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since 1924

# Drought Highlights Importance of Water Use Efficiency

California is currently experiencing its driest year on record, with snowpack in the state's mountains (a major water source) at just 25 percent of average levels, and water supply at 55 percent of historical average. Communities across the state are experiencing the real impacts caused by these dry conditions. In response, Governor Brown has declared a drought State of Emergency and asked everyone to take action to reduce water consumption.

La Puente Valley County Water District works hard to ensure a reliable water supply at reasonable rates so that our customers have the water they need, regardless of the weather. This means setting aside water in wet years that we can use when conditions are drier.

This preparation has paid off; the District has the water our customers need to get through the dry summer months. But the drought is an important reminder that we all need to cut waste where we can and get used to living with less water.

By following some of the tips included in this newsletter, you can keep your bill as low as possible while protection our precious water resources.

## 2012-2013 SNOWPACK



## 2013-2014 SNOWPACK



## WORKING TOGETHER TO PROTECT OUR WATER RESOURCES

La Puente Valley County Water District is responding to the current drought conditions in several ways. Through collaboration with other agencies, we are working to manage our regional water resources efficiently, and committing to reduce water demand in the basin by 20 percent.

We are also connecting with our customers to share information about the drought, provide conservation tips, and offer rebates and other programs that encourage water use efficiency. You are our most powerful ally in protecting our water resources.

### *Your Role*

Changing the way we think about and use water is critical to a sustainable future. Without your help, we will never be able to reach our conservation goals. Everyone can take part by encouraging their families, friends and neighbors to cut water waste and become more efficient.

### *What you can do now to save water:*

- Find a rebate on an ultra-high efficiency water product on the District's website to save money while you save water.
- Replace your showerheads for free through the District's program to make a quick impact on your indoor water use.
- Change your landscaping to drought tolerant plants for a beautiful – and efficient – solution.
- Check out the tips in the conservation section of our website ([www.lapuentewater.com](http://www.lapuentewater.com)) for ways to reduce water waste.

# KEEPING WATER COSTS AS LOW AS POSSIBLE

*At La Puente Valley County Water District, keeping customers bills low is a high priority.*

Here are the ways we are working to reduce the cost of your water:

- Leasing water production rights at a lower rate than the District can purchase imported water
- Pre-purchasing water from northern California at below market prices whenever possible
- Ensuring our pumping facilities are operating efficiently to reduce power costs
- Planning ahead and working proactively to balance cost with the current and future needs of our customers

## Did you know?

*You can help keep District costs down and your bills low by conserving water! When customer demand is lower, the District does not need to secure additional – and often more expensive – imported water.*

## HOW DO OUR RATES STACK UP?

The District Board of Directors and staff understand that customers expect – without fail – that when they turn on their taps, safe drinking water will flow. They also expect the cost of this water will be affordable. Maintaining reliability and affordability is a challenge, but it is also our commitment to our customers.

To gauge the District's affordability, from time to time, staff compares the District's water rates to those of surrounding

retail water providers. Water rates are driven by many factors, from the sources of water supply to the age of distribution systems. Each retail water provider in the San Gabriel Valley has a unique combination of these factors impacting customer bills.

To provide the most accurate comparison of rates, we calculated an average water bill based on meter size and average customer consumption, by each purveyor's current water rates. Because some agencies, including La Puente, bill bi-monthly, and others bill monthly, the rates were calculated on a monthly basis for consistency.

The average customer's bill across 14 local water agencies\* is \$53.11 (based on 15 units per month or 11,220 gallons). District customers pay on average \$39.72 a month for water service, which is 25% below the average in our area.

The District cannot guarantee that our rates will always be below the regional average, but we can guarantee that we will be working hard to carry out our mission to provide high quality water at the most reasonable cost.

## 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

## Your Water District Staff

### HIGHLY TRAINED AND COMMITTED TO SERVICE

*At La Puente Valley County Water District, our well-trained staff members dedicate themselves to providing your water service – efficiently and effectively.*

*Collectively, our field staff, made up of nine employees, has more than 90 years of experience and possess over 22 technical certifications.*

### CERTIFICATION AND SPECIALIZATION

Providing reliable, high-quality water at a reasonable cost while complying with all State and Federal drinking water regulations is a complex job that requires a well-trained and experienced staff.

At La Puente Valley County Water District:

- All District staff members that maintain and repair the distribution system possess a State of California Department of Public Health (CDPH) Water Distribution Operator Certification.
- Our water treatment staff members also possess CDPH Water Treatment Operator Certifications.

District technicians regularly attend trainings to maintain these professional certifications and further build their skills, ensuring that the District uses the highest level of technology and provides the highest quality service to our customers.

# Celebrating 90 Years of Service

In August of 2014, La Puente Valley County Water District will be celebrating its 90th anniversary!

Over the last 90 years, the District has expanded from about 200 customers in a 1,300-acre, largely agricultural service area, to about 2,500 customers in a 1,600-acre urban area. But while the District has evolved with our community, our commitment to service and professionalism are unwaivering. As the region continues to grow and change, we remain dedicated to providing reliable water service to help our community thrive.



## Conservation Corner



### INDOOR CONSERVATION TIPS



Use the washing machine and dishwasher only when full



Check for leaks regularly – toilets, sinks, showers and tubs



Shorten your showers



Instead of throwing your pet's old water down the drain, use it to water your plants

### OUTDOOR CONSERVATION TIPS



Water in the early morning, or late at night



Turn sprinklers off when it rains, is windy or cloudy



Use drought-tolerant plants in landscaping



Clean your driveway and sidewalk with a broom



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

www.lapuentewater.com

*The District is urging its customers  
to reduce their water usage by 20%.*

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U.S. POSTAGE

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PERMIT #149

### **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.*

# DRIEST YEAR ON RECORD

This year is the driest in California's recorded history. Find out more about the drought, and learn how you can make a difference.

*Read more inside...*

### *Also in this issue:*

Rates Comparison | Conservation Tips | 90th Anniversary | Your District Staff



The La Puente Valley County Water District is dedicated to providing its customers high quality water, along with courteous and responsive customer service at the most reasonable cost.