

What to Do Before You Call the County

(Or, How to Save Us All Some Money!)

- 1) Check and clean as necessary any filters or screens in your faucets, shower heads, and appliances.
- 2) Check and clean as necessary any filters or screens in any in-line devices (filters, pressure control valves, etc.).
- 3) Check and clean as necessary your water meter screen.
- 4) Some water meters have a small white triangle leak indicator, other meters will have a black asterisk/star. After confirming your water meter's leak indicator TURNS when a faucet is ON, be certain that it does NOT TURN when all your water faucets, toilets, etc. are turned OFF. If it does, you have a LEAK which needs repair.
- 5) If after ruling out any private plumbing problems you are experiencing trouble with your water service, contact your neighborhood representative or Public Works to determine if they are aware of an outage.
- 6) If an outage is confirmed and the cause unknown, walk any communal distribution lines you are familiar with and check for signs of a LEAK. Notify your neighborhood representative or Public Works if you locate one.
- 7) In case of a service interruption, have a back-up plan for bathing, drinking water, and laundry (a gallon of water can cost as much as \$20 when delivered by the county, versus \$1 or \$2 when purchased at a market).
- 8) Whenever phoning the county, it is best to do it early on a workday whenever possible

SMC Public Works

During business hours,

Leon Bruk, Department of Public Works, lbruk@smcgov.org (650) 599-1417

America Sanchez, Department of Public Works, acsanchez@smcgov.org (650) 599-1473

Tiffany Deng, Department of Public Works, qdeng@smcgov.org (650) 599-1436

Janelle Lee, Department of Public Works, jlee1@smcgov.org (650) 599-1487

If Leon, America, Janelle or Tiffany can't be reached by phone, ask to speak with Utilities staff.

For an after-hours emergency, call 650-363-4100, wait for the phone to roll forward to the County Communications Center, and the Dispatcher will notify the on-call staff person.