

# CITY OF FULLERTON WATER DIVISION

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Water Rep: \_\_\_\_\_

## PLEASE REFER TO CHECKED SECTION(S)

Para obtener esta información en español, visite [www.cityoffullerton.com/WaterServiceDoorTag](http://www.cityoffullerton.com/WaterServiceDoorTag) o contáctenos.  
한국어 정보를 원하시면 이 웹사이트를 방문하세요.

If you have any questions or concerns, please contact us.

City of Fullerton Public Works Water Division  
1580 W. Commonwealth Ave. Fullerton, CA 92833  
714-738-6897



[www.cityoffullerton.com/WaterServiceDoorTag](http://www.cityoffullerton.com/WaterServiceDoorTag)

**1. TEMPORARY WATER SERVICE INTERRUPTION:** It may be necessary to temporarily shut off the water that serves your property. You may experience no water or a loss in water pressure.

There is a water main break in your area. Water service will be restored as soon as possible.

Due to necessary work on the water system, the water will be out of service in your area:

From: \_\_\_\_\_ To: \_\_\_\_\_

**The scheduled time is an estimate. Work may be completed sooner than planned or could exceed the estimated time due to unforeseen circumstances.**

During the shutdown, we suggest the following actions:

- Store enough water for drinking, pet use, dishes, personal hygiene, etc.
- Toilets can be flushed by pouring water into the bowl/tank.
- You may wish to turn off your hot water heater, water softener, circulating pumps, etc., per manufacturer's instructions.
- When service is restored, there may be trapped air in the lines or discolored water. Open faucets for a few minutes until these problems clear.

You may see paint markings on streets or sidewalks which indicate the location of underground utilities. It is required by law to mark underground utilities prior to excavation work.

Thank you for your patience and understanding during this necessary service interruption.

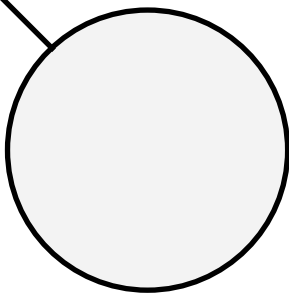
**2. UNABLE TO TURN ON WATER AS REQUESTED:**

Water was temporarily turned on as requested, but the water meter dial immediately began to turn. This indicates that something on your private plumbing is demanding the water, such as an open faucet, etc., so we left the water off at the customer valve to avoid flooding. Please see diagram on reverse

The water was turned on at the meter but left off at the customer valve, which is located on your private plumbing. You can turn the water back on at the customer valve. Please see diagram on reverse

**3. WATER CONSERVATION:**

- Please help to conserve water by:
- Eliminating excessive water runoff on paved surfaces
- Watering landscaping before 10am or after 4pm
- Not hosing down driveways/walkways
- Fixing broken/misaligned sprinklers
- Other: \_\_\_\_\_



**4. WE CHECKED YOUR WATER METER AND SERVICE:**

- The meter was checked and it appears that something on your private plumbing is demanding water. Private plumbing repairs are the customer's responsibility.
- Leak is on a City-owned water line and:
  - We have made a repair.
  - We will schedule a repair.

**5. YOUR WATER HAS BEEN TURNED OFF:**

- Your water has been turned off at the customer valve and may be turned back on at your convenience. See diagram below.
- The water was turned off at the City's shut-off valve. Please contact the City to have water service restored.
- Other: See comments below.

**6. WE CHECKED YOUR WATER PRESSURE:**

It is \_\_\_\_\_ pounds per square inch (PSI) at your meter.

- This is normal for the area.
- This is not typical for the area. We will be further investigating the cause.

**7. HIGH WATER USAGE:**

Your water usage was considerably higher than normal during the past billing period. We suggest you check your private plumbing unless you are aware of the increased usage.

Previous Read: \_\_\_\_\_ Present Read: \_\_\_\_\_

**8. BEES IN THE METER BOX:**

Please be advised that the water meter box located on or near your property has a swarm of bees. Within the next few business days, a contractor will be performing a live bee removal at no cost to you. In some cases, the service may be performed at dusk when the bees are less aggressive, so you may see our contractor at the meter after-hours. We ask that you please avoid the area during this time.

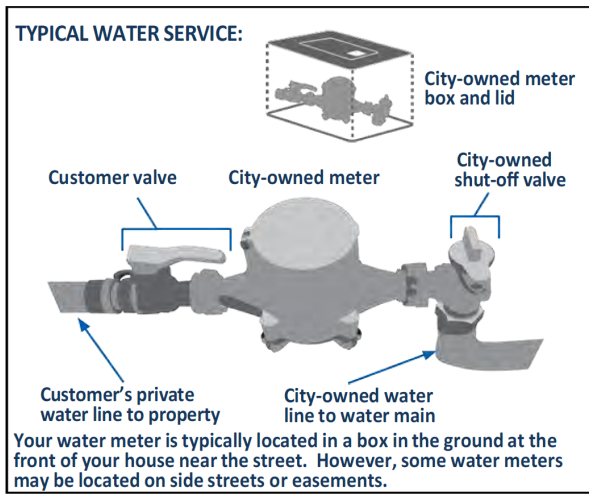
**9. ACCESS TO YOUR WATER METER IS OBSTRUCTED:**

The water meter and box are the property of the City and lie within an easement or public right-of-way. Nothing is to be constructed on or above it. Vegetation is to be kept trimmed back to allow access to the meter. Please remove the obstruction interfering with that access as soon as possible so we may read and service the meter. (F.M.C. 12.04.060)

**10. ADDITIONAL INFORMATION AND COMMENTS:**

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**NOTE:** Some older homes may not have a customer valve or it may be located elsewhere. If you do not have a customer valve, call the City to shut-off the City-owned valve. Operating or tampering with the City's valves, or any part of the distribution system, is **PROHIBITED BY CITY ORDINANCE 12.04.080** and may result in fines or charges for damages.