

Repair and Responsibility

When a leak appears around your property, who should you call? The information below may assist you in determining if you should call Sacramento Suburban Water District (SSWD) or a plumber.

SSWD's responsibility for repairs is up to the point where the customer's piping connects to the District's Meter¹, Meter Setter, and/or Curb Stop (shut-off valve). The customer is responsible for all repairs from the point of the piping connection. The District's responsibility ends where the customer's responsibility begins.

Metered Service

The connection point at the outlet side of the Meter Setter is where the property owner's responsibility begins, and the District's responsibility ends. See Figure 1.

Non-Metered Service

The connection point at the outlet side of the Curb Stop is where the property owner's responsibility begins, and the District's responsibility ends. See Figure 2.

If you cannot locate your Meter/Curb Stop box to determine leak or repair responsibility, or if you are not sure of the leak location, please contact the District prior to calling your plumber. For questions or additional information, please call the office at the number below.

If you have an emergency during non-business hours, personnel are available to assist you 24 hours a day. Call 916.972.7171 and the answering service will contact the on-call technician.

¹See reverse side for definition of terms.

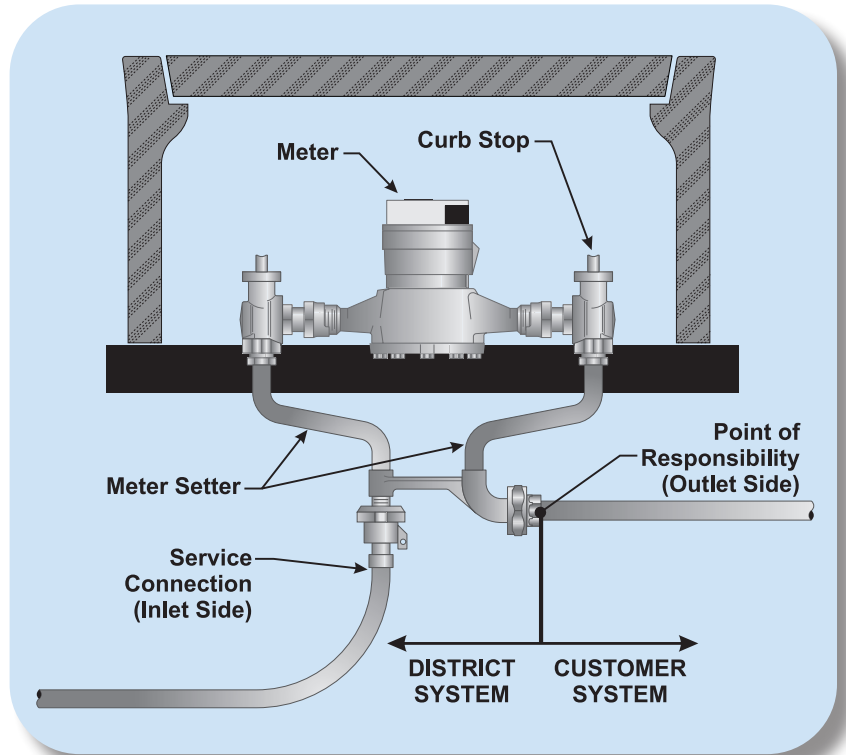


Figure 1: Elevation view of a metered service

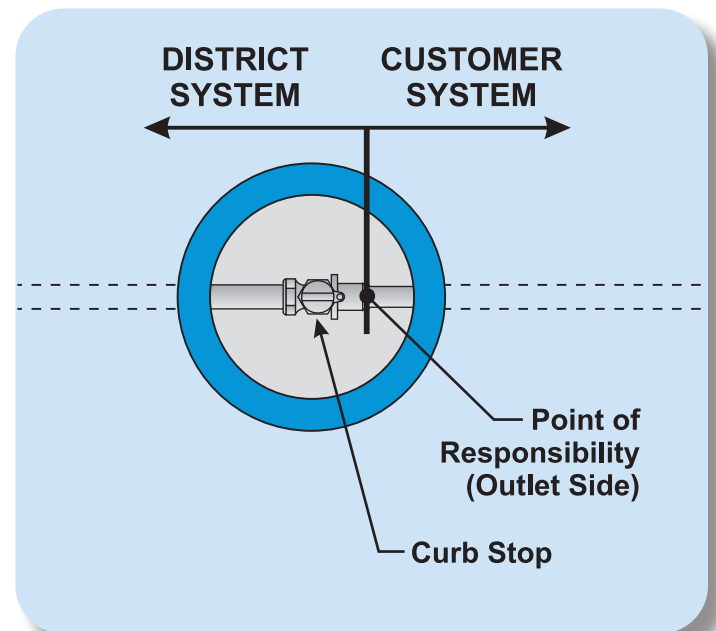


Figure 2: Plan view of a non-metered service

SSWD Administrative Office

Definitions of Terms

Excerpts from SSWD's Regulations Governing Water Service

Control Valve

A device used to control the flow of water.

Curb Stop

A District Control Valve used to control water to a Service Connection.

Meter

A device capable of measuring a quantity of water delivered by the District to a Service Connection.

Meter Setter

A prefabricated copper device constructed to house a water Meter.

Point of Responsibility

- a. Metered Service: The connection point at the outlet side of the Meter Setter where a Landowner's responsibility for all conditions, maintenance, repairs, use and replacement of water service facilities begins, and the District's responsibility ends.
- b. Non-Metered Service: The connection point at the outlet side of either a Curb Stop or an unmetered Meter Setter where a Landowner's responsibility for all conditions, maintenance, repairs, use and replacement of water service facilities begins, and the District's responsibility ends.

Service Connection

The water piping system connecting a Customer's System with a District water main beginning at the outlet side of the Point of Responsibility, including all plumbing and equipment located on a Parcel required for the District's provision of water service to that Parcel.

Know What's Below

Call Before You Dig



Many utilities lay underground including water mains, fiber optic lines, cable and sewer lines. Before digging or trenching, it's essential you contact Underground Service Alert (USA) by dialing 8-1-1 at least 2 working days before you dig. USA is a free service that notifies utilities in the area of your intent to dig. For your safety and the protection of vital underground facilities, once the underground lines are marked, respect the marks and dig with care.