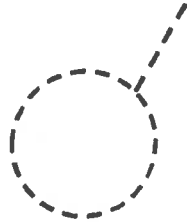


Form No. 19  
Golden State Water Company  
Customer Service Door Notice

Front



**NOTICE**

**SEE REVERSE SIDE FOR IMPORTANT INFORMATION ABOUT YOUR WATER SERVICE**

**Frequently asked questions about your water service**

**Will Golden State Water Company repair my water leaks?**

- Golden State Water Company is responsible for repairing leaks on the street side of the meter and on the meter itself, which also includes the meter threads on the customer's side of the meter. After the meter thread connector, any pipe repairs on the customer's side of the meter are the responsibility of the customer, which include pipe between the meter and the building, the irrigation system or indoor plumbing.

**What number do I call to report a water leak in the street?**

- Please call our Customer Service Line available 24 hours a day, 7 days per week at 1-800-999-4033.

**How do I determine if I have a leak?**

- Read your meter:**  
The needle on the meter turns as you use water. If you turn off all of the water in and around your home and the needle continues to move, chances are you have a leak on the property, such as a leaky toilet or faucet.
- Check your toilet for a leak:**  
Identify toilet leaks by placing a drop of food coloring in the toilet tank. If any color shows up in the bowl after 15 minutes, you have a leak.

**How do I fix a leak?**

- Golden State Water Company does not repair leaks on the customer side of the meter. You can make repairs yourself or contact a local plumbing professional to assist you with fixing a leak.

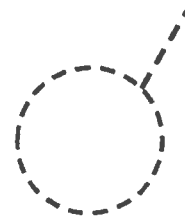
**If I have abnormal usage, what should I do?**

- Check all plumbing fixtures and make sure they are not leaking; toilets, outside faucets, swamp coolers, or any automatic watering devices. Check your meter to make sure there is no movement on the meter when all fixtures are off.
- Please check your irrigation controls to make sure they're appropriately set.

**We're here to help**

- Contact us at 1-800-999-4033 if you have any questions about your water service or reading your meter.

Back



Street Address \_\_\_\_\_

City \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

**Golden State Water visited your property to:**

- Check your water pressure, and:
  - The pressure at the main is \_\_\_\_\_ psi, indicating:
    - The pressure at your property is normal for this area. If you are experiencing low internal pressure there are many possible causes. The most common are:
      - Your pressure regulator may need to be adjusted or replaced
      - Your main water valve may be partially closed
      - A clogged aerator
    - The pressure at your property is not normal (low/high) for this area and we will be taking corrective action.
- Check for abnormal usage, and:
  - The current reading indicates high water consumption. Please check for any leaks on your property or in your home.
  - The previous meter read was incorrect and a corrected bill will be sent to you.
  - The current meter reading is correct and is within your historical usage pattern.
- Check your property for water leaks, and:
  - The water in the meter box is due to drainage from irrigation or another unknown source
  - Water was not passing through meter at time of inspection and we did not find any evidence of a leak.
  - We've identified a leak related to Golden State Water Company service. Golden State Water Company will repair the leak and lost water will not affect your bill.
  - The current reading indicates you have a leak on the property side of the meter or another part of your property. It is your responsibility to repair a leak on your side of the meter. Lost water will affect your bill. Therefore, we strongly suggest you make repairs as soon as possible.
- Turn off your water due to a construction or emergency repair, and:
  - Water service will be off from \_\_\_\_\_ a.m./p.m. to \_\_\_\_\_ a.m./p.m.
- Other: \_\_\_\_\_

If you have any questions, please call our Customer Service Center available 24 hours a day, 7 days per week at 1-800-999-4033.

Para recibir esta informacion en espanol, por favor llame a 1-800-999-4033.

Golden State Water Employee Number: \_\_\_\_\_

(N)

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