

## CVWD Education Programs are Going Virtual!



CVWD remains committed to being a leader in environmental education and teaching students about the importance of water. This upcoming school year, CVWD will utilize a variety of technology to educate the K-12th grade students in our service area. Visit [CVWDwater.com/Education](http://CVWDwater.com/Education) to learn more.

### UPCOMING VIRTUAL EDU-TAINMENT

- **August 12:** The Incredible Journey Scavenger Hunt (K-5th Grade)
- **August 19:** Succulent Garden Tour (3rd-8th Grade)

Registration is required for virtual events. Limited to the first 25 RSVPs.

Scan the QR Code or visit [CVWDwater.com/Education](http://CVWDwater.com/Education) to register.



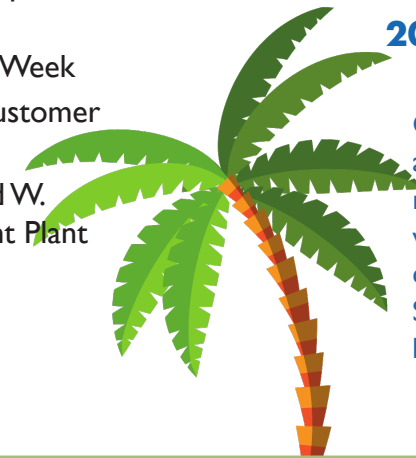
## IN THE Summer TIME

CVWD Closure:

- **September 7:** Labor Day

Mark Your Calendars!

- **September 17:** Succulent Savvy Online Landscape Workshop
- **October 3-11:** Water Professionals Appreciation Week
- **October 5-9:** National Customer Service Week
  - Virtual Tour of the Lloyd W. Michael Water Treatment Plant

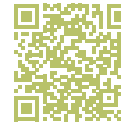


## WANT TO LEARN HOW YOUR GARDEN CAN BE WATER SAVVY THIS SUMMER?

Tune into a Landscape Workshop!

CVWD hosted two online landscape workshops which were recorded and are now available for your viewing. Scan the QR code or visit [CVWDwater.com/landscapeworkshop](http://CVWDwater.com/landscapeworkshop) to watch! Topics include:

- Rebate Ready: Turf Removal & Plant Selection
- Smart Sprinklers and Irrigation Basics



## 2019 WATER QUALITY REPORT

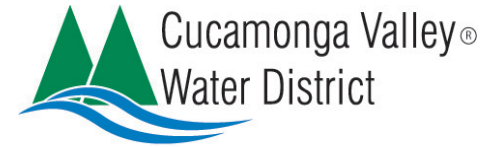
is now available online!

CVWD's Water Quality Report is available online and we are pleased to report another year of zero violations, demonstrating our commitment to safe water. Scan the QR code or visit <http://www.cvwwater.com/CCRpdf>.



# The Pipeline

District News, Programs, and Events  
**SUMMER 2020**



Service Beyond Expectation



## Staying Strong Together

We are all facing challenges right now, and CVWD wants customers to know we remain in this together. We thank you for your continued partnership and assure you that CVWD is here to provide you and your family safe, high-quality water and wastewater services 24 hours a day, 365 days a year. The district remains careful and proactive in ensuring the safety of both employees and customers. For the most up to date information regarding the reopening of our main office, CVWD encourages you to connect with us on social media (@CVWDwater) or visit [CVWDwater.com](http://CVWDwater.com). Especially during uncertain times, it is important to share positive news, updates, and activities, which you will find in this edition of The Pipeline. We are also pleased to announce virtual events for all ages to help continue our commitment of providing educational opportunities for the community. As we navigate through these next months, CVWD continues to send customers well wishes of health and safety, and we hope to connect with you soon.

### In This Issue:

- New Customer Payment Portal
- CVWD Virtual Activities
- State of the Art Treatment Facility

### 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](http://CVWDwater.com)  
10440 Ashford St.  
RC, 91730

### FOLLOW US!



## WATER IS LIFE



### 5TH GRADE POSTER CONTEST

CVWD proudly recognized our 5th Grade Poster Contest Sweepstakes Winner, Dilini Nagahawatte from Stork Elementary School with a special drive through celebration on June 24 (all COVID-19 precautions were taken). For the remaining 80 students that participated in the Poster Contest, CVWD recognized them with a certificate of recognition, a special Water is Life face mask, and a yard sign. CVWD appreciates all of the teachers and school administrators who support the 5th Grade Poster Contest every year, and we thank our education partners who covered the costs of this year's Poster Contest through the Community Partnering Program and grants.



