

CRESCENTA VALLEY WATER DISTRICT

2700 Foothill Boulevard
La Crescenta, California

Agenda for the
Regular Meeting of the Board of Directors
of the Crescenta Valley Water District

to be *held* on Tuesday, April 8, 2025, at 7:00 p.m.

This meeting will be conducted in person at the address listed above. Members of the public may also participate virtually by using a touchtone phone. You may select any of the following phone numbers (there are more than one for increased reliability during this time of increased phone traffic)

(669) 900-6833

(346) 248-7799

(929) 205-6099

(253) 215-8782

(301) 715-8592

(312) 626-6799

Then, enter Access Code: 831 6471 2913

Those members of the public who are able to and would like to additionally participate through computer may access the Zoom audio & video conferencing tool available at the following link:

<https://us02web.zoom.us/j/83164712913>

If there is a disruption of service, this meeting will continue without remote participation. The remote participation option is provided as a convenience to the public and is not required.

Public comment may be made either by emailing comments ahead of the meeting or by speaking over the phone. Emailed comments will be sent to the Board of Directors prior to the meeting and posted on the District's website. Comments may be sent to customer service, at (818) 248-3925 or customerservice@cvwd.com by 3pm on April 8, 2025.

Any person may make a request for a disability-related modification or accommodation needed for that person to be able to participate in the public meeting by contacting the District by phone or in writing at the above email address. Requests must specify the nature of the disability and the type of accommodation requested. A telephone number or other contact information should be included so that District staff may discuss appropriate arrangements. Persons requesting a disability-related accommodation should make the request with adequate time before the meeting for the District to provide the requested accommodation.

Any written materials distributed to the Board in connection with this agenda will be made available at the same time for public inspection at the District office located at the above address and posted on the District's website.

Call to Order and Determination of Quorum

Pledge of Allegiance

Adoption of Agenda

Public Comments

At this time, the public shall have an opportunity to comment on any non-agenda item relevant to the subject matter jurisdiction of the Board. This opportunity is non-transferable, and speakers are limited to one three-minute (3) comment. Under the provisions of the Brown Act, the Board is prohibited from taking action on items not listed on the agenda, except under certain circumstances.

Foothill Municipal Water District Report

1. Report on activities at Foothill Municipal Water District.

Consent Calendar

1. Consideration and approval of the Minutes of the Adjourned Regular Board Meeting on March 25, 2025.
2. Ratification of Board Compensation for March 2025

Action Calendar

The public shall have an opportunity to comment on any action item as each item is considered by the Board. This opportunity is non-transferable, and speakers are limited to one two-minute (2) comment.

1. **Appeal of High Water Bill at 1901 Parkdale** – Consideration and possible action to grant a request for relief from a high-water bill by owner Nancy Hwang
2. **Water and Wastewater Rate Study** - Presentation and consideration and motion to accept the 2025 Water and Wastewater Rate Study.
3. **Proposition 218 Process** – Board discussion and possible direction associated with the Water and Wastewater Proposition 218 process.

Information Items

Written Communications to District/Board of Directors

General Manager's Report

Attorney Report

Reports of Committees

- Community Relations & Emergency Planning Committee
- Employee Relations Committee
- Engineering, Operations, & Technology Committee
- Executive Committee
- Finance & Policy Committee

- Ad Hoc Committee – PFAS
- Ad Hoc Committee – Cyber Security

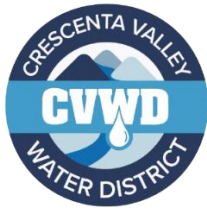
Directors' Oral Reports – Reports on issues, meetings, or activities attended by Directors

Members' Request for Future Agenda Items

Closed Session

1. Conference with Labor Negotiator pursuant to Government Code Section 54957
Agency Negotiator: General Manager
Employee Organization: Crescenta Valley Water District Management Unit
2. Conference with Labor Negotiator pursuant to Government Code Section 54957.6
Agency Negotiator: General Manager
Employee Organization: Crescenta Valley Water District Employee Association

Adjournment



CRESCENTA VALLEY WATER DISTRICT
ADJOURNED REGULAR MEETING, BOARD OF DIRECTORS
March 25, 2025

Pursuant to the order of the Board of Directors of the Crescenta Valley Water District made at the Regular Meeting on March 11, 2025, an Adjourned Regular Meeting was held on March 25, 2025, at 7:00 p.m. at the District office at 2700 Foothill Blvd., La Crescenta, California and through audio and video conference. A call-in number was clearly noted on the meeting Agenda, posted in accordance with the Brown Act, with President Jeffery Johnson presiding.

