

Water Meter Q&A

General Water Meter Information

As a reminder, general information is available at www.MetersMatter.org. An interactive map is housed on the program website, allowing residents to enter a parcel address to obtain specific information, including if the meter will be placed in the front or back yard. That site includes the following information:

- **Notification in advance:** When construction approaches your property, you will be notified multiple times in advance, including one week before construction, and again one day before the start of work.
- **Hours of construction:** Construction will take place weekdays, 7 a.m. to 6 p.m. and some Saturdays, 8 a.m. to 5 p.m.
- **Access to home/parking:** When construction takes place on/near your home, you will always have access. However, access to parking on your street may be temporarily restricted.
- **How long water will be shut off:** On the day when they are working on your home, water could be shut off for up to 4 hours and access to your yards may be necessary.
- **Don't forget to flush your line after installation!** Following meter installation, it is normal for sediment to be disturbed in the service lines. As a result, the water inside of a home may appear cloudy or brown. Contractors flush the service lines at the hose bib located outside of each home. It is also recommended that property owners flush their inside lines by running cold water through a bathtub faucet until the water runs clear.
- **Trench in the street:** Following water main installation, the trench in the street will be temporarily filled. Final trench paving will be completed before the contractors leave the neighborhood.
- **How billing will change and when:** You will not be billed at a metered rate immediately following meter installation. Instead, you will continue to be automatically billed at your existing flat rate for approximately 15 months. Approximately 3-4 months after installation is complete, property owners will see the metered rate vs the flat rate reflected on their water bill. After twelve months of comparative billing, monthly billing will automatically switch from the flat rate to the metered rate. However, should you wish to switch to the metered rate before the twelve months of comparative billing, you may do so at any time by calling customer service at (916) 808-5454.

For parcel specific information, please visit: www.MetersMatter.org and use the map to type in your parcel address. Or, call the dedicated meter information phone line 916-808-5870 or email watermeter@cityofsacramento.org.

River Park-Specific Information

Question: Since almost all RP residences have their existing water connections in the back of the property, how will they connect the new water main in the street to the homeowners' water line? Will there be any impact on underground sprinklers?

- Many RP residents will be connected a new water main in the street. Contractors will drill a new service line from the new water main to a connection point in the backyard. The new service line will be completed via “trenchless boring” where they drill 2-3 feet underground on the side of the property without the need to create a trench from the surface.
- Because sprinkler lines are not marked by USA, there have been instances where sprinkler lines are inadvertently cut. In those case, the contractor returns to the parcel and repairs the damaged sprinkler line.
- The old water mains running along the back of properties will be abandoned in place.

Question: Where will the new water meters be located if the connection point is going to be at the back of the property? Are there options, and if so, who do I notify to select that option and when?

- Front yard installs:

The default location is in the yard, behind the walk and flush with the ground. However, there are a lot of parcels within River Park that have default locations in the sidewalk, typically due to lack of easements. Property owners with default locations in the yard were provided the option to have the meter installed in the sidewalk. An initial letter, and the reminder, were sent in 2019, to property owners with default yard installations.

- Backyard installs:

Meters are installed in the backyard along the existing service line that runs from the backyard main lines to the home.

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Question: Where will the shut off valve be located? And will it be easily accessible by the resident in case of an emergency?

- Shut off valves will be located in the new meter box. To have the valve turned off, please contact the City at 3-1-1 and a Utilities representative will assist.
- Many homes also have a shut off valve at the house, which the resident can turn off on their own.

Question: Where will the project begin in RP and what is the general progression, we can expect during the ~1-year project timeline?

- Main line installation is scheduled to begin at the intersection of Carlson Drive and H Street.
- More than one team from the contractor, Navajo, will be working throughout River Park to install the meters and the main lines. Impacted residents will receive a notice one week and one day before construction begins.
- A changeable message board will be placed in the parking lot of Fremont Presbyterian Church to provide residents with project updates.

Question: How will detours work when the project is on Carlson Drive? Will that entire street be closed to through traffic; if so for how long, and have they considered the heavy volume of traffic that would be detoured?

- All potential impacts have been considered during the planning of this project. Because of limited traffic flow within the neighborhood, there will be impacts. Thank you in advance for your patience.
- The traffic will be heavily impacted at the start of construction. The impacts will ease as main line installation moves down Carlson Drive, past Sandburg. Residents and deliveries will be accommodated at all times. Garbage pick-up schedules will remain the same.
- Through traffic will be restricted.

Question: How will traffic work on areas of Moddison where no detour is possible because that is the only street?

- One flagged through lane will always be open on Moddison. However, please plan for traffic delays during peak hours.

Question: One resident reported the Dept. of Utilities informed them that there will be an increased monthly cost if they keep their existing 1.5-inch diameter pipe instead of switching to a 1-inch. Is this very rare, or is this something RP residents should prepare to encounter?

- Parcels in which the City has record of a service line greater than 1-inch were sent a letter to let owners know that they have an “oversized line.” It is up to the parcel owner if they choose to maintain their current size or wish to downsize. Most residential parcels have a 1-inch service line.
- Information on billing is available on the City’s website: <http://www.cityofsacramento.org/Utilities/Water/Water-Service>
- The last page of this document provides a breakdown of the base rate by meter size: <http://www.cityofsacramento.org/-/media/Corporate/Files/DOU/Services-Rates/Water-Rates.pdf?la=en>
- All parcel-specific questions should be directed to the program information line: 916-808-5870 or watermeter@cityofsacramento.org