

## A Bright Future Ahead for Local Students



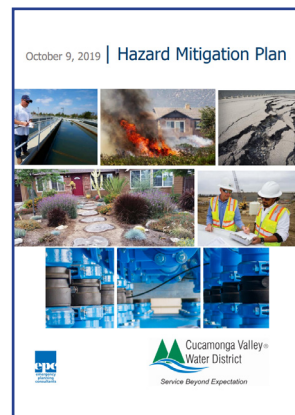
The future is bright for the students in the water technology class at Los Osos High School. Dedicated teacher and mentor, Mrs. Kathy Diver has taken great strides in developing the water technology curriculum over the past three years. CVWD is proud to say that Los Osos High School was the first school in the state of California to implement a water technology class, leading the way and motivating more schools to do the same.

In September, CVWD kicked off the school year by conducting an in class presentation to Mrs. Diver's students, to share the history of CVWD, our water sources, water treatment, and our priorities. Students then took a guided tour of the district's facilities in December and witnessed first-hand how our water is treated and distributed throughout our community. Students also met with staff from several departments to hear stories on how they started their careers and about their roles at the district. CVWD is passionate about educating our youth on all that goes into the services we provide, as well as the fulfilling careers that make up the water industry.



Learn more about our education programs at [CVWDwater.com/education](http://CVWDwater.com/education).

## Emergency Planning Continues to be a Top Priority



The district has completed its FEMA-mandated Hazard Mitigation Plan (HMP), a framework that will provide guidance for mitigating hazards, which for CVWD includes earthquakes, wildfire, flooding, drought, climate change, and terrorism. The HMP evaluates our vulnerability to these threats and outlines a strategy to reduce or eliminate the risk posed by future threats. CVWD is committed to reducing disaster impacts by being prepared and taking proactive steps to ensure our community's water supply and infrastructure is safeguarded before and after a disaster strikes.

In addition to completing the HMP, the district is in the process of applying for a FEMA Pre-Disaster Mitigation (PDM) grant for a permanent emergency generator that will provide our community additional backup power. CVWD is eligible to apply for the PDM grant because of our hard work to complete our FEMA-approved HMP. If awarded, the district will receive \$318,750 for the generator.

For more information about CVWD's HMP, contact [HR@CVWDwater.com](mailto:HR@CVWDwater.com).

## Mark Your Calendars for Spring Events!

### Save the Date

- **February 1 - April 30:** Water Savvy Landscape Contest Signups
- **March 16-22:** Fix a Leak Week
- **April 4:** Earth Day & Open House
- **April 25:** Water Savvy Garden Tour
- **May:** Water Awareness Month

### Office Closures

- **February 17:** Presidents' Day
- **April 10:** Closed at 12:00 p.m. in observance of Good Friday



Save the date!

## EARTH DAY & OPEN HOUSE

Saturday, April 4, 2020

9 a.m. - 1 p.m.

10440 Ashford St, RC



Learn more about CVWD and join us for family fun at the region's largest Earth Day event!



### General Information

909-987-2591

**Customer Service:** 855-654-CVWD

**Bill Pay:** 855-654-CVWD

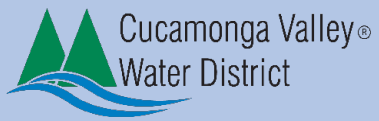
[CVWDwater.com](http://CVWDwater.com)

**Email:** [info@CVWDwater.com](mailto:info@CVWDwater.com)

**Office Hours:**

Mon. through Thurs. 7:30 a.m. - 5:30 p.m.

Friday 7:30 a.m. - 4:30 p.m.



Service Beyond Expectation

### Board of Directors

James V. Curatalo Jr., President

Randall James Reed, Vice President

Luis Cetina, Director

Mark Gibboney, Director

Kevin Kenley, Director

# The Pipeline

District News, Programs, and Events

WINTER 2020



## New Decade - New Commitment to People, Service, and Water

What does it take to provide safe, reliable, clean, high quality water and wastewater services to a prosperous community of over 200,000 people? It takes dedicated employees who take pride in what they do every single day. It also takes the community's support and understanding of all that goes into these complex services. CVWD is committed to *Service Beyond Expectation*, and a critical component of that is functioning as efficiently as possible. As our community continues to thrive, CVWD has focused on people, service, and water to ensure we meet the needs of customers now and for many decades to come.

