



# La Puente Valley County Water District

*Serving the Community  
for Over 85 Years*

Newsletter for the La Puente Valley County Water District Customers (Fall 2010)

## **Board of Directors**

**John Escalera**  
*President*

**William Rojas**  
*Vice President*

**Charlie Aguirre**  
*Director*

**David Hastings**  
*Director*

**Henry Hernandez**  
*Director*



## **Office Hours & Location**

Mon. - Fri. 8 am to 5pm  
112 N. First Street  
La Puente, CA 91744  
Tel (626) 330-2126  
Fax (626) 330-2679

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



## **Your Water Rates**

In 2006, the Board of Directors adopted a water rate increase of 10% per year for five consecutive years. These increases were to take effect in September of each year, beginning in 2006 and continuing through 2010. Revenues from the first three years of this plan and cost saving measures the District instituted, made it possible to build the District's reserves and continue to pay for needed improvements to the District's water system.

In September 2009, the Board of Directors unanimously agreed to cancel the 10% annual increase that was to go into effect on September 1, 2009. This year, the Directors have opted to forgo the water rate increase scheduled to take effect in September 2010. Instead, the Board of Directors has directed District staff to conduct a study of the District's current water rates and rate structure, to thoroughly evaluate the cost of service for each customer class in order to determine what rate increases will be needed and when they should be implemented.

Due to the rising cost of providing water, it is expected that a rate increase will be needed in the coming year to avoid drastic rate increases in the years to follow. The rate study will be completed in the fall of this year and will be presented to the Board of Directors at an upcoming public meeting.

Si usted desea una copia del boletín de noticias en español, favor de comunicarse al (626) 330-2126.

112 N. First Street / P.O. Box 3136  
La Puente, CA 91744  
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## ***The New Single Pass Ion Exchange System Is Now In Operation***



After a two and a half year process which included design, construction, testing and permitting, the new Single Pass Ion Exchange System was finally placed into service on July 30, 2010.

This project experienced many unforeseen delays which shifted its start up date from the Summer of 2009 to the Summer of 2010. Fortunately, during this time water from the District's well field was continually being treated by the existing treatment system, so the delays did not place an operational or financial burden on the District. The new treatment system treats water from the well field to meet or exceed all State and Federal drinking water standards. If you would like more information on the District's groundwater treatment plant, please contact the General Manager at the District office.

## ***Funding Still Available for the Household Plumbing Retrofit Program***

The Board of Directors is pleased to announce that funding is still available for the Household Plumbing Retrofit Assistance Program. The Retrofit Program provides financial assistance to older residential households for the replacement of a customer's pipeline from the water meter to the pipe's entrance to the household. This retrofit program focuses on replacing aging galvanized pipes commonly used in older homes that are experiencing water color or volume problems. The financial assistance consists of a voucher of up to \$10.00 per linear foot of houseline replacement, not to exceed a total of \$1,000.00. The Retrofit Program is limited and participation is on a first-come, first-serve basis. Residences are encouraged to contact the District at (626) 330-2126 for further details or visit the District's website.

More Information at [www.lapuentewater.com](http://www.lapuentewater.com)

## ***New Customer Service & Billing System***

This fall the District is converting to a new customer service and billing software program. The new program will help staff manage customer accounts more efficiently. Beginning in November 2010, our customers will see changes in the format of their bills. The new format will provide the same information as the current bills along with additional information on customer water usage. In addition, for your convenience, the District will be adding an online payment option beginning in 2011. If you have any questions on the new bill format, please contact customer service.

## ***Meter Replacement Program***

In 2006, the Board approved a Meter Replacement Program, to replace or convert all existing water meters with state-of-the-art meters that can be read by radio. Over the last four years over 2,000 meters have been upgraded, with the remaining meters scheduled to be upgraded by the end of 2011. Meter reads will become 100% accurate with this system, and District field staff will be able to read meters by simply driving within close proximity of the meters using specialized equipment. This process will save the District in labor costs, along with helping our customers identify and fix leaks on their property before they become more costly. These new meters can also track one months worth of water usage history by using specialized software. The software program can provide information of a possible water leak in the customer's system. District staff can obtain the stored usage history from the meter and provide it to customers upon request. If you would like to know more about your water usage, please call customer service and request your usage information.

## ***Continue Your Water Saving Efforts***

The District wishes to thank its customers for their efficient use of water over the last year. The overall usage for the District's service area from June 2009 through July 2010 was just over 1,800 acre feet (acre feet= 325,851 gallons); this was 8% lower than the previous year and 14% lower than the District's previous 5 year average. The water saved decreases the amount of expensive replacement water the District will be required to purchase in the future, resulting in an overall lower cost of water.

