

When it comes to **water damage** to your property, **who is responsible?**



Western Municipal Water District has developed these guidelines to help individual property owners determine responsibility for water damage caused by water leaks. The reference for this information is Western Municipal Water District Ordinance No. 381 dated June 5, 2013.

Property Owner's Responsibility

District's Responsibility

Damage Through Leaking Pipes and Fixtures

The customer will maintain fixtures and pipes beyond the District's meter connection (property side of the meter). In no case will the District be liable for damages caused by water



running from open or faulty fixtures or from broken or damaged pipes beyond the District's meter connection.

When turning on the water to a house or property that is vacant, the District will attempt to determine if water is running. If the water meter shows that water is running, the District will shut off the water at the customer valve. However, the District's jurisdiction and responsibility ceases at the end of the service connection (property side of the meter).

The customer valve inside the meter box will not be utilized by the District to turn water on or off, except in cases of emergency.

Pressure Conditions

Pressure conditions are directly related to the District's water systems. Changes in pressure may be a result of the simultaneous use of irrigation systems, showers and appliances, or may be caused by a blockage from roots or a break in a fitting.

The District assumes no responsibility for damages due to pressure or lack thereof. The District provides no guarantee of pressure or ranges of pressure in the operation of its water system. District policy is to attempt to provide pressures within the range of 30 pounds per square inch to 125 pounds per square inch to the customer's water meter. However, in some areas pressure in the water main may vary from as high as 270 pounds per square inch to as low as "no pressure" in cases of emergency shut down of the system.

The delivery of water service is subject to shutdowns and fluctuations from time to time, as required by the operation of the system.

Pressure Regulator

The customer is responsible for the purchase, installation, maintenance, operation and repair of the pressure regulator assembly, if required. Such assembly must meet the requirements of the latest Uniform Plumbing Code accepted by the county of Riverside, and must be installed at locations and within pressure zones. It's recommended that the pressure regulator assembly be installed at a suitable location on the customer's property so that all of the customer's indoor and outdoor water systems will have regulated pressure.



The District has no responsibility for pressure regulators.

Property Owner's Responsibility

District's Responsibility

Water Meter

Meters moved for the convenience of the customer will be relocated at the customer's expense.

The area surrounding the meter box must be kept clear of all obstructions and at all times be accessible by District personnel. The area shall be kept free of weeds, plants or other vegetation.

The District will replace the meter due to malfunctions that may cause the meter to provide inaccurate flow measurements.



Backflow Protection

It's the customer's responsibility to comply with the Backflow Prevention Program requirements as a condition of receiving and continuing to receive water service. The customer must own, and is responsible for, the installation, testing, repair and /or replacement of all backflow prevention assemblies at their expense as required by the District.

Note: Customers that require backflow devices are those that are commercial and industrial, have an irrigation meter 1.5 inch or greater, or have an alternate source of water. Other conditions may exist that may require a back flow device. For more information, please read Ordinance 381 at wmwd.com

It's the District's responsibility to protect the public water supply system from contamination due to actual or potential unprotected cross-connections. The achievement of the Backflow Prevention Program accomplishes this goal as required by state regulations.



Service Agreements

When appropriate, the customer will be required to sign pressure agreements as determined by the District. Conditions that may require such agreement include:

- **High Pressure Water Service:** Water service to the property will be subject to periodic high pressure in excess of 80 psi (pounds per square inch). In order to maintain satisfactory pressure, it will be necessary for customers to purchase, install and maintain a pressure reducing control device to maintain satisfactory pressure.
- **Variable Pressure Water Service:** Water service to the property may be subject to water pressure below 30 psi, and may require customers to purchase, install and maintain a hydro-pneumatic pump or other device to maintain pressure.
- **Low Pressure Water Service:** Water service to the property may be subject to water pressure below 30 psi, and may require customers to purchase, install and maintain a hydro-pneumatic pump or other device to maintain pressure.
- **No Pressure Water Service:** Water service to the property will be subject to periods of no pressure. To be able to maintain satisfactory water service, customers must purchase, install and maintain a hydro-pneumatic pump or other device to maintain pressure.

The District establishes pressure ranges and adopts the agreement parameters for customer use and guidelines.



If you would like to obtain a copy of Ordinance 381, please visit our website at wmwd.com, call us at 951.571.7100 or write to Western Municipal Water District, Attn: Risk Management, 14205 Meridian Parkway, Riverside, CA 92518