At roll call, the following Directors and staff members were present or online:

Directors:

James D. Bodnar
Kerry D. Erickson
Jeffery W. Johnson
Sharon S. Raghavachary (remote participation)
Jennifer T. Valdez (absent)

Attorney:

Ryan Guiboa

General Manager:

James Lee (absent)

**Interim Director of Finance
and Administration:**

Arturo Montes

**Director of Engineering
and Operations:**

Carla Dillon

Staff Members:

Gabriel Gomez III, Systems Ops & Telemetry Manager
Pam Leddy, Administrative Assistant
Adam Sutphin, Senior Management Analyst
Darlene Telles, Operations and Maintenance Manager

Guests:

Frank Colcord
Lutfi Kharuf, Best Best & Kreiger LLP

PLEDGE OF ALLEGIANCE

Mr. Montes opened the meeting by leading the Directors and staff in reciting the Pledge of Allegiance.

ADOPTION OF AGENDA

It was moved by Director Bodnar, seconded by Director Erickson, and carried by a 3-0 roll call vote that the Agenda for the Adjourned Regular Meeting of March 25, 2025, be adopted with the modification to allow Director Raghavachary to attend the meeting remotely.

AYES: Director Bodnar
Director Erickson
Director Johnson

ABSENT: Director Valdez

ABSTAIN: Director Raghavachary

NOES: None

Director Raghavachary requested permission to attend the meeting remotely for just cause through the provisions made in AB 2449. Director Raghavachary provided details of her request to participate remotely and publicly disclosed that no individuals 18 years of age or older were present in the room at the remote location.

AYES: Director Bodnar
Director Erickson
Director Johnson

ABSENT: Director Valdez

ABSTAIN: Director Raghavachary

NOES: None

PUBLIC COMMENTS – None

FOOTHILL MUNICIPAL WATER DISTRICT REPORT – Mr. Colcord provided updates on the operating conditions of the neighboring water agencies after the Eaton Fire emergency. Mr. Colcord stated that Lincoln Avenue Water District and Rubio Canon Water District are able to provide potable water to their customers. Mr. Colcord added that Las Flores Water District is now able to provide potable drinking water to approximately one-third of its customers and will be receiving water from Lincoln Avenue Water to provide potable water to its remaining customers.

CONSENT CALENDAR

It was moved by Director Erickson, seconded by Director Bodnar, and carried by a 4-0 roll call vote to approve the Minutes of the Regular Board Meeting held on March 11, 2025, and ratify the disbursements for February 2025 which consisted of:

Payment of demands against the Crescenta Valley Water District on or before February 2025, the same having been approved by the General Manager, and heretofore paid, are to be ratified and approved subject to audit, in the aggregate sum of One-Million, Eight-Hundred Eighty-One

Thousand, Three-Hundred Eighty-Two Dollars and Ninety-Eight Cents (\$1,881,382.98), which is composed of the individual items set forth herein

AYES: **Director Bodnar**
 Director Erickson
 Director Johnson
 Director Raghavachary

ABSENT: **Director Valdez**

NOES: **None**

ACTION CALENDAR

District Protocol for Legislative Support – Mr. Montes opened a Board discussion regarding the District’s procedure for supporting or opposing future legislation matters that may impact the District.

Following discussion:

A decision was made to bring the District Protocol for Legislative Support action item to the Policy Committee for the approval of language and any necessary administrative code.

Proposition 218 Notice – Mr. Montes stated that the District is considering updates to water and wastewater rate and associated rate structures, and in accordance with Proposition 218 requirements customers must be formally notified. Mr. Montes presented two Proposition 218 notice format alternatives for the Board to review and discuss.

Following discussion:

It was moved by Director Raghavachary, seconded by Director Erickson, and carried by a 4-1 roll call vote to prepare an enhanced Proposition 218 notice which includes an explanation and reasoning for the proposed rate adjustment, and important changes under the proposed budget-based water and wastewater rates

AYES: **Director Bodnar**
 Director Erickson
 Director Raghavachary

ABSENT: **Director Valdez**

NOES: **Director Johnson**

INFORMATION ITEMS – CV Weekly ad “Join the Conservation: CVWD’s Rate Study”, CV Weekly ad “Bill Assistance Program”.

WRITTEN COMMUNICATIONS TO DISTRICT – None

GENERAL MANAGER – Mr. Montes said that 90% of the District's meters are connected to the AMI program. Ms. Telles provided updates to the Teasley Pipeline Replacement project. Mr. Sutphin provided highlights of the February 2025 Administration & Finance Report and Investment Report Portfolio.

ATTORNEY REPORT – No report

REPORTS OF COMMITTEES

Community Relations & Emergency Planning Committee – Director Erickson reported that the Committee had not met; however, a meeting will be scheduled as needed.

Engineering, Operations, and Technology Committee – Director Valdez reported that the Committee had met on March 12, 2025. A meeting is scheduled for April 9, 2025.

Employee Relations Committee – Director Bodnar reported that the Committee had not met; however, a meeting will be scheduled as needed.

Finance Committee & Policy Committee – Director Raghavachary reported that the Committee had met on March 20, 2025. A meeting is scheduled for April 17, 2025.

