



La Puente Valley County Water District

*Serving the Community
for Over 87 Years*

Newsletter for the La Puente Valley County Water District Customers (Fall / Winter 2011)

Board of Directors

William "Bill" Rojas
President

Henry Hernandez
Vice President

Charlie Aguirre
Director

John Escalera
Director

David Hastings
Director

A New Convenient Way to Pay Your Water Bill

The District's Board of Directors unanimously voted to provide customers a more convenient way to pay their water bill. In July of this year, the District introduced the online bill payment option. At this time there is no additional charge for this service.

To pay your water bill online, please visit the District's website www.lapuentewater.com. On the home page you will find a link to this service. The link takes you to the registration page that has easy to follow directions. In order to register you will need your account number, which can be found on your water bill. The entire registration process only takes a couple of minutes.

Once registered, you can easily view and pay your bill. You will also be able to review your payment and water usage history. The District accepts debit/credit cards (VISA or MasterCard) and check payments through the online service.

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. (continued on Page 2)

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



Office Hours & Location

Mon. - Fri. 8am to 5pm
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Household Plumbing Retrofit 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.

Changes to Your Water Rates and Service Charges

The District has and will continue its efforts to minimize the impact of rising operational costs through various cost savings efforts, however increases in the cost of water, water system improvements and standard inflation have led the Board of Directors to conclude that an increase in water rates was needed. In June of this year, the District mailed out a notice of proposed water rate increases to all customers and parcel owners within the District's boundaries. On August 22, 2011, the Board of Directors held a public hearing on the proposed increase to water rates, where the District received no written or verbal protests to the proposed increases.

The Board of Director's has adopted the new water rates and service charges which are effective the first billing period following September 15, 2011. The water bills which will be mailed out on December 1st will be the first to reflect the new rates. The increases will not effect every customer the same, they are designed so those who use above the average amount of water will see the greatest impact. For the average customer the increase will be approximately 5-6% each year for the next five years. When the new water rates are compared to surrounding water purveyors the District's rates will continue to remain among the lowest. Additional information is available on the District's website, but if you have any questions on the new water rates and charges please feel free to contact our office.

Water System Investments

The District is committed to enhancing the condition of its water system through wise and sound investments in capital improvement projects. These improvements ensure water supply reliability and extend the useful life of the water system components to meet the needs of the District's Customers long into the future. Over the last year the District has been working on several projects that meet this goal, a few of them are detailed below.

Water Meter Replacement Program: The five-year Meter Replacement Program which began in 2006, was planned to replace or upgrade all of the meters within the District's system. To date, District field staff have upgraded or replaced more than 2,250 meters with radio read meters. By the end of 2011 this program will be completed. The new radio read meters greatly increase reading accuracy and with the use of specialized equipment, District field staff are able to read meters by simply driving within close proximity to them. The new meters can indicate if there is an intermittent or continuous water leak in a customer's system and can also track a months worth of water usage history. District staff can obtain the stored usage history from the meter and provide it to customers upon request.

Zone 4 Booster Pump Station Upgrade Project: In October, the District completed the replacement of its Zone 4 Booster Pump Station and installed a new pump that will provide ample fire flow. The District's Zone 4 serves over 100 customers that reside on Hillcrest Drive and Main Street. This project greatly improves the reliability of water supply and fire flow availability for these customers.

Zone 3 Improvements: For over a year the District has been planning improvements its Zone 3 service area. Improvements are needed to replace an aging booster station located on Banbridge Drive. The project will improve water supply reliability, especially during fire flow events. Before the end of the year, construction will begin on a 10 inch waterline that will connect Zone 3 to the reservoirs located on Industry Hills. Through this new interconnection with the City of Industry Waterworks System, water can be exchanged between the two systems and will provide consistent water pressure for the District's Zone 3 customers and provide additional emergency water supply to the District's Zone 3 and Zone 2.

More Information at www.lapuentewater.com

