

A Leader in Environmental Education

CVWD continues to shine in environmental education in the Inland Empire through our education programs hosted at the Environmental Learning Center. Since 2006, over 25,000 students have learned about the importance and value of water through various hands-on activities and tours. Currently, CVWD's Environmental Learning Center is under construction, making necessary improvements to enhance the overall field trip experience for students and teachers who visit our facility. We are looking forward to welcoming our teachers and students back to our Learning Center beginning February 2023. For education updates, visit CVWDwater.com.



The Water Education Water Awareness Committee (WEWAC) is offering grants and scholarships to high school seniors and local teachers:

SCHOLARSHIPS AVAILABLE FOR HIGH SCHOOL SENIORS

WEWAC is offering multiple \$2,000 scholarships to high school seniors planning to attend a two or four year university during the 2023-2024 school year. Learn more about the Water Scholar Program by visiting usewaterwisely.com.

GRANTS AVAILABLE FOR K-12 TEACHERS

WEWAC is offering grants up to \$1,200 to K-12th grade teachers for creative classroom projects that increase students' awareness on the importance of water. Visit usewaterwisely.com for more details.

CALLING ALL 5TH GRADE TEACHERS!

CVWD's annual Fifth Grade Poster Contest is here! Fifth grade teachers in the CVWD service area are encouraged to participate and can expect to receive materials throughout the month of November. For more information about the Fifth Grade Poster Contest, visit www.CVWDwater.com/postercontest.



Paige Marszalek
Windrows Elementary School
2022 Poster Contest Sweepstakes Winner

WATER-WISE

Fall Tips

Fall is a great time to turn back your sprinkler timer along with your clock. Shorter days and cooler weather mean lawns and gardens need less water. Remember, 60% of household water consumption occurs outdoors and watering less in the fall is a great way to be water-efficient.

Fats, Oils, and Grease (FOG) Reminder

Holiday season means more cooking! Keep your pipes clear by disposing of fats, oils, and grease properly. Pour oil, fat, and grease into a container or can. Allow it to cool before tossing in the trash.

VISIT OUR OFFICE FOR OUR SUCCULENTS FOR SOUP EVENT

It's the season of giving back! Stop by our office to donate a canned food item during business hours between November 21 through December 8, 2022 and receive a free succulent kit! CVWD will donate all collected canned food items to a local food bank.

HOLIDAY OFFICE CLOSURES

- **November 10:** Closed in observance of Veterans Day
- **November 24:** Closed in observance of Thanksgiving Holiday
- **December 26:** Closed in observance of Christmas Holiday
- **January 2:** Closed in observance of New Year Holiday

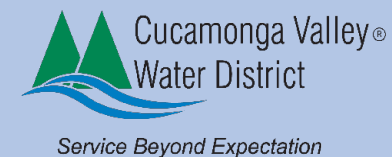
OUTDOOR WATERING SCHEDULE

3 DAYS PER WEEK WATERING
STILL IN EFFECT

MON	NO OUTDOOR WATERING PERMITTED
TUES	ODD ADDRESSES ENDING IN 1, 3, 5, 7, 9
WED	EVEN ADDRESSES ENDING IN 0, 2, 4, 6, 8
THURS	ODD ADDRESSES ENDING IN 1, 3, 5, 7, 9
FRI	EVEN ADDRESSES ENDING IN 0, 2, 4, 6, 8
SAT	ODD ADDRESSES ENDING IN 1, 3, 5, 7, 9
SUN	EVEN ADDRESSES ENDING IN 0, 2, 4, 6, 8

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. 7:00 a.m. - 6:00 p.m.



The Pipeline

District News, Programs, and Events
FALL 2022



Service Beyond Expectation



CVWD Thanks Customers! Please Keep Conserving

In May, CVWD declared a Stage 3 Water Shortage, in order to comply with emergency regulations that require a 20% water use reduction. Our community has been doing a great job, and we thank you for all of your efforts to date. Conservation has been a way of life for our community for many years now, and we recognize that taking action to achieve additional water savings takes time and dedication by everyone. So far as a community we have reduced water usage approximately 18%, when compared to the baseline year of 2020.

We are entering into our fourth year of the statewide severe drought and we ask that customers continue to do their part to be water wise. As we head into the cooler season, consider reducing your watering times and days further. Watering restrictions are still in place, and customers may water up to three days a week (watering schedule on Page 6), but landscapes need significantly less water from November to March. (Continued on pg. 2)

In This Issue:

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- Education Programs
- CVWD Water Monitor Portal
- CVWD Podcast Awards

Notice to Customers

Outdoor Watering Restrictions Still Remain in Effect. See Pg. 6 for Outdoor Watering Schedule.

