



Town of Oro Valley

Water Utility



Can We Reach You In Case of a Water Emergency?

Are you going on vacation or planning to be away for an extended period of time?
What if you have a water leak while you are away?

Your water meter is read and billed each month. If your water use for the month is unusually high, the Water Utility meter reading staff will leave a door hanger notifying you of a possible leak. In those cases where water use is excessive, customer service staff will attempt to contact you. In many cases telephone numbers on file with the Water Utility are not current or have been disconnected making it difficult to provide timely notification.

If you are going on vacation or planning to be away for an extended period of time, please provide the Water Utility with an emergency contact telephone number or better yet an **email address for emergency contact**.

A few minutes now could save thousand's of gallons of water usage and the costs associated with a leak in the future.

We're here to assist. Please help us help you by providing an updated emergency contact telephone number and/or an email address. Please contact our Customer Service staff at (520) 229-5000, Monday – Friday, 8 a.m. – 5 p.m. or email your updated contact information to mjacob@orovalleyaz.gov.

If you are going to be away please register with our Dark House program. It is a service provided by the Police department, where a volunteer will come and check on your house in your absence. To register please call (520) 229-5080.