

🍏 Ringing in the New Year with Education Programs! 💙

Virtual Field Trip Opportunities

Did you know CVWD offers free virtual field trips for K-12 grade teachers? Maverik and Lailani had an awesome field trip experience! Better hurry, limited dates are available! To learn more and register your class, visit www.CVWDwater.com/fieldtrips.



🌟 Scholarships Available for High School

The Water Education Water Awareness Committee (WEWAC) is offering scholarships up to \$1,500 for high school seniors planning to attend a two or four-year college for the 2021-2022 school year. Learn more about the Water Scholar Program by visiting usewaterwisely.com.



Attention All 5th Grade Teachers!

CVWD is hosting the 2021 Fifth Grade Poster Contest, an annual student art program that promotes the value and importance of water. We invite all 5th Grade teachers within our service area to encourage their students to participate. Students will be recognized in the spring and will receive special giveaways thanks to our education partners. Deadline to submit art entries is February 19, 2021.

For contest guidelines, visit www.CVWDwater.com/postercontest or scan the QR code.

5TH GRADE POSTER CONTEST

Scan the QR Code Below for Contest Rules and Guidelines!



Congratulations to our Local Student Artist!

In December, Saima B. from Ruth Musser Middle School was selected as a winner of the *Water is Life* Student Art Contest, a regional poster contest hosted by the Metropolitan Water District of Southern California. Over 30 student artists from Southern California were recognized during a virtual ceremony and honored for their creative artwork that depicts the importance of water in our state. Congratulations to Saima for her outstanding work of art and to her teacher Ms. Lisa Bailey from Ruth Musser Middle School. Go #Bulldogs!



📅 Mark Your Calendars for Upcoming Events 🐟

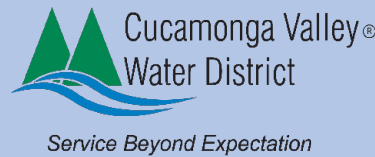
- **January 28:** Pruning & Maintenance Online Landscape Workshop
- **February 11:** Rainwater Harvesting for Home Landscapes Online Workshop
- **March 4:** DIY Raised Bed Construction and Vegetable Gardening Online Workshop
- **March 18:** DIY Find and Fix Leaks Online Workshop
- **March 31:** Deadline to apply for Water Savvy Landscape Contest
- **April 22:** Succulent Savvy Online Landscape Workshop
- **May 1-2:** Virtual Garden Tour

Holiday Office Closures

- **February 15:** Presidents' Day
- **April 2:** Closed at 12:00 p.m. in observance of Good Friday

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

- Randall James Reed, President
- Luis Cetina, Vice President
- James V. Curatalo Jr., Director
- Mark Gibboney, Director
- Kevin Kenley, Director

Save the Date

EARTH DAY & OPEN HOUSE

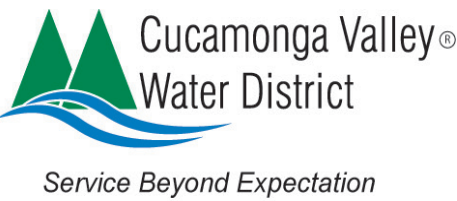
We invite you and your family to join us virtually April 19-23. Learn all about our water efficient programs, rebates, and meet the CVWD Team. Plus, there will be opportunities for you to win giveaways and CVWD swag!

Visit CVWDwater.com to register and learn more about our upcoming events or follow us @CVWDwater.



The Pipeline

District News, Programs, and Events
WINTER 2021



A Look Into a Brighter 2021

With an extraordinary year behind us, we now look forward to a brighter new year full of hope and wellness. In the midst of all the challenges 2020 presented us, many shifted to working remotely, online learning, virtual gatherings, and more. Our dedicated team of employees at Cucamonga Valley Water District are thankful for being able to adapt to continue uninterrupted services for the community. Providing high quality, safe, and reliable water and wastewater services, while providing *service beyond expectation* is our mission. This new year, we remain committed to serving nearly 200,000 people, and an important piece of that commitment is enhancing our online services, virtual programs, events, and more. We encourage you to stay connected with us and participate in all that CVWD has to offer you in 2021. We wish you and yours a healthy and prosperous new year.