Executive Committee – Director Johnson reported that the Committee had not met; however, a meeting will be scheduled as needed.

Ad Hoc PFAS Committee – Director Raghavachary reported that the Committee had not met; however, a meeting will be scheduled for as needed.

Ad Hoc Cyber and Physical Security Committee – Director Raghavachary reported that the Committee had met on March 24, 2025. A meeting will be scheduled as needed.

DIRECTORS' ORAL REPORTS

Director Bodnar – Reported that the State Water Project Allocation has been increased to 40 percent. Mr. Bodnar notated that he attended the Office Hours at the Library event on March 20, 2025 and, gave a presentation about where “Crescenta Valley Water District gets its Water” at Rosemont Middle School on March 24, 2025.

Director Erickson – Announced that he will not be attending the Regular Board Meeting scheduled for April 8, 2025 or the Engineering Committee Meeting scheduled for April 9, 2025.

Director Johnson – Announced that the Las Virgenes Water District has invested in desalination technology that is new and different than what has been tested in Israel and San Diego.

Director Raghavachary – Stated that she has filed her Form 700 form.

Director Valdez – Absent

BOARD MEMBERS REQUESTS FOR FUTURE AGENDA ITEMS – A Board Workshop was scheduled for April 15, 2025 at 6:00 pm.

CLOSED SESSION – No reportable action

ADJOURNMENT

There being no other business to come before the Board, at 8:49 p.m., the meeting was adjourned to April 8, 2025, at 7:00 p.m.

APPROVED

Jeffery W. Johnson
President

Arturo Montes
Board Secretary

Director Compensation Report

Mar-25



<u>Name</u>	<u>Date</u>	<u>Meeting/Event</u> *
Director Bodnar	3/11/2025	Board Meeting
	3/20/2025	Office Hours at the Library
	3/21/2025	Rep. for Local School (Rosemont MS)
	3/24/2025	AdHoc
	3/25/2025	Board Meeting
	3/27/2025	CISA Pre-Assessment
Director Erickson	3/11/2025	Board Meeting
	3/12/2025	Engineering Committee
	3/25/2025	Board Meeting
Director Johnson	3/4/2025	Finance Committee
	3/11/2025	Board Meeting
	3/20/2025	Finance Committee
	3/24/2025	Conference with BBK
	3/25/2025	Conference with GM; board meeting
Director Raghavachary	3/4/2025	Finance Committee
	3/11/2025	Board Meeting
	3/13/2025	Conference with GM
	3/20/2025	Finance Committee
	3/24/2025	AdHoc
	3/25/2025	Board Meeting (remote)
	3/27/2025	CISA Pre-Assessment
Director Valdez	3/11/2025	Board Meeting
	3/12/2025	Engineering Committee

* Compensation of \$125 per meeting

CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

Action Item No. 1
April 8, 2025

To: Honorable President and Members of the Board of Directors
From: Arturo Montes – Interim Director of Finance and Administration
Subject: **Appeal of High Water Bill at 1901 Parkdale**

ACTION ITEM:

Consideration and possible action to grant a request for relief from a high-water bill by owner Nancy Hwang

BACKGROUND:

Nancy Hwang is the owner of the property located at 1901 Parkdale. On September 17, 2024, the District's meter reader, Mario Mejia, was dispatched to check the property's meter. As part of the District's protocol, meters are checked as a courtesy when readings exceed historical averages. During this visit, staff observed a leak registering on the meter. Mario noticed that water was flowing into the meter box. He then advised the customer to contact a plumber. On September 18, 2024 customer service representative, David Rawlings, was dispatched to turn off water service at the address for plumber repairs. Later that day when he turned the water service on the meter was still recording continuous usage of 0.06 gallons per minute. The customer was advised to check for other possible leaks. Dave Rawlings returned the next day September 19, 2024 and verified that the meter stopped registering continuous flow.

The three-year average water usage for the July through September billing cycle is 24 units, which typically falls within Tier 2. However, the total consumption for the current bill is 39 units, placing it in Tier 3. In similar cases in the past, the Board has directed staff to recalculate the bill, offering relief by charging the Tier 2 rate for all consumption billed at the Tier 3 rate. For this case, applying the Tier 2 rate to the 39 units currently billed at the Tier 3 rate would result in a total relief of \$177.06. Staff applied the District's one-time \$300 leak adjustment to this bill, on September 23, 2024. If the Board follows its previous practices, the total relief granted would be \$477.06 including the initial \$300.00.

7/16/2024 to 9/15/2024 Period

	Original Billing	Recalculated Billing
Tier 1 - 10 units @ \$5.96	\$59.60	\$59.60
Tier 2 - 16 units @ \$11.09	\$177.44	\$177.44
Tier 3 - 39 units @ \$15.63	\$609.57	\$432.51
Subtotal	\$846.61	\$669.55
Billing Adjustment		\$177.06
Staff Adjustment		\$300.00
Total Relief		\$477.06

RECOMMENDATION

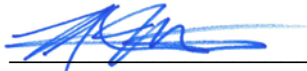
Staff recommends that the Board consider Ms. Hwang's appeal for additional relief.

