

FLOW RESTRICTOR FREQUENTLY ASKED QUESTIONS

WHY IS THERE A FLOW RESTRICTOR ON MY METER?

In the past, EBMUD would turn off service after repeated attempts to contact you due to nonpayment. The EBMUD Board of Directors adopted a policy in December 2020, to ensure you have water for essential needs for accounts in delinquency. A flow restrictor will now be installed as a last resort to encourage you to contact EBMUD and pay your water bill. It is prohibited for customers to tamper with any EBMUD devices. Doing so will result in service termination.



HOW DOES THIS FLOW RESTRICTOR AFFECT ME?

A flow restrictor significantly reduces the flow of water to approximately ½ gallon per minute coming into your house. You can still drink, cook, bathe, and flush a toilet, but you will have to wait longer for the water to fill. All faucets, toilets, showers, water-using appliances, and outdoor hose bibs are affected.



WHAT I NEED TO KNOW AND WHAT I NEED TO DO IF A FLOW RESTRICTOR IS INSTALLED ON MY METER?

The flow restrictor will reduce the water pressure inside your home.

Air pockets: Lower water pressure and flows in your pipes can allow air pockets to form in your house plumbing, resulting in water sputtering and noticeable sounds.

Color of the water: The color of the water may change, or you may see particles that have been loosened from inside your pipes. These steps should be taken now and once the flow restrictor is removed.

- Flush the water out of the tap until it is clear of bubbles and particles before you drink water from your tap. Under normal conditions, flushing can take several minutes; with the flow restrictor it will take longer.

Prevent damage to your appliances: While the flow restrictor is in place, do not use water- dependent appliances like dishwashers, clothes washers, ice makers, and outdoor irrigation.



Protect water quality: EBMUD water meets all standards for safe drinking water when it enters your home. To protect the water quality inside your home after the installation of the flow restrictor, do the following:

- Open only one faucet at a time.
- Do not submerge any plumbing device (like a hose, hand-held shower head or pull-out faucet) in water or any other fluid.
- Check for leaks inside your home and on your outdoor irrigation lines. For additional information on how to look for leaks, visit www.ebmud.com/leaks.

If you suspect your water is contaminated, boil it for at least one minute and then allow it to cool before drinking. Use boiled or bottled water for drinking, brushing teeth, and food preparation. Contact us at 510-287-1842 if you have a specific question about your water quality.

HOW DO I RESTORE FULL WATER SERVICE?

To restore full water flow, call EBMUD Customer Service at 1-866-403-2683 or visit www.ebmud.com to pay your bill or set up a payment plan.

DO YOU NEED HELP WITH YOUR WATER BILL?

If you are experiencing financial hardship, you can apply for our Customer Assistance Program (www.ebmud.com/customers/customer-assistance-program/) to see if you are eligible for financial assistance.