

## **FREQUENTLY ASKED QUESTIONS - WATER**

### **Who owns the water meter?**

Taylor Coastal Water and Sewer District owns the water meter which is installed on the County Right of Way. We are responsible for the repair and replacement of the installed equipment unless the customer causes the damage. We ask that our customers do not turn off their water at the meter to avoid damaging the valves. All customers must install a personal cut-off to be able to turn off their water.

### **Why do I have to pay \$1,000.00 for a water meter?**

A customer pays \$1,000.00 to become a user of the TCWSD water system and have the water equipment installed. The \$1,000.00 covers the cost of the equipment, installation, and site visits.

### **Why are there water meter boxes already installed on empty lots?**

When the water lines were installed many years ago, the District installed water meter boxes on each lot to provide future service.

### **Why is there a water meter installed on a vacant property?**

Several years ago, the District's water operator placed water meters in all boxes. It was later determined that the District's equipment was exposed to possible damage, and every effort was made to remove all water meters for non-active accounts.

### **Can I have more than one water meter on my lot or parcel?**

Unfortunately, the District's Rules allow for one water meter per lot or parcel.

### **How many hookups are allowed per water meter?**

Up to four hookups are allowed.

### **If I sell my property, does the next owner have to pay \$1,000.00 for service?**

No, once the service is paid for and installed, and you become an active user, the equipment and fees paid stay with the lot. The new owner will be required to pay a \$100.00 transfer fee and a turn on fee of \$75.00 if the service was turned off.

### **Why am I asked to keep the water meter area clear of plantings, fences, covers, concrete, and parking spaces?**

The Field Staff must be able to read the water meters each month. Heavy items placed on or near the water meter can cause damage and delay needed repairs.

### **What should I do if we are going to have high tides or flooding water?**

Turn off your water service with your personal cut-off valve. Do not turn off your water at the meter.

### **What should I do if we are going to have freezing temperatures?**

If you are residing in the home or RV, please leave your faucets dripping during the period of freezing weather. If you are not staying on the property, please turn off your service with your personal cut off valve and drain your lines.

### **Can I get another water meter for landscape watering, boat washing, ice machines and/or other outdoor uses?**

Yes, we do offer a second meter option. A fee of \$300.00 is paid to the District and another water meter will be installed down the line from your first meter. This line is for outside use only and cannot be used with any RV, shed, or habitable structure. You will be billed for all the water that passes through this second meter and will receive a credit for any sewer charges.

### **Do you have Water Only Accounts?**

The District does offer Water Only Accounts on a case-by-case basis. Applications are available and will be reviewed by the Board prior to granting service. The standard \$1,000.00 water service fee is applied. Water-only accounts may be used for fire prevention, landscaping, food service, boat cleaning, etc. The water cannot be used by a shed, RV, or habitable structure.

### **Can my Water Meter be relocated?**

If there is a problem with the location of your water meter, please contact the District to determine if it can be moved. The water meters are installed on the County's Right of Way and must stay on the right of way. The approximate cost to move a water meter is \$250.00, depending upon the location.

### **Do you offer Bill Payment Services?**

Yes, we work with PayClix to offer payments via credit card or bank account. You may also call the District Office to handle your payment via PayClix. There is a service charge of \$0.99 for bank accounts, or \$0.99 plus 3% of the payment for credit or debit cards. Please visit [www.payclix.com/tcwsd](http://www.payclix.com/tcwsd) to process your payment. You will need to have your account number and the balance owing to make your payment.