

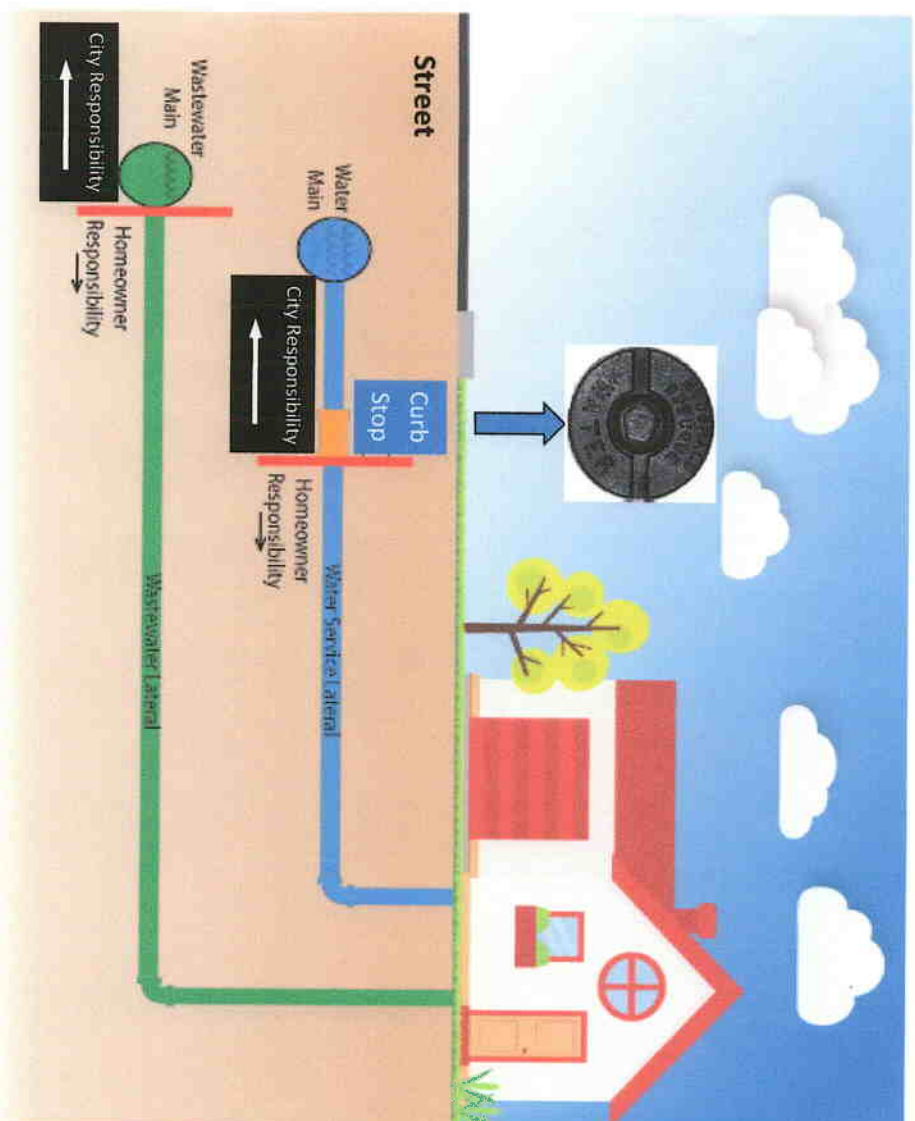
Who's Responsible for Pipe Repairs?

Service Laterals are Private Property

Many property owners are unaware they own the pipes—called private service lines or laterals—that bring water into their homes or businesses and carry sewage or wastewater away. If service laterals clog, leak or break, it is the property owner's responsibility to contact a plumber and pay for repairs. Arcadia Water & Wastewater Utility is responsible for maintaining the public parts of the water and wastewater systems, including the larger "main" which is located in the street.

Where does ownership divide along water and wastewater service laterals? It's not at the property line or the curb, as many people assume.

Water: The property owner is responsible for the service lateral between the house/business and the curb stop (see picture), which is usually located in the front yard, driveway and close to the sidewalk. The Arcadia Water Utility is responsible for the pipe between the curb stop and the water main.



Sewer: The property owner is responsible for the service lateral between the house/business and the wastewater main (see picture), which is usually located in the street. Arcadia Wastewater Utility is responsible for the wastewater main that carries wastewater from individual residents/businesses to the wastewater treatment plant.

If a Service Pipe Needs Repair:

Please call us if you suspect a service pipe problem, we can help determine whose responsibility it is.

During business hours: (608) 323-3452

After business hours/emergencies: (608) 323-3452 –call is forwarded to water/wastewater operator on call.



City of Arcadia
Water & Wastewater Utilities

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