



City of Carrabelle

Water & Sewer Department

Customer Responsibility for Protection of Utility Equipment

The Customer acknowledges that the **water meter, meter box, setter, backflow assembly (if applicable), and all associated Utility-owned equipment** remain the sole property of the Utility. The Customer agrees to **protect, preserve, and maintain** these components in accordance with the Utility's **meter protection standards**.

The Customer shall:

- Keep the meter box and surrounding area **free of obstructions**, including landscaping, fencing, vehicles, debris, mulch, gravel, or construction materials.
- Prevent damage caused by **vehicular traffic**, lawn equipment, excavation, construction, or heavy loads.
- Ensure that no structure, concrete, decking, irrigation valve box, or other permanent improvement is installed over or within the Utility's access area.
- Maintain ground elevation so the meter box remains at proper grade and does not become buried, flooded, or suspended.
- Prevent contamination or intrusion into the meter box, including soil, chemicals, insects, or standing water.

Initials _____

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Accessibility Requirements

The Customer must maintain **continuous, unobstructed access** to the meter box and service area for Utility personnel. This includes:

- A minimum **3-foot clearance** around the meter box
- A minimum **6-foot vertical clearance** above the meter box
- Unlocked access through gates, fences, or enclosures
- Safe access free from hazards such as aggressive animals, unstable ground, or unsafe site conditions
- Failure to maintain access may result in service interruption until compliance is restored.

Damage Liability

The Customer is financially responsible for **any damage** to Utility-owned equipment caused by:

- Landscaping or lawn maintenance
- Construction or excavation
- Vehicles or heavy equipment
- Tampering, unauthorized adjustments, or bypassing
- Improper installation of private plumbing or irrigation systems
- The Utility may charge the Customer for **repair or replacement costs**, including labor, materials, and administrative fees, consistent with the Utility's **damage billing policy**.

Initials _____

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Prohibited Actions

The Customer shall not:

- Remove, relocate, or modify the meter box
- Install irrigation valves, wiring, or piping inside the meter box
- Cover the meter box with sod, mulch, gravel, or decorative materials
- Install a private shutoff valve inside the meter box
- Use the meter box as a junction box, storage area, or irrigation vault
- Tamper with the meter, or meter assembly
- Any such action constitutes **meter tampering**, subject to **penalties** under **Florida law** and Utility policy.

Utility Rights

The Utility reserves the right to:

- Enter the property at reasonable times to inspect, maintain, repair, or replace Utility equipment.
- Remove obstructions or hazards at the Customer's expense.
- Suspend or terminate service if access is denied or equipment is endangered.
- Require relocation of private improvements that interfere with Utility access.

Customer Acknowledgment

By signing this Agreement, the Customer acknowledges:

- They understand their responsibilities for protecting and maintaining access to the meter box and meter assembly.
- They may be billed for damages or obstruction removal.
- Service may be interrupted for non-compliance.

DATE: _____

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PRINT NAME: _____ SIGNATURE: _____