



OUR MISSION:

The mission of the Crescenta Valley Water District is to provide dependable water service and wastewater collection to its customers in La Crescenta, Montrose, and portions of Glendale and La Cañada Flintridge.

WHY AM I RECEIVING THIS NOTICE? WHAT DOES IT MEAN?



LOCAL WATER SUPPLY: *Water is an increasingly limited resource in California and the cost continues to rise.*

Though CVWD uses local wells to tap a limited supply of groundwater, diminished local groundwater supplies and increased demands mean more expensive imported water is being purchased. This purchased water travels hundreds of miles through aqueducts from Northern California and the Colorado River. The water is then treated to regulatory standards and distributed to CVWD customers.

DELIVERY SYSTEM: *Changing rates would proactively maintain critical parts of the water system.*

The water delivery system includes pipelines, reservoirs, wells and many other components. Most of these assets are out of sight and out of mind. However, appropriate maintenance is critical not only to reliably deliver safe water on a daily basis, but also in the event of emergency. It is also important to avoid critical failures such as major water main breaks that are expensive to repair.

OPERATIONS & CUSTOMER SERVICE: *Much like household expenses such as groceries, the costs involved in providing this essential service are increasing, and rate changes are needed to maintain financial stability.*

CVWD’s Operations Department monitors water treatment and pumps water up to 2,000 feet in elevation gain, inspects construction, and replaces meters and water lines running to residential property lines. The department is also responsible for service requests to check for leaks and make emergency pipeline repairs. Customer Service addresses all customer needs such as expediting service requests, analyzing water usage and determining if there is a leak.

YOUR PARTICIPATION IS WELCOME

Crescenta Valley Water District values your input throughout the rate consideration process. If you have any questions or comments about the proposed rates you may:

CALL OR VISIT. Come in for a visit or contact CVWD’s Customer Service Department at **(818) 248-3925**, we’re here to answer your questions.

WRITE. If you are a property owner who receives water and wastewater service from CVWD, you have the right to file a formal written protest. These written comments may be mailed or delivered in-person to Crescenta Valley Water District at **2700 Foothill Blvd., La Crescenta, CA 91214**, no later than June 11, 2019.

GO ONLINE. Cost-of-service rate study, budget, financials and other information are available online at www.CVWD.com. Please call or visit if you have any questions upon reviewing these resources.

ATTEND THE PUBLIC HEARING. Members of the public are welcome to attend the Public Hearing regarding the proposed rate changes on **June 11, 2019, at 6 p.m.** in the **Crescenta Valley Water District Board Room at 2700 Foothill Blvd., La Crescenta, CA 91214**. Written protests by property owners must be submitted by the close of the hearing. You will have an opportunity to speak, but verbal comments alone do not qualify as a formal protest.

At the time of the hearing, the Board of Directors will hear and consider all comments. If a majority of the property owners directly liable for paying water and wastewater bills submit written protests in opposition to the proposed rate changes, the changes would not be imposed. If a majority protest is not received, CVWD’s Board of Directors may vote at a subsequently scheduled Board Meeting, to adjust water and wastewater rates. If adopted, the proposed rates would become effective for bills rendered after July 1, 2019.

Customer Address

Proposed Adjustments
in Water and Wastewater Rates

NOTICE OF PUBLIC HEARING

2700 Foothill Blvd., La Crescenta, CA 91214

PRESORTED
STANDARD MAIL
US POSTAGE PAID
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NOTICE OF PUBLIC HEARING
Proposed Adjustments
to Water and Wastewater Rates and Charges



Date: **Tuesday, June 11, 2019**
Time: **6:00 p.m.**
Location: **Crescenta Valley Water District Board Room
2700 Foothill Blvd., La Crescenta, CA 91214**

The Crescenta Valley Water District (CVWD) Board of Directors will conduct a public hearing at the time, date, and location specified above regarding a proposed schedule of changes to CVWD water and wastewater rates and charges. If approved, the changes would become effective for bills rendered after July 1, 2019.

CVWD is committed to keeping its customers informed throughout the process. The hearing is open to the public and is being conducted pursuant to Article XIIID of the California Constitution. Additional information about the proposed water and wastewater rates and charges can be found in this document and on the CVWD website at www.CVWD.com. **Please see “How Can I Participate?” on page 6 to learn more.**

INSIDE THIS
DOCUMENT

- Why am I receiving this notice?
- What are CVWD’s drivers for considering rate changes?
- Where does my dollar go? • How can I participate?



