

When it comes to **water damage** to your property, **who is responsible?**



Rubio Cañon Land & Water Association has developed guidelines to help individual property owners determine responsibility for water damage caused by water leaks.

Property Owner's Responsibility

Rubio's Responsibility

Damage Through Leaking Pipes and Fixtures

The customer will maintain fixtures and pipes beyond Rubio's meter connection (property side of the meter). In no case will Rubio be liable for damages caused by water running from



open or faulty fixtures or from broken or damaged pipes beyond Rubio's meter connection.

When turning on the water to a house or property that is vacant, Rubio will attempt to determine if water is running. If the water meter shows that water is running, Rubio will shut off the water. However, Rubio's responsibility ceases at the end of the service connection (property side of the meter)

The customer valve inside the meter box will not be utilized by Rubio to turn water on or off.

Pressure Conditions

Pressure conditions are directly related to Rubio's watersystems. Changes in pressure may be a result of the simultaneous use of irrigation systems, showers and appliances or may be caused by a blockage from roots or a break in a fitting.

Rubio assumes no responsibility for damages due to pressure or lack thereof. Rubio provides no guarantee of pressure or ranges of pressure in the operation of its water system. Rubio's policy is to attempt to provide pressures within the range of 20 pounds per square inch to 125 pounds per square inch to the customer's water meter. However, in some areas, pressure in the water main may vary from as high as 150 pounds per square inch to as low as "no pressure" in cases of emergency shut down of the system.

The delivery of water service is subject to shutdowns and fluctuations from time to time, as required by the operation of the system.

Pressure Regulator

The customer is responsible for the purchase, installation, maintenance, operation and repair of the pressure regulator assembly, if required. Such assembly must meet the requirements of the latest Uniform Plumbing Code accepted by the county of Los Angeles, and must be installed at locations and within pressure zones. It's recommended that the pressure regulator assembly be installed at a suitable location on the customer's property so that all of the customer's indoor and outdoor water systems will have regulated pressure.



Rubio has no responsibility for pressure regulators.

Property Owner's Responsibility

Rubio's Responsibility

Water Meter

Meters moved for the convenience of the customer will be relocated at the customer's expense.

The area surrounding the meter box must be kept clear of all obstructions and at all times be accessible by Rubio's personnel. The area shall be kept free of weeds, plants or other vegetation.

Rubio will replace the meter due to malfunctions that may cause the meter to provide inaccurate flow measurements.



Backflow Protection

It's the customer's responsibility to comply with the Backflow Prevention Program requirements as a condition of receiving and continuing to receive water service. The customer must own, and is responsible for, the installation, testing, repair and /or replacement of all backflow prevention assemblies at their expense as required by Rubio.

It is Rubio's responsibility to protect the public water supply system from contamination due to actual or potential unprotected cross-connections. The achievement of the Backflow Prevention Program accomplishes this goal as required by state regulations.



Curb / Meter Stop

The customer meter stop is owned by Rubio. If the customer or a contractor acting on behalf of the customer damages the meter stop, the customer will be billed for parts and labor to replace the valve.

If you are encountering a large amount of water leaking, turn your main water valve off. This is typically located on the front side of your property where your water hose connects.

If you suspect a leak on your property and would like your service temporarily stopped to have repairs made, Rubio will be glad to send out a service representative during business hours to close the meter stop. Any requests to have the meter stop shut after business hours or on weekends will incur an after-hours fee.



If you have any additional questions, visit rclwa.org or call us at (626) 797-0509.