



City of Woodland Water Services FAQ



How do I find a leak?

Leaks are most often silent and go undetected until your water bill arrives. Take an overnight reading of your water meter. Read the meter at night before you go to bed; don't use any water during the night. Turn off icemakers and humidifiers. Read the meter again in the morning. If the meter has moved and you have not used any water, there is a leak. The most common leak is from the toilet.

How do I determine if I have a toilet leak?

If you can hear it running or need to jiggle the handle to get it to stop running after you flush, you have a toilet leak.

Sometimes you cannot hear the leak, however. Place a dye tablet or food coloring into the tank and do not flush the toilet for about a half an hour. If the dye coloring has seeped into the stool from the tank, the flapper is leaking and needs to be replaced. Local hardware stores carry new flappers for about \$4, complete with installation instructions.

If you have more than one toilet, either do the dye test for all of them, or turn the toilets off one at a time, and do the overnight reading again.

Can I make an appointment to get my water turned off and back on?

Contact Municipal Service Center (MSC) at (530) 661-5962

Do you have to come inside the house to turn the water on?

No. However, you MUST be home for us to turn on the water to prevent any flooding or damage that could be caused by open faucets, etc. We will knock on your front door and you must answer, or the water will not be turned on.

Why is my water off?

Utility branch may be performing an emergency repair in your area, or performing routine unilateral flushing of the system in your area.

Where can I pay my bill?

City Hall located at 300 First Street in the Finance Department.

Where are you located?

City Municipal Service Center (MSC) located at 655 N. Pioneer Ave.

If I have an emergency, whom do I call?

Monday through Friday 7am to 4pm call (530) 661-5962. After hours, weekends and holidays call Yolo County Communications (530) 666-8920.

What do I do if water is leaking near the water meter or if water is coming out of the ground in my yard or in the street?

Contact the Municipal Service Center (MSC) at (530) 661-5962.

Is the Water Tower still being used?

Yes

Who is responsible for maintenance of the meter valves and the water service?

The property owner is responsible for all of the water piping on their private property. This includes all the water piping inside the building and the underground water service to the property line. SPRWS is responsible for the meter and the couplings that attach the meter to your pipes; if the meter is not working properly, call meter operations at (530)-661-5962.

Where does our water come from?

20 ground water wells located through out Woodland

What is done to ensure the water is safe to drink?

City of Woodland complies with the standards for drinking water as prescribed by the U.S. Environmental Protection Agency's Safe Drinking Water Act and the California Department of Health Services. The Department of Health and COW Utilities crew monitor the water at prescribed, mandatory intervals. Since 1999, all water utilities have been required to prepare an annual water quality report that outlines water sources, substances detected in the water in the previous year and at what levels, along with other helpful information. You can view the report online or contact customer service for a copy - (530) 661-5962.

What chemicals are added to the water supply?

Sodium Hydrochloride (Chlorine)

When my water first comes out of the tap, it looks cloudy, but then clears up. Should I be concerned?

The cloudy water is caused by tiny air bubbles in the water similar to the gas bubbles in carbonated soft drinks. After a while, the bubbles rise to the top and are gone. This type of cloudiness occurs most often in the winter, when the drinking water is cold.

What causes the rusty color in my water?

Flushing fire hydrants and water main repairs can disturb sediments in water mains resulting in red or brown colored water. If this is the case, turn on the cold water for a few minutes to flush any sediment out of your pipes. While red or discolored water is not a health concern, it can stain laundry.

What uses the most water in my house?

In an average home, flushing the toilet is the largest single use of water. Without counting lawn watering, typical percentages of water use for a family of four are:

- Toilet flushing – 40%
- Bath & Showers – 32%
- Laundry – 14%
- Dishwashing – 6%
- Cooking & Drinking – 5%
- Bathroom Sink – 3%

How hard is our water?

A concentration of 17.1 parts per million (ppm) of hard water is equal to 1 grain per gallon. Woodland's water can be as high as 400 ppm, equals about 23.4 grains per gallon. Water hardness does not affect a person's health. It leaves mineral deposits over time, may impact the life expectancy of plumbing fixtures and water heaters, and may be not be aesthetically pleasing. Our water hardness levels are posted in the annual water quality report.

Where can I find a copy of the annual water quality report?

[Water Quality Report](#)
