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## In This Issue

1	<b>Is Your Toilet Running? Catch It!</b>
2	<b>Free Recycling of Lawn &amp; Garden Equipment Batteries &lt;300 Wh</b>
3	<b>Important Update Regarding Delinquent Utility Accounts</b>
4	<b>Celebrate Creek Week September 23 - 30!</b>
5	<b>City's Bilingual Public Outreach Coordinator Leads Multilingual Emergency Response Training at National Conference</b>
6	<b>SBA Summer Service</b>



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## IS YOUR TOILET RUNNING? CATCH IT!

Toilets are the biggest culprit for leaks inside the house and they often leak silently. It's estimated that 20 percent of toilets leak- these leaks can average 200 gallons per day. If your toilet has been steadily leaking for years, you may not notice the slow increase in your water bill, so it is best to check your toilets now, it only takes 10 minutes. Below are the three most common toilet leaks, two of which are due to faulty flappers. It is imperative that the rubber flapper in your toilet is the correct flapper for your toilet brand and model.

### Flapper Leaks:

1. Put a few drops of food coloring in the tank or pick up free dye tablets from the 630 Garden St water display counter. Wait 10 minutes without flushing.
3. If you see color appear in the toilet bowl, your rubber flapper is leaking and needs to be replaced with the correct flapper for your brand and model of toilet.
4. Replace the flapper and re-test to make sure the new flapper works properly.

### Overflow Tube:

Some toilets leak overnight when the water pressure rises. The water level in the toilet tank can rise above the overflow tube and run down the tube to the sewer silently.

1. Remove your tank lid and observe the water level. The water level should be one full inch below the top of the overflow tube. If it is higher, it most likely runs at night.
3. Adjust the water level down depending on your toilet type\*. First, give the toilet a half-flush to empty part of the tank and to make the adjustments easier.
4. Flush (full flush) again once adjusted to see where the water level naturally rises. The following day, check the water level. Adjust as needed.

### Excessive Flush Volume:

Not all universal flappers are universal, and a mismatched flapper can result in gallons of undetected water waste per flush. To check this, you will need to look inside the tank.

1. Take off the tank lid and watch what happens when you flush the toilet.
2. The flapper should open to drain most of the water in the tank, and then close after a few seconds to fill back up. When the flapper closes, there should be about 2 inches of water remaining in the tank before it starts to refill.
3. If your flapper stays open longer than a few seconds, or drains the tank completely on each flush, you may have a mismatched or faulty flapper.
4. Replace the old flapper with the flapper that is designed for the brand and model of your toilet.



Many toilets leak silently, often due to an issue with the rubber flapper. Photo: [toiletflapper.org](http://toiletflapper.org)

\*Please visit our website for full details.

For more information, including a comprehensive video on toilet leaks and how to repair them, visit [SantaBarbaraCA.gov/Leaks](http://SantaBarbaraCA.gov/Leaks).

**Free Recycling:  
Lawn & Garden  
Equipment  
Batteries  
<300 Wh**



**Drop off during business hours at the  
Santa Barbara Home Improvement Center,  
415 E Gutierrez Street.**

**For more information about proper battery disposal  
visit [SBRecycles.org](http://SBRecycles.org).**

# IMPORTANT UPDATE REGARDING DELINQUENT UTILITY ACCOUNTS

## Effective July 1, 2023:

The City of Santa Barbara will reinstate applying late fees each month on delinquent utility bill accounts (water/wastewater and trash) that are not paid on time.

## Effective September 1, 2023:

The City of Santa Barbara will begin disconnections of utilities (water/wastewater and trash) on accounts that are 60 days past due and do not have a payment plan.

## Options to Avoid Paying Late Fees or Service Disconnection:

- Pay your utility bill balance in full by June 30
- Set up a payment plan with Utility Billing
- Apply for the Low-Income Household Water Assistance Program (LIHWAP), which helps low-income customers pay past due and current bills.

To set up a payment plan, contact the Utility Billing Office at [UtilityBilling@SantaBarbaraCA.gov](mailto:UtilityBilling@SantaBarbaraCA.gov), or call (805) 564-5345.

To apply for the Low-Income Household Water Assistance Program, dial 2-1-1 or call (800) 400-1572 or download the "Water Assistance Application" at [CommuniySB.org/enrollment-application](http://CommuniySB.org/enrollment-application). Sign up for Autopay at [SantaBarbaraCA.gov/utility-billing](http://SantaBarbaraCA.gov/utility-billing).

# CELEBRATE CREEK WEEK SEPTEMBER 23 - 30!



Creek Week is an annual celebration of our creeks, watersheds, and the ocean, with many organizations hosting events to help build awareness and stewardship of the natural treasures of Santa Barbara, Goleta, and Carpinteria.

Join in a week full of fun and educational talks, tours, volunteer events, and much more. For more information visit [SBCreekWeek.com](http://SBCreekWeek.com) or follow at [Facebook.com/SBCreekWeek](https://Facebook.com/SBCreekWeek).

# BILINGUAL PUBLIC OUTREACH COORDINATOR LEADS MULTILINGUAL EMERGENCY RESPONSE TRAINING AT NATIONAL CONFERENCE

At the recent 2023 National Community Emergency Response Team (CERT) Conference, the City's Bilingual Outreach Coordinator, Liliana Encinas, played a pivotal role in promoting diversity and language access in disaster preparedness. For the first time, the conference introduced multilingual sessions, including Mandarin and Spanish deliveries, as well as a LISTOS Spanish course. 62 new CERT instructors graduated from these pre-conference sessions, ready to serve as disaster preparedness ambassadors in their communities across the country.



*The National CERT Conference is known for providing essential training and certifications required for successful CERT teams.*

During the conference, Ms. Encinas led engaging sessions and facilitated discussions on whole community preparedness, culturally competent and linguistically appropriate emergency, and disaster curriculums; as well as to how to diversify CERT programs nationwide. The City's Bilingual Public Outreach Coordinator introduced the value of programs such as LISTOS, Spanish CERT and Multilingual CERT Academies to assist emergency managers and emergency personnel to enhance preparedness efforts and reach out to their most vulnerable populations.

The City and the Fire Department take great pride in Ms. Encinas's leadership in promoting diversity and inclusivity in emergency and disaster preparedness both locally and nationally.

## SBA SUMMER SERVICE

Thanks to a few new additions in-flight service this summer, it's easier than ever to fly out of Santa Barbara Airport for your next trip! Both United and Southwest Airlines are adding additional flights to their schedules to help get you where you're going:

- June-October: United is increasing service to LAX to two flights every day.
- Beginning August 15: Southwest is increasing service to Las Vegas on Sundays to three flights.
- Beginning September 5: Southwest is increasing service to Denver on weekdays to two flights.

To view all of SBA's nonstop routes, visit [flysba.com/fly-sba](http://flysba.com/fly-sba).



*Summer travel season is upon us!  
Remember: arrive early and be prepared.*