



Eaton Fire Rebuild- Restarting Water Service Q&A

Rubio Water advises you not to attempt to turn the water meter valve on yourself. The valves can be fragile and break easily. You will be liable for the cost of repair, and the water restoration will be delayed!!

Q. I lost my home in the Eaton fire, and I now have a graded lot. Can I restore my water service?

A. Rubio water will turn on your water for any of the following reasons: construction, land-scape upkeeping, dust control, home restoration etc.

Q. What is the process of having the water turned back on?

A. We recommend that you install a new temporary water faucet/spigot with a new plumbing line. We ask that you have this work done prior to contacting the office, at which time we will connect the meter to your new service line.

Q. Why do I need to have new line and spigot installed? Can I just tie into the existing plumbing line?

A. Due to the fires/or grading, it is highly likely that any lines that are still on the property are damaged. By using the existing lines, you are risking that a leak may occur.

Q. Do I need a licensed plumber or contactor to install the temporary spigot?

A. We highly recommend you hire someone with experience with plumbing or landscaping to perform the work.

Q. I have my temporary spigot installed, is there anything else I need?

A. We recommend you purchase a hose spigot lock. This will prevent any water theft. Due to the high traffic of construction in the area, water theft is a high possibility.

Q. My spigot has been installed, and I am ready for the water to be turned back on, what do I do?

A. Please contact the office (626)797-0509. Monday through Thursday 7:30AM to 4:00PM to schedule an appointment to have an operator turn the water back on at the meter.



Q. What happens next with our billing?

A. You will need to contact the office to update your billing information, temporary address contact number, if you were on auto pay prior you will need to update your information. Your account will be re-activated for that month and you will get a bill for the monthly standby fee and any water usage.