Prepared by:



Tessa Allmon
Customer Service Lead

Submitted by:



Arturo Montes
Interim Director of Finance and Administration

Attachment(s):

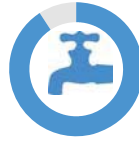
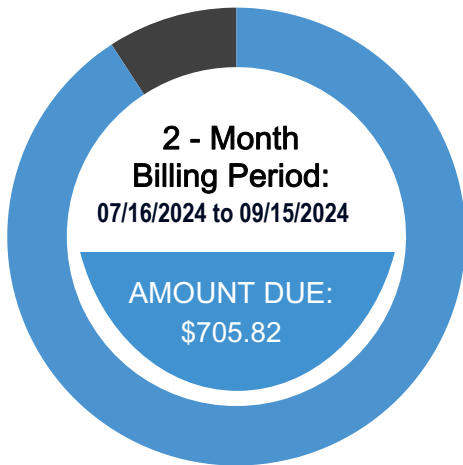
1. Customer bill
2. Customer Leak Adjustment letter



UTILITY SERVICES STATEMENT - TWO - MONTH BILLING PERIOD

CRESCENTA VALLEY WATER DISTRICT • 2700 FOOTHILL BLVD • LA CRESCENTA CA 91214-3590

Customer Name	Account Number	Service Address	Billing Date	Due Date
Nancy Hwang	033435-000	1901 Parkdale	09/15/2024	UPON RECEIPT



WATER

\$ 914.73



SEWER

\$ 91.09

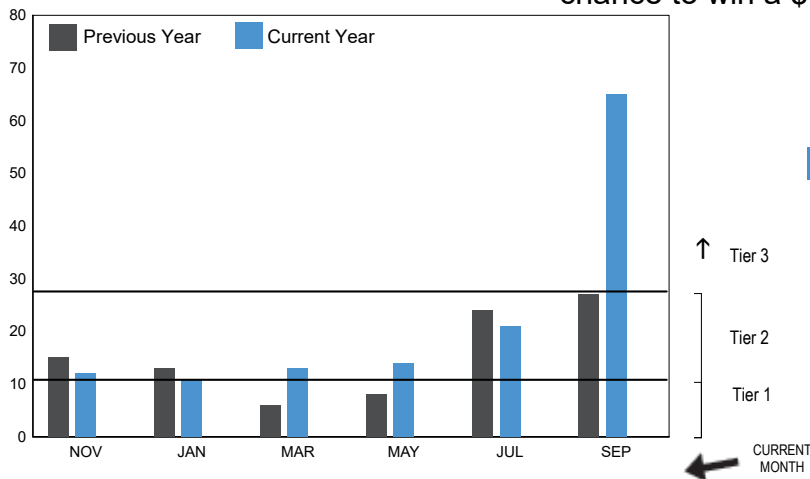
MESSAGE CENTER

Prepare for emergencies at a family friendly event on 9/28 starting at 9 AM! Join CVWD for a Day Without Water at Judy Tejada Reservoir (4745 Rosemont Ave).

Sign up on our new payment portal at
<https://cvwd.smartcmobile.com/portal>.

Enroll for Emergency Alerts at
<https://www.cvwd.com/sign-up-for-emergency-notifications>
chance to win a \$100 gift card.

USAGE HISTORY



WATER USAGE INFORMATION

METER #: 77930126

METER SIZE: 3/4"

Days of Service	Previous Read	Current Read
~61	687	752
Prev Year Usage (Units)	Current Usage (Units)	
27	65	

1 Unit = 1,000 gallons

PAY ONLINE AT: www.cvwd.com



CRESCENTA VALLEY
WATER DISTRICT
2700 FOOTHILL BLVD
LA CRESCENTA CA 91214-3590

ACCOUNT INFORMATION

ACCOUNT NUMBER: 033435-000
SERVICE ADDRESS: 1901 Parkdale

CSQ0927A 317 1 AV 0.545
7000000346 00.0004.0075 317/1



NANCY HWANG
1901 PARKDALE
LA CANADA CA 91011-2939

CURRENT CHARGES	PAST DUE BALANCE	AMOUNT DUE
\$1.005.82	\$0.00	\$705.82
DUE UPON RECEIPT		AMOUNT PAID
		AUTO DRAFT

This bill will Auto Draft on 10/23/2024.

