Emergency Planning

Due to recent earthquake activity around the world, we would like to reiterate the importance of emergency planning here at home. A strong earthquake in the Bay Area could cause several main breaks in the District, resulting in system-wide water outages. The District’s primary responsibility is to ensure that water is preserved by isolating District main leaks as quickly as possible. Once the system is stabilized, crews will start repairing broken mains, which may take days or weeks to complete. Our supplier, the San Francisco Public Utilities Commission, may also experience extensive damage to the Hetch Hetchy system, resulting in limited supplies.

After a major earthquake, customers must help conserve the water that is in the system. Do not waste water in any way. Turn off all irrigation and do not turn back on until you are notified by the District that it is all right to do so.

Prepare for an emergency by taking these steps now:

- Learn where your irrigation valves are located and how to turn off your timers.
- Install your own shut-off valve approximately one foot from the meter on your side of the property. This way, you can turn off water to your entire property in case you have a leak and turn it back on after repairs have been made. (District meters should not be used to turn off water. A special tool is required and many meters become “sticky,” making them difficult to turn off.) During an emergency, crews will be busy making repairs to District facilities and we cannot guarantee that someone will be readily available to make “house calls.”
- Maintain a minimum three-day emergency water supply for each person in your household—and change the water frequently.
- Be sure that the District always has a current contact phone number for your residence. In case of an emergency, we can keep the public updated via the Town’s emergency telephone system, if the phone lines are still active.

Check Your Irrigation!

Many of you will be turning on your automatic irrigation systems soon. When you do, please make a thorough check of your system to make certain there are no broken sprinkler heads or broken lines. Catching leaks in a timely manner will avoid large water bills and water waste.

April 2010