

What's On Tap

Spring 2010

West Valley Water District

Contact us:

West Valley Water District
855 W. Baseline Rd.
P. O. Box 920
Rialto, CA 92376
(909) 875-1804

Monday—Friday
M-TH 7:30 AM-5:30 PM
Fri 7:30 AM-4:30 PM

www.wvwd.org

Anthony "Butch" Araiza
General Manager

Earl Tillman, Jr.
Board President

Betty J. Gosney
Board Vice President

Alan G. Dyer
Board Director

Donald D. Olinger
Board Director

Jackie Cox
Board Director

High Efficiency Toilet Rebate Program

If you are considering replacing your toilet, we hope you will look at buying a high efficiency toilet. Not only do these types of toilets use less water, which reduces your water bill, but now you can apply for a \$50 rebate.

The High Efficiency Toilet Rebate Program is starting with rebates available to households located within the District's service area on a first come, first served basis. There is a maximum rebate of two per household.

Toilets must be High Efficiency and be labeled with an "EPA Water Sense" label.

Residents must purchase the toilet, complete the rebate form and submit an original receipt. Rebated devices are subject to an on-site installation verification.



For a household of four people, replacing two conventional toilets can save up to \$100 on your water bill annually. That's a savings that will continue every year from now on.

- \$50 rebate with proof of purchase
- High efficiency toilets can be found at local retailers
- Rebate form and more information available on our website: www.wvwd.org or by calling (909) 875-1804, Extension 700

www.wvwd.org

West Valley Water District Receives High Marks

West Valley Water District hired an outside consultant to conduct a customer opinion survey. The results of that survey were that West Valley Water District customers have a higher level of awareness and satisfaction with West Valley Water District than what other government agencies typically receive, according to the consultant who conducted the

survey. The survey was conducted by live, one-to-one telephone interviewing, in English and Spanish to 400 randomly selected residential households.

The results of the survey were that the vast majority of residential customers, over 90% in all cases, stated that they were most satisfied with the District's efforts to provide

reliable water service, ensure an adequate water supply now and in the future, and provide good customer service.

Read the survey summary by visiting our website at www.wvwd.org.

New Website Has Valuable Information

If you haven't visited us at our website in a while, you will want to check us out now.

During February, 2010, West Valley Water District debuted its new website, the most recent addition to the District's growing outreach program.

The new website enables West Valley Water District to quickly add news and notifications, assuring you the most up-to-date information.

Besides a pleasing design and valuable content, the new website also includes features such

as your account information and the ability to pay your water bill online, as well as a subscription service. Subscribe to the service and you will receive all of our immediate news via your email.

www.wvwd.org

- How you can conserve water
- Take a tour of your water meter
- Learn about our construction projects
- See how water is tested and treated
- Pay your bill
- Report a leak

West Valley Water District

Easy Payments
24 hours a day
7 days a week

West Valley Water
Utility Billing Line
(909) 875-1804
Press 2

Pay your bill by phone

Credit cards accepted at no cost to you

Inquire about the balance owed

Inquire about the due date of your bill

Water Quality Reminder

With so much in the news about water quality, West Valley Water District customers are reminded that the water you drink is tested and monitored to assure its healthfulness.

While bottled or filtered water may appeal to personal tastes, fear for your health should never be a reason to purchase a home filtration unit or to buy

bottled water. Your ordinary tap water, by far the least expensive water, consistently meets all State Health Standards.

West Valley Water District vigilantly safeguards its water supplies and once again, we are proud to report that our system has not violated any water quality standards.

Each year, the District publishes and distributes its Annual Consumer Confidence Report.

If you would like additional copies of the Consumer Confidence Report, or if you have any questions about its contents, please feel free to contact the West Valley Water District Superintendent/Chief Operator, Ken Sikorski at (909) 875-1322.

May is Water Awareness Month

Residents and teachers are encouraged to acknowledge May as Water Awareness Month throughout California.

West Valley Water District provides water service to approximately half of Rialto, and portions of Colton, Fontana, the community of Bloomington and North Riverside County.

Our source of water comes from 19 groundwater wells that pump from the Lytle, Ri-

alto, Bunkerhill and North Riverside aquifers. We also treat surface water from Lytle Creek in the San Bernardino Mountains, California State Project Water—Lake Silverwood.

There are many ways to celebrate Water Awareness Month by learning more about this fundamental natural resource.

- Take a self-guided tour of our Water Conservation Demonstration Garden located at our headquarters, 855 West Baseline, Rialto
- Schedule a tour of the Oliver P. Roemer Treatment Plant by calling Peggy Asche, (909) 875-1804, Extension 703
- Visit the Save Our Water link at our website



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