

CRESCENTA VALLEY WATER DISTRICT

2700 FOOTHILL BOULEVARD LA CRESCENTA, CALIFORNIA

Agenda for the Meeting of the Community Relations Committee of the

Crescenta Valley Water District

To be held on Tuesday, October 13, 2020 at 2:00 p.m.

Posted: Monday, October 12, 2020 at 9:00 a.m.

TELECONFERENCING NOTICE

[This meeting will be held by teleconference only.]

Pursuant to the provisions of Executive Order N-29-20 issued by Governor Gavin Newsom on March 18, 2020, the public may not attend the meeting in person.

Any member of the public may participate by listening or making comments using a touchtone phone. You may select any of the following phone numbers (there are more than one for increased reliability during this time of increased phone traffic)

(669) 900-6833

(346) 248-7799

(929) 205-6099

(253) 215-8782

(301) 715-8592

(312) 626-6799

Then, enter Access Code: 825 5023 5056

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Call to Order

Adoption of Agenda

Action Item(s)

1. Communications to the Public for the postponement of the rate increase
2. Communications to the public related to water safety/billing during pandemic.
3. Communications to new customer signing up for service online

Committee Members' Request for Future Agenda Items

Adjournment

CRESCENTA VALLEY WATER DISTRICT

STAFF REPORT

To: Community Relations and Water Conservation Committee
From: Christy J. Colby – Regulatory and Public Affairs Manager
Subject: Agenda Items for October 13, 2020 meeting

October 13, 2020

Action Item(s)

1. Communications to the Public for the postponement of the rate increase

Based on the Board's decision to cancel rate increases for the 2020/2021 fiscal year, Staff took the following actions:

1. Press Release (CV Weekly and LA Times), attached
2. Email Blast, attached
3. Billing Message, attached
4. Website Post
5. Social Media Post

The following items are scheduled for completion this week:

1. Letters to Chamber of Commerce and Town Council
2. ACWA Member News

Comments: As expected, this news was well received by customers. We have received half a dozen thank you emails from the email blast, the first time we have received such feedback. There were also positive comments on Nextdoor. (Attached)

This first wave of public outreach in regards to rates will be complemented by a CIP fact sheet and logo for branding purposes. The fact sheet is being developed to share with the community what projects the bond proceeds are funding and how that is tied to the District's mission. A draft is attached.

2. Communications to the public related to water safety/billing during pandemic

Throughout the current pandemic, Staff has maintained contact with customers through the following outlets:

1. Press Releases
2. Advertisements
3. Email Blast
4. Website Posts

5. Social Media Posts
6. Bill Messages
7. Building Signage

Some of the Following issues were targeted:

1. How to conduct business with the office closed
2. Water Safety / Quality
3. Not Flushing Wipes

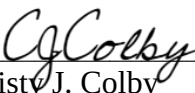
Examples of communications are attached.

3. Communications to new customers signing up for service online

The District's Website evolved with the pandemic to accommodate a greater degree of online services. There are now many online features to conduct business online or remotely. In addition to making payments, customers now can start or stop service, request a leak check or a payment arrangement, apply for a low-income discount, rent a flooding meter, or request a fire flow.

Since the office was closed to customers in mid-March, there have been approximately 300 customers sign on for new service using online services. The new, remote method of establishing service is easier, faster, and more efficient for customers and Staff. With email addresses already verified for new customers, Staff is working on a welcome package, to establish an immediate presence with new customers. The welcome package will be delivered via email and will consist of a short introduction about the District, and invitation to Board Meetings, and instructions for how to sign up for District Communications, and Rebate information.

Prepared & Submitted by:



Christy J. Colby
Regulatory and Public Affairs Manager

Attachments:

G:\Management\AGENDA\Community Relations Committee\2020\10-13-20 - Memo.docx

AN UPDATE REGARDING RATES



NEWS FROM CRESCENTA VALLEY WATER DISTRICT
From the General Manager's Office
(818) 248-3925
FAX (818) 248-1659
ccolby@cvwd.com

For Immediate Release, October 5, 2020

The CVWD Board of Directors has voted to cancel water and wastewater rate increases for the 2020/2021 fiscal year (July 1, 2020 – June 30, 2021). President Erickson represented the Board in indicating the District's commitment to helping the community during these challenging times. This decision was made on Tuesday, September 22, 2020, and follows the Board's April 2020 decision to postpone the proposed rate increase due to the economic uncertainties related to COVID-19.

To support the community during the pandemic, the Board had previously approved the suspension of late fees and water shutoffs for nonpayment and directed staff to work with customers on extended repayment plan options.

The District's mission statement is "to provide quality water and wastewater services to the Crescenta Valley community in a dependable and economically responsible manner." To help mitigate the financial impact to the District in the most economically responsible manner, the District reduced and deferred spending to the extent possible without impacting water quality, reliability, and customer service. Areas of cost savings included permanent workforce reduction, increased operational efficiency, and deferred maintenance.

