

Dear Builder:

We have noticed an increase in the number of properties that have yet to complete a final meter inspection before being sold to homebuyers. This practice is causing understandable frustration for your homebuyers and our new customers. We are reaching out to all builders who work within our service area to ensure that you have a clear understanding of our meter set process and expectations. **We also want to make you aware that - effective Monday, April 1, 2024 - Union County Building Code Enforcement will not approve your final building code inspection and issue your certificate of occupancy until our final meter inspection is completed.**

Our meter set program consists of **two** inspections: an initial inspection and a final inspection. Our meter set fee covers these two inspections. If we must make more than these two trips to the same address, an additional charge of \$65 will be charged to the builder for each subsequent trip. Please review these workflows carefully to ensure you are not charged fees to cover our costs associated with this additional work.

Initial Inspection:	Final Inspection:
<p>Step 1: The developer installs the meter box and yoke.</p>	<p>Step 1: When the home construction is complete, the builder should request a final meter inspection by contacting us by emailing <a href="mailto:water@unioncountync.gov">water@unioncountync.gov</a> or calling 704.296.4210. Final meter inspections have a turnaround time of 3-5 business days.</p> <ul style="list-style-type: none"> <li>• If the builder does not request to stop service at a property, the builder will continue to be the account holder until the new homeowner requests service in his or her name.</li> </ul>
<p>Step 2: The builder contacts us to request a meter set by emailing <a href="mailto:water@unioncountync.gov">water@unioncountync.gov</a> or calling 704.296.4210. Please note, initial meter inspections have a turnaround time of 3-5 business days. The builder should ensure the meter box and the yoke remain ready for inspection during the intervening time until the inspection is completed.</p>	<p>Step 2: We conduct a final inspection of the meter and the sewer cleanout.</p> <ul style="list-style-type: none"> <li>• If the meter and/or sewer cleanout is <b>not</b> installed to spec, we will reject the inspection and will attempt to notify you by phone and email using the contact information we have on file.</li> <li>• The builder must complete necessary repairs and <b>the builder must contact us</b> to reschedule the final inspection. Please note: each round of required repairs will initiate another turnaround timeframe of 3-5 business days.</li> <li>• This process will repeat until the meter passes the final inspection.</li> </ul>



<p>Step 3: We ensure the meter box is flush to the ground and the yoke is properly placed. If both are done to specifications, we will set the water meter.</p> <ul style="list-style-type: none"><li>• If the meter box and the yoke are <b>not</b> installed to spec, we will not set the meter. You must complete necessary repairs and the process begins again at Step 2 above.</li></ul>	<p>Step 3: When the meter and the sewer cleanout is installed to spec, you can then sell the home. We will release our hold on the property with Building Code Enforcement.</p>
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**When we set a meter at your request, a final inspection of the water meter and sewer cleanout must be completed before the property is sold. This process is not new.** This final inspection is more in-depth than the initial inspection and serves to ensure the meter and sewer infrastructure is safe for the homeowner and that the meter and sewer cleanout continues to meet specifications at the home's point of sale.

We hope this information helps illustrate our service commitment to you. This process and the associated fees are in place to help ensure that our staff are available to visit sites where work is ready for inspection. Please follow the processes outlined above so that we can provide timely service to you and, ultimately, to your homebuyers and our new customers.

If you have any questions about this process, please contact us by emailing [water@unioncountync.gov](mailto:water@unioncountync.gov) or calling 704.296.4210. We have also provided information on our website, including the contents of this letter and our meter specification sheet, at [unioncountync.gov/meters](http://unioncountync.gov/meters).

Sincerely,

Union County Water  
704.296.4210  
[water@unioncountync.gov](mailto:water@unioncountync.gov)  
[unioncountync.gov/water](http://unioncountync.gov/water)