

# MAIN *the* HVLCSD line

PUBLISHED QUARTERLY BY HIDDEN VALLEY LAKE COMMUNITY SERVICES DISTRICT

JANUARY 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.

HIDDEN VALLEY LAKE  
COMMUNITY SERVICES DISTRICT  
19400 HARTMANN ROAD  
HIDDEN VALLEY LAKE, CA 95467  
P: 707.987.9201  
F: 707.987.3237  
[www.hvllcsd.org](http://www.hvllcsd.org)

## WELCOME!

Hidden Valley Lake Community Services District has some exciting updates and news to share! We continue to provide a report of important news and 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](mailto: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](http://www.hvllcsd.org), which contains a lot of helpful information. We encourage you to check it out!

## UPDATES

### NOTICE OF RATE CHANGES

At the November 19, 2025 Public Hearing the District considered and adopted new water, wastewater, and recycled water rates for the next five years. The rate changes will take effect January 1, 2026, and every July 1 thereafter.

Under the new rates, the District plans on increasing its financial security and complying with new state-required regulations like the Hexavalent Chromium maximum contaminant level and the Cross-Connection Control Plan Handbook.

The District also plans on completing the following infrastructure improvements:

- Lining and repairing segments of the sewer collection system
- Installing permanent backup power solutions at critical water pumping stations
- Upgrading the Supervisory Control and Data Acquisition (SCADA) system
- Replacing redwood water tanks with noncombustible storage tanks
- Upgrading segments of the water distribution system

## UPGRADES & IMPROVEMENTS



### OLD GLORY ELEVATED

The administration office flagpole was replaced with a taller one that more beautifully represents our national and state flags. The old flagpole will be installed outside of the wastewater treatment plant laboratory.

# did you KNOW?

## CROSS-CONNECTION CONTROL OUTREACH AND INSPECTIONS

In 2023 the State Water Resources Control Board (Water Board) adopted the Cross-Connection Control Policy Handbook which established new standards and principles for public water systems. Such standards previously only applied to urban water systems with over 3,000 connections.

To comply with the new handbook, the District submitted a Cross-Connection Control Plan to the Water Board who approved it June of 2025. The Plan outlines the performance of hazard assessments on all water service connections to evaluate the possible presence of backflow and/or cross-connections.

In October the District contracted with engineering consulting firm West Yost to conduct hazard assessments under the oversight of their Cross-Connection Control Specialists. The first step in the process will be to distribute surveys to property owners to gain an understanding of individual home plumbing and fire suppression systems. The second step will be to conduct field surveys, if necessary. Throughout this process you may see West Yost representatives in your neighborhood, so be sure to say hello! This process is expected to be completed by 2028.

### What is a Cross-Connection?

A cross-connection is the existence of a non-approved water connection to the plumbing system. When coupled with backflow, cross-connections can compromise water quality.

### What is Backflow?

Backflow is the reversal of flow in the water distribution system. It occurs when there are changes in pressure in the water pipe known as back-pressure or back-siphonage. These pressure changes can occur on the utility's side or on the property owner's side.

### How Do Cross-Connections Impact Water Quality?


If backflow occurs when a cross-connection is present, it may introduce contaminants and pollutants into the water supply. This is because unsafe substances on the property owner's side could get siphoned into the pipes following significant enough change in pressure.

### How Can You Help Protect Water Quality?

Do not make additional connections to your home's plumbing system without obtaining prior approval – reach out to your plumber for more information. Also, ensure that all spigots and hoses are isolated from other substances, such as from swimming pools or buckets; that way their contents do not get siphoned into the pipes.

## ADVANCED METERING INFRASTRUCTURE (AMI) —SAVE WATER, PAY LESS!

Staff is almost done replacing 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](http://www.EyeOnWater.com/signup) to sign up today or visit [www.hvclsd.org/eye-on-water](http://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, 17, 18, 19, or 20.

We are currently installing meters for account numbers beginning with 21. A yellow courtesy notice will be left on your property when your smart meter is installed.

