

- This brochure contains information about:
- A. Steps to Responding to a Water Emergency**
 - B. Investigating Smaller Leaks**
 - C. Important Numbers**



The Water Department is dedicated to providing San Diego with a safe and reliable water supply. While the Water Operations Division and Capital Improvements Program help to maintain and improve our water system, unexpected water emergencies still occur. A water emergency is water flowing from the ground or a pipe causing flooding, soil erosion, pavement or structure damage. This reference guide provides information you can use when a water emergency occurs in your neighborhood.

Thank you for your cooperation and patience while the crews are responding to water emergencies and reported water leaks.

For more information about the Capital Improvements Program, please call (619) 533-4679.

C. Important Numbers

Water Emergency Hotline (619) 515-3525

Open 24 hours/daily

For reporting water emergencies such as water main breaks, service leaks, valve leaks, hydrant knockovers, high line leaks, and pressure problems. This hotline takes calls and dispatches crews to investigate and/or fix problems.

Water Quality Lab (619) 668-3232

Open Monday-Friday, 7:00 am - 3:30 pm

For questions regarding water quality issues such as appearance, taste and odor.

Risk Management (619) 236-7300

Open Monday-Friday, 8:00 am - 5:00 pm

To file or follow-up on potential claims. The Public Liability/Liability Claim form is available online at: www.sandiego.gov/riskmanagement.

General Water Information Hotline (619) 515-3500

Open Monday-Friday, 7:30 am - 5:00 pm

For general information about the Water Department, and the services and programs offered.

Tips for clearing debris from your water after repairs are made:

- ◆ Run your faucets for a couple of minutes in order to release air and remove debris from the system.
- ◆ Use bathtub, laundry faucets, and hose bibs when possible for flushing your system as they generally have a larger capacity and do not have aerator screens to trap debris.
- ◆ Clean aerators (faucet screens) to remove debris that might clog the water fixture.

For more information on the items presented in this brochure, please visit the City's Water Department website at:

www.sandiego.gov/water



This information is available in alternative formats upon request.

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THE CITY OF SAN DIEGO

WHAT YOU NEED TO KNOW WHEN THERE'S A LOSS OF H₂O:

A Guide to Water Emergencies



During this repair, your nearest emergency water supply is a:

- Water Wagon(s) Hydrant Spigot
 Tanker Truck Other: _____

Located at: _____

A. Steps to Responding to a Water Emergency

The goal of the Water Department in responding to a water emergency is to restore water services as quickly as possible. The following is a brief description of steps to responding to a water emergency.

- 1. Call Water Emergency Hotline at (619) 515-3525.** The hotline operator takes down information including: name, phone number, location, nearby landmarks, description of emergency, damages, and then dispatches an emergency service unit.
- 2. Emergency Service Unit** investigates the problem, protects the public's safety, and shuts down the water to isolate the emergency. In some cases, hydraulics and construction teams assist with large water shutdowns.
- 3. Water Operations Construction Crew** excavates the trench, repairs/replaces damaged pipe, backfills, compacts the trench, and places a temporary asphalt patch. There may be high noise levels associated with heavy construction equipment making repairs at night or early morning hours.
- 4. San Diego Police Dept., Utility Markout, Engineering Section, and Environmental Assessment** evaluate and prepare the site for repair. Traffic control is set-up. Underground utilities (gas, phone, and electrical lines) are located. An environmental assessment is conducted and stormwater protection measures are installed.
- 5. Media** may interview a Water Department spokesperson to inform the public of the progress of repairs and impacts to the neighborhood surrounding the main break, or other water emergency.
- 6. Water Quality Laboratory, Risk Management Department, Street Division** are all part of the recovery process. Pipes are flushed. Water quality is tested and when safe, the system is recharged. Area is cleaned and roads are re-opened for traffic. Risk Management claims representatives assess property damage and assist customers with potential claims. The Street Division paves over the excavated area.



B. Investigating Smaller Leaks

To help prevent small leaks from becoming big problems and to reduce water loss in the system, we need your help. Saturated soil, standing water, and water flow from the water meter are signs of a possible leak. The following is provided to help you investigate small water leaks:



- ◆ **Is the water leak consistent or intermittent?**
 - Consistent flow of water* - it may be a water leak.
 - Intermittent* - it may be due to some nearby irrigation runoff or a construction project. Check around the neighborhood.
- ◆ **Locate your water meter outside of your property. (View diagram to left).** Your water meter is located in a water meter box. The box is covered with a removable lid.
- ◆ **If possible, remove the box lid with a large screwdriver.** Please exercise caution as you do so.
- ◆ **If there is standing water inside the box, you may bail out the water to view the meter.**
- ◆ **Which side of the water meter is the leak coming from?**
 - Property side* - it is your responsibility to repair the leak. You may hire a certified plumber. (The Water Department maintains the property side gasket/washer only).
 - Water Department side* - a City crew will come out to repair the leak. You will not be charged for water leaking on the City side.
- ◆ **When you've completed investigating leaks at the meter, please be sure to put the lid back on the meter box.**
- ◆ **If you experience difficulty with any of the items listed above, please call (619) 515-3525 to request City assistance.**

To report a leak, or if you need assistance with determining the source of the leak, call us at (619) 515-3525.