



**DATE OF LETTER** \_\_\_\_\_

Dear DWSD Customer:

We were unable to complete your meter installation/repair due to an existing plumbing issue(s). It is urgent that you make the necessary repairs to avoid your water service being interrupted for non-compliance. Please reference the meter set-up diagram on the back of this letter as a guide.

**Repairs must be completed and a follow-up appointment scheduled within ten (10) days of the date of this letter or your account will be interrupted for non-compliance.**

**REQUIRED REPAIR(S):**

- Inlet Valve (Located on the water line coming into the residence from the street before the meter)
- Outlet Valve (Located after the meter)
- Meter Couplings (Located between the valves on either side of the meter)
- Piping (PVC or PEX piping is not allowed on the meter set-up)
- Piping Alignment (Misaligned horizontally or vertically)
- Pipe Braces (Missing or not connected to the metal pipe or nipple after the valve)
- Pipe Fittings (Shark Bite® or compression fittings are not allowed on the meter set-up)
- Pipe Spacing Between Couplings (Too small or too wide)
- Pipe Leaking or Corrosion (Shark Bite® or compression fittings are not allowed on the meter set-up)
- Meter Access is Restricted (Clear pathways, remove debris or obstructions)
- Service Leak (Water line from the outside valve into residence)
- Other \_\_\_\_\_

**CAUTION** Make sure repairs are performed correctly and according to instructions. Incorrect or incomplete repairs will delay meter work and perhaps lead to water service interruption.

**REPAIRS** If service needs to be turned off for repairs and/or restored after repairs have been completed, please call **313-267-7401** to make arrangements.

**CONTACT** Please contact our Customer Care Center to schedule an appointment at **313-267-8000**.

**OR VISIT ONE OF OUR SERVICE CENTERS**

**Downtown Customer Care Center**

735 Randolph Street  
Detroit, MI 48226  
Monday-Friday, 8 a.m.-5 p.m.

**Eastside Customer Care Center**

13303 E. McNichols Road  
Detroit, MI 48205  
Monday-Friday, 8 a.m.-5 p.m.

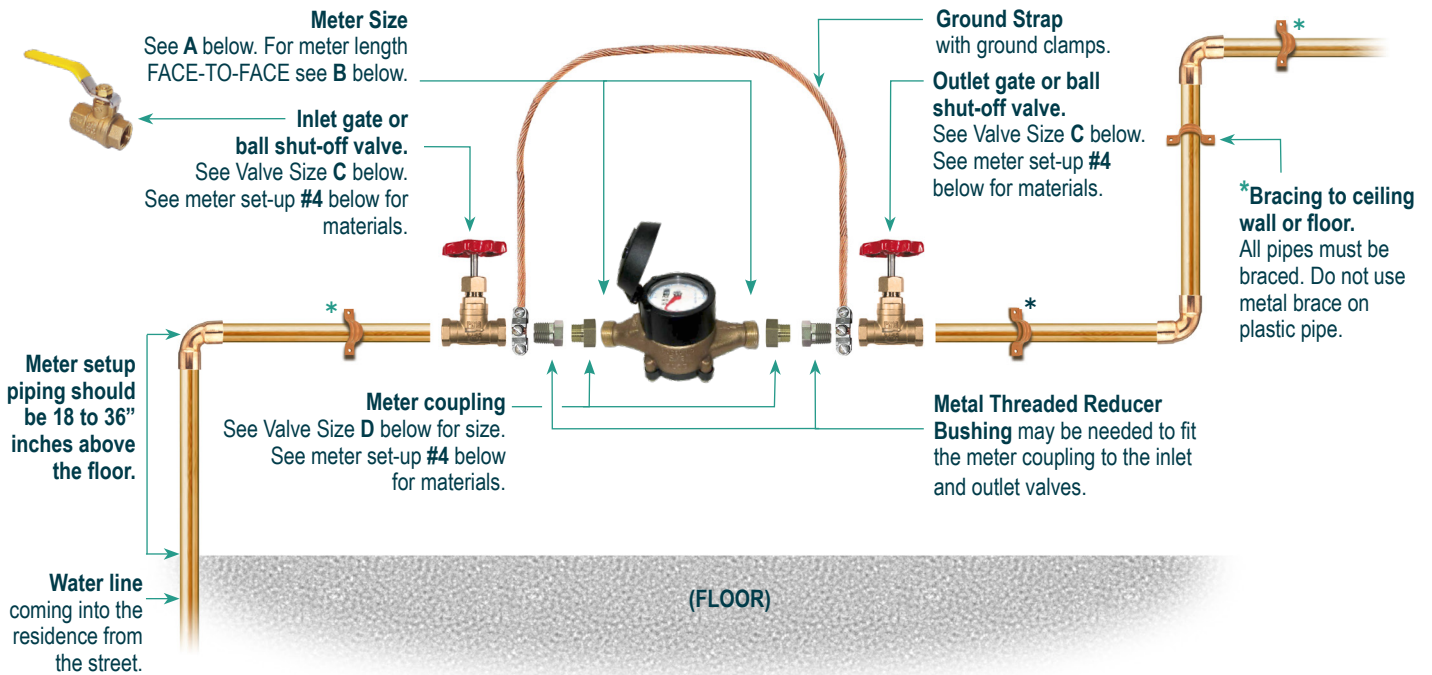
**Westside Customer Care Center**

15600 Grand River Avenue  
Detroit, MI 48227  
Monday-Friday, 8 a.m.-5 p.m.

Thank You,  
**The DWSD Meter Operations Team**

# METER SET-UP REQUIREMENTS

**No plastic or bypass lines permitted. Read before starting repair work.**



## CUSTOMER IS RESPONSIBLE FOR MAINTAINING ALL PLUMBING IN ORDER FOR WORK TO BE PERFORMED.

Meter maintenance work cannot be performed if valves do not shut off, have handles, have leaks or if the pipe is corroded. You should periodically test the valves and check piping. Customers need properly operating valves any time the water has to be shut off to do internal plumbing repairs.

### METER SIZE AND LENGTH MEASUREMENTS

A METER SIZE	B METER LENGTH	C VALVE SIZE	D COUPLING SIZE
5/8 INCH	7 1/2 INCHES	3/4 INCH	3/4 X 1/2 INCH
3/4 INCH	9 INCHES	1 INCH	1 X 3/4 INCH
1 INCH	10 3/4 INCHES	1 1/2 INCHES	1 1/4 X 1 INCH

### METER SET-UP REQUIREMENTS

1. Meter must be installed horizontally and a minimum of 14 inches from the wall.
2. Meter must be installed between 18 inches and 36 inches above the floor.
3. Use metal pipe from building entry until attached to wall or ceiling (copper or approved equal). All bracing to ceiling, wall or floor must be on metal pipe.
4. Valves, meter couplings, and metal bushings must be stainless steel or no-lead/low-lead brass and meet National Pipe Thread (NPT) standards.
5. Maintain clearance of 18 inches or more below, above and in front of meter and shut-off valves. Avoid placing behind furnace, hot water tank or other access restrictions.