

WHOSE RESPONSIBILITY IS IT? KNOW WHERE THE RESPONSIBILITY LIES.

WHO OWNS THE WATER METER AT MY HOUSE? WHO IS RESPONSIBLE FOR MAINTAINING IT?

EPCOR owns and maintains the water meter and its connections. Per New Mexico Public Regulation Commission Rule 10, and in accordance with the State Department of Health, the homeowner is responsible for keeping the area surrounding the meter box clear of all obstructions (such as weeds, plants and other vegetation) and accessible to EPCOR personnel at all times. You can have the water meter moved for your convenience—at your own expense.

WHAT IS THE LIKELIHOOD OF A WATER LINE LEAK—OR BREAK—ON MY PROPERTY?

While frequency of leaks or breaks is generally low, likelihood of failure depends on the particular property. We always encourage homeowners to do their homework to ensure they are making decisions that are right for them.

CAN YOU COME OUT AND TEST FOR LEAKS?

EPCOR does not test for leaks on the homeowner's side. To check for leaks on your side, please contact a plumber.

WHAT HAPPENS IF MY PIPES ARE LEAKING?

If you find leaking pipes beyond the meter connection (the property side of the meter), you'll be responsible for the maintenance of these fixtures and pipes. EPCOR is not liable for damages caused by water running from open fixtures, faulty fixtures, broken pipes or damaged pipes beyond the meter connection.

WHERE IS MY WATER PRESSURE?

Pressure conditions are directly related to EPCOR's pressure zones. Changes in pressure often result from the simultaneous use of irrigation systems, showers and appliances, but a defective or broken pressure regulator may be at fault as well. New Mexico Public Regulation Commission requires a minimum water pressure of 30 pounds per square inch gauge (PSIG), maximum of 125 PSIG at the meter.

In most cases, the meter marks the line where the utility's maintenance responsibility ends and the homeowner's responsibility begins.



WHAT CAUSES WATER LINES TO LEAK OR BREAK?

In residential areas, water line failures can occur due to a combination of factors: the pipe's material, age, soil conditions around the service line and improper installation.

WHO IS RESPONSIBLE FOR PRESSURE REGULATORS?

The Uniform Plumbing Code (UPC) recommends that households with water pressure higher than 80 PSIG install an approved pressure regulator. To test the pressure in your house, you can use a simple gauge that fits on a hose (available at local hardware stores). Homeowners are responsible for purchasing, installing, operating and maintaining the pressure regulator assembly. EPCOR is not responsible for pressure regulators.

WHAT ARE MY WATER SERVICE LINES MADE OF AND HOW OLD ARE MY PIPES?

A developer installed the water lines on your property when the home was built. So, it's likely that the pipes are the same age as the house. If you know who the builder was, you can try to find out more about the material and its age. EPCOR does not install water lines on private property.

QUESTIONS? Contact our Customer Care team at [1-800-383-0834](tel:1-800-383-0834) or visit epcor.com