

Your Water Source



EAST PASADENA WATER COMPANY

Spring 2017

President's Message

Hello,

It is my hope that this letter finds you and yours doing well and that you have experienced a measure of good fortune in 2017. Along those lines, our Southern California community experienced some good fortune of its own in the form of record rainfall during our recent winter season. For most of the State, reservoir levels hit record highs. East Pasadena Water Company's water source continues to be a consistently dependable drinking water source for its customers. Our aquifers, coupled with our business values and practices, work together to support our mission to *serve you high quality water that meets or exceeds water quality guidelines on a consistent basis while providing the optimum level of customer service.*

The prolific rainy season influenced Governor Brown and the State Water Resources Control Board (the "Water Board") to respond by rescinding the emergency drought restrictions. Executive Order B-40-17 lifts the drought emergency in all California counties except Fresno, Kings, Tulare, and Tuolumne, where emergency drinking water projects will continue to help address diminished groundwater supplies. The Order also rescinds two emergency proclamations from January and April 2014 and four drought-related Executive

Orders issued in 2014 and 2015. The Water Board will maintain urban water use reporting requirements and prohibitions on wasteful practices such as watering during or after rainfall, hosing off sidewalks, irrigating ornamental turf on public street medians and watering lawns in a manner that causes runoff.

During the drought, East Pasadena customers responded admirably. Customer's water usage reductions ranged from 25%-30% within 2015. Accordingly, I believe the drought has served as a vehicle of transformation. It changed perceptions on the importance of water and the critical nature of water scarcity. Based on current usage patterns, East Pasadena customers are beginning to consume more water than in 2015, but at the same time, I believe they are demonstrating care and a purposeful mindset to use water wisely.

In keeping with our mission to *serve customers high quality water that meets or exceeds water quality guidelines on a consistent basis*, it is incumbent upon East Pasadena Water Company to adhere to a strict set of water quality testing according to a regulated schedule. Lead and copper are among the many constituents that fall within the required test guidelines. In January 2017, the Water Board rolled out an initiative requiring all commu-

nity water systems to also test school drinking water upon request by the school's officials. Although water systems regularly test their drinking water for lead, lead could get into clean water at a school campus if there were corroded pipes or old fixtures at the school. As of April 4, 2017, only 490 of 13,000 California K-12 schools have requested sampling and/or submitted results. The testing is free of charge to the school and it could possibly help to identify if water pipe and fixture replacement is necessary.

It is my sincere pleasure to reiterate that the drought emergency status has been lifted. I am also encouraged that while East Pasadena Water Company customers have begun to consume more water, they have done so with care and dedication to responsible water usage. East Pasadena Water Company's values will continue to support its mission to *serve you high quality water that meets or exceeds water quality guidelines on a consistent basis while providing the optimum level of customer service.* We welcome your questions and comments.

Sincerely, _____

Lawrence M. Morales
President

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Meet Our Staff

In each "Water Source," we'll introduce you to the people who provide your water service. In this issue meet our customer service representative and our two newest water utility workers.



Sarah Neuhoff

It has been a year since Sarah Neuhoff joined East Pasadena Water Company as Customer Service Representative. She is the friendly voice on the phone and the first person you see in our office.

Sarah has an extensive background in customer service and office administration. She is a Pasadena native and comments how much she enjoys working with all of our customers.



Brandon Morales

as well as reading meters.

Prior to working at EPWC Brandon was a welder and worked general maintenance. Brandon has a positive attitude and is a great new addition to the team!



Rob Peterson

Brandon Morales joined East Pasadena Water Company as a Water Utility I Worker in December 2016.

A California native, Brandon performs a variety of general maintenance duties

Rob Peterson joined EPWC as a Water Utility I Worker in December 2016.

A California native, Rob also performs a variety of general maintenance duties

as well as reading meters. Prior to coming to East Pasadena Water Company Rob worked in the electrical and roofing professions. Rob rounds out the field crew and is working hard to learn his new trade.

Please note, all of our field employees wear blue uniforms with our company name and logo as well as their name. All field employees also drive white pick-up trucks with our company name and logo on the door.

If you are not sure about any person claiming to be from East Pasadena Water Company, please ask them for their Company identification or call our office.



Summer Water Savings

This past winter has produced more rain and snow than California has experienced in over 10 years. With most of the state now officially out of drought, we would like to thank all of East Pasadena Water Company's customers for conserving during the past five years.

All Californians now understand that water is a precious commodity and although the much needed rain did come this past winter, the need for conservation never goes away. We would like to remind you of the watering restrictions set by Governor Brown and the State Water Resources Control Board. These are considered permanent water restrictions and they prohibit:

1. Hosing off sidewalks, driveways and other hardscapes.

2. Washing automobiles with hoses not equipped with a shut-off nozzle.
3. Using non-recirculated water in a fountain or other decorative water feature.
4. Watering lawns in a manner that causes runoff, or within 48 hours after measurable precipitation
5. Irrigating ornamental turf on public street medians.

By working together, we can help save water and still enjoy our Southern California lifestyle.

Here are some water saving tips for year-round water savings.

