



# Summer Newsletter

La Puente Valley County Water District Newsletter • Summer 2018

## WATER RATE ADJUSTMENTS

### UNDER CONSIDERATION

As part of an ongoing commitment to responsible planning, La Puente Valley County Water District recently completed a study of its rates and fees to ensure they are adequate to support the cost of providing service.

This independent cost-of-service study takes into account the District's total cost for operations and maintenance, along with the cost for capital improvements. The study determined that rate increases are necessary to generate additional revenue needed to offset increases in the cost of providing service. As a result, the District's Board of Directors is considering a plan to adjust water rates over a five-year period. Before any water rate adjustments are approved, the District will mail a notice to all of its customers with specific details on the proposed rate adjustments.

#### The cost of meeting customers' essential water needs is going up due to several factors:



**COST OF WATER** – The District is fortunate to have rights to a local groundwater source in the Main San Gabriel Basin. Anything we pump over our allotment must be replaced to maintain healthy water levels in the basin – either by leasing rights or purchasing imported water. The cost for this water has increased by over 23 percent in the last four years.



**GROUNDWATER MANAGEMENT** – In addition to cost of water increases, a new groundwater pumping assessment has been put into effect by the Main San Gabriel Watermaster in order to secure additional water resources to maintain water levels in the Basin. Although necessary, this assessment will have a large cost impact on all water providers that pump groundwater in the San Gabriel Valley.



**CAPITAL INVESTMENTS** – The District continuously invests in capital improvement projects that improve the performance of the water system or extend the life of existing facilities and equipment to avoid more expensive emergency repairs. Recommended improvements have been identified in the District's recently updated 10-year Water Master Plan, which prioritizes projects based on their benefit.

La Puente Valley County Water District offers its customers some of the lowest rates in the San Gabriel Valley. The current monthly cost for a District customer is \$43, compared to \$60 for neighboring water providers – a difference of 40 percent!



#### Average monthly customer costs\*

##### Water providers included to calculate regional average

- Azusa Light & Water
- City of Covina
- City of Glendora
- City of Whittier
- Golden State Water Company
- Industry Public Utilities
- Rowland Water District
- San Gabriel County Water District
- San Gabriel Valley Water Company
- Suburban Water Systems
- Valencia Heights Water Company
- Valley County Water District
- Walnut Valley Water District

\*Monthly costs based upon calculating water bills with 15 units (11,220 gallons) of water usage, which is about the region's average monthly usage for a residential customer.

#### CONNECT WITH US

Office Hours: Monday - Thursday 8 a.m.-5 p.m.  
Friday 7 a.m.-3:30 p.m.

Phone: (626) 330-2126 | Fax: (626) 330-2679

E-mail: [service@lapuentewater.com](mailto:service@lapuentewater.com)

# GROUNDWATER CLEANUP PROGRESS

Significant progress has been made on groundwater cleanup in the San Gabriel Valley. There are six areas of the groundwater basin that the U.S. Environmental Protection Agency (EPA) has slated for cleanup. The last area for treatment to be initiated is the Puente Valley Operable Unit (PVOU). The PVOU is divided into three sub-projects, the Shallow Zone North, Shallow Zone South and the Intermediate Zone. The Intermediate Zone (PVOU IZ) is the most critical in preventing migration of the contaminants.

The planning for this project has taken many years. In May of this year, a huge milestone was reached, when the EPA approved the final design of the PVOU IZ treatment facility. Construction of the treatment facility is set to begin in September of this year and is expected to take about a year to complete.



The District recently finalized an agreement to operate the new treatment facility. The facility will not only improve water quality in the groundwater basin, but provide an additional emergency water supply for the community of La Puente and provide additional revenue for the District. The funds the District will receive for conveying water and operating the plant will be used to offset the cost of water for the District's customers.

The groundwater will be treated using multiple treatment processes and will be rigorously monitored before delivery to customers of the District and Suburban Water Systems.

The treatment technology is similar to that already used by the District, with the addition of reverse osmosis. The system will be the first groundwater treatment system in the San Gabriel Valley to incorporate reverse osmosis, a technology widely used for various treatment applications.

*"The new treatment facility has been designed to safely treat multiple contaminants and will be strictly regulated by the EPA and the State Water Resources Control Board,"* said Greg Galindo, the District's General Manager and Chief Treatment Plant Operator. *"Our customers can rest assured that water from the facility will meet all state and federal drinking water regulations and will be safe to drink."*

## STAFF SPOTLIGHT



### *ROSA RUEHLMAN*

Board Secretary and Office Administrator Rosa Ruehlman was recognized recently for 40 years of dedicated service and loyalty to La Puente Valley County Water District.



Mrs. Ruehlman has also served as a Billing Clerk and Office Manager since she started with the District in April of 1978.

In that time, she "has always conducted her business in a kind and pleasant manner with her co-workers and has steadfastly treated the District's customers with courtesy and respect which has contributed greatly to the community's perception of the District," said a Board Resolution presented to Mrs. Ruehlman on May 14, 2018.

# CONTINUING THE CALL FOR CONSERVATION

The Governor recently signed in to law two bills that overhaul the State's approach to water-use efficiency and carry out his order to make conservation a way of life in California.



The new laws require water providers to develop new water use objectives and other policies to meet efficient water use targets, which take into effect regional differences in supply, climate and geography.

*The new laws set a water use standard of **55 GALLONS** per-person, per-day through January 1, 2025, with incremental reductions over time. Outdoor residential standards will be based on upcoming landscaping and climate studies.*

In the meantime, we must continue to use water as efficiently as possible because droughts are expected to occur more frequently, and be more severe, with climate change.



Customers can still benefit from District programs:

### **Ultra High Efficiency Toilet Program**

*Save hundreds of gallons of water each month.*



### **House Line Retrofit Program**

*You may qualify for up to \$1,200 to replace aging galvanized pipes between the street and your house. These pipes can be a source of leaks, water discoloration and water flow issues.*

**Call us for more information.**

## **PERMANENT WATER USE RULES**



Repair leaks promptly



No irrigation during and within 48 hours after measurable rainfall



No runoff from over watering



No washing down driveways or other hardscapes



No washing vehicles unless using a hose with an automatic shut-off nozzle



For more information and water-saving tips, visit us online at [LaPuenteWater.com](http://LaPuenteWater.com).



112 N. First Street  
La Puente, CA 91744  
(626) 330-2126

[www.lapuentewater.com](http://www.lapuentewater.com)

## LEARN MORE ABOUT YOUR WATER QUALITY

*Our Annual Consumer Confidence Report is now available at <http://www.lapuentewater.com/ccr.pdf>*

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### **Board of Directors**

William R. Rojas  
*President*

John P. Escalera  
*Vice President*

Charlie Aguirre  
*Director*

David Hastings  
*Director*

Henry P. Hernandez  
*Director*

### **Board Meetings**

2nd & 4th Monday  
5:30 p.m.  
112 N. First Street, La Puente

*Para obtener este boletín informativo en español, por favor llame al (626) 330-2126.*

# PROVIDING THE HIGHEST QUALITY SERVICES AT THE MOST REASONABLE RATES IS OUR GOAL.

La Puente Valley County Water District is committed to keeping its customers informed of issues that impact water services.

***Read more inside...***

***Also in this issue:***

Water Rates Consideration | Groundwater Cleanup Progress | Continuing Conservation



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