

Reporting Water Leaks to EMWD

EMWD encourages customers to call to report emergency situations immediately.
800.698.0400 or 951.928.3777 ext. 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 if the repair will need to be made immediately. 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 is made.

Small leaks do not require immediate attention.



Large leaks need to be reported immediately.



LEAKS THAT ARE EMWD'S RESPONSIBILITY VS. A 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.

