

MAIN *the* HVLCS D line

PUBLISHED QUARTERLY BY HIDDEN VALLEY LAKE COMMUNITY SERVICES DISTRICT

JULY 2026



THE MISSION OF THE HIDDEN VALLEY LAKE COMMUNITY SERVICES DISTRICT IS TO PROVIDE, MAINTAIN AND PROTECT OUR COMMUNITY'S WATER.

OUR VISION IS TO PROVIDE INNOVATIVE AND RELIABLE SERVICES IN AN ENVIRONMENTALLY CONSCIOUS MANNER THAT PRODUCES A HIGH LEVEL OF RATEPAYER SATISFACTION.

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WELCOME!

Big things are happening at Hidden Valley Lake CSD, and we don't want you to miss a beat! Inside, you'll get the quick, essential scoop on exciting updates, upcoming events, and exactly what they mean for your water and wastewater system. Want to stay ahead of the curve? If you have any questions, we're ready to help! Email us at info@hvlcsd.org—we'll get back to you in a flash! Don't wait until the next newsletter, though; head over to www.hvlcsd.org right now to explore all the insider tips and helpful info waiting for you. Dive in and check it out!

EMPLOYEE

spotlight



It is impossible to overstate the incredible legacy Penny Cuadras leaves behind as she embarks on her well-deserved retirement. Joining the District in August 2016 as our Administrative Services Manager, Penny instantly became the heartbeat of our operations and the ultimate go-to person for, quite literally, everything. In a highly demanding role that requires juggling a million moving parts, Penny's work ethic has been nothing short of legendary. Her

flawless attention to detail ensured that everything ran like clockwork, while her brilliant creativity, genuine warmth, and quick wit brought endless joy and laughter to the office. Over the past decade, she has poured her heart into supporting community events, championing our staff, and expertly guiding Board members—all with an unmatched grace and a sense of humor we will sorely miss. Penny, you are truly irreplaceable, and your lasting impact will resonate across HVLCS D for years to come. Thank you for your amazing dedication. We wish you the absolute best in your retirement and all the exciting adventures ahead! **Congratulations!**

DAY-TO-DAY-OPERATIONS

ADMINISTRATIVE UPDATES

FISCAL YEAR 2026-2027 BUDGET ADOPTION

• On June 17, the 2026-2027 budget was considered and approved by the Board of Directors. A new format was introduced to present ratepayers with clearer and easier to understand information. We encourage you to review it and would greatly appreciate your feedback!

To review both current and past District budgets, visit our website at www.hvlcsd.org/district-annual-budget

JULY RATE INCREASE

• In accordance with the District's 5-year rate study that was approved in 2025, new rates will take effect on July 1, 2026. These additional funds will help protect our water and wastewater system from falling behind on required maintenance and from being significantly challenged by inflation.

For more information, visit our website at www.hvlcsd.org/monthly-rates-misc-fees-and-charges

STAY INFORMED... WITH OUR NEW APP MYHVLCSO

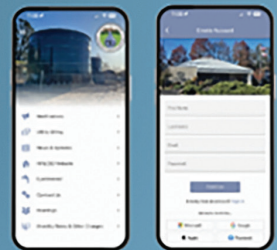


• The District is excited to introduce our new mobile app, My HVLCSO, designed to keep our community informed and connected on all things water. By scanning the QR code at left, residents

can easily access notifications, pay their water bill, view news and updates, and monitor their smart meter and water consumption—all in one convenient place. The app is simple to use and puts important tools and information right at your fingertips.

Download My HVLCSO

Access important information, pay your bill, receive service notifications, set leak alerts, and more!



SAVE WATER AND TRACK YOUR USAGE TODAY WITH EyeOnWater

• Only a savvy 400 of our 2,400 homeowners are using the completely free **EyeOnWater** app—which means a large portion of our community is unaware of hidden leaks that may be quietly driving up monthly water bills. A single unnoticed leaky toilet or dripping faucet can waste thousands of gallons a year, silently draining your wallet. With **EyeOnWater**, you get instant access to easy-to-read bar graphs showing your water usage down to 15-minute increments. It tracks daily, weekly, and 30-day trends, helping you

spot and repair leaks before they become expensive surprises on your next CSD bill. Getting started takes less than two minutes: download **EyeOnWater** from the App Store or Google Play, create your free account, and immediately take control of your water use. It's simple, visual, and a great way to encourage water conservation for the whole family. In fact, one local mom challenged her family to reduce their consumption over six months. By tracking their daily trends together, they cut their bills enough to help fund a special long-weekend family trip.

EyeOnWater is free, easy to use, protects our precious HVL environment, and puts money back where it belongs—in your pocket. Download it today and stop paying for water you aren't actually using!

Sign up today at [EyeOnWater.com/signup](https://www.hvlcsd.org/signup) or visit www.hvlcsd.org/eyeonwater

WATER QUALITY

• Each year since 1998, the EPA requires public water systems to publish a Consumer Confidence Report. This report provides important information about the quality of your drinking water. A copy of the 2025 report can be found at <https://tinyurl.com/hvlcsd-26CCR>. The District continues to work closely with the State Water Resources Control Board on all requirements related to the Hexavalent Chromium Compliance Plan. We remain committed to meeting all regulatory standards and ensuring the safety and quality of our drinking water. More information, including updates and background materials, is available on our website at www.hvlcsd.org/hexavalent-chromium



One of the most valuable aspects of any community event is the opportunity for neighbors, organizations, and local agencies to connect, share information, and strengthen relationships. These gatherings create opportunities to engage with residents, answer questions, and provide resources that support an informed and prepared community.

The District was pleased to participate in two recent outreach events: the Southlake Fire Protection District Annual Open House and the Hidden Valley Lake Firewise Event. Both events provided opportunities to interact directly with community members and highlight efforts to support water reliability and public awareness.

At each event, the District showcased one of our new mobile hydrants and explained how this resource can support emergency response when needed. Staff also shared practical water conservation strategies and discussed ways residents can reduce water use.

These conversations increased awareness of local resources and reinforced the important role residents play in building a stronger, more prepared community. The District appreciates everyone who stopped by and looks forward to future outreach events.