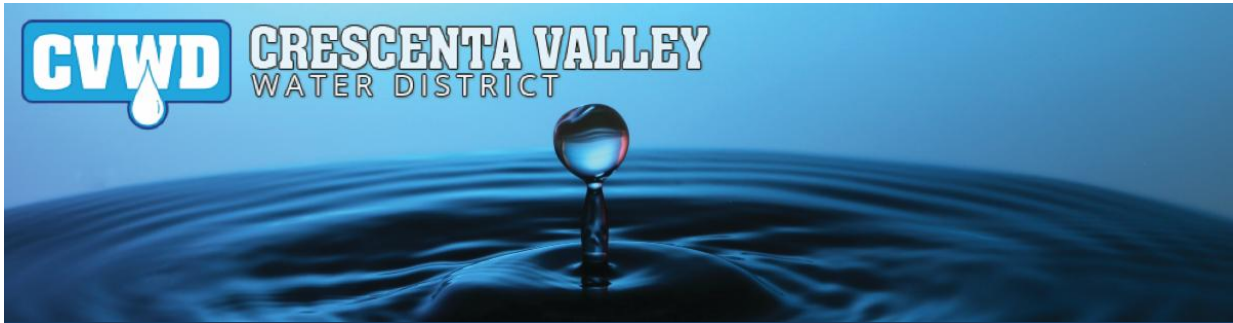
At the same time, amidst the pandemic, the District was able to take a step towards greater long-term infrastructure reliability for current and future generations by securing a new bond issuance. The District obtained its best credit rating in District history attributable to recent management changes and strategic initiatives that ultimately secured a very low interest rate. Proceeds from the bond will help fund critical capital improvement projects over next two years. The District will provide regular updates to the community on how these funds are being spent, project-by-project, to improve the overall reliability of the water system.

CVWD will re-open its office doors in late October for customers to walk-in. Face masks will be required. In the meantime many new online services such as online payment processing, new accounts, and leak check requests, have been added to the website, www.cvwd.com.

Board Meetings are regularly scheduled for the second and fourth Tuesdays of each month at 7:00 p.m. It is easier than ever to participate through teleconferencing features. Please visit the website for more details.



CRESCENTA VALLEY
WATER DISTRICT



An Update Regarding Rates

Dear Valued CVWD Customer:

The CVWD Board of Directors has voted to cancel water and wastewater rate increases for the 2020/2021 fiscal year. President Erickson represented the Board in indicating the District's commitment to helping the community during these challenging times. This decision was made on Tuesday, September 22, 2020, and follows the Board's April 2020 decision to postpone the proposed rate increase due to the economic uncertainties related to COVID-19.

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CVWD's Main office is closed to the public.

For the health and safety of our customers and staff with respect to COVID-19, CVWD's main office is closed to the public. Customers may resolve customer service needs online or over the phone until further notice.

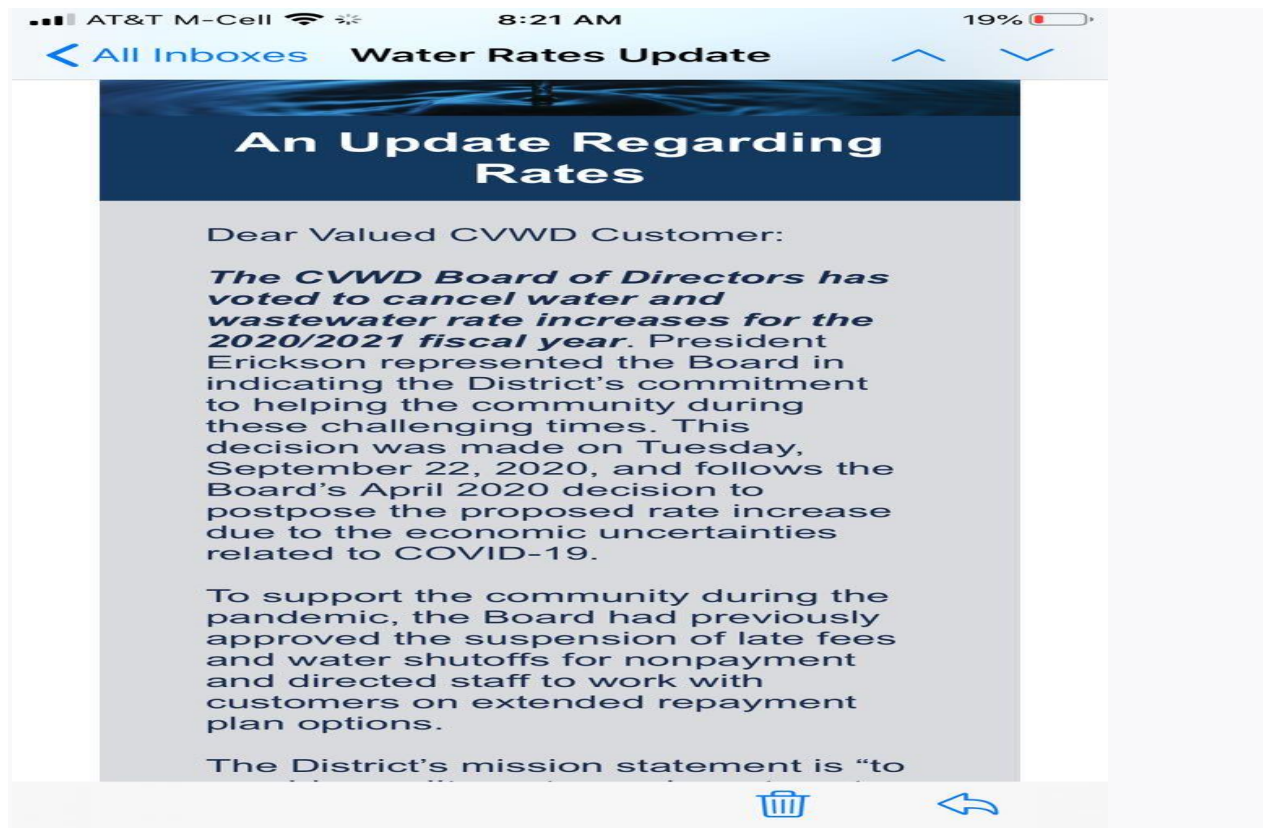
Make payments at home by paying online at [CVWD.com](https://www.cvwd.com) or calling 818-248-3925.