WATER BILL IMPACT (if approved)

If new rates are approved, a water bill for a typical residence with a 3/4-inch meter using 17 units of water (17,000 gallons) during a two-month billing period would increase by about \$10.65 (a monthly increase of \$5.32). The two-month bill would increase from \$152.13 to \$162.78.

WASTEWATER BILL IMPACT (if approved)

If new rates are approved, a wastewater bill for a typical residence with a 3/4-inch meter using 17 units of water (17,000 gallons) during a two-month billing period would increase by about \$3.33 (a monthly increase of \$1.66). The two-month bill would increase from \$83.15 to \$86.48.



YOUR AGENCY: AT A GLANCE

CVWD provides approximately 33,000 customers with water and wastewater service through more than 8,200 connections. The District has been serving the areas of La Crescenta, Montrose, and portions of Glendale and La Cañada since 1950.

The District maintains 95 miles of pipelines, 12 wells, 17 reservoirs, 34 booster pumps, 651 fire hydrants, stationary and mobile generators, and emergency water interconnections to neighboring water agencies, ensuring a ready water supply whether it's for washing dishes or putting out a fire.

IN THE PAST YEAR: OPERATIONS

Crescenta Valley Water District is committed to ensuring that its customers receive exceptional service. Maintaining our water system, responding to customer needs and minimizing service interruptions are crucial components of this promise.

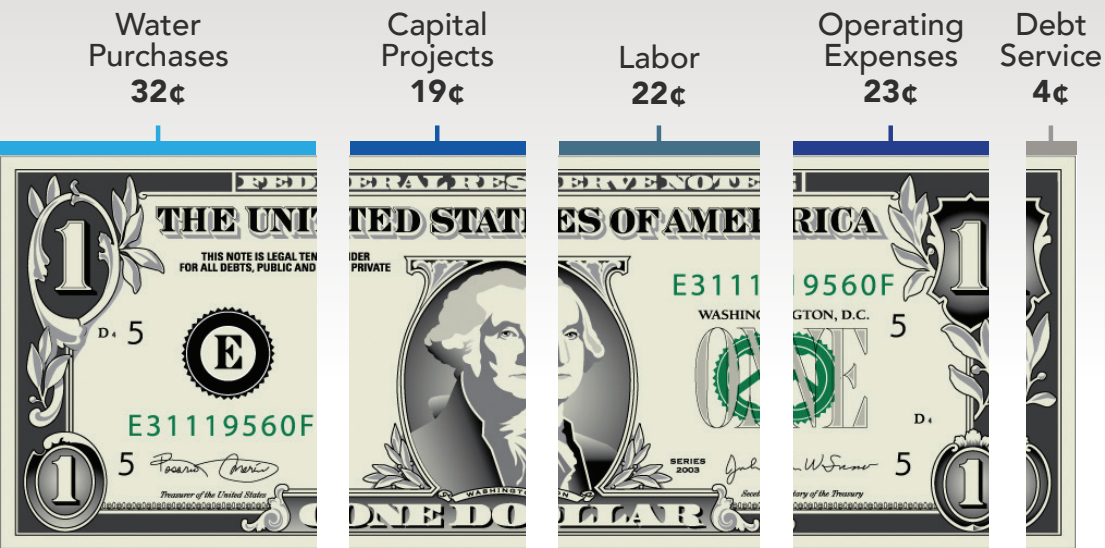


- 73 fire hydrants serviced for fire protection services
- 5 emergency generators serviced for emergency power availability
- About 2,700 feet of pipeline replaced
- 395 customer meters checked for potential leaks
- 733 customers' usage analyzed to determine potential leaks
- About 1,100 valves turned
- 433 advanced meters installed
- Ongoing flushing of water mains for water quality

IN THE PAST YEAR: REDUCTIONS

The District is committed to efficient operations and continuously evaluates every opportunity to reduce expenses. CVWD has reduced operational expenses by cross-training to limit staffing levels, renegotiating long-term contracts with vendors, reducing benefits costs, and deferring maintenance for the District's facilities for multiple years.

YOUR DOLLARS AT WORK



PROPOSED MAXIMUM WATER RATE CHANGES

METER CHARGES (PER BI-MONTHLY PERIOD) Meter charges ensure that water is available for use at your tap whenever you need it, much like phone, cable, power or other utilities. Also known as fixed charges, they help pay for costs associated with operating and maintaining CVWD's water treatment and delivery system, and they are determined by meter size.

