

Warren Community Water & Sewer Association, Inc.

WATER METER DAMAGE POLICY

In June 2024, Warren Community Water & Sewer Association began replacing the water meters of all customers. Replacing all the old 2014 water meters with new technologically advanced water meters has been an investment of time and money. Replacements included new polymer meter lids accommodating the attachment of the antenna (endpoint). The endpoint wires are attached to the meter. Although the meter lids are tough, it is necessary to be very careful when mowing around the meter or removing the meter box lid to avoid damaging the lid, endpoint, and meter.

- **Customers are NOT allowed to tamper with the water meter pits.** Tampering with a water meter is punishable by law and may result in a tamper fee plus the cost to replace the equipment.
- **Removing a water meter lid could cause damage to the electronics and antenna.** Leaving the lid in place also helps to keep the meters from freezing in the winter.
- **Mowing over a water meter lid may cause damage to the meter.** To avoid extra fees from a damaged lid or water meter antenna, it is recommended that you use a weed eater, rather than a lawnmower, to trim the grass around the water meter. If you use a landscaping company, instruct them to avoid mowing over the meter antenna. **The cost to replace a damaged water meter, antenna, hanger, and/or lid will be added to the bill of the customer.**

As a property owner/resident you are responsible for protecting your water meter, lid, and antenna from damage. When the antenna attached to a meter is damaged, it needs to be replaced immediately. The water office must be notified as soon as possible.

If your meter, pit lid, or antenna for the water meter serving your residence, rental, or business is lost, damaged, or destroyed, charges shall be assessed and added to your water bill to cover the cost of replacement.

Warren Community Water owns and maintains the water meter, but customers are responsible for protecting it from damage, such as freezing, tampering, or damage caused by landscaping (e.g., lawnmowers, brush hogs). While repairs due to normal wear and tear are usually free of charge, damage caused by negligence results in replacement costs being billed to the customer.

Key Aspects

- **Customer Responsibility:** Customers must ensure their meter is accessible for reading, inspection, and maintenance. This includes preventing the meter from being buried by landscaping or obstructed by structures, fences, or pets.
- **Damage Costs:** If a meter is damaged by negligence, improper connections (ex: from boilers/heaters), or freezing due to lack of protection, the owner will typically be billed for labor, materials, and potential overhead fees.

- **Replacement Procedures:** If a meter is damaged, the water company will replace it. If the damage is deemed to be caused by the customer, a fee will be added to their water bill.

Common Causes of Customer-Responsible Damage

- **Landscaping:** Mowing over the meter lid and antenna (often called an "endpoint").
- **Freezing:** Failure to protect the meter in winter, causing the internal components to crack.
- **Vehicle Damage:** Driving over the meter pit.
- **Tampering:** Attempts to adjust or remove the meter, which is illegal and punishable by fines.

What to Do If the Meter Is Damaged

If you suspect your meter is damaged or leaking, you should contact the water office immediately to request an inspection.

If you are a tenant, you should report any damage to the property owner or the water utility office.

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