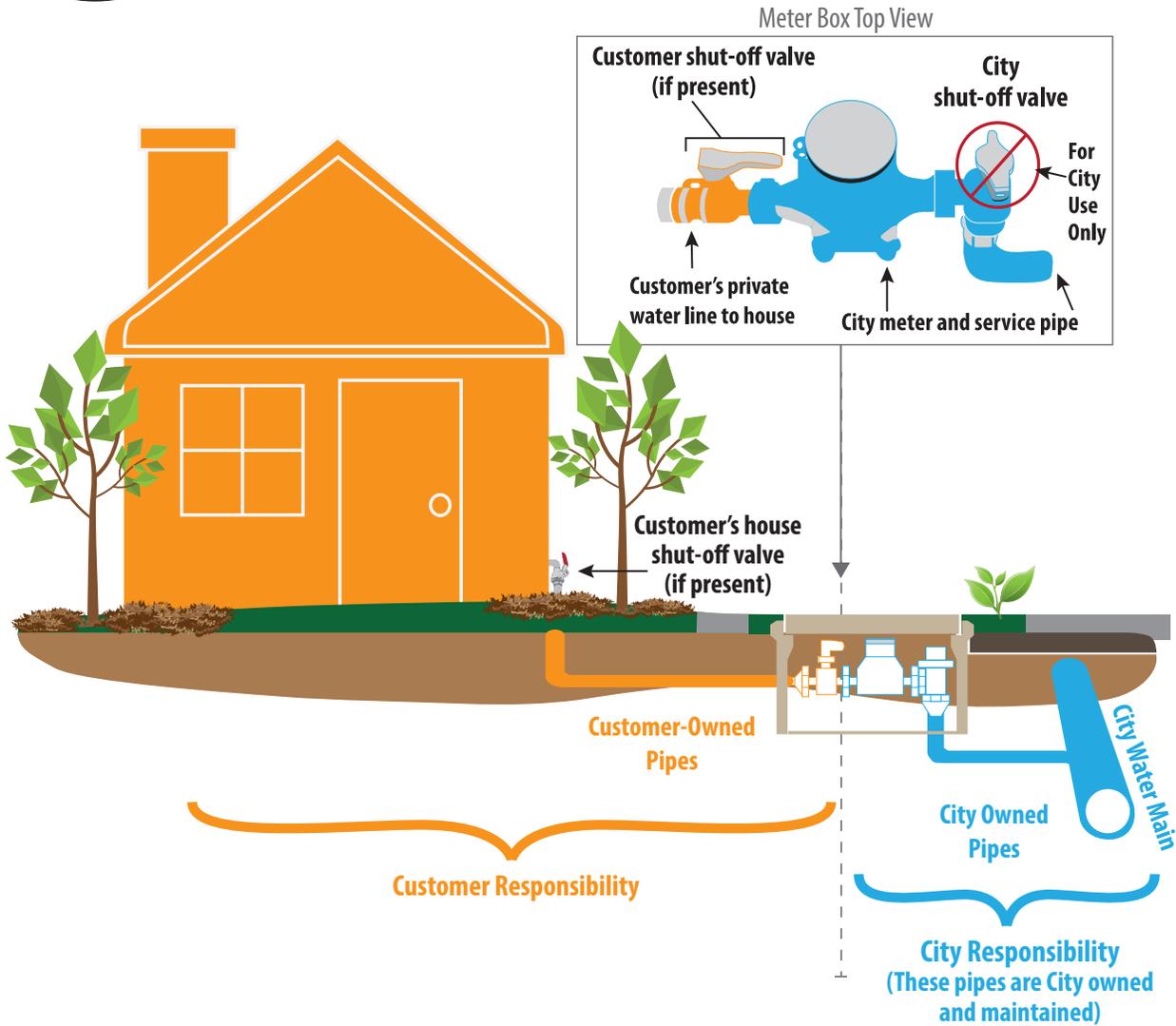




# Water Plumbing

## City vs Customer Responsibility



All piping and plumbing issues, including leaks, beyond the meter are the property owner's responsibility. If you experience a property leak, it is recommended to contact a local plumber to make the necessary repairs. Properties without a customer shut-off valve in the meter box may call the City Water Customer Service line at (805) 564-5413 to have their water turned off on the City side. Once repairs have been made, please call back to have Customer Service return to turn your water on.

*\* If you don't have a shut-off valve at your meter and/or your house, you may want to consider having one installed. These valves make it easier to shut off water if you have a leak. If you have valves at both locations, it can help you to determine if the leak is indoors or outdoors.*

For more information about your water service connection, visit  
**[SantaBarbaraCA.gov/Meters](http://SantaBarbaraCA.gov/Meters)**