



Auburn Valley Community Service District

Water Meter Shutoff Policy

Note: This policy was updated with new contacts effective July 22, 2022.

**WATER SERVICE METERS ARE OWNED BY THE DISTRICT
HOMEOWNERS (AND HIRED PLUMBERS/GARDENERS) ARE NOT PERMITTED TO
OPERATE THE VALVE.**

If you need to shut off water to your home, irrigation system, or swimming pool at the meter, you must contact, in advance, the General Manager/District Engineer. A water meter shut off will be scheduled with the District’s water system operator. Normally, there is no cost to the homeowner for this service during working hours.

In case of an emergency, please contact 530-894-0404. AVCSD will contact our water system operator and arrange for the water shut off at the meter. If you cannot reach the after hours number, you can call 49er Water Company. If you call 49er Water Co. and it is later determined that the issue is not related to District owned pipes and valves, you will be charged for a service call. Keep in mind, all pipes and valves after the meter and between your home are the responsibility of the property owner.

The service lines and components at the water meters in the Auburn Valley Community are old and very brittle. Therefore, they need to be serviced only by AVCSD’s water system operator. If you or your plumber/gardener break the valve or pipes in the meter box, you will be liable for the damages and the homeowner will be charged for the cost of the repair and any consequential damages as a result. It may require a large portion of the AV Community water system to be shut down to make the repair.

Contact information:

During Business Hours:	Dave Harden, General Manager 530-906-1806 dharden@ben-en.com Ali Holladay, District Engineer 916-216-4918 aholladay@ben-en.com
After Hours:	After Hours Hotline 530-894-0404
Emergency (and after hours number cannot be reached)	49er Water Company 530-559-8089

Please print out this Notice and keep it with your important documents