PROCEDURES
CUSTOMER SERVICE CONNECTION (BACK SIDE) HOOKUP
IN METER PIT OR METER VAULT

1) The Maintenance Department will need a minimum of **24-hrs. notice** to schedule the work that needs to take place during business hours, **Monday thru Friday only**.

2) The appropriate information will need to have been obtained from the customer or contractor:
   a. Name of the customer or contractor
   b. Address of the location where the work will be performed
   c. Contact phone number

3) The Maintenance Department will contact the customer or contractor and schedule a 3-hr. window for arrival. Work will take place between the hours of 9:00 AM – 12:00 PM or 1:00 PM – 4:00 PM, Monday thru Friday only.

4) In the existing service area where copper was installed for service lines in the meter pits, the acceptable service material to be used in the meter pit must be:
   a. Either ¾” K copper or Q line for **Residential** services, or
   b. Either ¾” or 1” K copper or Q line for **Commercial** services.
      i. Commercial service lines must be the same size as the meter and either K copper or Q line for at least 5 ft. outside the meter pit.

   *(THE DISTRICT WILL NOT HOOKUP THE CUSTOMER’S SERVICE LINE OUTSIDE OF THE METER PIT.)*

5) In the existing service area where copper was installed for 1 ½” and 2” service lines into meter vaults, the acceptable service material in the meter vault must be the same size as the meter and shall be **SDR 9** copper tube size poly pipe for at least 5 ft. outside of the meter vault.

   *(THE DISTRICT WILL NOT HOOKUP THE CUSTOMER’S SERVICE LINE OUTSIDE OF THE METER VAULT.)*

6) The meter pits and meter vaults are owned and maintained by the District, therefore **any work that is performed in the meter pit or meter vault needs to be performed by District personnel only.**

**CONTACT INFORMATION**
Darrell Younger: (303) 619-9121
Jeff Basset: (720) 273-1407
Randy Evans: (303) 588-9927