

Public Hearing Questions and Answers

1. Validity of prop 218 notice

- It is the opinion of the District's legal counsel that the District's prop 218 notice complied with prop 218. In future notices, the District will make it clearer that tenants as well as owners may file protests.

2. Explain increased demand statement made in the Prop 218 notice?

"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"

- The increased "*demands*" referred to in the Prop 218 notice relate to the amount of water being purchased from FMWD. The availability of water from CVWD's local groundwater supply has declined since 2013 due to the drought and the basin is just recovering this year. For CVWD to provide a stable water supply to its customers, it must purchase additional imported water to meet these needs, which translates to increased purchased water costs.

3. Why is the cost of imported water from FMWD/MWD going up if the overall water demands from CVWD's customers are low?

- CVWD customer's water demand remained relatively stable for 2017 and 2018 (3,930 ac-ft & 3,750 ac-ft respectfully), however, the amount of local groundwater available for this period has remained low (1,415 ac-ft & 1,510 ac-ft, respectfully). As compared to 2013, which was before the drought, CVWD produced about 3,075 ac-ft. While at the same time, the cost per ac-ft of water from MWD increased by 7% and the operations costs from FMWD increased by 10%. Bottom line, CVWD has to purchase additional imported water to meet its customer's needs and the cost of imported water continues to get more expensive.

4. Who issues the permits for the building of multifamily units?

- Building permits are approved by three (3) different agencies within the Crescenta Valley Area
 - o The County of Los Angeles, Building and Safety Department in the unincorporated areas of La Crescenta
 - o The City of Glendale, Building and Safety Department for the Glendale/Montrose areas
 - o The City of La Canada Flintridge, Building and Safety Department for the La Canada Area
- Each agency has their regulations and ordinances that cover the development of new housing or commercial units within the Crescenta Valley.
- The District's role in this process is to review any new development with respect to the availability of water and sewer service for the development.

5. How much are new water and sewer connection fees for new multi-family projects?

- Each new "development" project such as a new multi-family (apartment or condo) project is required to pay connection fees to cover an equitable portion of investment in the existing system infrastructure and projected capital costs for future water and sewer system improvements per CVWD's Rules & Regulations.
 - o Water System Connection Fee = \$4,200 for each additional equivalent dwelling unit (EDU)
 - o Sewer System Connection Fee= \$2,180 for each additional equivalent dwelling unit (EDU)

6. Water Quality – Why is the hardness of CVWD's water so high?

- A large portion of CVWD's water supply over the years has come from MWD, which imports water from either from the Northern California Aqueduct and/or the Colorado River. Natural minerals and salts from these regions dissolve in the water as it travels to Southern California. These natural minerals includes varies levels of calcium carbonate (hardness) in the water have been a part of Southern California's water supply for years.

The amount of these natural minerals in the water can affect the taste and the hardness of your water.

- Water hardness in most groundwater is naturally occurring from weathering of limestone, sedimentary rock and calcium bearing minerals.
- CVWD has no control over the hardness of the water supply. Hard water is safe to drink and to use for cooking and cleaning and is not a health risk.

7. Can separate water meters for home and irrigation be installed at a home or a business?

- A home or business owner has the option of installing a separate water meter for irrigation purposes are available. The costs and fees associated with the installation of a new meter service and will be paid by home or business owner. Please contact the District for more detailed information.

8. District recently completed a water main flushing program; please explain how the contractor recycled the water back into the system during the flush-out program.

- CVWD retained the services of ValveTek Utilities Services (ValveTek) to assist with the water main flushing program with a new technology that eliminated the wasting of water, which typically would be drained into the street.
- ValveTek used a “No-Discharge” water flushing system that connects to a fire hydrant and uses truck-mounted equipment to filter the water before reintroducing the water back into the water main.
- The flushing program focused on water flushing on the dead-end water mains within CVWD’s water system. This program is an important component to maintaining water quality and is part of the District’s continuing efforts to provide its stakeholders with a safe and reliable water supply.

