



WHO OWNS WHAT

ELECTRIC | NATURAL GAS | WATER

This brochure identifies the responsibility of the utility and the customer as it applies to the services we provide. If you have questions on any of the information provided, please contact us at 507-433-8886 or Talk2AU@austinutilities.com.



KNOW WHAT'S BELOW. CALL BEFORE YOU DIG!

Utility lines will be located and marked at no charge when you contact Gopher State One Call **at least 48 hours before excavating**. Submit your locate request at gopherstateonecall.org or by calling 811. When excavating near a buried natural gas, electric, or water line (within 24" of the marks), expose the line first by hand digging carefully.

Gopher State One Call does not locate buried utilities after the meter that are privately owned. Austin Utilities can assist in locating residential customers' buried lines after the meter. Contact Austin Utilities at 507-433-8886 to request a locate of your utility lines after the meter.



**Know what's below.
Call before you dig.**

WHO OWNS WHAT: ELECTRIC

AUSTIN UTILITIES

Austin Utilities owns, maintains, and is responsible for the following:

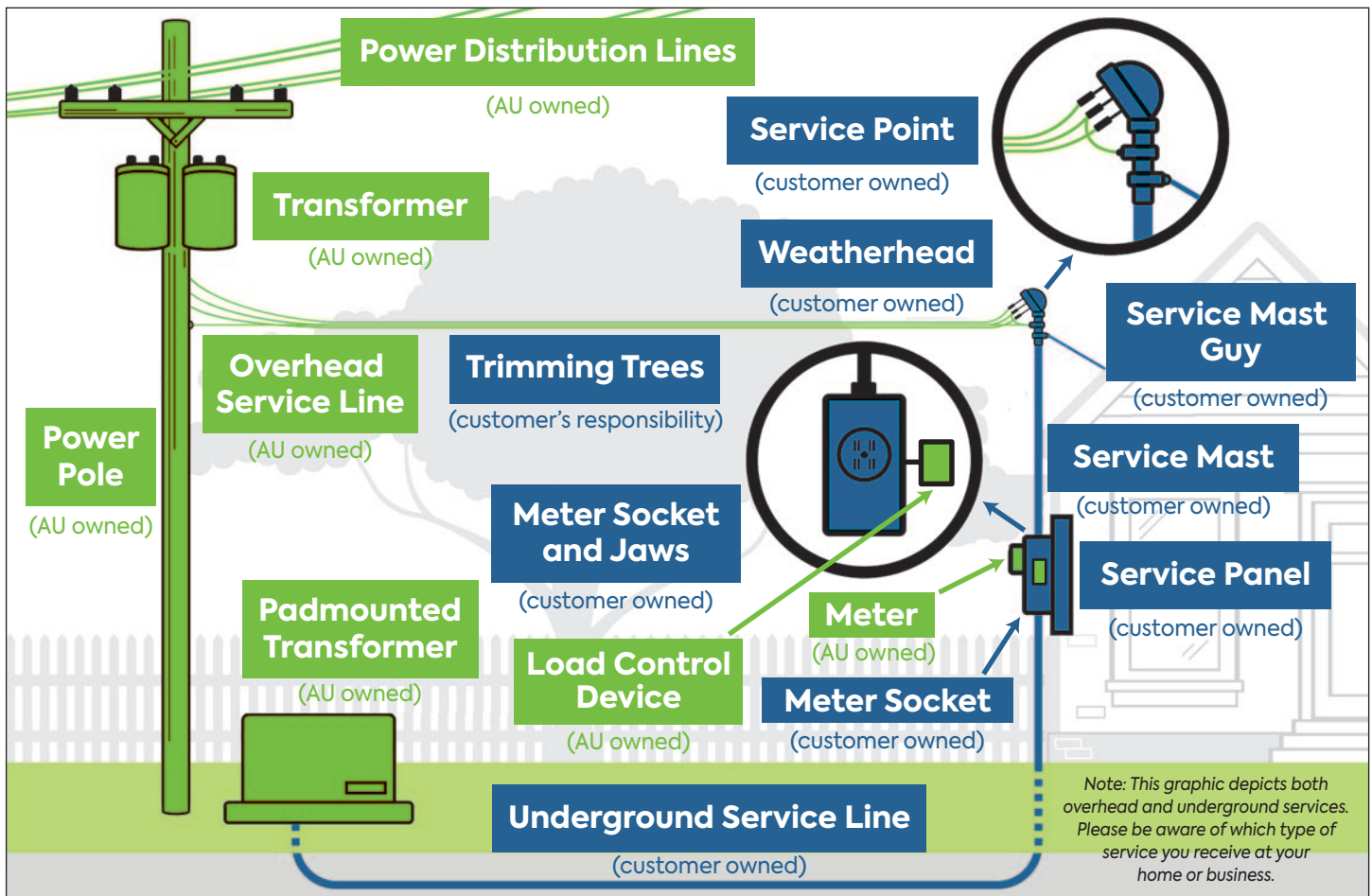
- >> Wires from the transformer to the meter pole and the electrical connections on those wires.
- >> Meter pole, guy wires, ground wire and ground rod.
- >> The electric meter.
- >> Repair of wires connecting the underground electrical transformer to the meter, as long as they are not under permanent surfaces such as concrete or asphalt.
- >> Locating faults that occur on wires connecting the underground electrical transformer to the electric meter and the connections.
- >> Load control device; required for customers who have central air conditioning.

