

February 12, 2004

Dear Water Customer;

This letter is to inform **ALL CUSTOMERS OF THE STEWARTSTOWN BOROUGH WATER SYSTEM** that there is the potential for a leak to occur within the residence. Over the last two weeks we have responded to four leaks that have occurred inside the customer's house. We have concluded that the problem is two fold. One factor is the ground around the water service pipe is constantly moving. The reason is this: temperatures recently are thawing the ground and then re-freezing it, causing the ground to contract. Also, the ground is still "settling" where the water line was installed when the house was constructed. The second factor is that in every case the water service pipe has "pulled" away from the coupling because the meter assembly (see picture below) has been attached to the wall with mounting brackets, to hold the assembly and secure it's weight.

At this time we are asking all customers to check to see if they have this type of installation (see picture below). If you do we are recommending that you modify this as soon as possible to avoid a potential problem. We suggest that those customers who are affected to follow the following steps:

Step One: the water service pipe could be extended to allow more room to move when the ground moves.

Step Two: If your meter is secured to the wall with these type of mounting brackets please take the brackets off. Be sure to support the weight of the meter assembly. You can then support this weight by building a small shelf directly under the meter or you can install a strapping material that wraps around the meter and is secured to the floor joist above the meter.

Please consult with your plumber if necessary. We will be glad to speak to you or your plumber about this problem. You may contact us at (717) 993-2963x204 at any time.

