



What is the leak repair process?

All water utilities experience leaks in their system from time to time. Leaks come in all shapes, sizes, and severity. The process to safely repair a leak involves many steps to ensure the safety of both personnel and the public.

When a leak is discovered, water company personnel are dispatched to the area to determine the type and severity of the leak. More severe leaks that may create dangerous conditions for the public are given a high priority for repair.

State of California law requires utilities to complete an Underground Service Alert (USA) before digging in the street. Once a USA is requested, other utilities are allowed up to 48 hours to mark the locations of their infrastructure including pipelines, conduits, cables, and other structures in and around the affected area. This standard practice ensures the safety and protection of our own personnel, the public, and other underground utilities.

After the USA is completed, repairs are prioritized accordingly based on available resources. It can sometimes take many days to repair some leaks because of the availability of personnel and the volume and severity of leaks in the system.

All water utilities experience leaks in their systems and according to a recent study, the average US water utility loses approximately 20% of its water to leaks and fire protection. TCCWD works very hard to minimize and quickly respond to leaks..

At TCCWD, our goal is to provide high quality water coupled with exceptional customer service. While we strive to repair leaks in the quickest manner possible, we must do so in a way that complies with the law, minimizes inconveniences to our customers, and is protective of our personnel, other utilities, and the public



Service Interruptions: What to Expect

What happens after service is interrupted?

After service has been restored, you may experience an uneven or pulsating stream of water from your faucets or fixtures when you first use them. This is usually caused by a small amount of air trapped in your plumbing lines and will resolve itself after a few minutes through normal water usage. When pipe lines in the streets are disturbed due to repairs in your area, mineral sediments sometimes break loose and cause rusty or dirty-looking water. The sediments are harmless mineral deposits that naturally occur in water. If the water does not clear after running it for a few minutes, please call us and a service inspector will investigate the cause.

If you experience reduced or uneven flow at your faucets, cleaning all faucet aerators (screens) should alleviate the problem. Remove the aerator, clean it out, and the problem should go away.

If you still have a problem with water flow or color, please contact our Administrative Department at [707-847-3880](tel:707-847-3880).