"The watering restrictions are now considered permanent"

- ◆ Don't flush the toilet for things it was not meant for; use a waste basket for facial tissue and cotton swabs.
- ◆ Is it possible your toilet has a secret leak? You can test it by putting 10 drops of food coloring in the tank. Don't flush for 15 minutes. If the colored water shows up in the bowl, the tank is leaking.
- ◆ Don't water on windy days or in the heat of mid-day. Water during the early parts of the day.
- ◆ Use a rake or broom to sweep away leaves from driveways and sidewalks.
- ◆ Plant drought resistant lawn, shrubs and plants.

Local Water Levels

There has been a lot of news coverage regarding the reservoirs in Northern California, specifically Lake Oroville. While we can all breathe a little easier because of the amount of water in those reservoirs, East Pasadena Water Company does not rely on surface water from the large reservoirs to supply our customers with drinking water. We rely on ground water that is pumped from our three local wells.

These wells pump from the Main San Gabriel Basin and the Raymond Basin. The replenishment of water in these two basins comes from

a variety of sources, including precipitation, storm runoff, and surface water diversions.

Each of the basins are managed by Watermaster Board. The Watermaster is defined as “an agency charged with administering adjudicated water rights and devoted to the management and protection of groundwater resources”.

The report from the Department of Water Resources shows the Statewide snowpack as measured on March 2, 2017 is 183% of average for this date and 162% of average for

April 1. The majority of the snow is in the Central and Southern Ranges (190% and 200% respectively). The April 1 date is significant as it is traditionally considered the end of California’s rain season.



Explanation of Water Bill Charges

The water rates for East Pasadena Water Company are based on the California Public Utilities Commission (CPUC) Water Rate Design Policy. This includes two elements, a service charge and a water charge. East Pasadena Water Company is authorized through rates to recover the costs associated with providing customers access to water.

The bill shows this cost information and the following is a brief description of each charge:

Service charge — This charge is often re-

ferred to as a “readiness to serve charge” and billed to each customer in our billing area based on the meter size. Through this charge, regulated water utilities are authorized to recover the fixed costs associated with providing customers access to water. Fixed costs are defined as expenses that do not vary with consumption.

Water Charge — This charge is based on the actual quantity of water used, measured in units of 100 cubic feet (ccf). There are 748 gallons per ccf.

CPUC Surcharge — This is a state-mandated fee that funds the operations of the California Public Utilities Commission and is currently 1.44 percent of the water and service charges. The CPUC acts on behalf of the customers in all California rate proceedings and acts as an advocate in utility consumer affairs.

Conservation LRMA — The Conservation LRMA fee is a temporary surcharge approved by the CPUC to recover lost operating revenue during the enforced conservation. Rather than raise customer rates, this surcharge will be in place for a period of one year.

Call Before You Dig!

Customers of East Pasadena Water Company are being advised to call 811 before beginning any construction project. You can prevent damage to underground utilities and avoid service interruptions by calling 811 **two working days NOT including the date of notification** prior to starting excavation. This is a 100% free service and most important—it’s the law!



The utilization of 811 is for more than just new construction. Here are some examples of times you need to call before you dig:

- Installation of sprinkler and other irrigation systems.
- Removal of trees and shrubs.
- Installation of pools or backyard ponds.
- Installation of mailboxes, remember you will need to dig a post hole.
- Installation of sheds or garages in back yards. East Pasadena Water Company has easements and many of our mains are in customer’s back yards.



EAST PASADENA WATER COMPANY

3725 Mountain View Avenue
Pasadena, California 91107
Phone: 626-793-6189
Fax: 626-793-0503
E-mail: customerservice@epwater.com
Hours M-F 8:00 a.m.—4:30 p.m.
Closed weekends and major holidays



East Pasadena Water Company has proudly served the communities of Arcadia, Pasadena, San Gabriel and Temple City with safe, reliable drinking water since 1930.

The East Pasadena Water Company staff is dedicated to the service of our customers. Please call on our expertise for your water-related questions.

Effective Emergency Response — Part of our Commitment to Serve

Earthquakes, severe storms and other emergencies can affect your water service. At East Pasadena Water Company, we are well prepared to quickly respond and recover in any such situation.

We have coordinated our planning with many agencies including the Department of Water Resources, the Raymond Basin Emergency Preparedness Committee and the Water Agency Response Network (WARN), a statewide mutual aid agreement among water agencies.

Our plan includes the policies, responsibilities and procedures necessary to protect the safety of our personnel, our facilities and especially you, our customer. The goals of our Emergency Response and Recovery Plan include:

- Rapid restoration of service after an emergency

- Supplying water for fire suppression
- Minimizing water system damage
- Minimizing impact and loss to our customers
- Providing emergency public information concerning customer service.

We'll be here when you need us most!

Below is a checklist for you during an emergency.

- Know where your water meter and water service shut-off valve are.
- Keep a supply of drinking water available. One gallon per person per day is recommended. Replace every six months.
- Non-perishable packaged or canned food and a non-electric can opener.
- Change of clothing, rain gear and sturdy shoes.

- Blankets or sleeping bags
- First aid kit and prescription medications
- Extra pair of glasses
- Battery-powered radio
- Flashlight with extra batteries
- Cash and credit cards
- Car keys
- Special items for infants, elderly or disabled family members.
- Lists of important family information including the style and serial number of medical devices such as pacemakers.