

## Spring Events Flashback



### Earth Day & Open House

CVWD's 2014 Earth Day & Open House was a resounding success with over 1,300 attendees learning about water conservation and the environment. Save the date for our 2015 event on April 11!



### 25th Annual Poster Contest

2014 marked the 25th year of CVWD's Fifth Grade Poster Contest. This year's winning poster was submitted by Yea-Na Lee from Ruth Musser Middle School.

*A special thank you to our 2013-2014 event sponsors: Arrowhead Mountain Spring Water, Citizens Business Bank Arena, ConServ Inc., Daily Bulletin, Digital Media, Sears, Southern California Edison, Southern California Gas Company, and the Toro Company.*



### Water Awareness Month

In honor of May as Water Awareness Month, CVWD hosted a number of special events, including a behind-the-scenes tour of the Lloyd W. Michael Water Treatment Plant, currently under construction.



### Solar Cup Competition

The Los Osos High School Solar Cup team placed 4th overall at the 2014 competition. They received top honors in the categories of Endurance, the 200 Meter Sprint, Public Service Announcement, Hottest Looking Boat, and the Teamwork Award.

## Water Efficient Landscaping

### Landscape Transformation Program

With the state of California in its current drought condition, CVWD has received an increasing number of phone calls from customers regarding conservation programs and rebates. While the District does not currently have a rebate for removing grass ("Cash for Grass" Program), CVWD offers the Landscape Transformation Program which assists customers in replacing grass with water efficient landscaping. The program requires a reasonable co-pay from customers, which covers the removal of living grass to be replaced with water-wise plants. The 2014/15 Program will become available late summer. For more information and to check your eligibility please call (909) 987-2591 or email [LandscapeTransformation@cvwdwater.com](mailto:LandscapeTransformation@cvwdwater.com).



### Water Wise Landscaping in the City of Rancho Cucamonga

It is important for CVWD customers who live in Rancho Cucamonga to become familiar with the City's landscape code prior to making changes to their landscape. To help customers with this question, the following information has been provided:

*Under the Rancho Cucamonga Development Code, all homes must maintain a minimum ratio of 50% landscape to 50% hardscape\* ratio in all visible yard areas, including parkways. Up to 25% of the landscape area can be used for decorative hardscape (e.g., bark mulch, decorative rocks, rock outcroppings, etc.).*

*\*Hardscape may include driveways (concrete, decorative pavers, etc.), walkways, decorative gravel, and pavers. The information above pertains to customers residing in the City of Rancho Cucamonga only. For clarification, residents should call the City of Rancho Cucamonga at (909) 477-2750. Customers residing in the Cities of Fontana, Ontario and Upland should consult with their respective cities for landscape requirements.*

Visit us at [www.cvwdwater.com](http://www.cvwdwater.com)

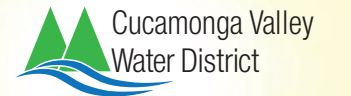
## The Pipeline

*The Pipeline is a quarterly publication provided to customers to keep them informed about water-related issues, District news, programs and events.*



Printed on recycled paper

Summer 2014



# The Pipeline

[www.cvwdwater.com](http://www.cvwdwater.com)

## Beat the Summer Heat

### Be Prepared: Drought, Fires and More

The summer is off to a hot start, and the next several months show no sign of letting up. The warm temperatures and recent fires, along with all the news about drought, are reminders that Southern California needs to be prepared for serious conditions that could threaten the well-being of our community.

Over the last few years, the District has made significant investments in local projects to ensure customers have the water they need. These include the development of recycled water, improvements to local groundwater basins, increased educational efforts on water use efficiency, and other advanced planning efforts to diversify our water supply.

On April 22nd, the CVWD Board of Directors adopted a resolution acknowledging concerns regarding the statewide drought and recognizing customers for being good stewards of water. This resolution came in response to the Governor's request to strengthen conservation efforts by all Californians. CVWD is asking all customers to continue using water efficiently this summer as we head into the warmest and driest months of the year.

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909-987-2591

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**Website:**  
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**Address:**  
10440 Ashford Street  
Rancho Cucamonga, CA 91730



## Mark Your Calendar

### • July – Smart Irrigation Month:

Visit [www.cvwdwater.com](http://www.cvwdwater.com) for tips to get your sprinkler system ready for summer.

