

## Education Remains at the Heart of CVWD in 2020



CVWD has been a leader in environmental education in the Inland Empire through our education programs hosted at the Environmental Learning Center. Since 2006, over 20,000 students have learned about the importance and value of water through various hands-on activities and tours. Even with students participating in distance learning this school year, CVWD remains committed to educating young minds about the importance of water through virtual field trips. As a community partner, CVWD will continue to provide fun and interactive virtual opportunities, educational tools, lesson plans, and more to help our local teachers and parents educate students about water and the environment!



Visit [www.CVWDwater.com/fieldtrips](http://www.CVWDwater.com/fieldtrips) to register your class for a virtual field trip this school year!

## Grants Available for Teachers



The Water Education Water Awareness Committee (WEWAC) is offering grants up to \$500 for K-12th grade teachers seeking to do creative projects that increase awareness on the importance of water.



Apply by November 12, 2020. Visit [usewaterwisely.com](http://usewaterwisely.com) for more details.

## We Remain in This Together



We remain committed to serving our community with *Service Beyond Expectation* during these challenging times and assure you that we are doing our part to abide by and exceed all safety practices. For the team members whose essential duties require them to come to work each day, they are required to wear face masks, practice social distancing, and follow all other safety protocols. For our other team members, the District is encouraging the use of technology to work from home and continue providing you the service that you are used to receiving. Employees have a spirit of resiliency and understand that together, we can fulfill the mission of providing you and your family safe, high-quality water and wastewater services 24 hours a day, 365 days a year.

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).

## Water Wise Tips for the Fall



Here are some tips that you can plant into your routine this season:



- Turn back your sprinkler timer along with your clock. Shorter daylight hours and cooler weather = less water needed for lawns and gardens.
- Replace the batteries in your sprinkler timer in case of a power outage. Remember, 60% of household water use occurs outdoors and watering less in the fall and winter are a great way to be water efficient.
- Use a rain barrel or a large trash can with a lid to capture rainwater. Captured water can be used for your garden or for a bird bath. A shoutout to our customer, Leora M. for the tips!

For more water saving tips, visit [CVWDwater.com](http://CVWDwater.com).

### Holiday Office Closures

- November 11: Observance of Veterans Day
- November 26-27: Thanksgiving Holiday
- December 24-25: Christmas Holiday
- December 31: Office Closed at 12:00 p.m. for New Year's Eve
- January 1: New Year's Day

### Did you Miss Out?

Landscape Workshops are now available for your viewing online. Topics include:

- Turf Removal & Plant Selection
- Smart Sprinklers and Irrigation Basics
- Succulent Savvy & Design Tips
- Gardening for Songbirds & Butterflies

Visit our website [www.CVWDwater.com/landscapeworkshops](http://www.CVWDwater.com/landscapeworkshops) to watch!



### General Information

909-987-2591

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

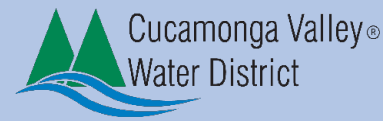
**Bill Pay:** 855-654-CVWD  
[CVWDwater.com](http://CVWDwater.com)

**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

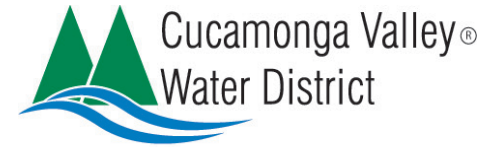
Luis Cetina, Director

Mark Gibboney, Director

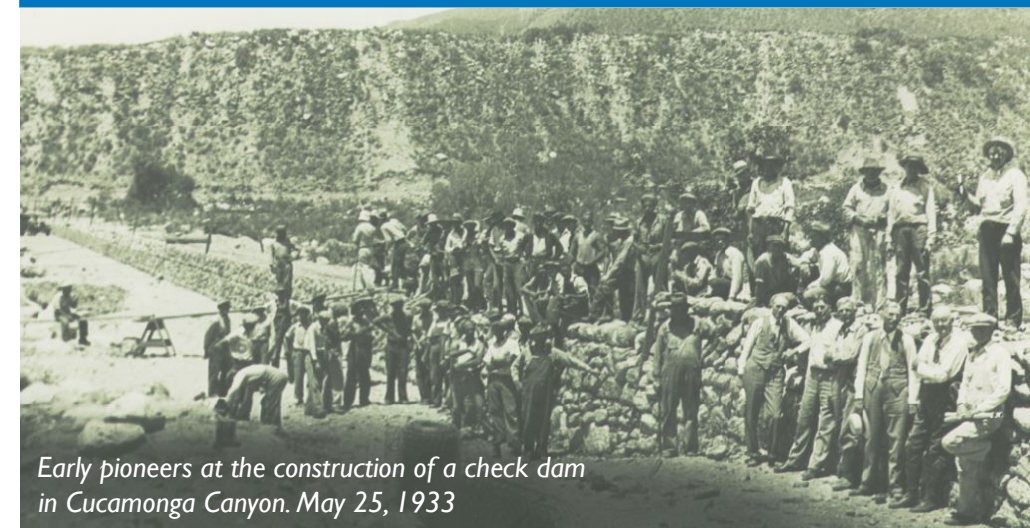
Kevin Kenley, Director

# The Pipeline

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



*Service Beyond Expectation*



Early pioneers at the construction of a check dam in Cucamonga Canyon. May 25, 1933

## A Strong Foundation Helps Us Through Challenging Times

CVWD has a long history of planning for this community's water and wastewater needs, for today and for the future. From the early pioneers in the Cucamonga Valley to our present day leaders and employees of the District, we aim to lead with vision, innovation, and integrity. Our commitment to customers and the services we provide have been the core of our mission since we were established in 1955. This foundation will continue to guide us in our operations, even when times are challenging.