Meter Size	Current Rate	Proposed Rate Effective 7/1/2019
3/4"	\$50.56	\$54.10
1"	\$75.41	\$80.69
1 1/2"	\$137.56	\$147.19
2"	\$212.16	\$227.01
3"	\$448.34	\$479.72
4"	\$796.42	\$852.17

Customers within the City of Glendale's boundaries are required by agreement with the City to be assessed an administration fee of \$0.40 for the meter and fire protection charges. This amount is passed through to Glendale.

USAGE RATES (SINGLE-FAMILY RESIDENTIAL)

Tier	Current Rate	Proposed Rate Effective 7/1/2019
1 (1 to 10 units)	\$4.83	\$5.17
2 (11 to 26 units)	\$7.61	\$8.14
3 (27 units and above)	\$11.49	\$12.29

USAGE RATES (MULTI-FAMILY, COMMERCIAL/SCHOOLS)

Tier	Current Rate	Proposed Rate Effective 7/1/2019
Base Rate	\$6.85	\$7.33

USAGE RATES (IRRIGATION)

Tier	Current Rate	Proposed Rate Effective 7/1/2019
1 (1 to 80 units)	\$5.29	\$5.66
2 (81 units and above)	\$10.18	\$10.89

FIRE PROTECTION CHARGES (PER BI-MONTHLY PERIOD) Fire protection charges are for private fire services and provide readiness for fire protection. They typically do not apply to most residential customers.

Meter Size	Current Rate	Proposed Rate Effective 7/1/2019
1"	\$14.81	\$15.85
2"	\$22.86	\$24.46
3"	\$41.17	\$44.05
4"	\$72.74	\$77.83
6"	\$186.03	\$199.05
8"	\$381.45	\$408.15
10"	\$675.39	\$722.67

Customers within the City of Glendale's boundaries are required by agreement with the City to be assessed an administration fee of \$0.40 for the meter and fire protection charges. This amount is passed through to Glendale.



Usage rates cover costs that vary based on the amount of water delivered. The most significant costs are purchasing imported water, pumping local groundwater, and treating your water supply.

These rates are separated into three tiers for single family residential customers based on bi-monthly usage (1 unit=1,000 gallons). The rates are uniform for multi-family, commercial and schools based on bi-monthly usage. The rates are separated into two tiers for irrigation customers based on bi-monthly usage.

SEWER: WHAT DOES MY WASTEWATER BILL PAY FOR?

The wastewater system's primary expense is the cost of treating the wastewater that is collected in the District's service area and sent to the City of Los Angeles' treatment plant in the City of Glendale. **Other major cost drivers include:**



Maintenance of the wastewater collection system through monitoring wastewater flow and an ongoing wastewater line cleaning program.

Maintenance of the Sewer Interceptor Line. The line runs 6.75 miles and transports the wastewater from the collection system in the District to the treatment plant in Glendale.

PROPOSED MAXIMUM SEWER SERVICE CHANGES

Single-Family Residence (per bi-monthly period)	Current Rate	Proposed Rate Effective 7/1/2019
Service Charge	\$45.95	\$47.79
Usage Rate - minimum of 8 units, maximum of 20 units based on prior year average winter water use	\$1.86	\$1.93

Multi-Family Residence (per bi-monthly period)	Current Rate	Proposed Rate Effective 7/1/2019
Service Charge per Equivalent Dwelling Unit (EDU)	\$30.05	\$31.25
Usage Rate - minimum of 8 units, maximum of 15 units based on prior year average winter water use	\$2.07	\$2.15

Commercial / Institutional (per bi-monthly period)	Current Rate	Proposed Rate Effective 7/1/2019
Usage Rate	\$4.90	\$5.10
Minimum Charge - if uses 6 units or less per bi-monthly period	\$30.05	\$31.25

Schools (per bi-monthly period)	Current Rate	Proposed Rate Effective 7/1/2019
Elementary School - Usage Rate per 100 Average Daily Attendance (ADA)	\$81.60	\$84.86
Middle School - Usage Rate per 100 ADA	\$163.20	\$169.73
High School - Usage Rate per 100 ADA	\$244.80	\$254.59

SEWER: HOW IS MY WASTEWATER BILL DETERMINED?

Wastewater put into the District's collection system is based on the prior year's winter water usage; when water is used less. This usage is charged up to a two-month maximum of 20 units (20,000 gallons) for a single-family residence and used to determine the bill for the next 12 months.

DID YOU KNOW?

As a public agency, CVWD cannot earn a profit from the services it provides and must charge no more than the costs associated with providing services to its customers. The District conducts a "cost-of-service" study every five years, and CVWD commissioned a nationally leading consultant for a detailed and independent analysis.