

City of Sherman



Service Line Inspection Program

Customer Instructions for Selected Site Inspection

Dear customer,

You have been selected as an inspection site as a part of the City of Sherman's Service Line Inspection Program. A crew will be accessing your private property at the meter box in the next 5 business days. For the site inspection to be performed correctly and efficiently, please follow the instructions below.

Customer Instructions Prior to Crews Arriving

- Please locate your meter box and clear it of debris or objects that could affect access.
- Crews will be working at customers' properties between 7:00 a.m. – 6:00 p.m., Monday-Saturday.
- If your meter box is located inside a fence, please keep any gates unlocked for access.
- Please plan to keep pet(s) inside your home to allow for a timely inspection.
- If you have a turf lawn, crews will only inspect your meter box; excavation on turf lawns will not be allowed.

Property owners do not need to be present during the inspection.

Crews will not need to enter your home to complete inspection.

When crews arrive at your property, they will perform the following work:

- Take photos of existing conditions of the property at and near the water meter.
- Determine the best location for two inspection holes. We will excavate one hole on each side of the water meter (public and private sides). Each hole will be between 5'-10' from the meter box. Crews will minimize private property and landscaping disturbance.
- Excavate two 12- to 18-inch holes that are 18-24 inches deep. The depth depends on where the service line is located at each residence.
- Inspect the service line to determine the pipe material and take photos.
- Fill the holes with the material they removed, restore the ground surface and take final photos.
- Restoration will be provided as needed.

If crews discover a water leak at your property upon arrival, no inspection services will be conducted. City of Sherman Utility Billing and Field Services Department will be notified.

The City of Sherman greatly appreciates your willingness to allow crews to inspect your water service line. The City will communicate with you if further inspection or testing will need to be completed as part of the Service Line Inspection Program. If you have any questions or concerns, please contact: **###-###-####**.

Thank you,

City of Sherman

For more information regarding the Service Line Inspection Program, please visit **XXXX**.