

HOW TO: Report a Leak to EMWD

WE ENCOURAGE CUSTOMERS TO REPORT EMERGENCY LEAKS BY CALLING 800.698.0400 OR 951.928.3777, EXTENSION 6265.

Your phone calls are critical in order to find the damage and make repairs as soon as possible. Please remember that each call will be evaluated and a determination will be made at that time of the call if the repair will need to be immediately addressed. In some cases, it can take several days for repairs to allow time for the proper investigation of the problem as well as gathering the proper materials for the repair work.

It can be difficult for customers to determine the urgency of an issue. The images below are intended to help customers describe conditions to EMWD staff so the appropriate response can be determined.

LEAKS THAT ARE EMWD'S RESPONSIBILITY VERSUS THE CUSTOMER'S RESPONSIBILITY

If the leak is coming from the side of the meter that is closest to the street, then it is EMWD's responsibility.



If the leak is on the side of the meter that is past the customer shutoff valve, then it is the customer's responsibility.



SMALL LEAKS NEED TO BE REPORTED, BUT MAY NOT REQUIRE IMMEDIATE ATTENTION



LARGE LEAKS NEED TO BE REPORTED IMMEDIATELY



EASTERN MUNICIPAL WATER DISTRICT

P 951.928.3777

T 800.426.3693

F 951.928.6177

2270 Trumble Road
Perris, CA 92570

PO Box 8300
Perris, CA 92572-8300

emwd.org