

General Information

The City of Burnsville Maintenance Facility is open from 7 a.m. to 3:30 p.m. Monday through Friday. Call 9-1-1 for an after-hours emergency. The phone number to schedule water turn-on or turn-off appointments or ask general questions is 952-895-4550.

Call us first if you are experiencing a sewer backup. City crews will be dispatched to your residence to determine whether the backup is in the City sewer main or in your private service line.



WATER QUALITY PARAMETERS

The following numbers are important to know when entering settings for your water softener. Your softener may not require all of these parameters.

Hardness: 25 grains per gallon

Iron: 0.05 mg/l or less

Manganese: 0.05 mg/l

Licensed Plumbers

It is always a good idea to get one or two quotes in advance of hiring a professional plumber to do work in your home. Seek plumbers who are reputable and work at reasonable rates.

Contact Information

City of Burnsville
Utilities Department
13713 Frontier Court
Burnsville, MN 55337

Phone: 952-895-4550

Fax: 952-895-4531

Website: www.burnsville.org/water
www.burnsville.org/water



Homeowners Guide to Water Meters and Valves



City of Burnsville
Utilities Department
13713 Frontier Court
Burnsville, MN 55337
952-895-4550

Water Meters and Valves

Water Meter

The City of Burnsville owns the water meter in your home. If it is not functioning properly, the City will replace it at no charge to you unless the meter is damaged because of negligence.



City of Burnsville employees are not licensed plumbers. Only the property owner or a licensed plumber is allowed to perform any type of maintenance or repair on the plumbing system.

State Plumbing Code Statute 326B States: *No person shall perform or offer to perform plumbing work with or without compensation unless the person obtains a contractor's license.* (See the State Plumbing Code for complete details.)

The following items are owned by the homeowner and are your responsibility to maintain, repair and replace as necessary.

Meter Horn

The meter horn holds the water meter in place and is part of your plumbing system. It may begin to leak due to age or plumbing work that has been done in the area of the water meter. Tightening the coupler at the top and bottom of the meter horn will usually fix the leak. If not, the gaskets or the meter horn may need to be replaced.



Water Shut-Off Valves

Over time, shut-off valves tend to leak and may seize open or closed and require replacement. There are two shutoff valves — one before the meter and one after the meter. Please contact the City to schedule an appointment if the valve before the water meter needs replacement. We will shut the water off at the remote shut off in your yard.



Pressure Reducing Valve (PRV)

The PRV regulates water pressure and protects your plumbing from excessive pressure and spikes coming from the City's water main. The recommended water pressure setting is between 50 and 70 psi.

There are many makes and models of PRVs. The three most common in Burnsville are shown below.



Watts N55B



Watts 25 AUB



Wilkins Model 70

Repairing or replacing PRVs, meter horns and water shut-off valves are the homeowner's responsibility. These items may be purchased directly from:

Local PRV Sales

Ferguson
670 E Travelers Trail
Burnsville
952-894-9385