

CVWD'S RESPONSE TO COVID-19

Your tap water is **SAFE, reliable, and unaffected.**

While CVWD's office remains closed to walk-in customers due to COVID-19, District services are still available by phone at 855-654-CVWD (2893) or online at CVWDwater.com.

Development services are also still available and all developers may check the District's Development page (www.CVWDwater.com/Development) for more information.

CUSTOMER BILL PAYMENT OPTIONS

- Drop a check or money order in our secured Drop-Box located outside CVWD gates
- Pay by mail
- Pay online at CVWDwater.com
- Pay by phone by calling 855-654-CVWD (2893)

If you are unable to pay your bill, late fees will be waived at this time. Please contact Customer Service to make arrangements.

FLUSHABLE vs. NON-FLUSHABLE

CVWD would like to remind you that wipes and paper towels cannot be flushed because they clog sewers and cause backups. Please dispose of these items in a trash bin.

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- Toilet Paper
 - Flushable Wipes
 - Disposable Wipes

Our Customer Service Team is available to answer your questions Monday thru Thursday, 7:30 a.m. to 5:30 p.m., and Friday, 7:30 a.m. to 4:30 p.m. Contact us at 855-654-CVWD (2893).



Spring Into Action During Water Awareness Month this May!

Using water wisely is always important, and Water Awareness Month is a great time to encourage and educate customers to be water efficient.



Here's how you can celebrate Water Awareness Month:

- Participate in our Virtual Garden Tour by visiting our website at CVWDwater.com
- Plant some water savvy plants this spring
- Research and apply for indoor and outdoor rebates available through SoCalWaterSmart.com
- Share your water efficient gardening tips with us on social media and tag us @CVWDwater



Congrats Class of 2020

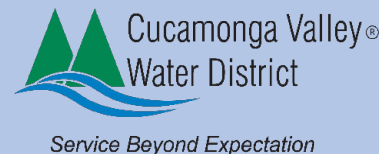


CVWD would like to congratulate all of our local high school seniors on your graduation! While the celebration looks a little different this year, the accomplishment is just as important and great, and we wish you much success in the future.



General Information

909-987-2591
Customer Service: 855-654-CVWD
Bill Pay: 855-654-CVWD
 CVWDwater.com
Email: 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.

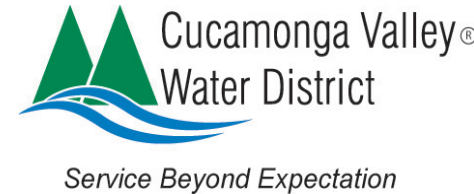


Board of Directors

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
SPRING 2020



In This Together A Message From Our General Manager/CEO

CVWD takes the responsibility of providing our community with safe and reliable water and wastewater services very seriously. We are a partner in this community and we deeply care for the people who live and work here. On behalf of CVWD, our board or directors, and our team of employees, our hearts go out to the community and all of those directly impacted by COVID-19.

While our normally thriving community is a little dimmer right now, together we are resilient. We want you to know how CVWD is doing our part. For those team members whose essential duties require them to come to work each day, they are wearing face masks, practicing social distancing, and following all other safety practices. For our other team members, we are doing all we can to use technology to work from home to provide you the service beyond expectation that you are used to receiving.

While we are closed to walk-in customers, we are still working hard for you. Services are still available online at CVWDwater.com or by calling us at 855-654-CVWD.

(Continued on Pg. 2)

In This Issue:

- Our Water Remains Top Priority
- Rate Change Postponed
- No Wipes in the Pipes
- Education Highlights

Notice to Customers

For the latest district updates on COVID-19, visit our website or follow us on social media @CVWDwater.

CUCAMONGA VALLEY WATER DISTRICT

855-654-CVWD
 CVWDwater.com
 10440 Ashford St.
 RC, 91730

FOLLOW US!



In This Together A Message From Our General Manager/CEO (Continued from Pg. 1)



During this time, customers will not incur late fees and we will not be shutting off water service. Your water and wastewater services are safe, reliable, and unaffected by COVID-19.

