

Instructions to Customers for HWU Installed Water and Sewer Taps

Henderson Water Utility is committed to a normal schedule of three (3) weeks for making water and sewer taps. The time of year, number of building permits, weather and emergencies beyond our control may play a part in that schedule being delayed.

The billing account must be set up promptly at the City Building (222 First St.) before HWU will schedule the installation.

The plumbing permit is also required before HWU will schedule the installation.

For water taps 2” and larger, materials are ordered when the tap has been paid and the account set up at the city building. The schedule for 2” and larger taps will depend on the delivery of the materials. Please review the following instructions to make sure that your tap is completed as quickly as possible.

Water Taps

1. HWU will provide the customer a stake with blue paint on top. The stake must be placed at the location you desire the water meter to be (it must, however, be placed in the utility easement area). You can get a general idea by seeing how far off of the road your neighbor’s meter box is located.
2. A line must be marked on the stake to show the height which you want the meter top to be (which will be the FINISHED grade of your yard).
3. If the yard is already at the finished grade, mark “Grade Okay” on the stake with a black marker and drive the stake in the ground at the location you desire the meter.

Sewer Taps

1. HWU will provide the customer a stake with green paint on the top for the sewer tap location.

Water and Sewer Taps

- On every Monday and Wednesday we will send out our locator personnel to check the tap locations.
- If the stake is not present, we will place the tap on the “inactive schedule” and the site will be checked once each week (not each day), until the stake is placed.
- When the stake is placed, we will acquire the proper utility locates and the tap will be placed on the “active schedule”, and the tap will be completed in approximately three (3) weeks.
- **Please be aware that other construction occurring on your lot may affect our ability to install your tap. If the area is obstructed and HWU is unable to acquire utility locates, then the tap will be placed in the “inactive schedule” until the area is cleared. Once the area is cleared, the tap will be placed on the “active schedule”, and the tap will be completed in approximately three (3) weeks. It is your responsibility to ensure that building materials and equipment are not left in the easement area.**

If you have any questions about the work or progress, please feel free to call our System Operations Center at (270) 826-2824 between the hours of 7:00am and 4:00pm Monday through Friday.