



July 27, 2021

Preparing Private Water Systems for a Power Outage or Public Safety Power Shutoff

To whom it may concern,

As a Santa Rosa Water customer and/or a resident of the City, we want you to be prepared for the potential of a power outage or a PG&E Public Safety Power Shutoff (PSPS). In the event of a power outage, the City of Santa Rosa's public water and sewer system is supported by back-up generators and diesel pumps. If an outage occurs, Santa Rosa Water is ready and prepared to maintain water supply to our customer meters, collect sewage from homes and businesses, and treat sewage for reuse as recycled water.

The information provided below only applies to residents with private wells, private water pumps, and/or a private sewer grinder/booster pumps.

Private Water Pumps

Residents that receive water from the public water system but require a private booster pump to deliver water from the public system to their property, may be affected by an outage. The private portion of your water system, on the property side of your meter, is where a private booster system may be installed. A private water booster system is designed to increase water pressure in homes and businesses in areas where the property is at a higher elevation than the water meter or additional pressure is needed for a residential fire suppression system.

Private Sewer Pumps

Residents with private sewer pumps need to prepare to provide back-up power for the private portion of their sewer system during an extended outage. If your private system is not operating, due to an outage, your sewer system will not convey sewage to the public sewer collection system. If your home or business has a private sewer pump, it's important to know and plan for back-up power to avoid a sewer overflow on your property.

Private (Domestic) Wells

Private wells are not operated or maintained by Santa Rosa Water. Any Santa Rosa resident that relies on a private well, as their only source of water supply, will need to develop a plan to supply their water system with back-up power.

Planning for Back-up Generation

It is important for all customers to independently plan for an emergency and take steps to prepare for extended outages due to extreme weather or natural disasters, such as securing backup power generation. Customers can find more information about backup generators, how to purchase them, and how to operate them safely at pge.com/backupgeneration.

For more information on preparing for an emergency, please visit srcity.org/emergency.

To learn more about PSPS, please visit pge.com/psps.

For questions about your water and sewer service, please call 707-543-4200.

Thank you,

A handwritten signature in black ink, appearing to read "Joe Schiavone". The signature is fluid and cursive, with a long, sweeping underline that extends to the left.

Joe Schiavone
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