Additional Information on Reverse

Please Make Checks Payable and Remit to



CRESCENTA VALLEY WATER DISTRICT
2700 FOOTHILL BLVD
LA CRESCENTA, CA 91214-3590

Previous Activity	
Last Bill:	\$340.80
Payment:	\$340.80
Adjustments:	-\$300.00
Past Due Amount:	\$0.00
Fees and Fines	\$0.00

Billing Detail			
	Water Service Charge	68.12	
	Water Usage Charges		
	Tier 1 - 10 x \$5.96 (Basic Usage 0-10 Units)	59.60	
	Tier 2 - 16 x \$11.09 (Average Usage 11-26 Units)	177.44	
	Tier 3 - 39 x \$15.63 (High Usage - 27 + Units)	609.57	
	Total Water	\$914.73	
	Sewer Service Charge	58.59	
	Sewer Flow Charge (Winter Water Usage)	32.50	
	Total Sewer	\$91.09	

TOTAL AMOUNT DUE: \$705.82
 This bill will Auto Draft on 10/23/2024.

A Late fee will be assessed 45 days after the billing date if payment has not been received.

IF ANY OF THE FOLLOWING HAVE CHANGED PLEASE FILL IN BELOW:

Mailing Address _____

Home Phone _____

Work Phone _____

Cell Phone _____

Email Address _____

CRESCENTA VALLEY WATER DISTRICT

2700 FOOT HILL BOULEVARD
 LA CRESCENTA, CALIFORNIA 91214

BILLING INQUIRIES: (818) 248-3925
 OFFICE HOURS: MON - FRI 7:30 AM - 4:00 PM
 24 HR. EMERGENCY #: (818) 248-3925

FOR MORE INFORMATION
 VISIT OUR WEB SITE AT
www.cvwd.com

CUSTOMER INFORMATION

METER READINGS

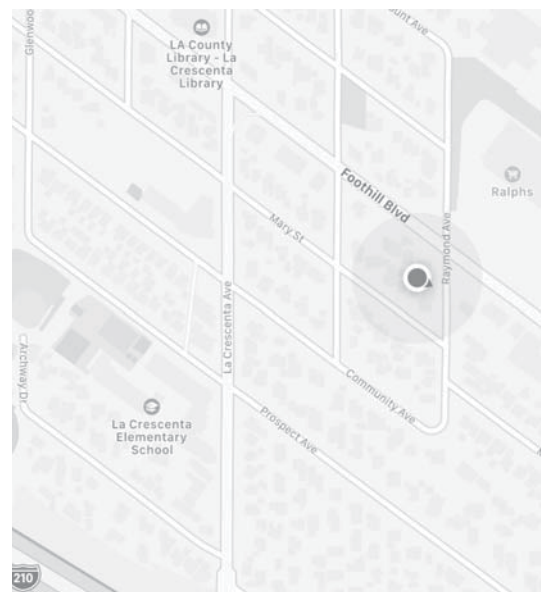
Safe access to the meter helps us provide you with accurate billing. The water meter is the property of Crescenta Valley Water District and within a public easement. Please DO NOT construct anything near, over or around the meter that would interfere with regular access by CVWD employees. All vegetation must be controlled so as not to obstruct or cover the meter box. Hazardous materials (solvent, oil, paint, etc.) may not be placed in the meter box as they may contaminate the water.

WHEN YOU NEED OUR METER TURNED OFF

Please call our office anytime you need our meter turned off. This service is available at no charge 24 hours a day, 7 days a week. A Service Representative will be dispatched out to turn the meter off. When you are ready to have the water turned back on, just call our office again. Please DO NOT turn off our meter. Should you attempt to turn off our meter and cause damage, you will be charged any necessary repairs.

CWVD is responsible for the water line in the street and for the water line to our meter. We also maintain the valve, meter box and lid. Any repair past our meter towards the property is the customer's responsibility.

If you have a dispute regarding the billing you may notify the District within 30 days of receipt.



RECEIVED

OCT 23 2024

CRESCENTA VALLEY
WATER DISTRICT

Dear : Crescenta Valley Water District

Oct.3rd, 2024

Re: 1901 Parkdale PI La Canada, CA 91011
Acct. 033435-000

Hi, I am writing this letter because my recent bill for my water was extremely High. My charges were billed using Tier 3 - which is the highest usage, Can you please bill me on Tier 2 billing? My balance is \$1,005.82 minus \$300.00 credit, and my balance is still \$705.82, which is also a very high bill, due to my financial situation and me and my husband are not currently working, i cannot afford to pay this bill. Also my water leaking wasn't found out until 2 months later when the Water meter cover was opened and the worker found leaking in the pipes inside my water meter.

I will not be able to pay my balance of \$705.82 until you meet about my situation with the board, so please note that i will be paying my bill after my bill hopefully can get adjusted to Tier 2.

I would greatly appreciate if you can adjust my bill using Tier 2.
This would really help me out!

Thank you for your attention to this matter!

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

I have attached a letter regarding my high water bill.

Please read over and i hope that i can get my billing changed to Tier 2.

Thank you for your attention to this matter!

Sincerely,

A solid black rectangular box used to redact the signature of the sender.



