



THE CITY OF SAN DIEGO

PRESS RELEASE

WATER DEPARTMENT, OPERATIONS DIVISION

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Water Department Launches New Water Operations Web Pages, Video and Brochure

SAN DIEGO – The Water Department is unveiling its new customer care kit designed to inform customers about how they work to restore their water services safely and quickly when a water emergency situation occurs.

“The Water Department is committed to providing San Diego with safe, reliable, cost-effective water and outstanding customer service in an environmentally sensitive manner,” said Water Department Director Frank Belock. “To achieve this goal, we are continuously improving how we inform, educate, and involve our customers in our services and efforts to serve them.”

Enclosed in the Water Department’s new Water Emergency Customer Care Kit:

- ◆ What You Need to Know When There’s a Loss of H2O: A Guide to Water Emergencies Video
- ◆ What You Need to Know When There’s a Loss of H2O: A Guide to Water Emergencies Brochure
- ◆ Web pages incorporated into the Department’s website:
www.sandiego.gov/water/operations

Each piece provides information on how customers and the Department can work together to respond to a water emergency, how customers can investigate smaller leaks, and important contact information for the public to better reach our Department.

These helpful resources can be accessed in a variety of ways. The 12-minute video is currently airing on City Access TV. The brochure is intended to be distributed to customers during a water

emergency. It includes information about nearby locations of emergency water supplies. In a proactive effort, brochures will also be distributed to stakeholders at community venues for informational and educational purposes. Additionally, customers will be able to visit the Department's website to quickly access both the video and the brochure online.

While the Department does all it can to maintain San Diego's complex water system, water loss is still experienced through unexpected events like leaks from service lines and main breaks; water used for firefighting; and from fire hydrants knocked over by a vehicle. However, our rate of water loss is below the national average. According to the American Water Works Association, the average water agency in the United States experiences an annual water loss of 8 – 12 % of its total demand. In comparison, the City of San Diego experiences an annual water loss of 3 – 6 % of our total demand. By working together with our customers and by helping them identify and report water loss in their community, the Department can further reduce unnecessary water loss.

In addition to this Water Emergency Customer Care Kit, the Department also has developed a new customer survey to gather feedback from our customers about their experience with our service. These surveys will be dropped off after field crews complete a service repair. It too, can be accessed online for general customer feedback. From the input provided, the Department can excel in defining areas of needed improvement and track the quality of the services being provided.

What first started as a request from City Council to address a series of water main breaks in 2003 has resulted in a composition of helpful resources the public can access in the new Water Operations section of the Water Department website at www.sandiego.gov/water/operations.