

Menasha Utilities Water Department

Meter Exchange and Cross Connection Inspection

Appointment Expectations

- All Menasha Utility employees have photo identification. Please request to see credentials if they are not visible.
- Someone 18 years or older must be present for the entire appointment.
- Please secure and maintain control of pets.
- Menasha Utility employees will need a safe and clear path to access the water meter.
- Menasha Utility employees will need to inspect all plumbing fixtures in your home (including bathrooms). A safe and clear path to access plumbing fixtures is required.
- A cross connection inspection report will be issued once the inspection is complete. The report will list non-compliant areas and what need to be corrected.
- A second inspection is needed to verify all non-compliant items are resolved.
- After corrections are made please call **967-3431** to schedule another inspection.
- We require that all corrections be made within 30 days from the first inspection.
- Disconnection of water service will result if corrections for non-compliant issues are not resolved.
- Disconnection of water service will result if an appointment for a cross connection inspection or a meter exchange is not scheduled within 30 days of Menasha Utilities notifying customers.

If you have any comments or concerns, please contact:

Adam Smith
Water Utility manager
(920) 967-3451
asmith@menashautilities.com

OR

Dan Luckow
Distribution Utility Specialist
(920) 967-3431
dluckow@menashautilities.com