

If you think your water service line is leaking:

The water service line extending from your meter to the curb-stop/service box is your property and responsibility. You should call a service company for assistance. If you call us and the water issue is not related to Hyde Park Water pipes/equipment, you will be charged for the full cost of response. In the event that the leak is due to the Water District Curb-Stop/Service Box, we will reimburse you. Just send us the service company itemized bill detailing that the service line was not leaking and/or repaired.

At this time, during normal working hours, the Utilities Foreman may be able to provide assistance in determining if there is a leak in the customer's service line provided that these four (4) steps are taken in this order:

1. You must provide the office with a copy of a recorded easement that allows Village workers access to work on your property, except for #2. Please understand that Village staff do not have the time to research easements for this special service.
2. The office provides a work order to the Utilities Foreman if the customer is on the 2020 list of recorded permanent easements.
3. The office provides a work order if a customer provides a proper easement.
4. After receiving a work order, the Utilities Foreman can schedule the work provided that normal utility work is not hindered and the work does not result in overtime expense.