CVWD owns and operates three water treatment plants, 35 reservoirs, 29 groundwater wells, 708 miles of water lines, and 420 miles of wastewater lines. It is no easy feat, and yet we offer some of the lowest rates in the region. We are always looking for innovative ways to keep rates as low as possible for customers.

(Continued on Pg. 2)

### In This Issue:

- CVWD Welcomes New Board Members
- Bright Future Ahead for Local Students
- Emergency Planning and Power Shutoffs

### Notice to Customers

Save the date for upcoming spring events! Details on back page.

### CUCAMONGA VALLEY WATER DISTRICT

855-654-CVWD

[CVWDwater.com](http://CVWDwater.com)

10440 Ashford St.

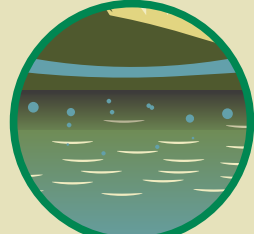
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### FOLLOW US!





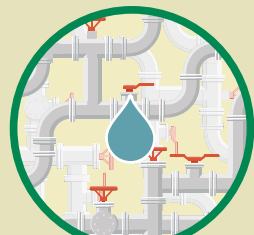
**35 Reservoirs**  
94 million gallons of storage capacity



**Groundwater**  
23 billion gallons of water stored



**29 Wells**  
in Chino and Cucamonga Basins



**708 Miles**  
of water pipeline;  
420 of sewer pipeline

## New Decade - New Commitment to People, Service, and Water *(Continued from Pg. 1)*

Some of our cost saving strategies include saving half a million dollars annually due to our groundwater well and pump energy innovations, leasing space for cell towers to generate additional funds, increasing local water supplies, and using in house services for engineering and fleet maintenance. During the last decade, CVWD has worked very hard to develop and balance our sources of water to improve the security of our water supply and keep rates low.

Our commitment to providing the best services possible means we have to keep up with rising costs due to inflation. The biggest drivers in rising costs that affect CVWD are an increase in charges from outside agencies (like the cost of imported water) and electricity. CVWD aims to minimize the impact of rate changes on customers by making minor rate adjustments on an annual basis instead of significant rate changes less often. CVWD is currently undergoing a cost of service study with rate changes anticipated this May. These rate changes are necessary to meet the district's commitment to achieve a high level of service.

We encourage you to learn about our proposed rate changes, our operations, and more about the services we provide by visiting our website or joining us for our Earth Day & Open House on April 4. Additionally, you can participate in the process at a public hearing late April. A notice with full details will be mailed directly to each CVWD customer.



## Water Continues to Flow During Power Shutoff Events

CVWD, like all water utilities, rely on power to supply water to the communities we serve. Electric utilities across the state have implemented the practice of conducting Public Safety Power Shutoffs (PSPS) when weather conditions create an elevated potential for wildfire risk. In effort to provide uninterrupted delivery of water to customers and to ensure the availability of water for public safety purposes, CVWD has made significant investments to provide emergency standby power to critical pumping facilities during power outages. In addition, CVWD has invested in a diverse water supply portfolio consisting of both local water and water delivered through the State Water Project to improve overall system reliability. These investments provide CVWD customers with a robust, reliable water supply and help ensure uninterrupted service in the event power is interrupted locally or in other critical areas that may affect the state-wide water delivery system.

CVWD's backup power supply strategy has been a best practice in place for many years. CVWD is committed to investing in its local facilities and water supplies so our community has the water it needs 24 hours a day, 365 days a year.



