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THE PIPELINE

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Planning Our Water Future

Guaranteeing water for a growing community is no easy task, but it is the mission and focus of the Cucamonga Valley Water District (CVWD). Like many other water agencies, we use long-term planning to determine your water needs now and into the future.

Many years ago, when this region was experiencing rapid growth, our planning strategy was to secure an outside water source to supplement local water supplies. A decade ago when the cost of imported water began to increase CVWD made investments in our local supplies. Operational changes and capital investments were made to increase the use of local supplies, including groundwater, recycled water and conservation. The CVWD water supply portfolio became more diversified and for the first time our local supply use was greater than our imported water purchases.

Being able to use local supplies is ideal, but has its impediments. For example, groundwater cannot be pumped without putting water back into the ground. Groundwater basins are typically replenished with natural storm flows, recycled water or even with imported water. Recycled water, considered by many as being drought-proof, can sometimes be very costly since it requires the development of a whole new distribution system of pipes and reservoirs. Even with these potential



obstacles, developing our local supplies still offers CVWD the flexibility to provide a cost-effective and high quality water source to our customers.

Being responsive to community needs is a priority for CVWD. Making sure those needs are planned for in the future are critically important for the growth and prosperity of our community. Just as we have been doing for 55 years, CVWD will continue to provide a high quality, reliable water supply for the residents and businesses that make up our community.

Stay Connected During an Emergency

After developing a comprehensive emergency operations plan, the District is taking emergency preparedness to the next level. The *Rapid Notify* system enables CVWD to contact customers in a variety of ways including phone calls, text messages and emails in the event of an emergency. This voluntary service is now available and is a valuable tool in communicating with customers during emergencies. To learn more and to sign up, visit www.cvwdwater.com and click on the *Rapid Notify* icon.



Help Save Lives at CVWD Blood Drive



Thursday, December 6th
10am to 3pm
Call for more information:
909.987.2591

Upgrades to Treatment Plant to Begin



Lloyd W. Michael
Water Treatment Plant Facility

CVWD is committed to providing customers with a high quality, reliable water supply every day. Recent changes to the federal Clean Drinking Water Act require CVWD to add a new process for improved water quality treatment. In November 2012, CVWD will begin upgrades to the Lloyd W. Michael Water Treatment Plant, which includes the addition of a six million gallon reservoir for increased onsite storage. Estimated project costs are \$40 million and the project is expected to be completed by Summer 2014.

Vietnamese Delegates Tour CVWD Facilities

On October 3rd a group of Vietnamese delegates participating in a U.S. Trade and Development Agency mission visited CVWD. Their visit to California was at the conclusion of a two week trip to the United States and included representatives from water companies, wastewater companies, utility networks, and municipalities.

The day began with a presentation on CVWD's water supply and water system. The delegation was fascinated by the method in which customer bills are received and processed which is quite different from their country. In Vietnam the customer service personnel go door to door collecting payments. The delegation also learned about the technology used to design pipes, reservoirs and other system facilities. They also had the opportunity to inspect some of the heavy equipment and tools used in the field to construct and maintain our facilities. The last part of their tour included a visit to the Lloyd W. Michael Water Treatment Plant, where they observed the treatment process and the computerized system used to manage water use throughout the CVWD service area.

"The differences between how Vietnam manages their water supply and works with their constituents are drastically different and provide us a greater appreciation for the systems we have in place



Over 20 Vietnamese delegates visited CVWD

to monitor our system," commented John Bosler, CVWD's Chief Operations Officer.

At the conclusion of the visit Mr. Phung Phan, President of the Saigon Water Company presented the District with a symbolic medal expressing their gratitude for CVWD's hospitality.

"It's an honor to have been selected from among hundreds of water agencies to meet with the delegation," stated Martin E. Zvirbulis, General Manager/CEO of CVWD. "This was a unique opportunity for both groups to learn that, while we may have differences in our methodologies to deliver our product, we are all working toward the same goal: a reliable water supply for the future."

CVWD Recognized for Automotive Service Excellence



CVWD is proud to announce that we have earned the Blue Seal of Excellence from the National Institute for Automotive Service Excellence (ASE). The purpose of the Blue Seal of Excellence is to recognize those in the automotive industry who display a high level of certifications and are committed to the environment and to streamlining business processes. CVWD's two ASE Master Mechanics, Jay McNair and Richard DeGraff, maintain 135 pieces of equipment and vehicles. It is their job to ensure that the vehicles and equipment are in top working condition, day-in and day-out, so our maintenance staff can read your meter, repair water leaks and keep your sewer pipes clean. Staffing mechanics onsite saves the District a significant amount of time and money.

"CVWD takes pride in everything we do, from reading meters to ensuring the vehicles we put on the road are in top condition," commented George Rodriguez, Construction and Maintenance Superintendent. "Being considered an ASE provider is another affirmation that we are providing *Service Beyond Expectation* to our customers every day."



CVWD Fleet of Vehicles