

# LACSD FAQ

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## Frequently Asked Questions

### **How do I establish water and sewer service?**

If you are an owner, please complete the Application for New Water and Sewer Service, by clicking on the proper link at the bottom of the Customer Service page. *If you are a Tenant, the Owner completes the Owner Tenant Request form with all your contact information and submits it to the District office, either by mail, email or in person. The Owner is the customer of the District, but as a courtesy, we will bill the Tenant once the completed application is received.* A service deposit is required along with the completed applications. The service deposit amount is calculated at twice the amount of the average bill for the past twelve months. In lieu of the service deposit, a letter of credit may be submitted from another Water Utility Agency, stating that the customer has paid in a timely manner for the past three years. If you cannot provide a deposit or letter of credit, the Applicant(s) may set up automatic monthly payments using their credit/debit card.

If a service deposit is not on file and the customer is late twice in a four-month period, a service deposit will be required along with payment of the past due amount.

### **How do I terminate water and sewer service?**

Contact the District office by phone (805) 344-4195 with the date you wish the service to be terminated. A forwarding address is helpful as well. If a service deposit is on file, the final bill will be calculated applying the service deposit. If there is a balance still owing, it will be reflected on the final bill. The bill is due upon presentation. If there is a refund due to you, a check will be mailed with the final bill statement.

### **What is my water pressure?**

Our system is pressurized by gravity so system pressure varies by elevation. Typical system pressure is approximately 72 pounds per square inch (psi). In higher elevations of our service area, pressure will be lower. In lower elevations of our service area pressure will be higher.

### **What is the water hardness in grains?**

12.7 grains or 217 mg/l

### **How much is a unit of water?**

1 cubic foot = 7.48 gallons      100 cubic feet = 748 gallons

### **Explain my billing cycle.**

You are billed one month at a time. Bills are mailed on the last business day of the month and are due by the last business day of the following month. Please keep in mind the front office is closed on Fridays, therefore the last business day of the month could fall on a Thursday. Payments received after 3:00 pm will be credited the following business day.

### **Why does my water smell like chlorine?**

The California Department of Public Health requires the District to maintain a certain level of chlorine in the water to ensure that it remains bacteria free. This amount of chlorine is not harmful. The District maintains a free chlorine residual of 0.3 ppm (parts per million)

### **Why does my water smell like sewer?**

The most common cause for this smell could be stagnant water from the hot water heater. In which case, you would need to connect a hose to the water heater and allow it to drain. Another cause might be the plumbing trap under the sink could be too shallow or need to be cleaned.

### **How do I turn off my water in an emergency?**

You should have a valve located on the outside of your home where the water line goes into the house. Your sprinkler systems also have their own valves operated by the clock or a manual knob. If during normal business hours please call the District office at (805) 344-4195 for assistance. If after normal business hours please call the same phone number and you will be directed to the on-call operator.

### **How can I find out if I have a water leak?**

Please call the District office for assistance.

### **Who fixes my water leak?**

It is the customers' responsibility to fix any water leak or break from the meter to the house. The LACSD is responsible from the street to the meter.

### **Who is responsible if my sewer line is plugged?**

The customer is responsible for the sewer lateral from the house to the main sewer line in the street, unless there is a sewer cleanout located at the property line for the District to access.