

Irrigation: Frequently Asked Questions and Answers

Is there an on-call person for after hour emergencies, and what is considered an emergency? Yes, there is someone on call after normal business hours, 365 days per year. **NOTE: An emergency is any event that causes or threatens to cause damage to property, life or health. Not having irrigation water or low pressure is not an emergency.**

Do I have pressurized irrigation? If you have a sprinkler system, yes you do. If you have a standpipe in the back yard, yes you do.

Can the customer be fined for damages due to them turning on/off city valves? Yes. If a customer operates the curb stop and damages it, then the customer is responsible for the cost of repair. The Nampa Waterworks Division HIGHLY recommends customers install a control valve down stream of the curb stop during the off season, for their own use. The curb stop belongs to the City and is for Emergency Use ONLY.

Will the water department come turn on my curb stop for me? No. Due to the growth within the city (approximately 28,000 service connections and growing), our department is not staffed to turn curb stops back on. Please check with the company that blew out your sprinklers in the fall to have the curb stop turned back on. The City recommends having a shut off valve installed in your line so that you can turn your service on and off as needed. Curb stop valves are for city employee use for emergencies only and you could be responsible for any damage due to using the curb stop.

Is there a fee to send out a technician to locate, turn on, or shut off valves if the customer needs to make a repair? If it is an emergency, normally not.

What is the process to have pressurized irrigation installed? You will need to go to City Hall and speak with the Public Works Department. They will guide you through the process.

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Where is the curb stop located? Normally located within the public right of way i.e., corner of the property in the backyard, alley way or possibly the front yard.

Does the city make repairs on customer's property? The City will make repairs on a customer's property if a water main has broken. The City will not repair a customer's service line. The service line belongs to the customer and is the line past the curb stop.

Where does the City's obligation for repairs stop and the customers begin? The City's obligation for repairs ends with the curb stop valve. If a leak or flood can be turned off at the curb stop, then the repair is the customer's responsibility

Why am I experiencing low pressure? This could be a number of things. First check your filter and clean as needed. If this does not help, then it may be there is high demand during the time you want to water. Try another time during the day. If this does not appear to help, please call 468-5860 so that the technicians can check equipment in the area.

How many pounds of pressure should my sprinkler system have? The City tries to maintain 30-35 psi throughout the irrigation system. Please design your systems accordingly.

Why do my neighbors have irrigation water and I don't? Are your neighbors next door or across the street? If a neighbor across the street has water but you do not, please keep in mind that they may be on a different line than you. Check with your next door neighbors. Possible situations: 1) Did you have your sprinklers blown out at the end of the season. The sprinkler service may have left the curb stop valve off, so you will need them to turn it back on. 2) Is your irrigation billing current? Please call 468-5711 to verify. 3) Is your filter plugged? Clean screen and try again.

What would be the best time to water my lawn? Due to increased demand, we do not recommend any certain times. Please choose a time that allows for the best coverage of your lawn, and then water it 3-4 times a week to a depth of 1 inch. This will maximize your water use and promote a healthier lawn. Our website also has information regarding effective water methods. Please visit the Landscaping Water Checklist on the irrigation page.

What steps are taken if a neighbor is flooding my lawn or over watering? First, speak with your neighbor to see if you can resolve the problem. If the problem continues, please call 468-5860 to notify our department.

What can I do if my screen keeps clogging up with sand or debris? We recommend our customers install a 35 mesh screen. Most systems use a 60 mess screen. A larger nozzle on your sprinkler heads will also help pass the debris.