

Norfolk Insider

City of Norfolk, NE

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“Possible Water Shut Offs”

Members of the City of Norfolk Water Division staff have been diligently working to replace every single water meter in the city with updated models. With 96% of the 9000 total meters in the city replaced, division heads are sending out warnings this week to about 500 homeowners who still have not scheduled the switch. After hanging notices on the homeowners’ doors, calling them by phone and sending them letters, City Water Director Dennis Watts this week is sending certified mail telling homeowners that if they don’t schedule an appointment within ten days their water will be shut off.



“This is a necessary switch out of equipment. There is no cost to the homeowner for us to replace the meter. We have given citizens every opportunity in the last year to call us and set up an appointment to get this work done and they haven’t so our only choice is to require that they call us or we will have to shut off their water,” Watts said.

The old meters may not be operating correctly and need to be replaced with meters that send accurate data on water usage.

Watts said that switching out the meter will take only 15-20 minutes. According to City ordinance, water division staff must have access to the meters.

“The meter needs to be in an easily accessible place so that we can change the meter out. If there are items that need moved, whether it is boxes, water softeners or other items of this nature, they will need to be moved by the owner of the property,” Watts said.

To set up an appointment to have a water meter replaced, call the Water Division at 402-844-2210.

City of Norfolk Ordinance:

Section 26-17 Termination of service for violations.

(a) “When any of the provisions of this Code pertaining to the city’s water distribution systems are violated, the water may be discontinued from the building or place of such violation.”

Sec. 26-30. Location.

(a) All water meters shall be set in a horizontal position. All backflow prevention assemblies will be set in a position approved by the regulations of Nebraska Health and Human Services, Regulation and Licensure, Title 179 of Nebraska Administrative Code 2. Water meters and backflow prevention assemblies shall be in an easily accessible position so that they may be read, tested or repaired easily by the water and sewer

director or his or her agents. The water and sewer director shall, whenever it is inconvenient to make readings, repairs or testing of any meter or backflow preventer, be empowered to give the consumer ten (10) days' notice in writing requiring a licensed plumber to reset said meter and/or backflow prevention assembly, device or method.