



# La Puente Valley County Water District

*Serving the Community  
for Over 85 Years*

Newsletter for the La Puente Valley County Water District Customers (Spring/Summer2011)

## Board of Directors

**William Rojas**  
*President*

**Henry Hernandez**  
*Vice President*

**Charlie Aguirre**  
*Director*

**John Escalera**  
*Director*

**David Hastings**  
*Director*

## What a Difference a Winter Makes!

This winter season was a great relief to State and Local water supplies that had been severely affected by the dry years of 2007, 2008 and 2009. This year's storms have resulted in a very healthy Sierra Nevada snowpack and have filled most reservoirs across the State. On March 30, 2011, Gov. Jerry Brown declared the State's three year drought to be over.

Locally, we have seen an impressive recovery to the Main San Gabriel Groundwater Basin. In December 2009 the basin water level was at an all time low, now thanks to the rain and efforts to capture as much storm water as possible for groundwater replenishment, the basin water level has climbed over 30 feet and is back within normal operating range. Also, projections are that imported water deliveries will be available to purchase for groundwater replenishment purposes, this will help sustain the basin water level for the next couple of years. This is great news for our District, with an increase to annual groundwater production rights, our District will be able to hold on to its reserve production rights and lessen the impact of the rising cost for replenishment water.

Although this winter season did provide much needed short-term relief, it does not come close to solving the on-going water supply challenges the State faces. Californians must continue to use water as efficiently as possible, even in wet years. Every gallon saved is water available for the next dry period. Drought or no drought, we can't afford to waste water.

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



## 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)



112 N. First Street / P.O. Box 3136  
La Puente, CA 91744  
[www.lapuentewater.com](http://www.lapuentewater.com)



## On-Line Bill Payment Options

The District's new Customer Billing System makes it possible for the District to accept On-Line Bill Payments. Our staff is currently working on testing and implementing this payment option and we expect to have the option ready for customer use by the end of May 2011. Here is how it will work:

- Visit the District's Website at [lapuentewater.com](http://lapuentewater.com) and click on pay my bill.
- Follow the directions to register, you will need your account number and service ID, that can be found on your bill, to complete the registration page.
- Once registered, you can pay your bill and view your payment and water usage history.
- You will be able to pay using the following methods; Debit/Credit card (VISA or MasterCard) or by check.

At this time, the Board of Directors is offering the online payment option for our customers at no additional charge. Please visit the District's Website for updates on this payment option or call the District office for additional information.

## Customer Safety

There have been recent reports from surrounding areas of imposters representing themselves as water utility workers to scam area residents. The imposters have contacted residents by telephone and in person and attempted to make arrangements that would allow them access to homes.

It is rare for a District employee to need to enter a home or apartment without making an appointment. Occasionally, there are times when a District employee may need access to a home. In those cases, they are responding to a request initiated by the customer and they will never ask for any personal information. Residents can stay safe by requiring anyone who states he or she is a District employee to show an identification badge. District badges have the employee's name, picture, and the District logo printed on it. In addition, residents should make sure that the employee is wearing clothing with the words "La Puente Valley County Water District" and the District logo on it. Also, District employees will be driving a vehicle with a District logo on the side.

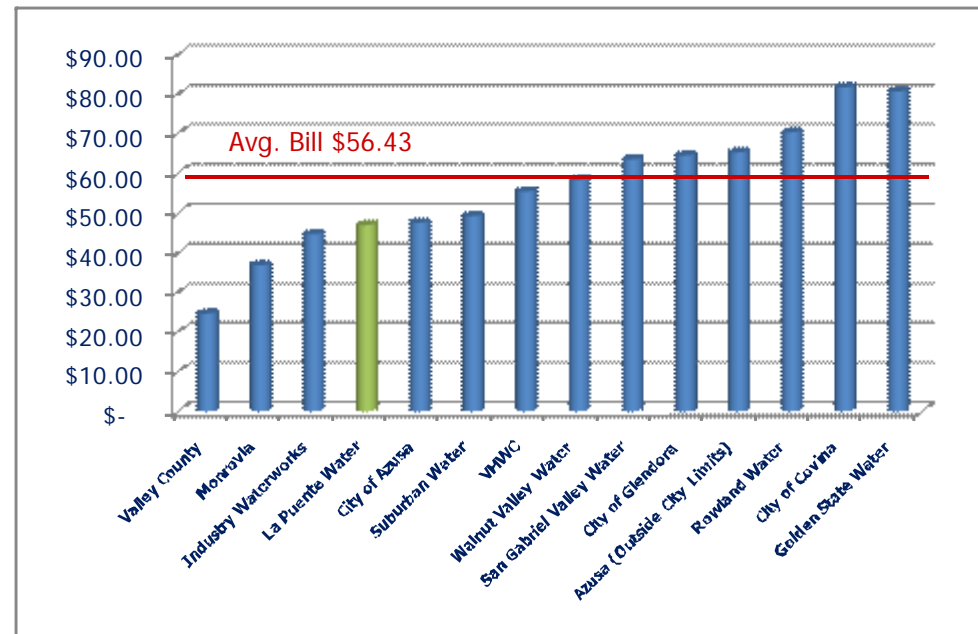


To verify the identity of a District employee, call our office at (626) 330-2126. Should residents suspect the person at their door is an imposter, they should NOT allow that person in their home and they should call 911.

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

## Possible Changes to Your Water Rates

On April 11, 2011, the Board of Directors received and filed a study on water rates fees and charges that was prepared by District staff. The Study resulted in a recommendation to increase the bi-monthly service charge and rates for water use. To avoid drastic changes in the rates from one year to the next, the recommendation is to implement the increases over a five year period. The recommended increases will not effect every customer the same, they are designed so those who use above the average amount of water for our service area will see the greatest impact. For the average customer the increase will be approximately 5-6% each year. When the recommended rates are compared to surrounding water purveyors the District's rates will remain below average. To provide an accurate comparison of rates we calculated a water bill for the average size meter service and the average customer usage, by each purveyor's rate. In our case we used the rate recommended for 2012. Since some agencies bill bi-monthly, like the District, and some monthly, the bills were calculated on a monthly basis for consistency purposes. The figure below shows the results of this comparison.



Based on 20 hcf (hcf=748 gal) of usage a month, the average bill of these local water agencies is \$56.43. The District's bill, using the recommended rates for 2012 is \$46.99, which is 16% below the average. The Board of Directors will use the recommendations from water rate study in support of future rates increases.