

MAIN *the* HVLCSD line

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A P R I L 2 0 2 2



NEED HELP WITH UNPAID RENT OR UTILITIES?

The CA COVID-19 Rent Relief program helps income-eligible households with rent and utilities, both for past due and future payments. Eligible renters may also receive assistance for past due utility payments. Past due utilities accumulated from April 1, 2020, will be compensated in full up to a total of 12 months. In Lake County, a two-person home qualifies with an annual income of less than \$44,600. Each additional family member raises the income qualifier by about \$5,000.

<https://housing.ca.gov/tenant/eligibilityquiz.html>

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

VISION STATEMENT

HIDDEN VALLEY LAKE COMMUNITY SERVICES DISTRICT IS WIDELY RECOGNIZED AS A LEADING RURAL WATER PURVEYOR AND INNOVATIVE WATER MANAGEMENT AGENCY.

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WELCOME!

Hidden Valley Lake Community Services District has some exciting updates and news to share with you! Moving forward, we will be sharing our newsletter with you quarterly. You can now expect a concise report of the important news and events and how they affect your water and wastewater systems. As always, if you have questions about items in this newsletter, please email them to Penny Cuadras, Administrative Services Manager, at pcuadras@hvlcscsd.org. We will respond to your inquiries as soon as we possibly can. In the meantime, we urge you to familiarize yourself with our website, hvlcscsd.org. Our website contains a lot of helpful information; we encourage you to check it out!

DAY-TO-DAY OPERATIONS

FINANCIALS

The COVID-19 water service shut-off moratorium has now ended. Since 2020 the District has shown sensitivity to individuals unable to pay their bills, and would like to thank those who have brought their bills current. For the remaining customers unable to pay, the District is now instituting a payment plan option that can extend as long as twelve months. We are always working hard to ensure that the cost of our services is equitable to all. The District also appreciates the community's understanding as we work through these difficult times.

The District's OPEB (Other Post-Employment Benefits) liability continues to be under evaluation. OPEB are benefits other than pensions that state and local governments provide to their retired employees. The District is considering a change in our policy for retiree health benefits that will ease potential fiscal burdens. As the District's Board of Directors has requested our staff to further investigate cost saving techniques, we will have additional updates for you in our next quarterly newsletter.

DROUGHT

Despite some rain this winter, California continues to be in a historic drought. The District is committed to ensuring that water is being used in the most efficient way possible.

Every month, we check how well our water source responds to a pumping test. We have scored at or about 100% each month since September. This means, even though we are pumping water out of the Coyote Basin aquifer, as soon as we stop pumping, the aquifer level bounces right back. We are not depleting the aquifer, which is good news. We will continue to report the District's water wells recharge rate in future newsletters.

PROJECTS & FUNDING

The District's six key projects (I&I, FLASH-ES, SCADA, Unit 9 Tank, Water Mains, and AMI) are all in various stages of development. Here are snapshots of our progress, and explanations for why the District has prioritized these particular projects.

ACTIVE PROJECTS

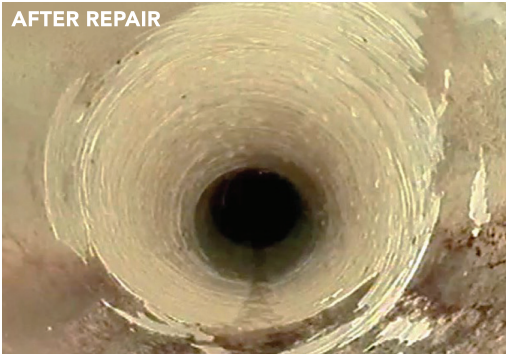
I & I

- Infiltration and Inflow (I&I) puts undue stress on the wastewater treatment process. Seen as a continuous improvement process, the District seeks to seal leaks and cracks in our wastewater collection and treatment system. Grant funds from the Department of Water Resources are helping with the I&I preventative efforts, which will allow us to move forward with



BEFORE REPAIR

Sewer lateral (between main and house)



AFTER REPAIR

repair work on our wastewater treatment system. Since having been awarded this grant, we have replaced 48 manhole lids, 350 feet of sewer lines, and repaired one particularly damaging lateral (the connection between a home and the sewer line). We are looking to replace another sewer line later this Spring.

SCADA

It is the District's mission to "provide, maintain and protect" the treatment and delivery of water and wastewater by utilizing the Supervisor Control And Data Acquisition (SCADA) system. The SCADA project allows the District to keep up with the community's water demands while also taking advantage of technological improvements, such as cyber security. We are excited to announce the SCADA project's Master Plan has been drafted. This is a major milestone in the improvement plan, and thanks to our contract engineering firm, GHD, it is also quite comprehensive. The next step will be to focus on design and planning. We look forward to taking advantage of the innovation and security this process is bringing to the District.

UNDER DEVELOPMENT

UNIT 9 TANK

In recent years, this community has come to learn the devastating effects of wildfire. We are pleased to announce that we have been awarded funding to replace the old wooden tank on Eagle Rock Road. This

replacement will help to better protect the community from wildfire, while simultaneously keeping up with household water demand. Stay tuned for continuing updates on this project.

WATER MAINS

The District believes water conservation to be a way of life, not just measures taken during times of drought. Water that leaks through pressurized water lines will eventually be re-treated and re-distributed which increases the cost of service for the District. Therefore, the Water Mains project aims to offset the increases in cost of service by replacing this damaged infrastructure.



Leaking water service line

Much like the I & I project, this is considered a continuous improvement process. Currently, the District is applying to grant funding opportunities to move forward with replacing the Water Mains. We are also receiving legislative support from our state and federal representatives. The District is looking forward

to updating you about future improvements with the District's mainlines in our next newsletter.

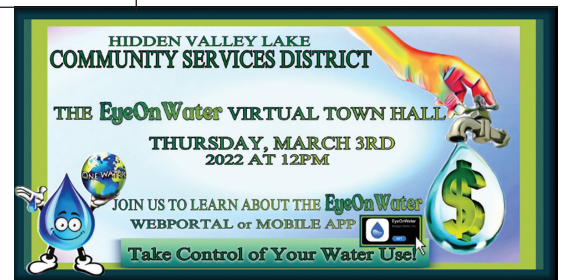
FLASHES

The Firemain Linked Auxiliary Supply Hydraulic Energy Storages (FLASHES) project is a really innovative idea. It is basically taking water and turning it into a battery. This type of innovation takes the expertise of forward-thinking companies like Trane Technologies to work out all the details and find a way to build this type of project here in our community. The technology in this project is called closed-loop pumped hydro, and can keep us safer from wildfires, insulate us from drought conditions and keep the lights on when others are subjected to Public Safety Power Shutoff (PSPS events). The District has partnered with Trane to develop the FLASHES Project, and are excited to continue pursuing public-private partnerships to improve the District's infrastructure. Currently, we are applying to state and federal grant opportunities to build this project at no cost to our residents. Importantly, the FLASHES project will increase the capacity of our water infrastructure, thus improving the value of homes within our community.

spotlight

AMI

EyeOnWater Town Hall:
Water is expensive and a precious resource. What can you do to conserve and keep your costs down? Learn about the new customer portal:



On March 3rd, 2022 the District held a virtual Town Hall to introduce this new tool to HVL residents. Missed it? No problem! Here is the link: <https://www.hvlcsd.org/eye-on-water-town-hall>

So far, EyeOnWater is available to about 20% of our community

through the diligent installation efforts of our field operations staff. In the upcoming months, we will be placing a note on your door to announce that EyeOnWater is now available at your location. Now is your chance to take control of your water!