



BELLA VISTA WATER DISTRICT

11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

FACT SHEET – WATER EMERGENCIES

District service staff is on call 24-hours a day to respond to water emergencies. For 24-hour emergency assistance, including after hours, call (530) 241-1085 and follow the instructions on the recording.

If Something Goes Wrong

Having water when and where we need it is something most people take for granted. When a household pipe breaks or a faucet will not turn off, it can be a very frustrating and stressful experience. That's why it's important to be prepared and understand your personal plumbing system. The District's responsibility for water service and infrastructure maintenance only extends to your home's meter box and the meter inside it. All maintenance and repairs to plumbing beyond the customer shut-off valve immediately downstream of the meter are the customer's responsibility.

Here are some tips to help you deal with household plumbing emergencies:

The District advises you to know where your main water shut-off valve is in your personal plumbing system and know how to turn it off in the event of an emergency. If you discover a cracked or broken pipe in your home, look to see if there is a water shut-off valve near the trouble's source. Some possible locations for valves are:

Water heater: Most valves are located at the top of the tank. Prior to draining the tank, be sure to shut off the gas or electricity to the water heater. Note: in a disaster, such as an earthquake or flood, the water heater can be a valuable source of clean drinking water.

Bathroom: Look for valves beneath sinks and on toilet water supply lines.

Kitchen: Check below the sink for control valves regulating the hot and cold water supply lines.

Turning Off The Customer Water Shut-Off Valve

If a valve cannot be located near the source of the trouble, find and turn off the main customer water shut-off valve, which is located immediately downstream of the meter inside or immediately adjacent to the meter box. The meter box is typically located at the property line near the street. Turning off this valve will shut off all the water to your property and home.

Never attempt to work on the meter or plumbing upstream of the meter! Only the District's Certified Water Distribution System Operators are permitted to operate valves upstream of the meter and operate the public water system.

If you plan to be away for a long period of time, it's advisable to shut off the main water supply to your household. Nothing ruins a vacation like coming home to find the carpets damp and

mildewed because a pipe broke while you were gone. If you do turn off the customer water shut-off valve for a long period, remember to turn off the electric or gas supply to the water heater, too.

Reporting A Leak

To report a leak at any time, please call the District at (530) 241-1085. If possible, please have the address of the closest home/lot near the leak and a description of the leak, for example the asphalt is wet or water is shooting up.

If you call during regular business hours (Monday through Friday from 8 a.m. to 4 p.m.) a customer service representative will take the information and send a work order to our field staff to assess the leak.

If you call after business hours, the District's 24/7 live answering service (Ability Answering Service ((800) 897-9880 or (866) 223-2068) will page the on-call staff. The on-call staff member may go directly to the leak site or may call you for additional information.

Important note: District staff determines the severity of leaks when they are reported and schedules repairs based on priority. Many of the District's water lines are more than 50 years old, and there are numerous leaks in these old and failing systems. We appreciate your patience if your leak is not repaired right away.

Keep your contact information current

It is important that we have as many ways as possible to communicate with our customers during times of emergencies. Please make sure your contact information, including all phone numbers and current email addresses, are up-to-date and on file with us.