As we approach the final months of 2020, we will be sharing more about the District's history, the water makeup of this community, and how all of this has contributed to *Service Beyond Expectation*. We encourage you to take the journey with us, and this newsletter is just the start. Coming soon, CVWD will host a history podcast and offer additional virtual opportunities for you to connect with us. Visit [CVWDwater.com](http://CVWDwater.com) or follow us on social media @CVWDwater to learn more.

### In This Issue:

- Customer Service and Water Professionals Appreciation Week
- CVWD Plans for the Future
- Water Efficient Programs
- Education Activities

### Notice to Customers

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

### CUCAMONGA VALLEY WATER DISTRICT

855-654-CVWD

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

10440 Ashford St.

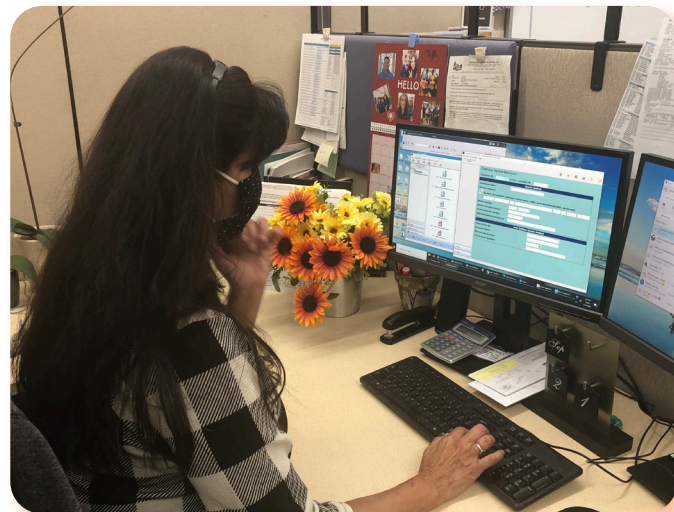
RC, 91730

### FOLLOW US!



## CVWD Thanks Customers During National Customer Service Week

CVWD did not fall short of celebrating National Customer Service Week October 5-9. We provided several opportunities to get customers involved, including hosting a family-friendly “Gardening for Songbirds and Butterflies” online landscape workshop, inviting customers to participate in CVWD’s Water Trivia game, and sharing helpful resources such as rebates and no-cost water efficient programs. As a way to thank our customers, CVWD also raffled free high efficiency toilets, plus installation for participants. We take pride in serving our community and will continue providing virtual events and opportunities to stay connected. Thank you to customers who were able to join us for our activities!



## CVWD Plans for the Future

### Replacement Reservoir Project Coming Soon



CVWD will soon begin construction on a new water reservoir to replace the District’s oldest existing reservoir in our water delivery system. Like all reservoirs, pipes and other infrastructure eventually do, Reservoir 3A has reached the end of its service life. This reservoir is a critical piece of CVWD’s water delivery system, especially for the northwest portion of our service area. Also noteworthy, this reservoir will store treated groundwater from CVWD’s state of the art treatment plant that is nearing completion, just across the intersection. The Reservoir 3A Replacement Project will help us to continue meeting the needs of our customers now and in the future.

For more information on this project and other important projects, please visit [www.CVWDwater.com/projects](http://www.CVWDwater.com/projects).

## Energy Reduction Program Helps the Community

Power outages during heat waves are no fun for anyone. CVWD stays proactive to help the community during an energy crisis. When Edison began its rotating outages in August, CVWD took action by utilizing Automated Demand Response and emergency power generators to help alleviate energy from the electric grid. Our electrical energy reduction equaled the amount of power needed for approximately 7,900 homes. Because of actions like this, Edison was able to forego additional rotating outages that were set for residents in our community at that time.

Visit [CVWDwater.com](http://CVWDwater.com) to learn more about our emergency generators and CVWD’s efforts to provide uninterrupted delivery of water to our customers.



## Water Pros Recognized During Water Professionals Appreciation Week

Every year, CVWD recognizes the second week of October as Water Professionals Appreciation Week to honor employees and highlight the important role of water industry professionals in ensuring safe and reliable water, wastewater, and recycled water in California. Now more than ever, the water industry is proud of the important role our essential workers play in ensuring our communities have safe and reliable drinking water. CVWD is proud to honor our talented employees for their contributions to the District and for their dedication to serving the community 24 hours a day, 365 days a year. Thank you, CVWD #WaterPros!



*“I’m a water pro and take pride in providing clean and safe drinking water to our community.”*

*-Rebekah, Water Treatment Plant Operator*



## Turn Over a New Leaf this Fall Participate in No-Cost Water Efficient Programs

The new season is here and we encourage you to be water wise by participating in our no-cost water efficient programs and rebates:



### Residential Controller Upgrade Program:

Participate in the Residential Controller Upgrade Program, which includes a landscape evaluation and installation of a weather based irrigation controller.



### Pressure Regulator Valve Program:

Got high water pressure? You may be eligible for the PRV program which 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](http://SoCalWaterSmart.com) for full eligibility requirements and to apply.

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

## CVWD’s 2019-2020 State Legislative Efforts

CVWD is an active leader in water and local governance and works diligently on behalf of our ratepayers. During the 2019-2020 legislative session, the District proudly advocated and monitored legislation throughout the year and submitted approximately 140 letters, made numerous phone calls, and met with local legislators. These efforts help impact statewide decisions that can affect us locally.

This is one way CVWD provides *Service Beyond Expectation*.

Visit [CVWDwater.com](http://CVWDwater.com) to learn more.

