

Sacramento County Water Agency

Phase 2B - Arden Service Area

Pipe and Meter Installation Project

Responses to Questions Asked During Public Outreach Presentation

Zoom Virtual Presentation – June 24th, 2021

1. To what extent will the sidewalks be repaired?

Any sidewalks that are impacted as part of this Project will be fully restored. Additionally, SCWA has partnered with Sacramento County Department of Transportation and will be installing ADA ramps at various locations.

2. Is there a way to see what specific plan is set for my property?

If you would like a copy of your signed Permit for Temporary Entry and property survey, please email your request to ArdenServiceMeters@SacCounty.net with your name and property address. If you have not already filled out a Permit for Temporary Entry and property survey, please contact us at ArdenServiceMeters@SacCounty.net to set up an appointment.

3. Will the presentation be made available?

Yes, the presentation can be found on the [Phase 2B Project Webpage](#).

4. What issues have homeowners had with other phases in this Project?

The issues encountered are site specific and dependent on the plumbing system for each property. We anticipate minimal issues in this Project since most of the connections are in the front yard, however our team will work collectively to address any issues encountered during construction.

5. Who is the Project Manager?

The Project Manager for the Pipe and Meter Installation Project is Helen Rocha and can be reached by email at ArdenServiceMeters@SacCounty.net or by phone at (916) 874-3070.

6. How long will my water be disconnected?

The shutdown of your water service will be at most four hours. Keep in mind that if there is an emergency, the water shutdown may be longer. Additionally, customers will be notified 48 hours prior to their water shutdown, unless there is an emergency repair.