## CVWD Welcomes New Board Members

On December 10, 2019, CVWD formally swore in newly elected directors Mr. Mark Gibboney and Mr. Kevin Kenley at our regularly scheduled board meeting. At the following meeting on January 14, 2020, the board of directors appointed positions and committee assignments. Director Gibboney will serve on the district's Finance Committee and Government & Public Affairs Committee. Director Kenley will serve on the Engineering Committee and Human Resources/Risk Management Committee. Also at the January 14 meeting, the board reappointed James V. Curatalo Jr. as President, and Randall James Reed was newly appointed as Vice President.

The role of the board of directors is to develop policies that guide the district in carrying out its mission of providing high quality reliable water and wastewater services, while practicing good stewardship of natural and financial resources.

To learn more about CVWD's Board of Directors, visit [CVWDwater.com](http://CVWDwater.com).



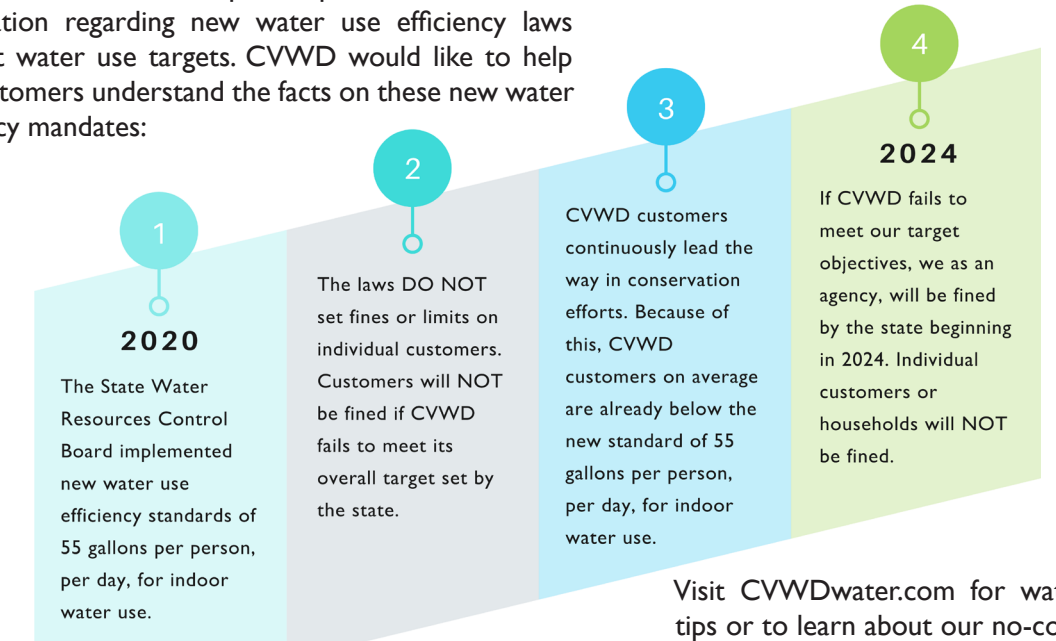
Director Gibboney



Director Kenley

## California Water Efficiency Laws At a Glance

Recent news media reports provided inaccurate information regarding new water use efficiency laws that set water use targets. CVWD would like to help our customers understand the facts on these new water efficiency mandates:



Visit [CVWDwater.com](http://CVWDwater.com) for water wise tips or to learn about our no-cost water efficient programs and rebates.

## Monthly Billing Reminder

CVWD transitioned from a two-month billing structure to monthly billing in the summer of 2019. As part of the change, CVWD base charges were cut in half. For example, the cost for water service for a 3/4" meter (which most customers have) was \$50 for two months, and now it is \$25 per month. While base charges were cut in half, customers did not see their bill totals cut in half because customer bills vary dependent on the amount of water they use. During the transition to monthly billing, some customers may have seen an increase in their billing statements because, on average, customers use 50% more water in the summer due to the hot weather.

More information about monthly billing can be found at [CVWDwater.com/monthlybilling](http://CVWDwater.com/monthlybilling).

