

MAIN *the* HVLCSD line

PUBLISHED QUARTERLY BY HIDDEN VALLEY LAKE COMMUNITY SERVICES DISTRICT

OCTOBER 2025



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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HAPPY HALLOWEEN!

WELCOME!

We're pleased to share with you some important news and exciting updates from Hidden Valley Lake Community Services District. We continue to provide these reports of key events and how they affect your water and wastewater system. If you have questions about items in this newsletter, please email them to Penny Cuadras, at pcuadras@hvllcsd.org; we will respond to your inquiries as soon as possible. In the meantime, please familiarize yourself with our website, www.hvllcsd.org, which is chock full of helpful information. Check it out!

UPDATES



FIELD UPDATES

Vehicle Procurements

Following approval at the August Board meeting, field staff purchased a new dump truck and a roller for field operations. This new equipment will allow staff to make timely, higher quality, and safer repairs on infrastructure improvements. This investment supports the District's commitment to having the means to accomplish its infrastructure maintenance goals.



ADMINISTRATIVE UPDATES

Notice of Rate Hearing

The District has completed its rate study and is considering the proposed rate structure for 2026-2030. A rate hearing is anticipated to be held later this year to consider the adoption of these rates. Please refer to our website, www.hvllcsd.org, and all public notices you receive for more information and instructions on how to participate. Our public Board meetings—held every third Wednesday @6PM—are also a great way to participate in the discussion. ▶



Upgrades and Improvements

Lots of work has been done recently to improve District facilities and equipment.

- Signs with the District logo have been installed at our administration building and at our water reclamation facility, helping passerby's more easily identify our facilities.
- A new drop box was installed at our administrative office so ratepayers can now drop off their payments without having to leave their vehicles. This improvement will assist those with mobility challenges and those in a rush. Of course, you can still come into our office to make a payment and say hi!
- The administration building parking lot was repaved, fixing cracks and uneven surfaces as well as improving parking and handicap markings. Roads leading up to water system facilities and the water reclamation plant were also repaved.

PROJECT UPDATES


Generators

In early July, the District completed final items in the commissioning of two new generators. These generators are located at critical water pumping stations, ensuring that water continues to flow in the event of a power outage. Since completion, the generators were put to work right away as multiple power outages were experienced in the community. The District anticipates completing more projects like this in the future to ensure that water distribution is not impacted by power interruptions.



Advanced Metering Infrastructure (AMI) —Save Water, Pay Less!

Staff continues to replace aged water meters with modern ones throughout the community. These new meters contain technology that allows customers to track water usage, receive alerts, and identify possible leaks.

If your property has received one of these new meters, be sure to set up your  **EyeOnWater** account to take advantage of these new features! Go to www.EyeOnWater.com/signup to sign up today or visit www.hvclsd.org/eye-on-water for more information.

HOW DO I KNOW IF I HAVE A SMART METER?

You have a smart meter if your account number begins with 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12, 13, 14, 15, 16 or 17.

We are currently installing meters for account numbers beginning with 18. Accounts beginning with 19 all the way to 21 will be installed next in numerical order. A yellow courtesy notice will be left on your property when your smart meter is installed.