9. Is there a way to recycle pool water when draining a pool for maintenance?

- The District does not have the equipment to recycle pool water to put back into the water distribution system. There are independent companies available that offer a mobile filtration unit (with reverse osmosis treatment as an example) that allows a homeowner to clean their pool water for reuse back into the pool.

10. Why can't we join the 21st century and allow the submittal of electronic protest letters and not have to drop them off at the office?
- During the last prop 218 notification period, many customers attempted to send protest letters electronically. A significant number of these came from a single e-mail address. The District needs to be able to verify that the protest came from an owner or tenant of a property to which the District supplies service. It has no way to do that with protests submitted electronically. The District therefore requires that protests be manually signed. The District supplied an online form that could be printed, signed, scanned and emailed back to the District. Customers who submitted protest letters electronically were contacted to obtain an original signature.
11. Why is there a rate increase for the sewer?
- CVWD's sewer system is a sewer collection system and the sewer water is treated by the City of Los Angeles (LA). The largest components of the costs paid by CVWD's customers are paid to LA for the treatment and maintenance of LA's sewer system (Approximately 40% of the bill).
 - CVWD has seen a 12% increase in LA's cost over the last year as LA improving their system to meet the future environmental and water needs in Southern California.
12. Should I buy bottled water and filter my water?
- The purchase of bottled water or a water filtration system is a personal choice. Public drinking water systems such as CVWD are subject to stricter federal and state regulations than the bottled water companies. CVWD provides an annual water quality report that shows CVWDs water is safe to drink. The taste of the water can be the significant difference in the options available and a person's preference.
13. Is the District doing anything towards climate change?
- The District is working with Federal, State and local officials to take climate change into account in determining future water supplies and demands.

14. Didn't CVWD inject recycled water during flushing?
- CVWD only recirculated the existing water (See Question 8 above) By law, CVWD is not permitted to put recycled water directly into the drinking water supply.
15. Why does it cost less to have water delivered to my house than to get water from CVWD?
- In order to have water delivered to your house, you would have to pay not only the cost of the water but also initial costs and maintenance to store the water (i.e. onsite tank); re-plumbing of the house; a water pressure system to maintain pressure in the house and maintaining the water quality of the stored water. These system and maintenance costs are taken care of by CVWD on a daily basis, so you as the homeowner do not have to.
16. Was this the first time CVWD has cleaned the pipelines?
- CVWD has maintained a water main flushing program for a number of years to improve water quality and remove particles that may have gotten into the system. The frequency of water main flushing varies from year to year and based on water quality and the needs of the distribution system. The District utilized a new method this year, which filtered the water and put it back into the system to avoid waste.
17. Does CVWD use Recycled Water for irrigation and if not, why?
- CVWD currently does not provided recycled water for irrigation purposes. The District has done a number of studies to see if it is possible to bring recycled water into the area and what would be the cost to the customer.
 - Typically recycled water is used for irrigating large areas like parks or freeways. There are only 2 parks in the area that CVWD serves. In addition, the only source of recycled water is from the City of Glendale and the nearest connection point is south of Oakmont Country Club.
 - To utilize recycled water, CVWD would have to build a separate recycled water system from Oakmont Country Club to Two-Strike Park that would include pipelines, booster stations and a water storage reservoir. The latest studies showed the cost to be about \$2,500/ac-ft, which is more expensive than imported water at \$1,050/ac-ft. CVWD will continue to monitor costs to see whether a recycled water system would be cost-effective.

18. How does LA County's Measure W parcel Tax affect our water bill?

- The recently approved Measure W was a parcel tax within Los Angeles County to pay for projects related to the capture and treatment of stormwater. The Measure W parcel tax is not included on your water bill. The District will be applying for a government exemption to limit the impact of these costs associated with District properties.