We extend our great appreciation to the staff of the cities we serve, the first responders, nurses, grocery stores' staff, delivery workers, teachers and school staff who are continuing our children's learning, and so many other people who are providing services that are helping us get through this difficult time. Many of our customers are

working in these vital roles, and they are our local heroes. Thank you everyone else for doing your part to stay home and be safe. Together we will get through this unprecedented time. Stay safe, stay healthy, stay engaged, and take care.

-John Bosler

CVWD Cares - Rate Change Postponed

Beginning early this year, CVWD started communicating to customers about a rate study and proposed rate change slated for June 2020 in order to meet the financial needs of the services we provide. As we are all experiencing, circumstances have changed rapidly and drastically since we began the rate study process. CVWD's mission is centered around water, service, and PEOPLE, and we empathize with the people who live and work here in our community. We understand that COVID-19 has left us all unsure of its full impacts, including economic impacts. In light of this, CVWD will be postponing the public hearing on rates until later this year and our proposed rate change until 2021. In the meantime, we welcome you to learn more about CVWD's financial operations through our budget and Comprehensive Financial Annual Report located at CVWDwater.com.

Our Water Quality Remains Top Priority 2019 Water Quality Report Available July 1

Safe and reliable drinking water is essential for the wellbeing of our community. Now, more than ever, people are engaged and aware of what they are consuming, for the health and safety of their families. Safe drinking water has and will always be a top District priority. The water you receive at your homes and businesses goes through a strenuous treatment process before entering the system of pipes for distribution throughout our service area. CVWD tests the water constantly, and we employ highly qualified treatment staff who work 24 hours a day, 365 days a year, monitoring the safety of our water. We encourage you to learn more about your drinking water by reading our Water Quality Report. This detailed report is compiled and provided to consumers annually, as required by the Safe Drinking Water Act. CVWD's 2019 Water Quality Report will be available by July 1 at CVWDwater.com. A hard copy can be mailed upon request.



Congratulations 5th Grade Poster Contest Winners

Over 80 student artists were selected among 27 elementary schools to participate in the 2020 Fifth Grade Poster Contest. Student artists submitted inspiring artwork depicting the theme *Water is Life*. Posters were judged by Los Osos High School students and Metropolitan Water District's, Admiral Splash, in February. The artwork will be showcased on our district website as well as our social media platforms during the month of May. In addition, students will be recognized with a certificate and a prize for participating in the Poster Contest.

Congratulations to our 2020 Sweepstakes Winner, Dilini Nagahawatte, and teacher Mr. MacKenzie, from Floyd M. Stork Elementary School!



No Wipes in the Pipes CVWD Supports AB 1672

CVWD has been communicating a critical message to customers regarding the impact wipes have on the safety of our wastewater system. Toilet paper should be the only material flushed down the toilet. People may ask, "What about flushable wipes?" Our sewer system is not built for wipes, even the wipes that claim to be flushable. The materials do not break down and can cause sewer backups.

CVWD is in support of current legislation that aims to help resolve the misconception regarding "flushable" wipes. The California Association of Sanitation Agencies has proposed Assembly Bill 1672 (Bloom) which has the goal of working with wipes manufacturers to correctly label their products. While CVWD does not discourage the use of wipes, we urge the community to dispose of all wipes, whether labeled flushable or not, in the trash.



To learn more about this pressing issue, please visit <https://casaweb.org/wipes/>.

Our Commitment to Educating Local Students

CVWD takes pride in educating future generations by providing field trips to our Environmental Learning Center (ELC) for local students. We are proud to report that during the 2019-2020 school year, CVWD educated over 800 1st-12th grade students on a variety of topics including the water cycle, energy conservation, water technology, careers in water, and more. Thank you to our education partners, including the City of Rancho Cucamonga and the Inland Empire Resource Conservation District, for helping make field trips to our ELC possible!



Learn more about our field trips by visiting CVWDwater.com/education.

Los Osos Solar Cup Team Finishes Strong



Mrs. Kathy Diver and the Los Osos Solar Cup Team were excited to compete in the annual Solar Cup Competition hosted by Metropolitan Water District. For 7 months, the team put their electrical, mechanical engineering,

and problem-solving skills together to build their solar powered boat. The race scheduled for May was canceled due to COVID-19, but their teamwork paid off and they accomplished great things. Next year, this Solar Cup Team will be ready for the water! #ClawsUp Grizzlies!