

Sacramento County Water Agency

Phase 1B - Arden Service Area

Pipe and Meter Installation Project

Responses to Questions Asked During Public Outreach Presentation

Virtual (Zoom) – August 10th, 2023

1. How will we be notified when work is about to start at our address?

The Contractor will be posting a 72-hour notice via door hangers and fliers indicating the type of work and impact to expect. Additionally, "No Parking" barricades will be placed on the street to allow you to plan your ingress and egress to your property. SCWA will also be sending out emails and text messages in advance indicating which area the Contractor will be working.

2. For commercial properties, how will property access and water access be handled? Can the down time be reduced for tenants?

All properties will have access to water at all times except during the shutdown ("cross-over") period when we are disconnecting the old service line and reconnecting to the new service line which will last up to 4 hours. We will notify properties minimum 72-hours in advance and work with the property managers to minimize impact to the properties. Most of the time shut down periods can be scheduled during nonbusiness hours to avoid impact on businesses. We do our best to minimize downtime.

3. What is the typical downtime for a residential and commercial properties?

Downtimes are all similar regardless of commercial or residential properties. It will be up to 4 hours unless there is an emergency. For commercial properties, downtime is likely to occur during nighttime hours. We will work with property managers on when the downtime should be scheduled.

4. Why was a decision made to wait a year (to bill customers using the actual meter flow) for residential metering?

SCWA gives residential customers (single family residences) a choice for the first year after a meter is installed to have their water bill be charged by the flat rate (as in the past) or by the actual flow read by the meter. The statistical

metering phase was implemented so residents can understand how they are being charged and understand how much water they are using. It provides residents an idea of how much they will be billed once the statistical metering ends. Compared to the current flat rate system, metered water bills are generally higher in the summer and lower in the winter. The “statistical metering program” for residential customers is designed to track water usage and calculate the water bill under the metered rate. Customers should review the statistical bill to understand their typical water usages to help adjust as needed.

5. How soon after the Contractor has been to our address do we need to have a backflow device installed?

The decision is made on a case by case situation depending on the property. Email ArdenserviceMeters@saccounty.gov so we can get that answered. Depending on the point of connection, the backflow device should be installed as soon as possible. In other cases, it is better to wait until after the meter is installed.

6. Are the backflow devices the property owners’ expense?

Yes.

7. What is the typical cost of a backflow device?

The cost of the backflow device depends on size. The smallest size on the Phase 1B Project is a 1.5-inch which was bid at \$6,300. As the size increases, the cost also increases. Backflow devices are typically only required on commercial properties and multiple family residential buildings (i.e. apartment complexes). Backflow devices are not required on single family residential properties. We are providing customers enough time to obtain quotes before making a decision to either have SCWA install the backflow device or have their own plumbers install it. If SCWA installs the backflow device, the owner would reimburse SCWA and will have the option to pay in a lump sum or an interest free 3-year payment plan. Many customers should have already received letters from SCWA indicating what size and type of backflow device is required on the property. If you are unsure about your property, please contact us.

8. How do we know where the meter will be installed?

The location of the water meter is depicted in the Meter Location Sheet (MLS). If you have not seen a MLS, please contact us as soon as possible. Our consultant, Domenichelli and Associates, has been reaching out to each

property to go over the MLS and locate the service points of connection. It will be preferable to have your input.

Additionally, prior to the installation of the water service, meter and meter box on your property, the Contractor will be placing wooden stakes on each property to indicate the planned location of the water meter boxes. This location will match what was discussed with you during the site survey unless there are any utility conflicts. If you do not believe the location matches what was previously discussed, please do not remove or move the stake and contact us at (916) 874-3070 or ArdenServiceMeters@SacCounty.gov and we will verify the location.

9. Are there incentives to conserve water?

Yes. SCWA has rebate programs incentivizing customers to conserve water with the *Cash for Grass*, *High Efficiency Clothes Washer Rebate*, and *High Efficiency Toilet Rebate* programs. To find out more about the rebate programs, visit <https://waterresources.saccounty.gov/Pages/Sacramento-County-Water-Agency---Rebate-Programs.aspx>.