



### NOW OPEN! CVWD'S WATER SAVVY LANDSCAPE CONTEST

Do you have a water-efficient landscape worthy of showing off? Applications for CVWD's annual water savvy landscape contest open February 1st. Submit your yard for your chance to win a \$250 gift card to a local nursery sponsored by SoCal Edison, a yard sign, and other recognition. The application deadline is April 30, 2024.

### CVWD'S ANNUAL FIFTH GRADE POSTER CONTEST IS UNDERWAY!



For 35 years, CVWD has hosted the Fifth Grade Poster Contest to encourage students to learn about the importance and value of water. This year, we look forward to receiving incredible student art that depicts the theme, "Water is Life." In March, CVWD will host an awards ceremony to recognize all student artists and their teachers. CVWD appreciates all of the devoted teachers, school administrators, and caretakers who support the Fifth Grade Poster Contest every year. CVWD would like to specifically thank Edison International, our education partner for their generous support of this program.



In December, Vienna Nguyen from Windrows Elementary School was selected as a winner of the Metropolitan Water District (MWD) of Southern California's Water is Life Student Art Contest. Vienna was a previous CVWD winner and then entered into MWD's contest. 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 Vienna for her outstanding work of art and to her teacher Mrs. Becker from Windrows Elementary School for promoting her creativity.

### CVWD HELPS THOSE IN NEED THIS HOLIDAY SEASON: SUCCULENTS FOR SOUPS GIVEBACK EVENT

This holiday season, CVWD hosted a Succulent for Soups giveback event. Customers had the opportunity to donate a nonperishable canned good in exchange for a mini succulent. Over 300 canned food items were collected and donated to a local food bank.



*Thank you for your generous support!*

### SAVE THE DATE FOR UPCOMING EVENTS

- February 1-April 30: Water Savvy Landscape Contest Application Period
- March 18-24: Fix a Leak Week

*Join us!*

**CVWD'S OPEN HOUSE**  
Saturday, May 4, 2024  
9am-12pm  
10440 Ashford St, RC 91730



#### General Information

909-987-2591

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

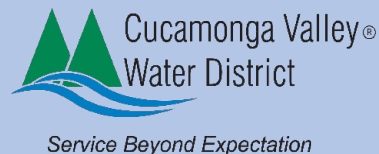
**Bill Pay:** 855-654-CVWD

CVWDwater.com

**Email:** info@CVWDwater.com

**Office Hours:**

Mon. through Thurs. 7:00 a.m. - 6:00 p.m.

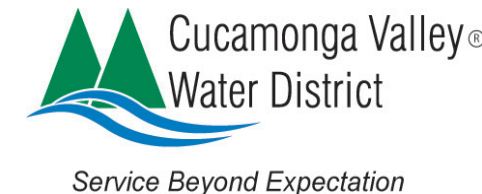


### WINTER WATER WISE TIPS

- Replace the batteries in your sprinkler timer in case of power outages.
- Use a rain barrel or large trashcan to capture rainwater that can be used for your garden.
- Turn your sprinklers off when it rains or upgrade to a smart irrigation controller that automatically shuts off. Rebates for weather-based irrigation controllers are available at SoCalWaterSmart.com. –Visit Pg 4 to see how you can receive a free weather-based irrigation controller plus installation!

# The Pipeline

District News, Programs, and Events  
**WINTER 2024**



Reservoirs located at Lloyd W. Michael Water Treatment Plant

Since Cucamonga Valley Water District's establishment in 1955, our vision has been focused on people, service, and water. With a thriving service area, CVWD values the responsibility of providing nearly 200,000 people with reliable water and wastewater services, as well as *Service Beyond Expectation*, every day. CVWD emphasizes the importance of customer engagement and involvement and hosts multiple workshops, tours, and events throughout the year to connect with our community members.

Last fall, CVWD hosted a public tour of our Lloyd W. Michael Water Treatment Plant, which treats imported and local canyon water. Led by treatment plant operators, the event demonstrated staff's dedication to ensuring CVWD water is always of high-quality, not only meeting, but exceeding state and federal standards.

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#### In This Issue:

- Water Watch Program
- Water Savvy Landscape Contest
- No-Cost Water Efficiency Programs and Rebates

#### Notice to Customers

Be proactive on water leaks. Update your contact information today. Details inside.

#### CUCAMONGA VALLEY WATER DISTRICT

855-654-CVWD

CVWDwater.com

10440 Ashford St.

RC, 91730

#### FOLLOW US!



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Attendees had the opportunity to connect with CVWD employees and board members as well as learn the multi-step process tap water goes through before it is delivered to the residents and businesses in our service area.

As we head into the new year CVWD is committed to keeping our community engaged and involved. We encourage you to stay connected with us and participate in all that CVWD has to offer you in 2024. Follow us on social media @CVWDwater to stay up to date on our latest events!

Photo of public treatment plant tour - Fall 2023.



Photo of CVWD's engineering team demonstrating CVWD's diverse water supply.

## CVWD Receives Prestigious Legislative Advocacy Award

CVWD is pleased to announce that we have received the 2023 Region 9 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. In 2023, CVWD utilized multiple methods of outreach including letters, phone calls, and in-person visits to communicate its priorities to local, state, and federal elected officials. CVWD consistently tracked legislation that could affect 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*.

## Water Pros Recognized During Water Professionals Appreciation Week

Each 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 love being a water pro because there are always new challenges and things to learn. I enjoy being a part of a team that creates solutions that benefit not only our generation, but also generations to come."*

- Amanda C., Engineering Manager



## Got Leaks? We're Here to Assist

CVWD launched our Water Watch Program in 2013 to help customers identify and fix leaks in and around their homes. We invested in the community to set up a system using the data provided by our Advanced Metering Infrastructure (AMI), to provide customer usage through frequent reads. With the data that AMI provides, staff can flag high, continuous usage. CVWD staff then contact customers who have been flagged with high usage and assist them in correcting the problem. Since the beginning of the program 15,970 leaks have been detected. In 2023 alone, 2,274 leaks were communicated to customers through the Water Watch Program. Sixty percent of customers notified fixed their leaks within 14 days of notification, resulting in 96 acre feet of annual watering savings.

The Water Watch Program empowers customers to better manage their water use as well as work with CVWD to be water savvy. Customers are automatically part of the Water Watch Program, but in order for CVWD to send leak notifications in a timely manner, we need current emails for customers. For more information visit: <https://www.cvwdwater.com/154/Leak-Detection>



UPDATE YOUR INFO TODAY!

## NO-COST WATER EFFICIENCY PROGRAMS AVAILABLE!

Start your new year off right with water savings! Participate in CVWD's no-cost water-efficient programs and rebates:



### RESIDENTIAL CONTROLLER UPGRADE PROGRAM:

The Residential Controller Upgrade Program includes a landscape evaluation and installation of a weather-based irrigation controller.



### RESIDENTIAL SPRINKLER TUNE-UP PROGRAM:

The Sprinkler Tune-up Program fixes leaks and broken sprinklers. All work will be performed by a certified landscape professional.



### 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](http://SoCalWaterSmart.com).

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

## 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](http://www.CVWDwater.com/watermonitor).