



Photo of SCWA Contractor & Marked Vehicle

## Dear SCWA Customer,

The Sacramento County Water Agency (SCWA) considers the safety of our customers to be a top priority. As part of the Arden Service Area Pipe and Meter Installation Project, contracted consultants will need to contact you at the beginning of the project. As our customer, we encourage you to always verify the identification of those approaching you who say they are talking to you on behalf of SCWA.

Sincerely,

Michael Peterson  
SCWA Director

## Contact Us

📞 Helen Rocha: (916) 874-3070

✉️ ArdenServiceMeters@saccounty.net

🌐 [www.ardenservicemeters.org](http://www.ardenservicemeters.org)

# How to Identify a SCWA Contractor

[www.scwa.net](http://www.scwa.net)



## When We Arrive at Your Doorstep

SCWA's contracted consultants will come in pairs, have ID badges (with their picture) referencing the Arden Service Area Pipe and Meter Installation Project (or the former name: Arden Service Area Distribution System Pipe Realignment and Meter Installation Project), have a car decal indicating they are contracted with SCWA, safety vest, project documentation and project business cards to reach the SCWA team.

Additionally, SCWA employees drive distinctively marked SCWA vehicles, wear uniforms with SCWA logo patches and carry a SCWA photo identification card.

For the Arden Service Area Pipe and Meter Installation Project, SCWA staff and contracted consultants will always request authorization or schedule an appointment to gain access to the back of the property. SCWA contractors will conduct site surveys for the project on Monday through Friday, and only by appointment on Saturday.



SCWA Employee



SCWA Contractor

### SCWA will never come to a customer's home after 5:00 p.m.

The only exceptions would be:

- If the customer has initiated the request
- If there is an emergency such as a water outage, a water main leak, or water line break.

In an emergency, SCWA Operations and Maintenance staff may come anytime. We will always attempt to contact you if we need to come onto your yard, but if you are not available, and we need to gain access to SCWA infrastructure, staff will come onto your property.

## Be Aware

If someone claiming to be from SCWA shows up asking for access into the property, never allow the individual access to your home if you are not sure of that person's identity. If you fear for your safety, do not interact with that person and call 911 immediately to report the suspicious behavior. It is also important to report this information to SCWA's Customer Service Department by calling 311.

### SCWA asks that customers be aware of the following information:

- Please ask for an ID badge from anyone arriving at your home claiming to be from SCWA. Legitimate employees will be happy to show you their ID if you ask.
- Do not allow anyone to enter your home claiming to collect a past-due bill, make an inspection, or to sell utility products such as a meter or other equipment. SCWA staff do not engage in door-to-door sales, do not collect a past-due bill in person, and do not deliver rebates or refunds.
- While SCWA does accept payments over the phone and the internet, employees never make calls asking for any financial information or direct payment. Please never volunteer payment details without calling SCWA first.