

Sacramento County Water Agency

Phase 3 - Arden Service Area

Pipe and Meter Installation Project

Responses to Questions Asked During Public Outreach Presentation

Arden Park – October 19th, 2022

1. Will we be able to drive around the street during construction?

During construction, there will be detours and access to individual properties, but there will be delays. "No Parking" barricades will be posted on the street indicating the closure of the street. If you need your vehicle during construction work hours, it is highly encouraged to park your vehicle out of the indicated construction zone to easily access your vehicle and minimize any delays.

2. How will residents know when work on their street or property will begin?

The contractor will be posting a 72-hour notice via a door hanger 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.

3. How do you plan on prioritizing the streets in this Project?

The Contractor will be providing a sequencing plan and breaking the Project up into sub phases. As this information is made available to SCWA, we will be providing updates through our Project webpage, subscription notification system and newsletters.

4. Will work on Fair Oaks Boulevard be night work?

Yes, work on Fair Oaks Boulevard, Watt Avenue and a portion of Eastern Avenue will be night work per SacDOT requirements. With night work, there will be less traffic delays on these major roads.

5. When will we start being billed at a metered rate?

Once the meter is installed, residential customers will be placed on a one-year statistical metering program. This program tracks your water usage and provides comparative billing for the metered rate versus flat rate. Residential

customers will remain on a flat-water rate during the first year after construction. Residential customers do have the option to request the metered rate sooner. SCWA Commercial customers are placed directly on metered rate billing post meter installation, no exceptions.

6. Will my water bill increase after the meter is installed?

Customers who use an inordinate amount of water will see their bill increase. 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.

7. What is the monthly cost of the different sized meters?

Metered rates include the service charge based on the meter size and the usage charge based on the volume of water used (current rates as of 2020 shown in the tables below) measured in cubic feet. More information regarding metered rates and updates to fees can be found in [SCWA’s Title 3 Rates and Fees](#).

Title 3 Monthly Service Charges

Meter Size	Monthly Service Charge	
	Residential	Commercial
0.75"	\$13.12	N/A
1"	\$16.27	\$29.32
1.5"	\$30.69	\$45.20
2"	\$48.00	\$64.27
3"	\$88.39	\$108.75
4"	\$146.09	\$172.30
6"	\$319.19	\$362.96
8"	\$521.13	\$585.38
10"	\$809.63	\$903.13

Title 3 Bi-Monthly Service Charges

Meter Size	Bi-Monthly Service Charge	
	Residential	Commercial
0.75"	\$26.24	N/A
1"	\$32.54	\$58.64
1.5"	\$61.38	\$90.40
2"	\$96.00	\$128.54
3"	\$176.78	\$217.50
4"	\$292.18	\$344.60

6"	\$638.38	\$725.92
8"	\$1,042.26	\$1,170.76
10"	\$1,619.26	\$1,806.26

Title 3 Usage Charges

	Monthly and Bi-Monthly Usage Charge	
Meter Size	Residential	Commercial
0.75"	\$1.67 per CCF*	\$1.27 per CCF*
1"		
1.5"		
2"		
3"		
4"		
6"		
8"		
10"		

*1 CCF = 100 Cubic Feet or 748 gallons

8. How is the size of the water service and meter determined?

Water service lines will be installed per SCWA standards; a typical installation includes a 1.5-inch service line with a 1-inch meter. However, for properties that require larger service lines, further assessment has been or will be completed to ensure the new service line is sized correctly to meet the demand at each specific property. Larger service lines require a larger meter and carry a higher service charge depending on the meter size.

9. What if the meter does not provide sufficient flow to meet my capacity?

If there is not enough flow to your property, SCWA will assess it case-by-case and make any necessary adjustments.

10. How will the location of the meter box be known for my property?

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. The meter box will be placed within 18-inches of the curb. 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.

11. Will the meter be installed in my backyard since the existing water main is in my backyard?

As part of this Project, the existing backyard water mains will be abandoned, and new water mains will be installed in the street in front of your property. The new water meter will be placed within 18-inches of the curb at the location indicated by a wooden stake.