### • National Night Out @ Victoria Gardens

Tues., August 5, 5-9pm

### • Landscape Workshop: Prep & Design

Sat., September 27, 9am-1pm  
Registration Required. Call 909.987.2591  
or visit [www.cvwdwater.com](http://www.cvwdwater.com).



## Algae Bloom Not a Problem in 2015

CVWD customers may have noticed an earthy odor and taste in their tap water. This is caused by an algae bloom that occurs each summer within the State Water Project system as temperatures rise. While the odor and taste may not be the caliber of what CVWD customers are used to, the water remains safe to drink. To help reduce the odor and taste issue, customers can chill their drinking water.

The California Department of Water Resources has been addressing the algae issue in order to control and reduce the earthy taste and odor. Current upgrades at the Lloyd W. Michael Water Treatment Plant include a process that will address the odor and taste issues that can result due to the algae bloom. Once the construction at the plant is completed, future occurrences will be eliminated for CVWD customers. CVWD is committed to meeting the water needs of all customers and the treatment plant improvements will enhance the District's ability to provide a reliable, high-quality water supply today and into the future. The project is scheduled for completion in the early part of 2015. For more information on the project or the algae bloom, please visit [www.cvwdwater.com](http://www.cvwdwater.com).



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## CVWD is Ready – Are You?

CVWD is ready to respond when an emergency happens. That's exactly what occurred during the recent Etiwanda Fire. CVWD activated its Emergency Operations Center (EOC) and put into action its emergency plans to support the community. Field crews were deployed to work with the Rancho Cucamonga Fire Protection District on the front lines, identifying critical water lines in order to ensure firefighters had the water they needed to fight the fire. CVWD staff supported the larger incident command efforts

by having a liaison onsite at the City's EOC. The District's Mobile Incident Command Unit was prepped and ready to deploy for field operations.

Are you and your family prepared for the next emergency? All residents should have at least one gallon of water per person per day on-hand (don't forget about your pets!); store water in a cool, dry place and replace it every three to six months. CVWD also recommends customers have commercial water purification tablets on-hand in case your tap water is not safe to drink. All these items can be purchased at camping supply stores.

## RAPIDNotify

CVWD encourages customers to sign up for Rapid Notify, the District's emergency notification system. Through Rapid Notify, CVWD sends out emergency alerts through phone calls, text messages, or emails. This is a free system and customers select the method of communication they wish to receive. Alerts can be received for not just emergencies, but water quality issues, major water shutdowns, and drought and conservation alerts. Customers are encouraged to sign up for Rapid Notify today at [www.cvwdwater.com](http://www.cvwdwater.com).



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"We are encouraging customers to be conscientious about their water use and to eliminate water waste; even the smallest efforts make a big difference" commented CVWD General Manager/CEO Martin E. Zvirbulis.

Simple actions such as using a shutoff nozzle on your hose, repairing leaks immediately and eliminating sprinkler runoff are easy ways for customers to save water.



## Water Watch Program

CVWD is pleased to introduce customers to the Water Watch Program™, a service to proactively notify customers of high water use, including potential leaks or continuous water flow. This program helps empower customers to better manage their water use, and goals include:

- Engage customers more routinely in knowing about their water use;
- Notify customers of high water use when it occurs;
- Enable customers to better manage their day-to-day water use; and
- Empower customers to fix simple leaks themselves.

Customers are automatically enrolled in the Water Watch Program™ as long as their account has a valid telephone number or email address on file. CVWD will notify customers, at the discretion of the District, when a potential leak is identified. Customers have the ability to opt-out at any time.



## What You Need to Know about California's Drought

- The current drought started three years ago and is now one of the most severe in California's history.
- Southern California is heading into the long, hot, dry summer months with the lowest allocation ever of imported water from Northern California.
- The region entered this drought with sizeable water reserves, but those continue to drop to meet water demands for homes, businesses and landscapes each day.
- Conserving water is the one thing we can all do to ensure our reserves will be sufficient to withstand a drought that has no end in sight.

For more information on water saving tips, programs and rebates visit [www.cvwdwater.com](http://www.cvwdwater.com).