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Frequently Asked Questions – Homeowner Responsibilities

Below are some Frequently Asked Questions and answers about your rights and responsibilities as an Alaska Rural Utility Collaborative (ARUC) customer.

Q: What am I responsible for?

A: ARUC customers are responsible for anything in their house related to water and sewer such as toilets, sinks, tubs, boilers, pipes, hot water heaters, and any materials or fixtures needed to make them function.

Q: What is ARUC responsible for?

A: ARUC is responsible for ensuring that customers receive clean, safe water and sewer service which includes the operations and maintenance of the water treatment plant, sewer systems and lift stations, sewer lagoons, and service mains.

Q: What if there is a problem inside my house like a clogged toilet or frozen pipes?

A: It is the responsibility of the customer to maintain everything inside their home, including toilets, sinks, hot water heaters, and pipes. ARUC operators are available to assist customers as long as the customer fills out a customer labor request form. The hourly rate for work performed is \$50/hour.

Q: What is heat tape? When and why do I need to turn it on?

A: Heat tape is an electric heat tape used to maintain or raise the temperature of service pipes. Pipes easily freeze in the winter and when temperatures hit -20°F, so heat tape keeps water liquid to prevent pipes from freezing.

Q: What is a circulating pump? Why do I have one in my home and when do I need to turn it on?

A: A circulating pump is a type of pump used to circulate liquids in a closed loop or circuit. Circulating pumps help water stay liquid by preventing loops from freezing, and should be turned on when temperatures are below 32°F. Ask your water plant operator when you should turn on your heat tape and circulating pumps.