You may also mail in your payment or use the dropbox to the right of the door.

CVWD recognizes that the onset of COVID-19 can impact the ability to make timely payments.

Late fees incurred during the next 8 weeks will be waived, and
CVWD will not be turning off water for late payments during that time.

[Donna Armstrong](#) Pickens Canyon • 3 days ago



Thank you CV Water and Mr. Erickson. Not sure if you all received the email from CV Water but looks like they have made some management changes and secured low rate bonds to help with their infrastructure upgrades and have decided not to move forward with a rate increase for 2020/2021! Yay! Progress

Posted in [Recommendations](#) to 15 neighborhoods

Like
9 Comments





Will Shaw

•

Pickens Canyon

Yes, it's rare now for a public entity to actually serve its customers well. Contrast that to the greedy and corrupt Dept of Water and Power who charges the poorer customers of Tujunga an arm and a leg for water service. Shame on DWP, and hooray for CV Water!

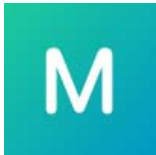
3 days ago

[Like](#)

[Reply](#)



2



ma tyler

•

CV-CERT Team 2

Thanks also to DIRECTOR JAMES BODNAR who presented the arguments AGAINST a rate increase at this time. I attended the CVWD Board Mtg. on 9/22/2020 and heard the arguments for and against a rate increase. (Director Sharon Raghavachary was in favor of a rate increase, but agreed to defer discussion to Spring 2021---the 2020/2021 fiscal year goes from July 1, 2020 to June 30, 2021.) But thanks to Director Sharon Raghavachary for expanding low income discounts to the general population (previously only seniors qualified for low income discounts).



[Tag a business](#)

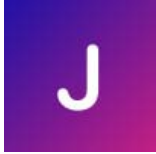
Edited 2 days ago

[Like](#)

[Reply](#)



5



Justine Jordan

•

Sagebrush

Ahhhh. I have la canada irrigation. Hopefully it'll spill over to us. That'll piss Doug (the head guy) off!! Haha. Dream come true.



Tag a business

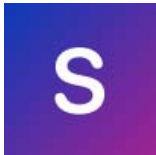
2 days ago

[Like](#)

[Reply](#)



1



Saty Chary

•

Briggs Terrace

A group of ethical, caring and smart community members, doing what's good for all...

2 days ago

[Like](#)

[Reply](#)



1



Bri Anders

•

Briggs Terrace

I thought when this was previously debated, the consensus was bonds, while saving us money today it leads to higher rates in the future. Might part of the need to raise rates today be because they issued bonds in the past? So basically we are passing on our savings today to your children. Or we can do nothing and end up with pipes like the city of Los Angeles and spontaneously combust and cost multiples more to fix.



Tag a business

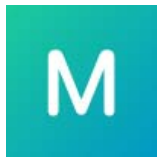
2 days ago

Like

Reply



1



ma tyler

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CV-CERT Team 2

Bri Anders You're raising good points. The issue of whether rates need to be raised is a complicated one with many factors. I've been attending the CVWD board and committee meetings for over a year to try and gain a deeper understanding---I'm trying to answer for myself "How much more money does CVWD really need?" I want to be fair to CVWD (we all benefit from sound water and wastewater services), and I want to be fair to the community, who is suffering with the pandemic and resulting economic crisis. I'll post in more detail what I have discovered---I have to run off now and take my car in for service. In the mean time, I encourage anyone who wants to take a deeper dive into this issue to attend CVWD board and committee meetings, or at the least check the meeting packets and other information on the CVWD website www.cvwd.com



Tag a business

2 days ago

Like

Reply



1



Eileen McNulty

•

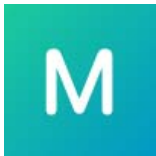
Verdugo City/Montrose West

Thanks so much for your help at this crazy time when \$\$ is in many households non-existent.

2 days ago

[Like](#)

[Reply](#)



ma tyler

•

CV-CERT Team 2

You can read the full text of the CVWD email on the CVWD website www.cvwd.com under News&Information/Press Releases.

