

## PRESS RELEASE WATER SERVICE LINE MAINTENANCE INSURANCE OFFERS

---

It has come to our attention that a number of private companies are sending mailings to our citizens offering a service related to water service lines that are not affiliated or endorsed by the Borough of Chambersburg. In an attempt to clarify the legitimate responsibility of customers to maintain their water lines and to ease the concerns of our citizens, the Borough has prepared the following explanation:

### **YOUR WATER SERVICE LINE**

The Borough of Chambersburg maintains a municipal water service throughout most of the Borough as well as limited parts of Guilford and Greene Townships. In these areas, the Borough has water mains that run throughout the neighborhoods distributing water to homes and businesses. The water mains are the maintenance responsibility of the Borough. Between the water main and your home or business, a service line is connected. Based upon the size of your building that service line can be sized between 3/4 inch in width and several inches for a large commercial connection.

Along that service line, at a specific point, maintenance responsibility transfers from the Borough to the connected customer.

In most new neighborhoods that point is clear. It is where the service line enters upon your private property. In residential neighborhoods the point where the customer is responsible is often at the sidewalk or the curb. From that point, through the private property, and into the building's basement, the water line is the responsibility of the customer.

In many older neighborhoods that point is less clear. Sometimes it is the edge of a building where the customer becomes responsible for maintenance and sometimes it is actually inside the basement of a building.

If you want to know the point where you are responsible for your water line, call the Borough Customer Service Center at 717-263-4111.

### **WATER LINE MAINTENANCE**

Unlike sanitary sewer pipes and natural gas lines, clean water lines require less maintenance. That is not to imply that they do not sometimes break or develop cracks. This can happen but water is less corrosive than sewer and we have examples of water pipes lasting up to 100 years before needing replacement.

### **WATER LINE MAINTENANCE SERVICE PLANS**

Most Borough-licensed Master Plumbers are capable of fixing or replacing a water service line. Although these costs can vary widely from property to property, the Borough does not offer, nor endorse, nor recommend, that our customers purchase water maintenance service plans. If you are approached by a private company to buy such a product, read carefully the offer before enrolling. If you have questions, contact a Borough-licensed Master Plumber.

Call Lance Anderson, Supt. (717-709-2285) if you have more questions.