

“I have a leak or a lot of water coming up from the service line.”

A leak at the meter: This can occur either on the customer or city side of the meter. Call 933-4212 ext 0 and request to have a customer service representative check the meter to verify where the leak is located. If a leak is found on the city side of the meter, the city will assume responsibility for all repairs.

If a leak is found to be on the customers' side of the meter and on private property the representative will advise you to contact a plumber from the yellow pages. With the customers permission the representative can help try to find the leak but can only advise a customer. The representative is restricted from working on private property because of liability, and cannot do any repair(s) or be responsible for finding leaks that would require extensive leak detection.

“I noticed that my water pressure has dropped.”

Low Water Pressure: If the problem is isolated to inside the house, it is probably due to a water softener malfunction, or the home's main valve is not fully opened. If it is the water softener, use the bypass valve to verify this may be the problem. Zeolite, the softeners media (particles that look like orange fish eggs or fine sand) may have been released and is clogging the faucets, aerators and showerheads. To check the house valve, turn the valve counter clockwise to verify it is in the full open position (Closing is clockwise).

After these valves are checked and there is no change in the pressure, please call back (933-4212 ext 0) and further investigation will be made to check with our Distribution and Production personnel to see if they are doing any work in your area that could affect your water pressure.

“I have a water leak at my hot water heater. or irrigation system, or under my sink.”

High Water Pressure: If this problem occurs, your pressure regulator may be malfunctioning or may require replacement. The normal setting for a regulator should be set between 60 to 65 psi. The homeowner is responsible for the maintenance or replacement of a pressure regulator. The city's water system operates at a range of 40 to 120 psi.

“My water has been shut off without proper city notice.”

Neighborhood water shut-off: When an area is scheduled to have the water shut off due to a major repair of the City’s water system, the City or the privately contracted company will post notices. However, during an unforeseen emergency the water may be shut down without notice to avoid potential damage to the street and/or private property. In these cases, we try to notify as many customers as possible, but our focus is on minimizing damage. Call 933-9212 ext 0 if you have any questions or concerns.

“Why is my glassware spotting?”

Hard water: Hard water is the natural result of minerals found in our water supply. Although the spotting of glassware can be annoying and unattractive, the water is perfectly safe to use and drink. Installing a household water softener will remove these minerals, or if this is not an option, try using a dishwasher additive.

“I want to purchase a new or replace my existing water softener, what are my options”

Water softeners that use salt or potassium to Self Regenerate are not allowed in the City of Santa Paula.

§ 57.03 PROHIBITION.

It is unlawful for any person to install or replace or cause to be installed or replaced a SRWS in a residence located within the city's jurisdiction.
(Ord. 1160, passed 9-5-06)

§ 57.04 EXCEPTIONS.

This chapter does not apply to water softeners recharged by portable cartridges supplied by service providers where the brine solution resulting from a water softener recharge is not discharged into the city's sewer system.
(Ord. 1160, passed 9-5-06)

§ 57.05 BUY-BACK PROGRAM.

The City Manager is authorized to promulgate administrative policies and procedures designed to implement this chapter and to establish a "buy-back" program to assist in reducing the number of existing SRWS's within the city's jurisdiction. The amount allocated for such a buy-back program will be determined by City Council resolution.
(Ord. 1160, passed 9-5-06)

“My tap water looks rusty or reddish/ or brown, is it safe?”

Water quality, color: The water is safe to drink and is tested daily. The rust color is due to the hard water deposits, such as calcium, magnesium, iron, and manganese.

This may occur for many reasons and include the following: 1. A fire hydrant may be in use in the area in which a customer resides; 2. A vehicle struck a hydrant and knocked it down causing a rapid release of water; 3. City personnel are opening up a fire hydrant to flush the water system. When a hydrant is opened, the sediment, which normally settles in the water system pipes is disturbed and mixes with the clear water flow. A color problem also may occur if the home is plumbed with galvanized pipes that have aged and are showing signs of deterioration. An aged water heater may also be the cause of rusty water.

This problem may be corrected by flushing the homes pipes. Run the tap inside the house until the water is clear. This may take about ten minutes. To conserve water, we suggest you catch the water in a bucket and use it to water your garden, plants, etc. If the water does not clear, please call 933-4212 ext 0.

“My water smells like sulfur or rotten eggs.”

Water quality, smell: This will occur over time due to soap and debris built up that is caught in the sink drain trap. To resolve this problem, pour household bleach into the drain and let set for 30 minutes to 1 hour and then flush with running water for 3 minutes.

“My tap water looks milky.”

Water quality, appearance: Tap water may appear milky due to air in the line. To test this problem, fill a clear glass with tap water and let it set for several minutes; the air will gradually dissipate and the water will become crystal clear, as it should be.

The causes may be due to home plumbing work recently completed, or a city water pump has been serviced and may be causing air in the pipelines. Should this problem continue to occur, please contact the City at 933-4212 ext 0.

“ I have an emergency due to a water leak, or have no water, or am unable to shut my water off, or I have limitations and unable shut off my water.”

After working hours emergencies: Water maintenance personnel may be contacted after working hours in an event that water is causing damage, a

resident has no water, or the resident has a severe water leak and is unable to shut the valve off. Before 7:00 A.M., or after 5:00 P.M., or on the weekends, please call (805) 525-4474.

“I just paid for a new service work order requesting a new water service; when will the work be completed?”

Distribution work order service: Work orders requesting a new water service installation that does not involve a contractor shall be completed by a City work crew within two weeks from the date the work order was issued.

“I’m designing a new structure and would like to know the exact static flow and pressure information for the worksite location?”

Fire Flow Hydrant Testing: Please call 933-4212 ext 0 to make arrangements. Persons wanting to test fire hydrants must file a request and pay the required fee before a city hydrant can be tested.

At the cost of \$50.00, the firm or individual requesting the flow test may hire a private company to perform the test with a city employee that will witness the test.

“I’m planning to landscape my front yard, is it possible to change the areas around the hydrant and meter box?”

Water Distribution Maintenance: A person may not place within three (3) feet any object, material, debris, or structure of any kind that shall prevent free access at all times upon or near a fire hydrant or water meter box.

“I need to have the water shut off so I can make repairs?”

Customer service: please call 933-4212 ext 0 to schedule all shut downs. The water department will work with customers to schedule shutdowns.