



Town of Randolph
Water System Improvements Project - DWSRF No. 18013
CUSTOMER RESPONSIBILITY REGARDING WATER SERVICES
September 25, 2015

Dear Water Customer,

The Town of Randolph is proposing to replace the water main along Main Street from Conewango Road to the boundary between the former Villages of East Randolph and Randolph, and from Maple Drive to Spring Street. The work is expected to begin spring of 2016 and take approximately two months to complete. Water customers on these sections of the water main will have their services switched over and connected to the new water main. The purpose of this letter is to provide you, the Customer, with information about the water project and information that will allow you to plan ahead for possible expenses related to your water service line.

In older communities such as Randolph, it is common for the existing water service lines to be old and fragile. We have found that many of these water service lines are made of galvanized pipe and often are too small in diameter. Customers with these old, small water service lines often experience problems such as poor pressure or low volume during periods of high usage at plumbing fixtures. These older types of service lines are known to be fragile and if not already leaking, often develop leaks in the near future. These older water services are also difficult or impossible to reconnect due to degradation because of aging. Many services have been found to be plugged with scale or rust.

The Water Law of the Town of Randolph defines which water system components are the responsibility of the Town Water Department and which components are the responsibility of the Customer. This division of responsibility is identified by the shut-off valve at the public right of way. Article 602 of the Water Law describes the Customer's responsibility as it relates to the Water Service Connections. The water service line from the shut-off valve to the building is the responsibility of the Customer and must be repaired, maintained, and replaced at the Customer's expense. The Customer may be required to replace their water service as required by the Town Water Department.

During the water project, the cost to reconnect your water service from the Right-of-Way (ROW) or shut-off valve to the new water main is covered by the project; however, in many cases, it is expected that the condition of the water service will be such that reconnection will be impossible. In these situations, the Customer will be responsible for the replacement (and associated costs) of their water service line from the ROW to the building.

This project also includes the installation of meter pits on water services throughout the water district that have not received a new water meter as part of the meter installation project that concluded last spring. If you have not yet received a new meter, it is likely that your property is included on the list for a meter pit. As mentioned above, if the water service is found to be unacceptable for reconnection, you will be required to replace your water service from the meter pit to the home or business.

We are providing this advanced notice to offer our water customers sufficient time to plan for the possibility of having to replace the water service to their home or business. Property owners are free to choose their own contractors to perform the work (provided the work is completed in conformance with the Town's specifications), or may contact the Town for a list of recommended contractors to complete the work.

Gretchen Hind
Town Clerk
Town of Randolph

cc: File 13101