party whose name is on the water bill. City will respond only upon notice of a problem from the party in whose name the water bill is maintained.

City shall confirm that the property is a residential building with not more than two (2) residential units. City will assume the repair of the building water line to a single family home or a duplex from the City's water valve (curb stop) located in the City's right-of-way to the residential building's exterior wall. (All internal plumbing is the responsibility of the building owner.)

2. Determine the problem and responsibility.

City shall determine whether the building water line is in need of replacement or repair and whether the replacement or the repair is the responsibility of the City or the building owner

The building owner's responsibility for repair to the building water line includes inappropriate use of the building water line and/or damages to the building water line.

The City's responsibility for repair to the building water line:

- begins immediately outside the exterior wall of the building;
- assumes no obligation for any defect inside the building; and
- assumes no obligation to monitor or inspect the building water line for maintenance problems.

3. Repair methods.

A. If it has been determined by the City that the cause of the problem is the City's responsibility, the City shall arrange repairs.

B. If it has been determined by the City that the cause of the problem is the building owner's responsibility, the building owner shall independently arrange their own repairs.

4. Documentation and File Maintenance.

City shall create and maintain a file of all information and correspondence beginning with the initial request for claim through to close of claim and a copy of the Contractor's final invoice if applicable.

City shall also maintain a log of Contractors who are under contract with the City of Goshen, their rates, a schedule of their calls and a summary assessment of each of their responses.

MOBILIZING CONTRACTOR

Utilities shall:

- Select a Contractor from the list of Contractors; and
- Contact, inform, instruct and dispatch Contractor.

DIAGNOSIS

Contractor shall:

- Diagnose problem;
- Contact designated person at City every two (2) hours until able to report; and
- Report diagnosis to designated person at City.

City shall assess report and advise Contractor how to proceed.

REPAIR

Contractor shall:

- Proceed with repair work as directed;
- Inform designated person at City upon completion of repairs and before leaving site; and
- If agreed between City and Contractor that work requires more time, update and inform designated person at City at end of each day before leaving site while job is in progress.