- [CEHTP](#)
- [Water Boundary Tool](#)
- Frequently Asked Questions for Data Users

Frequently Asked Questions for Data Users

Below are Frequently Asked Questions for users of the WBT data. More information is available on the [general FAQs](#) page. For those who plan to enter or edit data in the tool, please read the [tool user FAQs](#) and review the [instructions and tutorials](#).

Please contact the [tool administrator](#) for any additional questions or to notify us of any problems with our tool. We welcome your [comments and feedback](#).

What data are collected and available for use?

You can view the most current boundary for each water system in our WBT [Map Viewer](#). You can also [download](#) all or a subset of the WBT data using the filters on the download page, as well as access the dataset in an automated fashion via a URL (service endpoint) that we provide **by request**.

Registration is required to download data or use the service endpoint, but there are no restrictions on who may register, and registration is free of cost.

In addition to service area boundaries, other data associated with each water system boundary may include the valid to/from dates for that boundary, whether or not that boundary is the current service area, and the number of connections and population count within that water system's service area.

By using the data generated by the WBT (via download, service endpoint, or map viewer), you are agreeing to cite the **California Environmental Health Tracking Program, Water Systems Geographic Reporting Tool** or link to the WBT webpage (www.cehtp.org/p/water_tool) when developing applications or reporting results derived from the service area boundaries managed by the WBT.

Why isn't there a boundary for my water system?

The WBT depends on qualified personnel from water systems, districts, and state agencies to submit accurate data. A specific water system may not have a boundary because no one has entered the data yet.

- If you represent that system or its associated district/LPA, you can register or login to submit data into the tool.
- If you have entered data for that water system and it isn't appearing, please [contact us](#).

Why do some water system boundaries appear to overlap?

Boundaries from water system boundaries may overlap for a number of reasons.

- A water systems boundary may not have been drawn accurately, resulting in slight or significant overlap occurring with other water system boundaries.
- A water wholesaler may have entered a boundary for its customers, which will include other water systems. In this case, you may see one large boundary overlapping several other smaller ones. The map viewer allows you to view overlapping systems separately by clicking on the system name in the tab.

Who should I cite when I use this data?

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What should I know about data quality and limitations?

When using the data, please remember that its collection is through an ongoing crowd-sourcing effort with participation by personnel from many water systems, districts, and other agencies. Therefore, between water systems, the data may vary in terms of data quality and completeness. Additionally, the WBT dataset may be updated frequently as water system boundaries are submitted, so past datasets may become outdated. Although various administrative checks are employed to maintain the quality and consistency of these datasets, CEHTP and contributors of the data assume no liability for your use of this data. Use it at your own risk and discretion..

Why is my water systems boundary wrong?

The WBT depends on qualified personnel from water systems, districts, and state agencies to submit accurate data. A specific water system may not have a boundary because no one has entered the data yet.

- If you created the boundary and it does not appear as expected, please [contact us](#)
- If you represent that system or its associated district/LPA and did not create the boundary, you can [register or login](#) to make changes

- If you are not associated with the water system, but know the boundary is wrong, please contact us. In some cases, a user may still be in the process of editing, so the boundary that appears in the map viewer or corresponding file in the dataset may not be completed.

Why are there multiple boundaries for the same water system?

If you download the dataset, you will note that some water systems may have multiple files. This may be for a number of reasons.

- Records may represent different time periods, illustrating how a water system's boundaries have changed over time. You will be able to distinguish between them by looking at the valid to/from dates.
- Different boundaries may have been inputted for the same water system, requiring a qualified representative of the water system or associated district/LPA to decide which is most accurate and delete the rest.

Where can I get more information about the data?

For more information about the dataset, download the metadata document. For remaining questions, please contact us.