THE CUSTOMER

The customer is responsible for maintaining the following:

- >> The meter loop, including the meter socket.
- >> Fuses and/or breaker panels, including disconnect switches.
- >> Secondary service wires leaving the meter pole and connecting to other buildings/locations and the connections to those wires.
- >> Location and repair of secondary service wires extending from the meter to other building and those connections.
- >> Any disconnect switches, fuses, and/or breaker panels at the meter.
- >> The meter socket and mounting panel.
- >> Moving or re-routing underground service due to home construction or additions.
- >> Trimming trees around the overhead service line.

Customers should hire a licensed electrician when making any repairs to customer-owned equipment.



WHO OWNS WHAT: NATURAL GAS

AUSTIN UTILITIES

A service line runs from the main in the street to the meter. Austin Utilities is responsible for the maintenance, repair and location of the main, service line, regulator, and meter.

THE CUSTOMER

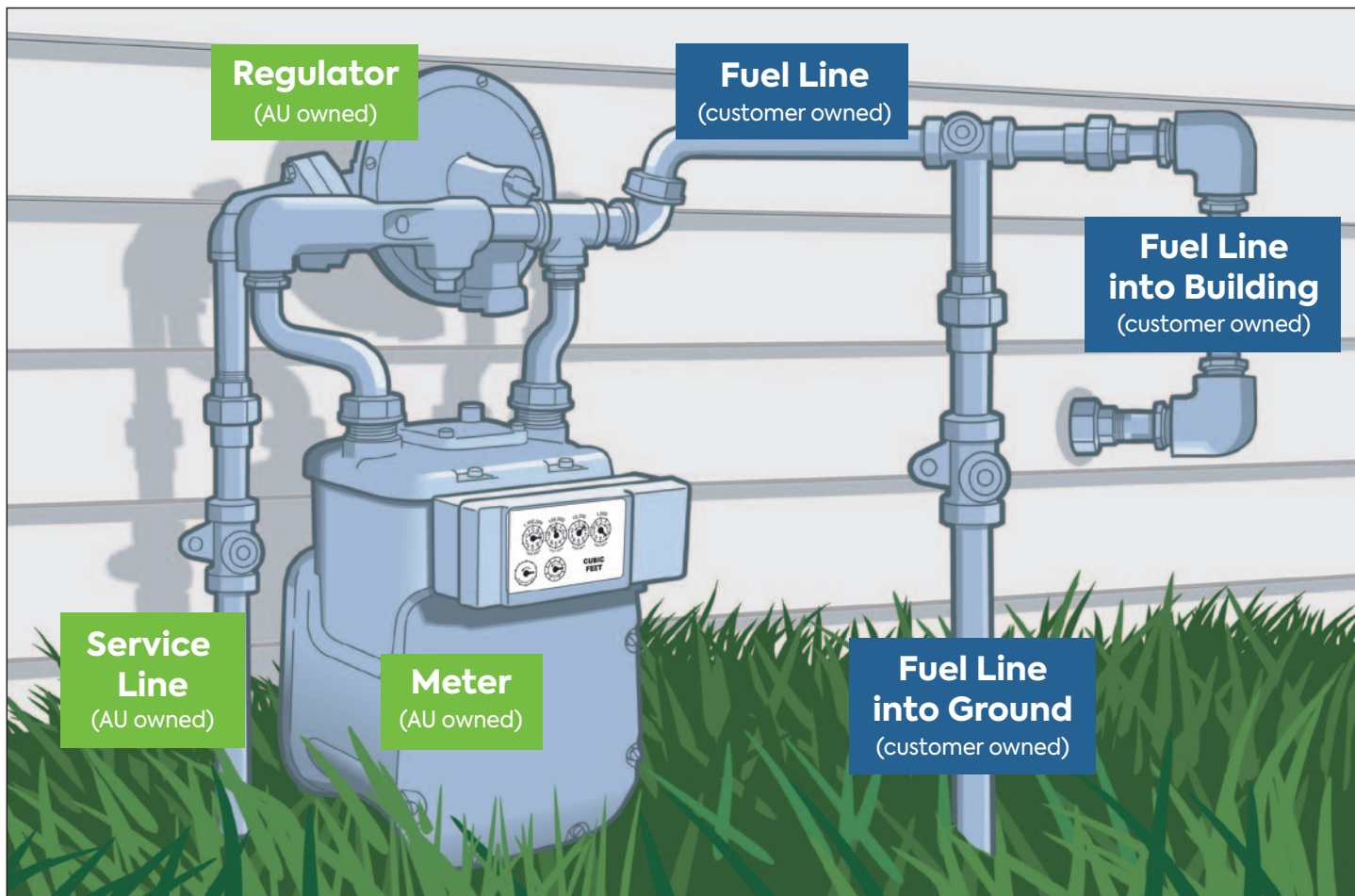
In compliance with the Code of Federal Regulation #49, Part 192.16, Austin Utilities must notify each customer who owns buried natural gas piping after the meter.

The customer owns and maintains the fuel lines on the "house side" or downstream of the meter, including buried fuel lines. The fuel line on the "house side" begins after the meter.

If the underground fuel line is not maintained, it may be subject to potential hazards of corrosion (rust) and leaks.

- >> Inspect the buried fuel line periodically for leaks.
- >> If the buried fuel line is metal, inspect it periodically for corrosion.
- >> Repair any unsafe condition.