Crescenta Valley Water District

2700 Foothill Boulevard, La Crescenta, California 91214
Phone (818) 248-3925 Fax (818) 248-1659

Directors
James D. Bodnar
Kerry D. Erickson
Jeffery W. Johnson
Sharon S. Raghavachary
Jennifer T. Valdez

Officers
James K. Lee
General Manager

September 23, 2024

Nancy Hwang
1901 Parkdale
La Canada, CA 91011

RE: Account No. 033435-000

Dear Customer,

We have reviewed your account and problem with excessive water consumption causing a high billing for water service for your residence. I am replying to your request for assistance in the form of an adjustment.

While payment for all water consumption provided through your meter is your responsibility, the District recognizes your efforts to correct the cause of the water loss and is agreeable to a one-time adjustment. This adjustment normally consists of a 50% reduction of all water in excess of normal usage for the periods involved. However, the credit is limited to amount not to exceed \$300.00. Therefore, we have credited your account for **\$300.00**. You can contact Customer Service if you have any questions or would like a payment arrangement.

Please remember that the District has provided a one-time adjustment only as has been communicated to you, and future billings for water, even though they may be large, will be your responsibility.

Sincerely,

CRESCENTA VALLEY
WATER DISTRICT

James Lee
General Manager

Utility Billing

Account History Report

User: allmm
Printed: 09/19/2024 - 2:20PM

Account Status: Active
Connect Date: 12/27/2018
Customer Name: NANCY HWANG
Care Of:
Customer Address: 1901 PARKDALE
LA CANADA, CA 91011

Final Date:
Total Account Balance: 0.00
Total Deposits: 0.00
Total Refunds: 0.00
Owner Name: 1901 PARKDALE
Service Address:

Home Phone: [REDACTED]
Business Phone:
Account Number: 033435-000
Ext: 0
Ext: 0
Reference Number: 440470-10



Description	Read Date	Reading	Consumption
Active			
Route-Sequence-Serial: 44-0565-77930126			
Install Date: 1/26/2015			
Meter Size: .75			
	9/15/2024	752.00	65.00
	7/15/2024	687.00	21.00
	5/15/2024	666.00	14.00
	3/15/2024	652.00	13.00
	1/15/2024	639.00	11.00
	11/15/2023	628.00	12.00
	9/15/2023	616.00	27.00
	7/15/2023	589.00	24.00
	5/15/2023	565.00	8.00
	3/15/2023	557.00	6.00
	1/15/2023	551.00	13.00
	11/15/2022	538.00	15.00
	9/15/2022	523.00	16.00
	7/15/2022	507.00	10.00
	5/15/2022	497.00	9.00
	3/15/2022	488.00	11.00
	1/15/2022	477.00	10.00
	11/15/2021	467.00	7.00
	9/15/2021	460.00	14.00

3 year avg = 19,000
65-19 = 46,000
46 ÷ 2 = 23,000
23 x 15.63 = 359.49
may credit \$300.00

RECEIVED
SEP 19 2024
CRESCENTA VALLEY
WATER DISTRICT

Dear : Crescenta Valley Water District

Sept. 19th, 2024

Re: 1901 Parkdale Pl La Canada, CA 91011
Acct. 033435-000

About 2 months ago, i realized that my water bill was unusually High. I called CVWD around July 2024, when i called, the CVWD should have sent someone to check my meter area for any leaking and they did not, therefore this has caused my water bill to be higher than usual.

We checked if we had any leaking around our house or in our yard. We didnt find any leaking, however i believe on Sept 17th, the CVWD did their regular meter reading and they opened the lid this time and found water going into my water meter area. After diagnosing that there is leaking in the pipes near the water meter, we called our plumber and he repaired this leaking, which was leaking coming from a small hole in the pipe. This leaking has been paid and repaired. I have also included my invoice for this repair service.

I am asking if i can get water leakage credit, since CVWD did not help me find the cause of this water leakage when i called in July.

I would like to request if i can get back credit for the \$350.00 that i spent to repair the pipe around my water meter?

I would greatly appreciate your help in this matter!

Kindest Regards,



KS Maintenance

INVOICE

Bill To	Invoice #	Date	Amount Due
Nancy Hwang	1007	9/18/2024	\$350.00
1901 Parkdale Pl			
La Canada, CA 91011			
Job Site			
1901 Parkdale Pl			
La Canada, CA 91011			
Description			Amount
Main water pipe repair			\$350.00
Total Due			\$350.00
Notes:			

CVWD
custs

Utility Billing
Service Request Form

9/19/2024 - 2:15 PM

e/m Dave

Request Number: 000160-09-2024
Account Number: 033435-000

Last Updated By: custs
On: 9/19/2024

Account Status: Active

Name: NANCY HWANG
Billing Address: 1901 PARKDALE
LA CANADA, CA 91011

Home Phone: 
Business Phone: 
Cell Phone:

Service Address: 1901 PARKDALE

Request Date: 9/19/2024
Request Description: Check for leak, repairs have been made. Leak adjustment pending.
Service Date: 9/19/2024

