

Customer information

In the Fall of 2011, the Water Utility will resume its residential water meter replacement program. Over the next several years we will be replacing water meters by appointment in all residential properties in the City. Meter replacement usually takes about 15 minutes and requires that we have access to the existing meter setting for the property. It's been many years since the Water Utility visited and manually took quarterly water meter readings so it's quite likely that some meters have been built-in or are otherwise inaccessible. Please check the current meter location to make sure it is easily accessible for meter replacement.

Coordinated with water meter replacement, the Water Utility will begin its residential cross-connection control (CCC) as required by state code. The purpose of the residential CCC program is to take additional steps to ensure the safety and quality of the water we consume in the City of La Crosse. A CCC program for non-residential properties was implemented over three years ago.

The basics of a residential program will include:

- Providing educational materials related to potential cross-connections.
- Inspections of potable water outlets at residential properties to identify potential cross-connection issues. Common problems found at residential properties requiring corrective action include:
 - Hose connections – These require installation of an approved vacuum breaker.
 - Water softener recharge lines – These require a one-inch air break above the discharge point.
 - Lawn irrigation systems
 - Boiler heating systems (does not include domestic hot water heaters).

The Water Utility will provide approved vacuum breakers for up to four existing hose connections per property. Property owners are responsible to take care of any other corrective measures.

Additional information on the cross-connection program is available on the Water Utility page of the City's municipal website: www.cityoflacrosse.org. Please contact the Water Utility office with other questions.

If you have any questions, please call the Water Utility office at 608-789-7536.