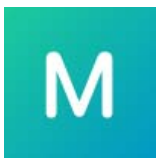


Tag a business

2 days ago

[Like](#)

[Reply](#)



ma tyler

•

CV-CERT Team 2

The CVWD press release neglects to mention the CRESCENTA VALLEY COMMUNITY'S CONTRIBUTION to canceling a rate increase---we have all been using more water during the pandemic shutdown, resulting in an unanticipated increase in water revenue of approx. \$620K for March-June 2020 (from \$2.27M in 2019 to \$2.89M in 2020). (June 2020 is the end of the previous fiscal year. We have continued to use more water from July 2020 to the present, i.e.,

this fiscal year.) In August, Director Judy Tejeda directed Staff to report on increased water sales due to the pandemic, and you can view the resulting report in the agenda for the Finance Committee dated 8/13/2020. (Directors Kerry Erickson and James Bodnar cautioned that when looking at increased water sales, don't forget to factor in operational costs and the cost of imported water.) To see how CVWD is doing this fiscal year in terms of water sales, etc. the Staff plans to present a quarterly budget report (covering July-September 2020) at the Finance Committee Mtg. on October 20, 2020 (and also at the CVWD Board Mtg on Oct. 27?).



Tag a business

Edited 20 hr ago

[Like](#)

[Reply](#)





CRESCENTA VALLEY
WATER DISTRICT

COVID-19

COMMUNITY UPDATE

THE RATE INCREASE DISCUSSION HAS BEEN DELAYED DUE TO COVID-19

In a move to help customers facing financial hardships from the COVID-19 pandemic, Crescenta Valley Water District Board of Directors, on April 14, 2020, voted to delay rate increase discussions that were scheduled for June 2020.

We appreciate your feedback regarding the matter and we will continue to do our best to meet the needs of our community as this pandemic unfolds.

ADDITIONAL COVID-19
NEWS & UPDATES

To help protect the health and safety of the community and
prevent the spread of COVID-19

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- Pay online at www.cvwd.com
- Call 818-248-3925
- Mail payments
- Use the dropbox to the right of the door

**During this time there will be no late fees and
water will not be shut off for non-payment.**

**NO NEED TO STOCKPILE
BOTTLED WATER.**

Your tap water safety and supply are not at risk.



CRESCENTA VALLEY WATER DISTRICT

2700 FOOTHILL BOULEVARD LA CRESCENTA, CALIFORNIA

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Adjournment

California's comprehensive and safe drinking water standards require a multistep treatment process that includes filtration and disinfection. This process removes and kills viruses, including coronaviruses such as COVID-19, as well as bacteria and other pathogens.

The State Water Board's Division of Drinking Water establishes and enforces drinking water standards that ensure the delivery of pure, safe, and potable water. In addition to health-based water quality standards, treatment facilities must comply with stringent performance measures to ensure treatment processes are continuously operating at peak performance.

The treatment process must destroy at least 99.99% of viruses. The limited number that might pass through the removal process are quickly inactivated in the disinfection process, typically in less than 10 minutes. All treatment facilities for surface water sources in California are required to maintain disinfection facilities sufficient to destroy *giardi cysts*, which are much more resilient than viruses.

COVID-19 is transmitted person to person, not through water, according to the Centers for Disease Control and Prevention.

Public water systems that utilize groundwater sources maintain protective physical measures, including soil barriers, to ensure that water sources are protected from pathogens, including viruses. In addition, most of these systems use chlorine disinfection to inactivate viruses or bacteria that might find their way into the water.



The next CVWD Board Meeting will be held on April 28, 2020 at 7:00pm

This will be a virtual meeting facilitated using Zoom.

The agenda and instructions to attend the meeting will be posted on www.cvwd.com

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CVWD recognizes that the onset of COVID-19 can impact the ability to make timely payments.

Late fees incurred during the next 8 weeks will be waived, and
CVWD will not be turning off water for late payments during that time.



Frequently Asked Questions About COVID-19 and Water Supply

Can the COVID-19 coronavirus get into my water?

The novel coronavirus disease, COVID-19, does not present a threat to the safety of Metropolitan's treated water supplies. Metropolitan's multi-step treatment process includes filtration and disinfection using ozone and chlorine. This advanced process removes and kills viruses, including coronaviruses, as well as bacteria and other pathogens. Ongoing monitoring demonstrates that Metropolitan's treated water meets or surpasses all federal and state drinking water standards and regulations, which require removal of over 99.99% of viruses. COVID-19 is transmitted person-to-person, not through water, according to the Centers for Disease Control and Prevention.

Can Metropolitan continue treating and delivering water if COVID-19 spreads?

Metropolitan maintains an extensive system of reservoirs, water treatment plants, canals and pipelines to deliver safe and reliable water supplies to communities across Southern California. This system includes multiple layers of redundancy to ensure continued deliveries, even during a disruption. Metropolitan also maintains frequently tested plans and systems for emergency response and business continuity to guide operations, including responding to pandemic outbreaks.

To address the concerns about COVID-19, Metropolitan has taken several steps to protect the health of its employees, minimize potential exposure and avoid widespread impacts to our workforce. Metropolitan has also ensured it has the necessary backup equipment, supplies and treatment chemicals in the event of disruptions to the supply chain for these items. Metropolitan also continues to build its already robust supply of water in storage.

So why are people stockpiling bottled water?

General emergency preparedness encourages a two-week supply of bottled water in the event of a supply disruption. While other emergencies may necessitate backup water sources, water supplies are not a concern in this particular situation.

Where can I learn more about COVID-19 and water?

EPA: "Americans can continue to use and drink water from their tap as usual."

<https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>

CDC: "The COVID-19 virus has not been detected in drinking water. Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19."