Water/Gas Meters	Route-Seq	Serial No	Register ID	MXU ID	Manufacturer	Model No	Reading
Existing Water Meter	44-0565	77930126			Ipearl	Ipearl.754	752
	Read Dt	Cons	No Of Digits				
	9/15/2024	65	4				

Location: BETWEEN TWO DRS - L BOX

Comments:

NO leaks,

MR=0753352

Follow up needed?

yes ☒ no

Serviced By:

D. Pawlity

Date:

9/19/24

Time:

4:00 PM

Dear : Crescenta Valley Water District

Sept. 19th, 2024

Re: 1901 Parkdale Pl La Canada, CA 91011
Acct. 033435-000

About 2 months ago, i realized that my water bill was unusually High. I called CVWD around July 2024, when i called, the CVWD should have sent someone to check my meter area for any leaking and they did not, therefore this has caused my water bill to be higher than usual.

We checked if we had any leaking around our house or in our yard. We didnt find any leaking, however i believe on Sept 17th, the CVWD did their regular meter reading and they opened the lid this time and found water going into my water meter area. After diagnosing that there is leaking in the pipes near the water meter, we called our plumber and he repaired this leaking, which was leaking coming from a small hole in the pipe. This leaking has been paid and repaired. I have also included my invoice for this repair service.

I am asking if i can get water leakage credit, since CVWD did not help me find the cause of this water leakage when i called in July.

I would like to request if i can get back credit for the \$350.00 that i spent to repair the pipe around my water meter?

I would greatly appreciate your help in this matter!

Kindest Regards,

A solid black rectangular box used to redact the signature of the sender.

KS Maintenance			INVOICE
Van Nuys, CA 91406			
Bill To	Invoice #	Date	Amount Due
Nancy Hwang	1007	9/18/2024	\$350.00
1901 Parkdale Pl			
La Canada, CA 91011			
Job Site			
1901 Parkdale Pl			
La Canada, CA 91011			
Description			Amount
Main water pipe repair			\$350.00
Total Due			\$350.00
Notes:			

CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

Action Item No. 2
April 8, 2025

To: Honorable President and Members of the Board of Directors
From: Arturo Montes – Interim Director of Finance & Administration
Subject: **Water and Wastewater Rate Study**

ACTION ITEM:

Presentation and consideration and motion to accept the 2025 Water and Wastewater Rate Study.

BACKGROUND:

The Board has had a series of discussions initiated at a November 8, 2023, Board workshop with seven subsequent workshops providing guidance and direction for the Water and Wastewater Rate Study. Key policy directives included:

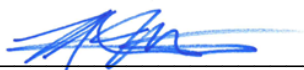
1. Adoption of a Budget-Based water billing structure for single-family residents;
2. Default assignment for household size of four (4) for an “indoor” water budget;
3. Providing a variance appeal process regarding household size;
4. Allotment of 1/3 of the total lot size as a default outdoor irrigable area for the “outdoor” water budget per Department of Water Resources data and Los Angeles County data for the outdoor water budget, including a cap for the square footage of 4,353 sq. ft.
5. Continue recovery of pipeline replacement costs by fixed charges;
6. Adoption of a flat charge wastewater billing structure consistent with the “indoor” water budget.

Based on the direction and policy decisions by the Board as well as data provided by staff, Sanjay Gaur of Water Resources Economics developed the rate study being presented to the Board.

RECOMMENDATION

Review and accept the Water and Wastewater Rate Study and direct staff to schedule a public hearing in accordance with Proposition 218 requirements.

Prepared and Submitted by:



Arturo Montes
Interim Director of Finance and Administration

Attachment(s): none

CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

Action Item No. 3
April 8, 2025

To: Honorable President and Members of the Board of Directors
From: Arturo Montes – Interim Director of Finance and Administration
Subject: **Proposition 218 Process**

ACTION ITEM:

Board discussion and possible direction associated with the Water and Wastewater Proposition 218 process.

BACKGROUND:

This action item serves as a placeholder for any discussion related to the Proposition 218 process and related considerations.

RECOMMENDATION:

Discuss and provide directions for the District's Proposition 218 process.

Prepared and Submitted by:



Arturo Montes
Interim Director of Finance and Administration



SERVICE LATERAL MAINTENANCE

Did you know that you, as a homeowner, have the responsibility to maintain your water and sewer service lateral?

A service lateral is an underground service connection that provides water from the meter to your house or connects the sewer from your house to the sewer main in the street.

WHAT IS YOUR RESPONSIBILITY?

Homeowners are required to maintain service laterals; freshwater laterals from their home to the water meter, and sewer laterals from their home to the sewer main in the street.

HOW TO PROTECT YOUR SEWER LATERALS?

- Do not pour oils, fats, or grease down the drain. Check with your City or County for proper disposal guidelines.
- Regularly inspect and remove tree roots that may infiltrate the line.
- Plant trees a safe distance away from sewer lines.

ARE YOU INSURED?

