

Water Distribution Division

The City of Hickory Water Distribution Division is responsible for providing quality water service to all new and existing water customers as it relates to maintenance and construction.

THE WATER DISTRIBUTION SYSTEM CONSIST OF APPROXIMATELY



- 917 miles of 2" thru 36" water mains
- 23,979 residential water customers
- 3,241 commercial customers
- Total of 27,220

In addition to City of Hickory residents, the Water Distribution Division maintains areas of Alexander County, Catawba County, Town of Catawba and to metering stations located in Conover, Maiden, Longview, Icard, Caldwell County and Mooresville.

SERVICES PROVIDED BY THE WATER DISTRIBUTION DIVISION

- Installation of water and sewer taps for new customers.
- Repair water leaks and broken water mains.
- Installation, testing and repair water meters.
- Fire Hydrant maintenance and repair.
- In house installation of water mains.
- Restoration of landscape after utility construction.
- Asphalt patch after utility construction.
- Provide 24 hr emergency service.
- Monitor chlorine levels throughout the water distribution system.
- Water and Sewer line location



- Installation of water and sewer mains.
- Backflow / Cross-Connection Control.

The City provides water and sewer location services for all lines maintained by the City. Anyone performing any excavation work is required to notify the utility owners in the area of the proposed excavation area, 48 hours prior to beginning, by calling the North Carolina ONE CALL Center at 1 (800) 632-4949 or 811. Any time construction activity requires digging, please contact Public Utilities 24-hour dispatcher at (828) 323-7500 (from 7am - 5pm Monday thru Friday) or (828) 328-5551 (after hours or on weekends/holidays) and we will locate any City owned water and sewer lines in the construction area.

The City does not locate any private lines or lines maintained by other utilities or lines on private property, except lines that the City maintains inside easements.

AFTER HOURS CALLS

For assistance after hours, please call Public Utilities 24-hour dispatcher at (828) 328-5551.

WATER LEAKS? CALL 323-7500

If you notice water coming from under the street pavement, leaking from a fire hydrant or collecting around a watermeter, there could be a leak from a water main or service line. You may also notice a problem if your water bill is unusually high, or meter readers may detect a leak while reading your meter. Utilities are responsible for maintaining the line from the water main to the water meter at home or business, and the meter itself. The property owner is responsible for the service line behind the meter and the rest of the property's plumbing. When you report the problem, please provide as much description as possible about the situation. Public Utilities will dispatch a service crew to evaluate the problem as soon as possible.



FURTHER INFORMATION

Thank you for stopping by our web site. If I can be of further assistance, please feel free to contact me at (828) 323-7427.