<https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>



An update from us regarding COVID-19

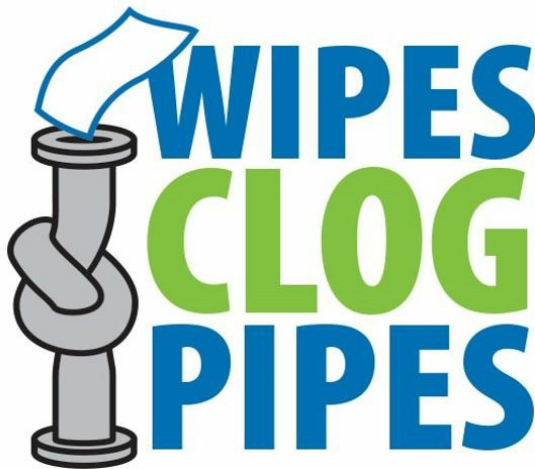
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While the State Water Board and other public agencies encourage Californians to follow the Center for Disease Control recommendations to clean surfaces with disinfecting wipes to reduce the spread of COVID-19, it is important to discard those items in the trash, not the toilet.

Flushing wipes, paper towels and similar products down the toilets will clog sewers and cause backups and overflows in your home and at wastewater treatment facilities. This can cause costly repairs for homeowners and create an additional public health risk in the midst of the Coronavirus pandemic. Even wipes labeled "flushable" will clog pipes and interfere with sewage collection and treatment throughout the state.



The next CVWD Board Meeting will be held on April 7, 2020 at 7:00pm

This will be a virtual meeting facilitated using Zoom.

The agenda and instructions to attend the meeting will be posted on www.cvwd.com by
Thursday April 1, 2020.



Crescenta Valley Water District

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Crescenta Valley Water District

31 March · 🌐



CVWD urges public to stay safe, do business online or by telephone FOR THE HEALTH AND SAFETY OF OUR CUSTOMERS AND STAFF WITH RESPECT TO COVID-19, CVWD'S MAIN OFFICE IS CLOSED TO THE PUBLIC.

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CVWD recognizes that the onset of COVID-19 can impact the ability to make timely payments. Thus, late fees incurred during the next 8 weeks will be waived, and CVWD will not be turning off water for late payments during that time.

41

People reached

6

Engagements

Boost post



Saluting all of our Covid-19 Essential Workers.

We value and appreciate all the medical professionals and hospital staff, medical scientists, X-ray technicians, doctors, nurses and EMTs, law enforcement officers, first responders, truck drivers, utility workers, mail carriers, grocers and everyone who is working to help protect our community, and keep our lives moving forward.

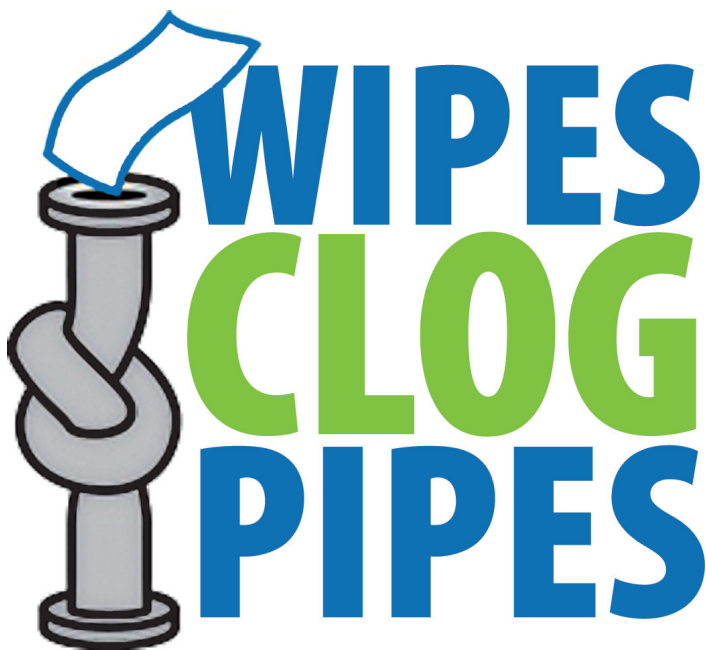
You've got our respect.

On behalf of the Crescenta Valley Water District, thank you for your continued, diligent hard work.



C R E S C E N T A V A L L E Y W A T E R D I S T R I C T

PUBLIC SERVICE ANNOUNCEMENT



While the State Water Board and other public agencies encourage Californians to follow the Centers for Disease Control recommendations to clean surfaces with disinfecting wipes to reduce the spread of COVID-19, it is important to discard those items in the trash, not the toilet.

Flushing wipes, paper towels and similar products down toilets will clog sewers and cause backups and overflows in your home and at wastewater treatment facilities. This can cause costly repairs for homeowners and create an additional public health risk in the midst of the coronavirus pandemic. Even wipes labeled “flushable” will clog pipes and interfere with sewage collection and treatment throughout the state.

Wipes are among the leading causes of sewer system backups, impacting sewer system and treatment plant pumps and treatment systems. Many spills go to our lakes, rivers, and oceans where they have broad ranging impacts on public-health and the environment. Preventing sewer spills is important, especially during this COVID-19 emergency, for the protection of public health and the environment.

Please do not flush disinfectant wipes or paper towels down the toilet.