Customers should hire a qualified contractor to provide inspection and repair services for customer-owned natural gas lines.



WHO OWNS WHAT: WATER

AUSTIN UTILITIES

Austin Utilities will retain ownership of the corporation stop, meter, and meter connections.

THE CUSTOMER

The customer will retain ownership of water service lines from the corporation stop to the meter.

WATER SERVICE FUND

If your water service line breaks or leaks due to ground shifting, pipe aging, corrosion or extreme temperatures, you may be protected by our **WATER SERVICE FUND**. All water customers are enrolled and pay a small fee on their monthly bill. The fund is used to help customers with the cost of repairing their water service. To qualify for reimbursement under the **WATER SERVICE FUND**, you must be an active water customer who is current on their bill. **All work must be pre-approved by Austin Utilities prior to repair.**

A broken water service is always unexpected. Here are some signs of a broken or leaking water service:

- >> A visible water leak in your yard
- >> Water leaks in your basement
- >> Low water pressure

Austin Utilities will allow each property owner to select a plumber from an approved list provided by Austin Utilities.

It is important to remember the property owner will retain ownership of the water service line from the corporation stop to the meter, and water service lines found to be leaking due to the property owner's neglect shall not be covered by this fund.

All damages to the city right-of-way such as city streets and sidewalks will be repaired by this fund, but damage to private property such as landscaping, sod repairs and driveways will remain the responsibility of the property owner.

