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WATER CONSERVATION

How do I find a leak?

Leaks are often silent and can go undetected until your water bill arrives. To check for leaks at your property you can:

- Use our free customer portal, AquaHawk, to look for patterns - such as water use that reoccurs at the same time on several days. If your account shows water usage at every hour, you may have a leak. Visit cityofwoodland.org/mywateruse to view your daily and hourly water use history.
- Check the water meter box to see real time water use. Make sure no water is being used inside or outside your home. Then locate your water meter. It is most likely in a green box in your front yard. Write down the meter reading. Wait at least 30 minutes and do not use any water. Check the meter reading again. If the number has changed, you have a leak. Your meter may also have a small triangle or dial for detecting leaks. If this is moving, you have a leak.

If you have a potential leak, visit cityofwoodland.org/leaks to access a leak detection guidebook and other resources.

How do I determine if I have a toilet leak?

If you can hear your toilet running or need to jiggle the handle to get it to stop running after you flush, you have a toilet leak. Visit AquaHawk at cityofwoodland.org/mywateruse to look for abnormal long periods of water use that may indicate a leak. While most leaks run at all hours of the day and night, other leaks like a toilet, may run for abnormally long periods of time and have sudden stopping periods.

Another method to test for toilet leaks is to place a dye tablet or food coloring into the toilet tank. Once the dye is placed, do not flush the toilet for about a half an hour. If the dye coloring has seeped into the bowl from the tank, the flapper is leaking and it needs to be replaced.

Who do I call for questions about my water?

For questions about your water usage, rebates, or efficient irrigation ideas, please call Water Conservation at (530) 661-2067. If you have questions regarding water rates, the water utility assistance program, or to make a payment, please call Finance at (530) 661-5831.

What is considered water waste and how can I report it?

Water waste means:

- Causing or permitting excessive water to discharge, flow, or run to waste into any gutter, sanitary sewer, watercourse, or storm drain, or to any adjacent property, from any tap, hose faucet, pipe, sprinkler, or nozzle. Or irrigating to the point of oversaturation causing runoff.
- Allowing water fixtures or heating or cooling devices to leak or discharge excessively.

- Discharging water from swimming pools, decorative basins, or ponds more than is necessary to ensure a healthy condition of the water or more than is required for maintenance or structural considerations.
- Operation of an irrigation system that applies water to an impervious surface or that is in disrepair.
- Irrigation of landscaping during rainfall.

If you see a water use violation, you can report it at cityofwoodland.org/waterwaste. Provide the street address, time, and violation type to help speed the process.

During times of drought, other water restrictions may be in place. Visit cityofwoodland.org/drought for up to date information.

What uses the most water in my house?

According to EPA WaterSense, in an average home, flushing the toilet is the largest single use of indoor water consumption. Without counting landscape watering, typical percentages of water use for an average American family are:

- Toilet flushing – 24%
- Bath & Showers – 20%
- Faucet – 19%
- Clothes Washer – 17%
- Leak – 12%
- Other – 8%

BILLING

Where can I pay my water bill?

Water customers can pay their bill over the phone calling (530) 661-5831, online at cityofwoodland.org/paymybill or in person at City Hall located at 300 First Street in the Finance Department.

INFRASTRUCTURE AND MAINTENANCE

Can I make an appointment to get my water turned off and back on?

If you need an emergency shut off contact Public Works at (530) 661-5962. To schedule a water shut off, contact Finance at (530) 661-5831.

Do you have to come inside the house to turn the water on?

No, the City does not need to go inside your home. However, you MUST be home for us to turn on the water to prevent any flooding or damage that could be caused by open faucets, etc. We will knock on your front door and you must answer, or the water will not be turned on.

Why is my water off?

A utility branch may be performing an emergency repair in your area, or performing routine unilateral flushing of the system in your area. For questions, you can contact Public Works at (530) 661-5962.

Where is the Public Works Department located?

The main office for Public Works is located at the Municipal Service Center (MSC) located at 655 N. Pioneer Ave, Woodland Ca 95776.

If I have a water emergency, whom do I call?

You can call Public Works at (530) 661-5962 for water emergencies Monday through Friday, 7am to 4pm. For after hours, weekends and holidays call Yolo County Communications at (530) 666-8920.

What do I do if water is leaking near the water meter or in the street?

Contact the Public Works at (530) 661-5962. Please be sure to include your full name, telephone number with area code, specific location or address of the problem, and a detailed description of the problem.

Is the Water Tower still being used?

Yes, the water tower is used to maintain pressure for water distribution.

Who is responsible for maintenance of the meter valves and the water service?

The property owner is responsible for all of the water piping on their private property. This includes all the water piping inside the building and the underground water service to the meter. The City of Woodland is responsible for the meter and the couplings that attach the meter to your pipes; if the meter is not working properly, call Public Works at (530)-661-5962.

WATER QUALITY

Where does our water come from?

Woodland's primary water source is now treated surface water pumped from the Sacramento River. The City also stores treated surface water in aquifer storage and recovery (ASR) wells and uses it as supplemental potable water supply to meet peak summer demand. The City maintains several native groundwater wells as a backup supply and for use in an emergency.

What is done to ensure the water is safe to drink?

City of Woodland complies with the standards for drinking water as prescribed by the U.S. Environmental Protection Agency's Safe Drinking Water Act and the California State Water Resources Control Board – Division of Drinking Water. The City's Utilities crew monitor the water at prescribed, mandatory intervals to ensure compliance with all drinking water standards. Since 1999, all water utilities have been required to prepare an annual water quality report that outlines water sources, substances detected in the water in the previous year and at

what levels, along with other helpful information. You can view the report online at cityofwoodland.org/WQR or call (530) 661-5820 to have a copy mailed to you.

What chemicals are added to the water supply?

Sodium Hypochlorite (Chlorine) and Phosphoric acid (corrosion inhibitor) can be found in our water supply.

When my water first comes out of the tap, it looks cloudy, but then clears up. Should I be concerned?

The cloudy water is caused by tiny air bubbles in the water similar to the gas bubbles in carbonated soft drinks. After a while, the bubbles rise to the top and are gone. This type of cloudiness occurs most often in the winter, when the drinking water is cold.

What causes the rusty color in my water?

Flushing fire hydrants and water main repairs can disturb sediments in water mains resulting in red or brown colored water. If this is the case, turn on the cold water for a few minutes to flush any sediment out of your pipes. While red or discolored water is not a health concern, it can stain laundry. Contact the City if the water does not clear up after running water for several minutes.

How hard is our water?

A concentration of 17.1 parts per million (ppm) [as CaCO₃] of hard water is equal to 1 grain per gallon. Woodland's surface water has a range of 62 ppm to 100 ppm, equaling approximately 3.5 to 6 grains per gallon. Water hardness does not affect a person's health. With hardness in the range of 3.5 to 6 grains, water softeners are typically not necessary. Our water hardness levels are posted in the annual water quality report and updated monthly in the monthly water report at wdcwa.com.

Where can I find a copy of the annual water quality report?

To view our City's Water Quality Report and to learn more about our drinking water, please click the following link:

cityofwoodland.org/WQR (English)

cityofwoodland.org/WQR/Espanol (Spanish)

If you would like a physical copy of the Water Quality Report mailed to you or would like to speak with someone about the report, please call (530) 661-5820.