C R E S C E N T A V A L L E Y W A T E R D I S T R I C T

CVWD Continues To Work For You Through COVID-19

By CV Weekly on April 30, 2020 · 0 Comments



Crescenta Valley Water District – CVWD – is well prepared to continue providing water and wastewater services throughout the COVID-19 pandemic. The District has staff, equipment and infrastructure in place to maintain all services around the clock, while incorporating remote working and social distancing to protect the health and well-being of our employees, customers, and the community.

CVWD's board of directors recently took measures to assist the community: It postponed rate increase discussions for a July 1 rate increase, committed to suspended water shutoffs for non-payment through the end of July and committed to suspending late fees through the end of July.

There will be further discussion by board and staff on additional ways for the District to assist customers experiencing financial and other hardships during this time. Any new programs will be listed on its website at www.cvwd.com.

The District remains deeply committed to the safety of its customers, employees and the community, and is still here to make sure customers have water. During this time, customers will need to do business online or by phone or email.

CVWD customers can make payments using the following methods: Pay online at www.cvwd.com; pay via phone – (818) 248-3925; mail payment; use the dropbox to the right of the office door.

Board meetings are held on the second and fourth Tuesday of each month. Interesting discussions are ongoing in regard to bond financing, the budget and customer programs. It's a great time to tune in from home and see what is going on! Instructions on how

to call in or use Zoom teleconferencing are on the website at www.cvwd.com.

What can customers do to help?

Don't stockpile water. While having an emergency supply of water is always a good idea, local tap water is safe to drink. California's comprehensive and safe drinking water standards require a multistep treatment process that includes filtration and disinfection. This process removes and kills viruses, including coronaviruses such as COVID-19, as well as bacteria and other pathogens.

The State Water Board's Division of Drinking Water establishes and enforces drinking water standards that ensure the delivery of pure, safe and potable water. In addition to health-based water quality standards, treatment facilities must comply with stringent performance measures to ensure treatment processes are continuously operating at peak performance.

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COVID-19 is transmitted person to person, not through water, according to the Centers for Disease Control and Prevention. Public water systems that utilize groundwater sources maintain protective physical measures, including soil barriers, to ensure that water sources are protected from pathogens, including viruses. In addition, most of these systems use chlorine disinfection to inactivate viruses or bacteria that might find their way into the water.

Don't flush wipes down the toilet. While the State Water Board and other public agencies encourage Californians to follow the Centers for Disease Control recommendations to clean surfaces with disinfecting wipes to reduce the spread of COVID-19, it is important to discard those items in the trash, not the toilet. Flushing wipes, paper towels and similar products down toilets will clog sewers and cause backups and overflows in your home and at wastewater treatment facilities. This can cause costly repairs for homeowners and create an additional public health risk amid the coronavirus pandemic. Even wipes labeled "flushable" will clog pipes and interfere with sewage collection and treatment throughout the state. Wipes are among the leading causes of

sewer system backups, impacting sewer system and treatment plant pumps and treatment systems. Many spills go to lakes, rivers and oceans where they have broad ranging impacts on public health and the environment. Preventing sewer spills is important, especially during this COVID-19 emergency, for the protection of public health and the environment.

Please do not flush disinfectant wipes or paper towels down the toilet.



CVWD Continues To Work For You Through COVID-19 added by **CV Weekly** on April 30, 2020

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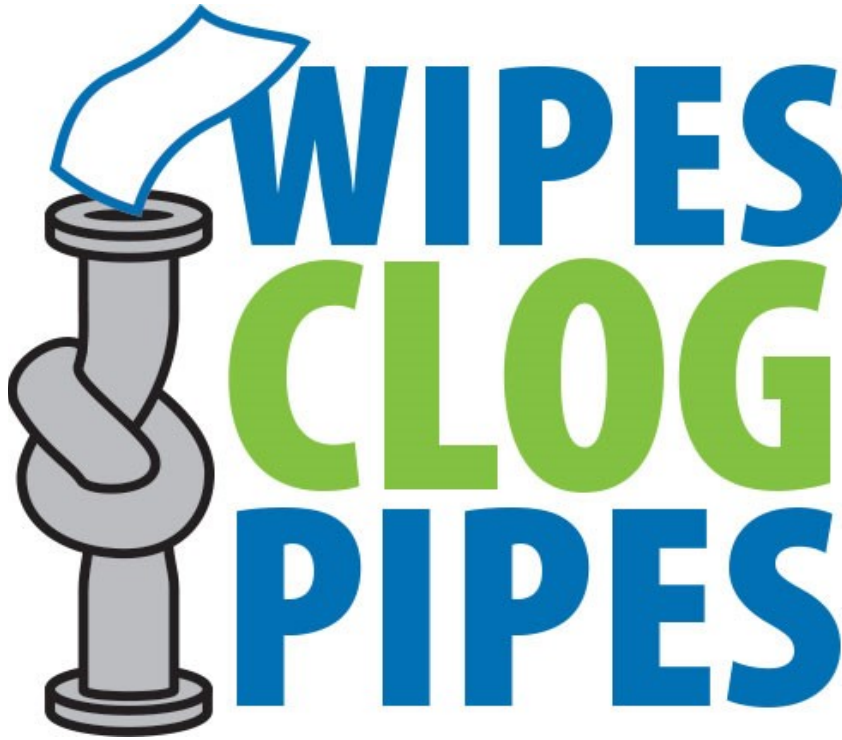
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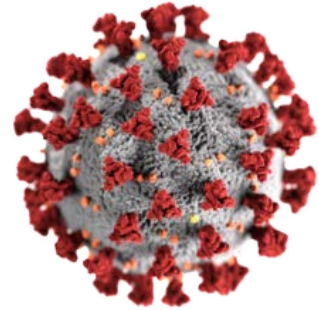
midst of the coronavirus pandemic. Even wipes labeled “flushable” will clog pipes and interfere with sewage collection and treatment throughout the state.

