



# Common Questions about Water Service Interruptions

If you are experiencing an interruption in water service, there may be several reasons why.

## **Water Line Break**

Water Operations crews occasionally must shut down a water main that serves several homes or businesses to make repairs to a broken water line. We make every attempt to notify customers before temporarily suspending water service when this happens. In emergency situations, we may be forced to make an immediate shut down before notifying customers.

Temporarily suspending water service to our customers is a last resort, but is often necessary to make repairs to broken water lines. This helps us avoid further damage to the water system and/or the property where the break occurred and assists in making a timely repair.

## **Construction projects and improvements**

Whenever construction or improvement projects are scheduled that affect the city's water system, the contractor is required to notify customers of any interruption in water service, unless it is an emergency situation. When Water Resources has scheduled a water line repair, a notice will be left on your door advising of the date and times the service will be out for repairs. Any questions regarding a scheduled water shut down can be answered by calling (480) 312-5650.

Contractors who use machinery, material or processes that require a constant source of water are required to install water storage facilities as a preventative measure if the city's domestic water supply is interrupted, damaged or discontinued for any reason. The city is not liable for any damages that may occur as a result of water service interruption or the breaking of any pipe or fixture during a construction project. (Scottsdale City Code Sec. 49-18)

## **Non-payment**

Customers who have a delinquent utility bill will be notified of a turn-off date prior to shut down. If your water service has been turned off for non-payment, please contact Revenue Recovery at (480) 312-2705. Additional information about bill payments can be found at

[www.scottsdaleaz.gov/departments/CityTreasurer/Finance/Customer\\_Service\\_Department/Revenue\\_Recovery](http://www.scottsdaleaz.gov/departments/CityTreasurer/Finance/Customer_Service_Department/Revenue_Recovery)