CUCAMONGA VALLEY WATER DISTRICT

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

FOLLOW US!



CVWD Thanks Customers! Please Keep Conserving

(continued from pg. 1)

Keep in mind, it may be challenging to know if you are overwatering. While plants and grass will show you if they are being underwatered, signs of overwatering are not as obvious. Remember, CVWD is here to support you and offers many resources including our free on demand landscape workshops that are available on CVWDwater.com. Programs and rebates are still available and additional information can be found on Page 4. We also provide many tips and ideas in this newsletter, through our social media platforms and our website. Thank you once again- keep it up!



As a community, we have reduced our water use by approximately 18%. Changes in your watering habits both inside and outside your home make all the difference! **Thank you** for your continued efforts as we navigate through the drought together!



CELEBRATING OUR CUSTOMERS DURING NATIONAL CUSTOMER SERVICE WEEK

CVWD takes pride in serving nearly 200,000 people in our community. As a way to thank our customers, CVWD celebrated National Customer Service Week, October 3-6. Customers had the opportunity to visit our CVWD lobby to receive a free Landscape Transformation Book and hose nozzle.

Missed the event?
Stop by our main office to claim your free hose nozzle!

Water Pros Recognized During Water Professionals Appreciation Week

Every year water agencies statewide recognize 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 and wastewater services. CVWD is proud to recognize our employees for their dedication to serving our community 24 hours a day, 365 days a year. Thank you CVWD #WaterPros!



"I enjoy being a water pro because I get to work with an amazing team that helps provide quality water to the customers in our service area"

- Adam G., Water System Operator



CVWD Podcast Awarded for Communications Excellence

CVWD is pleased to announce we are the recipient of multiple communications awards for our CVWD Through the Decades podcast. CVWD received the California Association of Public Information Officials (CAPIO) 2022 Excellence in Public Information & Communication (EPIC) Award and the Public Relations Society of America (PRSA) Capella Award. Both award programs recognize the most creative and effective efforts in the areas of communication, and work that transcends innovation and craft. CVWD Through the Decades is a history-based podcast featuring nine episodes that recognize the District's proud past, present, and bright future of the Cucamonga Valley.



INTERESTED IN LEARNING MORE ABOUT CVWD'S HISTORY?

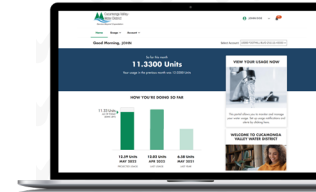
Visit www.CVWDwater.com/TTDpodcast or listen on your favorite podcast app.

REGISTER FOR CVWD'S WATER MONITOR PORTAL & APP

The CVWD Water Monitor is designed with an intuitive dashboard to track how much water you are using. Plus, set notification preferences to receive high usage alerts, so potential leaks don't go undetected!



Please note: The Water Monitor Portal is a separate portal from CVWD's Payment Portal and requires a separate login.



REGISTER ONLINE OR DOWNLOAD THE CVWD WATER MONITOR APP.

Learn more at www.CVWDwater.com/watermonitor.

CVWD WANTS TO HELP YOU BE WATER SAVVY! DROUGHT KITS AVAILABLE

Stop by CVWD's main office to pick up your free drought kit to improve your indoor water-efficiency. Kits include a toilet dye tablet, faucet aerator, and a water displacement bag. Drought kits are available on a first come, first served basis. Limited to one kit per household.



NO-COST WATER EFFICIENCY PROGRAMS AVAILABLE!

CVWD offers no-cost water efficiency programs and rebates to eligible customers to assist them in saving water.

RESIDENTIAL CONTROLLER UPGRADE PROGRAM:

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

TURF REPLACEMENT REBATE PROGRAM:

CVWD customers are currently eligible for a rebate starting at \$2 per sq. ft. when they replace their grass with a water-wise landscape. For program details and to apply, visit SoCalWaterSmart.com.

LEARN MORE ABOUT THESE NO-COST PROGRAMS BY VISITING CVWDwater.com OR CALL US AT 855-654-CVWD (2893).

CVWD RECOGNIZES IMAGINE A DAY WITHOUT WATER

This year, CVWD recognized Imagine a Day Without Water on October 20 by encouraging employees to have their children participate in our first-ever *Imagine a Day Without Water Art Contest*. View artwork and learn more about Imagine a Day Without Water at www.CVWDwater.com/IADWW.