Wipes are among the leading causes of sewer system backups, impacting sewer system and treatment plant pumps and treatment systems. Many spills go to our lakes, rivers, and oceans where they have broad ranging impacts on public-health and the environment. Preventing sewer spills is important, especially during this COVID-19 emergency, for the protection of public health and the environment.

Please do not flush disinfectant wipes or paper towels down the toilet.



Coronavirus Information



As the novel coronavirus 2019 (COVID-19) begins to spread worldwide and the World Health Organization declares the coronavirus outbreak a pandemic, CVWD wants to assure customers that the coronavirus has no impact on the quality or supply of your tap water.

As always, your tap water is available, plentiful and safe.

- While it's always advisable to stock bottled water at home in case of emergencies that disrupt the water supply, CVWD does not expect this health outbreak to disrupt service to customers.
- CVWD is committed to providing its customers with safe and reliable water. We use chlorine to eliminate pathogens, which includes viruses. This ensures safe drinking water for all our customers.
- CVWD delivers water of the highest quality and meets all stringent state and federal drinking water requirements. This information is detailed in the agency's 2019 https://www.cvwd.com/#Water_Quality_Reports
- CVWD conducts thousands water quality tests with an independent state certified laboratory annually to ensure your water meets rigorous drinking water standards.

818-248-3925



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CVWD Receives Strong Grade

By CV Weekly on September 3, 2020 · 0 Comments

Crescenta Valley Water District received a Standard & Poor's (S&P) rating of "AA-", CVWD's highest S&P rating to date.

According to Standard & Poor, "Credit ratings are forward-looking opinions about the ability and willingness of debt issuers, like corporations or governments, to meet their financial obligations on time and in full."

The credit rating process with S&P is a key step in the bond financing process that is currently underway at CVWD. A higher rating translates into lower interest rates, just like buying a car or a home. Providing a safe and reliable supply of drinking water is CVWD's highest priority. This credit rating supports CVWD's strategy of investing in critical infrastructure to provide a reliable water supply for many years to come and will afford CVWD more reliable infrastructure for less money.

The AA- rating represents a jump of two positions on the S&P rating scale since the District was last rated in 2012. This jump is especially notable during this difficult time with the COVID-19 pandemic and the ensuing economic pressures, when many agencies are being downgraded. The AA- rating places CVWD in the same category as some larger, established nearby agencies such as Los Angeles County Sanitation District and the City of Glendale.

Standard & Poor's highlighted several areas that contributed to the favorable rating:

- CVWD's 2020 Strategic Plan demonstrates the District's forward-thinking and progressive actions to meet the District's mission of providing safe and reliable water, and reaching a vision of operational and financial sustainability;
- The board of directors' commitment to infrastructure reliability through capital investments and policies that promote financial stability and sound fiscal practice;
- Staff's nimble and proactive response to COVID-19 including implementing flexible work schedules; changing business practices to eliminate in-person transactions; managing

construction projects in a virtual environment; and establishing safety policies and protocols that minimize the risk of COVID-19 transmission.

Other observations noted by S&P include operational changes that improved efficiency; cross-training that improved reliability; permanent staff reductions that provided long-term savings; strong track-record of projects that promote water supply resiliency and infrastructure reliability; ability to implement creative cost-saving measures; and a growing support from the community through improved public outreach.



CVWD Receives Strong Grade added by **CV Weekly** on September 3, 2020

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CVWD Water Bonds: Building Our Bright Future