In This Issue:

- Our Commitment to Service
- New Customer Payment Portal Now Available
- Water Savvy Landscape Contest
- Water Efficient Programs

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
 10440 Ashford St.
 RC, 91730

FOLLOW US!



InvoiceCloud® CVWD's New Online Payment Portal is LIVE!

CVWD's new, easy-to-use online payment portal, hosted by InvoiceCloud, was launched in November 2020. This portal makes it more convenient for customers to pay their water bill from the comfort and safety of their home.

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 statements from their computer or phone.



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 our Customer Service Team at 855-654-CVWD or visit CVWDwater.com to learn more.



Our Commitment to Service We're Here to Help You

CVWD is committed to providing you and your family with safe and reliable water and wastewater services 24 hours a day, 365 days a year. During the COVID-19 pandemic, the District continues to help customers by providing uninterrupted services to the members of our community. We empathize with our customers who are facing financial hardships due to this unprecedented pandemic.

If you are having difficulties paying your bill, our goal is to work with you to help keep your account manageable. Please contact our Customer Service Team to assist you in making payment arrangements.

Our Customer Service Team is available 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).

Learn About What CVWD Has to Offer You

While CVWD's office remains closed to walk-in customers due to COVID-19, District staff is still hard at work. Our daily routines may have changed slightly with some staff working remotely, wearing face masks, social distancing, and following other safety protocols, but our commitment to serving this community has remained the same. Our employees have a spirit of resiliency and understand that together, we will get through this. CVWD continues to offer you with the services that you're used to and more!



- Board Meetings are open to the public and we welcome you to attend remotely. Visit www.CVWDwater.com/calendars for upcoming meetings and agendas.
- Education Programs & Virtual Field Trips are available to teachers within our service area. Visit www.CVWDwater.com/fieldtrips to learn more and to register.
- Engineering & Development Services are available. Visit www.CVWDwater.com/engineering.
- Landscape Programs are available (Online Workshops, Virtual Garden Tour and Water Savvy Landscape Contest). Visit www.CVWDwater.com/waterefficient to learn more.
- Rebates and No-Cost Water Efficient Programs are available to our customers. Visit www.CVWDwater.com/rebates to learn more.

Connect with us on social media @CVWDwater or visit CVWDwater.com to stay up to date with the latest District news!

Participate in the Water Savvy Landscape Contest



CVWD promotes outdoor water efficiency by recognizing customers whose landscapes are both beautiful and water smart. Do you have a water savvy landscape worthy of showing off? If so, we encourage you to apply by March 31, 2021. Customers have the opportunity to win a \$250 gift card to a local nursery sponsored by Edison, recognition on CVWD's website and in a future Pipeline Newsletter, a "Winning Landscape" sign for your yard, and an invitation to be featured in a future CVWD Garden Tour. Need some inspiration? Photos of our past winning landscapes are available for your viewing online.

To learn more about the Water Savvy Landscape Contest or to apply, visit www.CVWDwater.com/landscapecontest



Start the New Year Right!

Participate in No-Cost Water Efficient Programs

The new year is here and CVWD encourages 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 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).

CVWD Receives Prestigious Award for Legislative Efforts

CVWD is proud to announce we have received the Overall Outreach Award from the Association of California Water Agencies (ACWA) for our diligent advocacy on issues critical to the water industry on behalf of ratepayers. ACWA is the state's leading advocacy group on California water issues and policy and is the largest statewide coalition of public water agencies in the country. Each year, CVWD actively stays engaged by communicating legislative priorities and building relationships with elected officials, their staff, and other key stakeholders. Even during these unprecedented times, CVWD utilized new methods to communicate its priorities to local, state, and federal elected officials. CVWD consistently tracked legislation that affected ratepayers, and helped shape legislation and policy with the goal of ensuring access to safe, reliable, and high-quality water supplies. This is another way CVWD provides *Service Beyond Expectation*.