

# The Pipeline



District News, Programs, and Events  
**SPRING 2021**

Service Beyond Expectation



## Spring into CVWD Events, History, and More!

Spring is a time for new beginnings, revitalization and energy, and it is always an extra busy time for CVWD. We typically host a number of special events to connect with the community. Last year, these events had to be canceled and we miss seeing customers. While we cannot offer in-person activities just yet, we are excited to share many alternative activities and programs for you to enjoy. Our Earth Day & Open House was turned into a weeklong of virtual activities, and we have recordings of the many great webinars we have already hosted in 2021 like our Find and Fix Leaks webinar, helping customers reduce water waste in and outside their homes.

This spring we are bringing back our Water Savvy Garden Tour, which has been transformed to a drive-by format, ensuring safety guidelines are followed while inspiring participants to rethink their traditional turf grass.

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### In This Issue:

- Water Savvy Garden Tour
- Reservoir 3A Update
- A Journey Through the Decades
- Upcoming Spring Events

### 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!



## 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 customers to be water efficient.

### Here's how you can celebrate Water Awareness Month:

- 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
- Participate in our Water Savvy Landscape Webinar on May 20. Register at CVWDwater.com

### Save the Date!

- **April 19-23:** Earth Week Celebration
  - **April 22:** Succulent Savvy Online Landscape Workshop
  - **May 1-2:** Virtual Garden Tour
  - **May 20:** Water Savvy Landscape Webinar
- Holiday Office Closures**
- **April 2:** Closed at 12:00 p.m. in observance of Good Friday
  - **May 31:** Memorial Day

### On-Demand Workshops

Watch landscape workshops on-demand at [www.CVWDwater.com/LandscapeWorkshops](http://www.CVWDwater.com/LandscapeWorkshops).

- Pruning & Maintenance
- Rainwater Harvesting for Home Landscapes
- DIY Raised Bed Construction and Vegetable Gardening
- DIY Find and Fix Leaks
- Succulent Savvy

Visit [CVWDwater.com](http://CVWDwater.com) to register and learn more about our upcoming events or follow us @CVWDwater.

## New History Podcast Coming Soon A Journey through the Decades with CVWD

The District's roots in this community go much deeper than our official incorporation in 1955. The area CVWD serves would not be thriving without the water source that was available to early settlers. There is an abundance of rich heritage and history in our area. We are excited to launch a special project that recognizes our past, our present, and our future.

We invite you to join us as we share the history of water in our community through our podcast, called *CVWD Through the Decades*. Our first ever podcast will cover topics featured in historical order starting with the early 1900's. The podcast is set to launch in mid-May. Learn more about CVWD's history project at [www.CVWDwater.com/HistoryProject](http://www.CVWDwater.com/HistoryProject).



## Our Commitment to Service

CVWD would like to remind customers that during the COVID-19 pandemic, we will continue to help by providing uninterrupted services to our customers. We understand the uncertainties and financial hardships many are experiencing and we want to work with customers to keep balances manageable. If you are having difficulties paying your bill, please contact Customer Service to make 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).

### General Information

909-987-2591

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

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

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

Randall James Reed, President

Luis Cetina, Vice President

James V. Curatalo Jr., Director

Mark Gibboney, Director

Kevin Kenley, Director

## Spring into CVWD Events, History, and More! (Continued from Pg. 1)

We will be celebrating over 70 student artists in our 5th Grade Poster Contest. And finally, we are excited to share we will soon be launching a new CVWD history podcast. We invite you to join us on a journey as we go back through the decades even before CVWD was formed. More information on our *Through the Decades* Podcast can be found on page 5. While we are excited to invite you to participate in these opportunities, we also want to remind customers of our current work status due to COVID-19. Our District office remains closed to walk-in customers to ensure your safety as well as for our employees, but we are hopeful to open our doors in the near future. All services remain available and we continue to be here for you. For the most up-to-date information about services and reopening, visit [CVWDwater.com](http://CVWDwater.com) or call 855-654-CVWD (2893).



## CVWD Continues to Advocate for Ratepayers



From pandemic relief funding to water use efficiency guidelines, there are many laws and regulations that the legislature passes or is considering that can affect us locally. Each year, our Board of Directors reviews and approves CVWD's Legislative Policy Principles which support the District's mission of providing high quality, safe and reliable water and wastewater services, while practicing good stewardship of natural and financial resources. With these principals in mind, staff reviews, monitors, and engages in legislation on behalf of our ratepayers. Efforts include writing position letters to state and federal legislators and other stakeholders, meeting with our local legislators and staff to build relationships, and proactively engaging with organizations that advocate for our ratepayer's water reliability and affordability. While the process of state and federal legislation and policy can be complex, CVWD is committed to advocating on statewide issues that may have local impacts.

## CVWD's Water Savvy Garden Tour Returns!



Since 2009, CVWD's Water Savvy Garden Tour has inspired residents to transform their landscapes to be water efficient. Our tour features homes with low-water use plants, efficient irrigation systems, and hardscapes which have become examples of attractive, water saving landscapes. These landscapes were previously selected as winners in CVWD's annual Water Savvy Landscape Contest. Some of the homeowners who have been featured started their water savvy journey by participating in our landscape workshops, or even by going on the garden tour themselves!

This year's garden tour will feature up to 10 landscapes and will take place on May 1st and 2nd in a COVID-safe format. Participants will have the opportunity to take a self-guided, drive-by tour of these landscapes to gain inspiration and design tips on how to transform their yard to be water efficient. Registered participants will be given maps and materials to guide them through the tour.



Register today to confirm your spot!



CVWD would like to thank all of our model homeowners for welcoming participants to drive by their water efficient landscapes.

## National Award Recognizes CVWD's Fiscal Responsibility

CVWD is honored to be the recipient of the Distinguished Budget Presentation Award from the Governmental Finance Officers Association (GFOA) for its 2020-2022 budget. The District has worked diligently to ensure financial integrity while developing our biennial budget, which serves as our financial plan. Recognition of the GFOA Award is an esteemed acknowledgment to CVWD's commitment to the highest principals of governmental budgeting and transparency. This is the 13th consecutive budget for which the GFOA has honored CVWD with this award.



## Save a Stamp! Go Paperless!



Signing up for E-Bill has never been more convenient. CVWD's new payment portal, hosted by InvoiceCloud, is now available and offers these tools:



**Pay by Text:** Get text notifications about your bill and pay with your default payment method.



**E-Bill:** Replace your paper billing statement with E-Bill, which you can view each month on the payment portal as a PDF.



**AutoPay:** Pay each month automatically by using a credit card or linking to your bank account.

Sign up today at [CVWDwater.com](http://CVWDwater.com).

## Reservoir 3A Project Update



Construction on the replacement for CVWD's Reservoir 3A began last fall, and is currently about halfway completed. Reservoir 3A is a critical piece of CVWD's water delivery system that had reached the end of its service life.



To learn more about this important project, and to see a video of the project's progress, visit [CVWDwater.com](http://CVWDwater.com).

