

Welcome to Sacramento Suburban Water District



Water Main & Service Line Responsibility

If you notice a leak near your sidewalk or backyard fence, call SSWD before you call a plumber. If a water service or main is leaking, the District will make arrangements to repair it. Water service lines that begin at water mains and end at the shut-off valve or meter are the responsibility of SSWD. Water service lines from the shut-off valve or meter to the property are the customer's responsibility.

Water Meters

State law enacted in late 2004 requires all water suppliers to install water meters by 2025. In February 2004, the SSWD Board of Directors adopted a Water Meter Retrofit Plan. Over a 20 year period, SSWD will retrofit water services with water meters and convert flat-rate accounts to metered billing.



Water Conservation

SSWD takes an active role in water conservation. The District offers rebate programs, water use evaluations, information about water-efficient landscapes and a host of educational material designed to help you, the customer, stay informed. Learn more about rebates and other water-saving information at sswd.org.

Outdoor Watering

SSWD's water conservation regulation identifies proper and improper uses of water – including outdoor watering guidelines. The District has an odd/even outdoor watering schedule. If your home or business address ends with an:



- ✓ Odd number water Tuesdays, Thursdays and Saturdays.
- ✓ Even number water Wednesdays, Fridays and Sundays.

Remember:

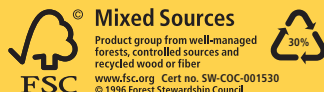
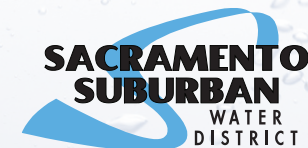
- ✓ No watering on Mondays.
- ✓ Watering 3 days or less per week is encouraged.
- ✓ Watering between Noon and 8:00 p.m. is not recommended.

For the most current water conservation information, go to sswd.org.



Mission Statement

To deliver a high quality, reliable supply of water and superior customer service at a reasonable price.



Mixed Sources
Product group from well-managed forests, controlled sources and recycled wood or fiber
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sswd.org

About SSWD

The District at a Glance

The Sacramento Suburban Water District's (SSWD) boundaries encompass nearly 36 square miles, consisting of approximately 44,000 connections serving a population reaching 170,000.



Contact Information

The administrative office is located at 3701 Marconi Avenue, Suite 100, Sacramento, California (corner of Marconi and Montclair; ¼ mile east of Watt). The Customer Service Team can be reached at 916.972.7171 from 8:00 a.m. to 4:30 p.m., Monday through Friday. Contact SSWD staff online at sswd.org.



In Case of Emergency

If a water emergency occurs during non-business hours, personnel are standing by to assist you 24 hours a day, 7 days a week. Call SSWD at 916.972.7171 and the answering service will contact the District's on-call technician.

Board Meetings

SSWD's regular Board meetings are held on the third Monday of each month, excluding holidays, at 6:30 p.m. at the SSWD administrative office. The public is welcomed and encouraged to attend.

Information You Should Know

Payment Options

SSWD offers many convenient payment options for customers to pay their monthly water bill. Pick the option that best fits your lifestyle:

- 1 Direct Payment Service (DPS) allows your water bill to be automatically paid from your checking account. Applications available at sswd.org or contact the Customer Service Team.
- 2 Use your debit/credit card (with Visa or MasterCard logo) online, by phone or with the automated phone system (after dialing 972.7171, press 1).

- 3 Check and money order are accepted in person, through U.S. mail or SSWD's drop box. The drop box is located behind SSWD's administrative office.
- 4 Any CheckFreePay vendor.
- 5 Cash is accepted in person only at the administrative office.

There is no charge by SSWD to use any of these payment options. If paying your bill in person, bring your entire statement to expedite the payment process.

Billing Option

E-Billing allows you to view monthly statements online without receiving a paper bill. In SSWD's Customer E-Service Center at sswd.org, register for Online Billing Service then choose "email" for statement delivery. Once you are signed up for E-Billing, you can view and pay your water bill through Online Billing Service.