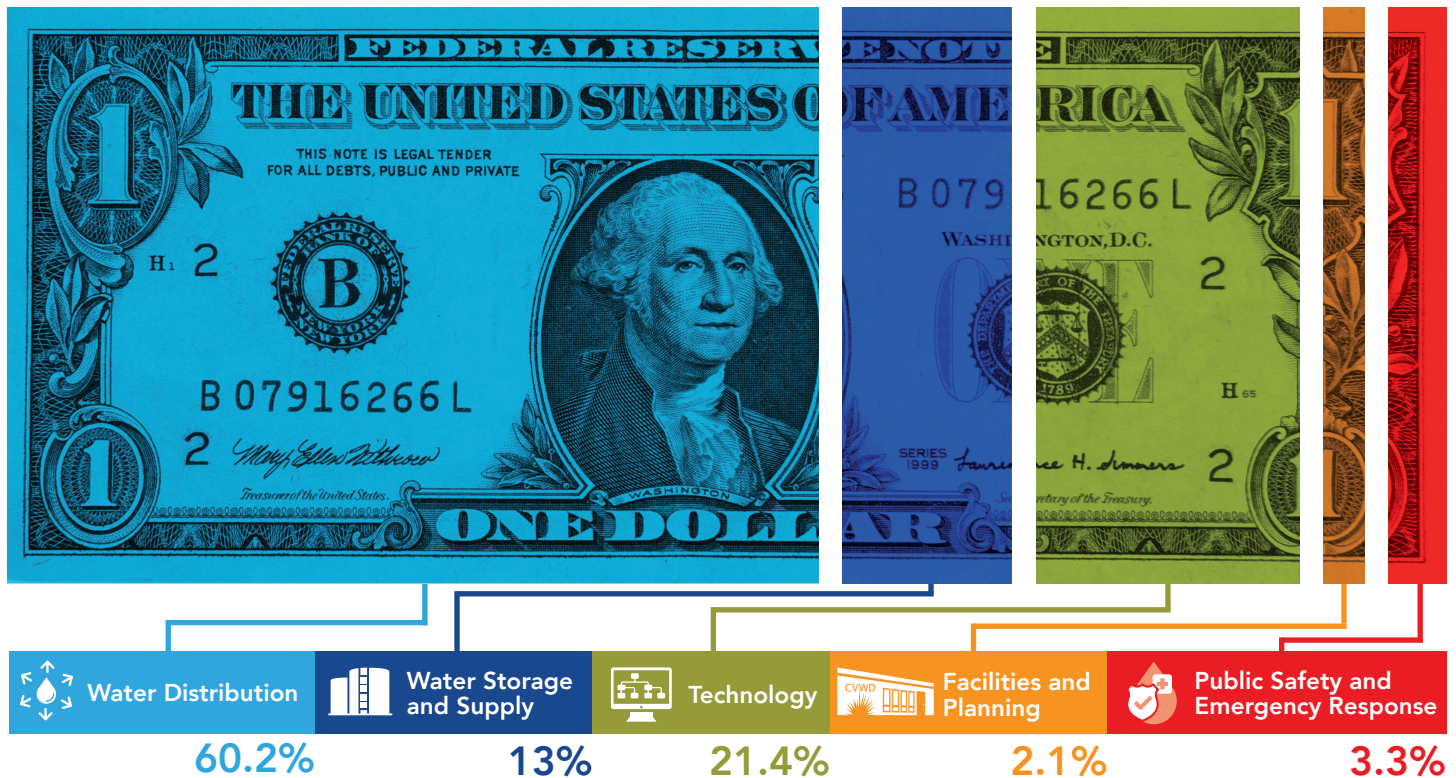


CVWD Secures \$5 Million in Water Bonds to Fund Capital Improvement Program

In September 2020, the Crescenta Valley Water District (CVWD) Board of Directors issued \$5 Million in water bonds. These low interest rate bonds will provide the necessary funds needed to launch our Capital Improvement Program (CIP) for essential projects benefitting our community.

Capital Improvement Program Funding Distribution

Bond funds will be distributed among five key Capital Improvement Program categories:



Capital Improvement Program Timeline

CIP construction and implementation is anticipated to begin in February 2021 and last approximately two years. For projects impacting the community, information will be provided to each local area in advance of any construction activities. Additionally, Capital Improvement Program information will be posted on our website at www.cvwd.com. We appreciate your support and patience while we work to make these important improvements to better serve you now and in the future.



CIP Projects to Enhance Our Infrastructure, Facilities, Technology and Services

The 12 critical Capital Improvement Program projects will improve our infrastructure and facilities while enhancing our technology and services:

 Water Distribution	Annual Pipeline Replacement - 1.0 Mile	Replace pipelines that are greater than 50 years old
	PRS - Zone 2 to Zone 1: Upgrade Ramsdell Mixing Station	New Pressure Reducing Station & Upgrading Ramsdell Mixing Station
	Annual Booster Pump Replacement	Replace 15 year and older booster pump with new pump assembly and high efficiency motor. Replace one per year
	Rehabilitation Surge Tank at Glenwood	Rehabilitation of water surge tank, replacement of piping and appurtenances and recoating at Glenwood
 Water Storage & Supply	Steel Reservoir Rehabilitation - Rosemont	Reservoir Rehabilitation - Structural repairs and re-coating at Rosemont Reservoir during low demand (winter) season
	Well 9 Rehabilitation	Well Rehabilitation - Remove & inspect well pump & casing, chemical treatment well casing, pump test, new pump & motor
	Stormwater Recharge CVC Park - Planning	Stormwater Recharge - Concept plan, grant funding options and coordination with stakeholders
 Technology	AMI Smart Meters & AMI Communication Network	Advanced Metering Infrastructure (AMI) Install 1,000 3/4" or 1" water meters in Zones 1 & 2. Install AMI Network Communication System
	Replacement of SCADA System (Our Automated Water Control System)	Replacement of RTU/PLC Equipment at 26 sites including equipment, programing, integration and testing
	Replacement of SCADA Communication Radio Network	Replace 900 MHz radios with upgraded 5.8GHz radios
 Facilities & Planning	Old Encinal Upgrades	Install a new roof, convert old concrete reservoir to storage facilities building
 Public Safety & Emergency Response	FEMA Local Hazard Mitigation Plan	FEMA Grant - \$125,000 grant, \$40,000 CVWD to prepare a local hazard mitigation plan

Thank you to all of our customers who participated in our water bonds survey in the spring. As we implement our "Roadmap for the Future" your input continues to help guide us as we make important investments in our community.