12. Will there be an issue with having 2-meter boxes (1 for each property) next to each other near the property line?

No, we do not anticipate any issues with this type of installation as each meter box will be located on its respective property.

13. Should meters be made larger in anticipation of a lot being split into multiple units?

If you plan on splitting your lot into multiple units, please contact us at (916) 874-3070 or ArdenServiceMeters@SacCounty.gov for additional coordination.

14. What is the planned installation depth of the water service line?

The water service line is expected to be installed at a depth between 24"-36" unless there are utility conflicts.

15. What is the material of the water service line that will be installed and how long will the material last?

The material of the water service line being installed is High Density Polyethylene (HDPE) and is estimated to have a service life of 50-100 years.

16. Will there be a warranty period for the newly installed water service line?

Yes, with the Permit for Temporary Entry (PTE), SCWA will provide a one-year warranty, in which the contractor will be responsible for repairing any defective work or issues post installation. This warranty period does not cover any portion of the existing service line (downstream of the meter) that was not installed with the project. The new service line from the connection point to the property is included. After the warranty period expires, the customer is responsible for the service connection after the meter to the house.

17. What notification will be given for a water shutoff?

The contractor will be placing a door hanger 72-hours before a shutoff is expected for your property. The water service shutoff for individual properties is

estimated to be less than 4 hours. Keep in mind that if there is an emergency, you may not receive an advanced notice and the shutoff may be longer.

18. What pressure will be supplied after construction is completed?

The expected water pressure to be supplied is about 60 psi.

19. Can a pressure regulating valve be included as part of the Project and installed during construction?

In the previous three phases of this Project (685 service connections) the installation of a pressure regulating valve was only required at one property. For that reason, we do not anticipate pressure regulating valves will be required. Homes should have a pressure regulating valve already installed prior to the Phase 3 Arden Service Area Pipe and Meter Installation Project as it is located on the piping near the house and the pressure should be regulated by the homeowner. In the case where, no pressure regulating valve exists before the project and the pressure gauge shows a significant increase post construction, SCWA can assess the location to determine if a pressure regulating valve needs to be installed.

20. Will there be monitoring for significant loss in pressure at my property?

The Contractor is required to take a pressure reading at each individual property prior to the service line reconnection and following the completion of construction. This is done to ensure the final pressure does not drop in pressure prior to construction at each property.

21. Are there any costs to the homeowner as part of this Project?

For the Phase 3 Project, the only cost to the customer is in the case where a residential or commercial property requires the installation of a backflow prevention assembly and does not currently have one. The backflow prevention assemblies will be owned by the property owner paying for the device, not SCWA.

22. How will they mark existing utilities near my property, and will they mark them even if I have plans for the existing utilities?

The contractor is required to call into the Underground Service Alert (USA) prior to any excavations. If the contractor is scheduled to work on your street or property, you will see utility representatives begin marking these areas with different colored paint or colored flags along grassy, vegetated areas, noting their utility line. In the event that a utility line is damaged during construction,

the contractor will be required to call the utility company and arrange for the line to be repaired and restored.

23. How were the locations of the fire hydrants determined?

The fire hydrant locations were determined using the Fire Code spacing requirements (every 500 feet for residential and every 300 feet for commercial areas). Prior to the installation of the fire hydrants, the Contractor will be placing a wooden stake with a notice stating that a new fire hydrant will be installed at that location. Please do not move the stake from its designated location as it will cause delays with construction.

24. Who is the Contractor and how can we identify its employees?

The Contractor for the Phase 3 Project is Teichert Construction. Teichert employees can be identified with their Teichert branded work gear and personal protective equipment. If you have a concern with verifying the identity of Teichert employees, please contact us at (916) 874-3070 or ArdenServiceMeters@SacCounty.gov or ask one of our inspectors on-site. All County employees or contracted consultants will have a County ID badge for the project.

25. Will there be repair of curb and gutters as part of this Project?

Any sidewalks, curb or gutters that are impacted as part of this Project will be fully restored. Additionally, SCWA has partnered with SacDOT and will be making a few repairs to curb and gutter and installing ADA ramps at locations determined by SacDOT.