Celebrating Dilini & Mr. MacKenzie from Floyd M. Stork Elementary School! #WaterIsLife



### 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

## InvoiceCloud® CVWD's New Online Payment Portal Coming Soon!

CVWD is excited to introduce InvoiceCloud, a new, easy-to-use online payment portal that will be launched later this summer. CVWD is making it easier than ever for customers to pay their water bill from the comfort and safety of their home. Stay tuned for news and updates about InvoiceCloud on our website at CVWDwater.com.

### INVOICECLOUD FEATURES & BENEFITS



**USER-FRIENDLY:** Payment portal allows you to make a secure payment quickly and easily.



**VIEW & PRINT:** Customers can view and print their billing statement from their computer or phone. Past billing statements will also be available.



**PAY BY TEXT:** Get text notifications about your bill and have the option to reply to the text to pay with your default payment method.



**PAPERLESS BILLING:** Replace your paper bills with eBills and set email reminders.



**AUTOPAY:** Pay automatically on the due date or schedule a payment for a future date.

**Have questions about InvoiceCloud?**  
Contact the Customer Service Team at 855-654-CVWD (2893)  
or visit CVWDwater.com to learn more. 

## Celebrate With CVWD National Customer Service Week October 5-9

CVWD takes pride in serving our community. As a way to thank our customers, CVWD will raffle a free high efficiency toilet, plus installation during National Customer Service Week, October 5-9. Make sure to visit our website and follow us on social media @CVWDwater to learn how you can enter to win!

We also invite you to participate in CVWD's first virtual tour of the Lloyd W. Michael Water Treatment Plant taking place during National Customer Service Week. Learn about the water treatment process from our treatment experts and ask questions during the Q&A sessions. Scan the QR code on the right to learn more. More details available soon.



## Safe and Reliable Water Continues to Flow



Summer is here which means electric utilities across the state may conduct Public Safety Power Shutoffs (PSPS) when weather conditions such as high temperatures, extreme dryness and record-high winds may lead to a major wildfire. CVWD would like to remind our community about the significant investments we have made to provide emergency standby power to critical pumping facilities during power outages in effort to provide uninterrupted delivery of water to customers. A great deal of planning goes into providing CVWD customers with a reliable water supply, and we hope to give you peace of mind that *your* water will be available when you and your family need it.

## State of the Art Treatment Facility Increases Local Supply

CVWD is committed to providing for the water needs of our community now and in the future. On average, about half of CVWD's water supply is comprised of groundwater pumped from the Chino and Cucamonga Groundwater Basins. In recent years, the production from Cucamonga Basin was impacted by high nitrate levels. The district is nearing completion on an innovative groundwater treatment plant that will remedy this issue and remove contaminants within the Cucamonga Basin. This project was partially funded by a Proposition 1 grant, administered by the State Water Resources Control Board, and it will enhance water quality and increase local water production.

To learn more about this project, visit CVWDwater.com.



Rendering of Project Site with Matured Landscaping



### KNOW THE DIFFERENCE BETWEEN FLUSHABLE VS. NON-FLUSHABLE



**Reminder!**  
**No Wipes in  
the Pipes**



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. Toilet paper should be the only material flushed down the toilet. Our sewer system is not built for wipes, even the wipes that claim to be flushable. 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.

## Water Efficient Programs Are Back

CVWD encourages you to be water wise this summer!  
Participate in our no-cost water efficient programs:

- **Residential Controller Upgrade Program:** Includes a landscape evaluation and installation of a weather based irrigation controller.
- **Pressure Regulator Valve Program:** For customers with high water pressure. Includes a pressure test and repair or replacement of an existing PRV. All work will be performed by a certified plumber. This program is only available to residential customers.
- **Turf Replacement Rebate Program:** Are you interested in removing your grass? CVWD customers receive \$3/sq. ft. of grass removed. Visit SoCalWaterSmart.com for full eligibility requirements and to apply.

Learn more about these no-cost programs by visiting CVWDwater.com or call us at 855-654-CVWD (2893).

