What is water pressure?

A: Water pressure is created by water forcing its way through the distribution system to your tap. The water pressure at your home depends upon its elevation and your proximity to the reservoir that serves your home. In all areas of the District, water is transported by gravity flow.

What factors affect water pressure?

A: Some common factors that may affect your water pressure include:

- Faulty hose or customer valve
- Water leak on customer side
- Faulty pressure regulator
- Mineral deposits in your faucet aerator
- The valve on your water softener was not fully reopened after service or repairs were made, or the filter may need to be replaced
- Infrastructure maintenance or repairs
- Your location to the service reservoir

What are the causes of high water pressure?

A: Water pressure can vary based on where the service reservoir is located. If you are in a pressure zone where the service reservoir is located at a higher elevation than the residents it serves, your water is distributed by gravity flow. If your water pressure is high, you may be at the lowest elevation from your service reservoir. You can install a water pressure regulator to lower your pressure. We recommend a plumber adjust your pressure regulator.

An additional cause of high water pressure could be due to repairs or maintenance being done on the water infrastructure. If we have to shut water off in your area to make repairs, you may notice an initial increase in water pressure once the water is turned back on. This should only be temporary. If your water pressure does not return to normal, please call our Operations line at (760) 633-2810.

What are the causes of low water pressure?

A: Some common causes of low water pressure include water leaks, mineral deposits clogging the faucet aerator, a faulty pressure regulator, or a faulty water softener. Low pressure can also occur when a valve is not returned to a fully open position following landscape maintenance or plumbing repairs. If you have a pressure regulator, check to see if it is adjusted to the proper setting, between 50-60 PSI. If it needs adjusting, we recommend a plumber make the adjustments.

What is a water pressure regulator?

A: A water pressure regulator is a device that regulates your water pressure to an appropriate level and is typically located on the inlet pipe near your hose bib and house valve. Too much water pressure can cause household pipes and appliances to malfunction. To address this problem in high-pressure areas, pressure regulators may have been installed.

To avoid damaging indoor pipes, regulators should be set at 50-60 PSI. Since pressure regulators are part of a homeowner’s private water system, we recommend you contact a plumber to make adjustments. Over time, pressure regulators can fail due to corrosion or deposit buildup. You should have your pressure regulator checked periodically.

To determine if the pressure regulator is causing your pressure issues, verify that all outside shutoff valves are in the open position (water is turned on). Turn on one faucet in the home, and while it is still running, turn on a different faucet. If the pressure at both faucets drops considerably, then you may have a pressure regulator issue. You can contact a plumber for further assistance.