

CUSTOMER PRESSURE REGULATOR POLICY

Residential water pressure tends to range between 45 and 80 psi (pounds per square inch). Anything below 40 psi is considered low and anything below the minimum 30 psi is considered too low. Pressures above 80 psi are too high. Whereas low water pressure is more of a nuisance than a serious problem (some fixtures, like washing machines, have minimum pressure requirements), high water pressure carries with it a significantly increased risk of damage to pipes, joints, fixtures, and seals, not to mention increased water loss.

Clay Roane PSD will NOT install a pressure regulator on the utility side of the meter setting unless circumstances call for it. Clay Roane PSD will never install a pressure regulator on the customer's side.

Per our Service Connection Policy, it is recommended that customers should install a pressure regulator to regulate the water supply pressure. An example of an exception is when the customer lives near the end of a small main line, such as 2-inch line, or high up on a hill, it is unlikely then a customer will need a PRV.

The customer is to decide whether to install the pressure regulator inside the residence at the location the service line enters the premise. The customer CANNOT install the regulator in the meter pit with the meter. The customer CAN install a pressure regulator in the same pit as their privately owned shut off valve for their side of the service line, it is recommended not to just bury the shut off and/or pressure regulator in the ground without being in a weather protected device, such as plastic/fiberglass pit similar to what Clay Roane PSD uses corrugated drainpipe works.

If Clay Roane PSD should install a pressure regulator in a high-pressure meter setting before the meter; it is to protect the meter and Clay Roane PSD materials from high pressure. Clay Roane will only install a regulator in the meter pit if the tested pressure is above the maximum allowed pressure of 135 psi. It is in no circumstances to be considered protection for the customer service line, fixtures, plumbing or appliances.

In situations where both Clay Roane PSD and the customer install pressure regulators the pressure regulators need to be set at least 10 pounds difference. The pressure regulator for Clay Roane PSD should be set at least 10 pounds higher than customers. This is a precaution against damage to a water meter when multiple PRVs are set at the same pressure and the pressure regulators are close in elevation to each other. In addition, if the pressure regulators are set to close together or the customer's is set higher than the utilities then the customer could experience low pressure issues (example: customer's set at 70 psi and Clay Roane PSD's set at 50 psi).

Most household pressure regulators is preset at 50 psi and this setting is usually fine.

Pressure regulators CAN and DO go bad, noticeable by sudden fluctuation in pressure or complete loss of water. It is recommended to change them every 5 to 10 years.

Clay Roane PSD has a wide variety of pressures in our water supply because of all the variations in terrain and in the customer's proximity to storage tanks.