

Tryon Road Special Utility District Fact Sheet



Standard Service Setup

- Each customer connection includes the following standard components:
- District-owned curb stop on the utility side of the meter (typically the road side).
- Water meter. Residential meters are typically 5/8 x 3/4 inch or 1 inch.
- Customer-side shutoff valve and check valve on the private side of the meter (house side). Some older properties may not have a customer-side valve.
- New installations include a customer-side shutoff valve, check valve, and an 18-inch PVC stub-out for the customer or plumber connection point.
- All equipment supplied by Tryon Road Special Utility District must remain in place in accordance with the customer service agreement.
- For 1-inch services, the customer shutoff valve is typically located on the private side of the meter box in a separate 6-inch box. For 3/4-inch services, it is typically located inside the meter box. Some older installations may vary.

Responsibility for Repairs and Maintenance

- Tryon Road SUD is responsible for leaks, maintenance, and repairs to main lines, meters, and plumbing on the utility side of the meter.
- The customer-side check valve and shutoff valve may be covered by the District when a workmanship issue is involved.
- The District reserves the right to charge for repairs resulting from vandalism or neglect.
- Any water line beyond the customer-side valve is the customer's responsibility.

Meter Access

- Please know the location of your meter and keep the meter area clear of grass and debris so it can be accessed quickly during an emergency.

Recommended Customer Safeguards

- To help protect private plumbing systems, Tryon Road SUD recommends the following:
- Pressure-reducing valves
- Thermal expansion tanks for water heaters
- A valve wrench (T-tool) for emergency shutoff

Fire Hydrants and Insurance

- Fire hydrants are placed at strategic locations throughout the water system. Customers within a qualifying distance may be eligible for a homeowner's insurance discount. Please check with your insurance carrier or agent.

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Online Account Access

- You can view your account balance and water usage on our website www.tryonroadsud.org. Credit card payment is available, but no payment is required to view your bill.

Water Conservation

- Water conservation tips and average household water-usage information are available on the website.

Emergency Contact

- For emergencies, call 903-663-1447, option 2. During business hours, this will connect you to the office. After hours, it will route you to the answering service.