

Procedure for Seasonal Water Turn-ons

March 19, 2020

Due to the current situation, the water department has taken steps to help prevent the spread of the Coronavirus and to protect our customers and employees. This has necessitated changes to the way in which we will handle seasonal water turn-ons. The process will be as follows:

1. The owner (or caretaker) must hire a **licensed plumber** to install the seasonal meter.
2. The plumber will call the water and sewer office (781 631-0102) to schedule a time that he will pick up the meter at the water and sewer office (100 Tower Way, Building #11).
3. We will place the meter outside of our office at the appointed time. The meter will have a tag indicating the address where that meter belongs. The plumber should confirm that the address on the tag is the same as where he is going to install it.
4. There will also be a form with the meter that the plumber must sign and deposit in the payment slot located in the garage door to the right of the office door.
5. After the plumber installs the meter *and* connects the wire, he needs to take a photo of the meter and email it to the water department at water@marblehead.org.
6. The plumber should then schedule a turn-on with the water department. He must be onsite when the water is turned on to confirm that there are no leaks and that the reader is working.

The plumber should make the appointment to pick up the meter during the morning hours and install the meter at that time. After the meter is installed and the wire connected, the plumber should again contact the office to schedule the actual turn-on time. Turn-ons will be done in the afternoon. The plumber must be present when the water is turned on.