- Standard homeowners insurance policies do not cover service line repair costs.
- Service lateral insurance covers the cost of repairs, excavation, restoration to service pipes within policy limits.
- Get a quote for service lateral coverage from your insurance carrier and determine if a service lateral insurance is right for you.



818-248-3925



customerservice@cvwd.com



www.cvwd.com



2700 Foothill Blvd, La Crescenta, CA 91214



RESIDENTIAL REBATES

Residents can save money through various rebates and tips at [bewaterwise.com](https://www.bewaterwise.com).

WHO IS ELIGIBLE?

Residential customers living in houses, townhomes, condominiums, apartments, or mobile home complexes with four or fewer dwellings not represented by a homeowner's association or property management company.

Rebates are processed on a first-come, first-served basis and are subject to being reduced or cancelled as funds are depleted. Devices must be on the qualifying product list to be eligible for a rebate.

WHAT QUALIFIES FOR A REBATE?



High-Efficiency Clothes Washers



Rain Barrels & Cisterns



Weather-Based Irrigation Controllers



Premium High-Efficiency Toilets



Rotating Sprinkler Nozzles



Soil Moisture Sensors



Turf Replacement

WHERE CAN I FIND ADDITIONAL INFORMATION AND APPLY?



SoCal Water\$mart: www.socalwatersmart.com



FMWD: <https://www.fmwd.com/conservation-rebates>



818-248-3925 | customerservice@cvwd.com



www.cvwd.com | [2700 Foothill Blvd, La Crescenta, CA 91214](#)

CRESCENTA VALLEY WATER DISTRICT

General Manager Report

To: Honorable President and Members of the Board of Directors
From: James Lee, General Manager
Subject: **General Manager Report**

GM Report
April 8, 2025

General Manager's Report Topics:

- Los Angeles County Safe Clean Water Program – Measure W funds
- Administration & Finance Report – Mar 2025
- Engineering & Operations Report – Mar 2025

STAFFING

Employees have work anniversaries in April: Arturo Montes – 7 years

Employee Spotlight: Quinn Abbene

As of April 4th, the District has gone 66 days without a lost time incident.

GENERAL MANAGER ACTIVITIES

Meetings:

Managers Meeting(s)	- March 27 th , April 3 rd
FMWD Special Board Meeting	- March 31 st
SoCal Water Coalition Stormwater Task Force	- March 27 th

Submitted by:



James Lee
General Manager



Crescenta Valley Water District –Administration & Finance Report for < Mar 2025>

Customer Service & Administration Activity

**Service
Requests**
55

**New
Sign-Ons**
41

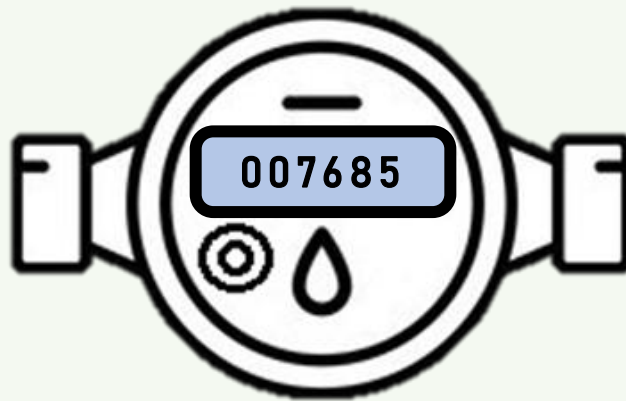
**Meter
Downloads**
3

**Meter
Changeouts**
9

**Meter
Re-Reads**
92

**Fire
Flows**
9

**Backflow
Connection Tests**
52



Meters on AMI

- Office Revamp
- QA/QC of AMI
- Office Hours at the Library
- FEMA Cost Recovery
- HOA Presentation
- CISA/ VADR kickoff
- Monterrey Park – Delta Plant Tour

Engineering & Operations Report

April 08, 2025
Staff Report

To: Honorable President and Members of the Board of Directors
From: Carla Dillon, P.E., Director of Engineering and Operations
Subject: Engineering & Operations Report – March 2025

Water Production Report

- March 2025 – Water production –55%/45% split – 85.7 MG for the month
- March 2025 – Average production is 15.5% more than 2024 and 1.2% more than 5-year average

Rainfall Update

- 3.34” for March 2025
- Rainfall Total for WY 2024/25 – 9.98”

Capital Improvement Projects

- Pipeline Replacement
 - Planning project delivery alternatives
- Rehabilitation of Well 16
 - Well 16 rehabilitation began in January; airbursting completed in February
 - Step testing completed on March 6, 2025
 - New motor installation scheduled for April 4, 2025

Groundwater Update

- Wells 11 & 2 are currently offline and Mills Wells (1, 7, 9) shutdown intermittently due to PFAS issues
- Well 16 is offline for rehabilitation. Pending Motor Installation

Wastewater Update

- Recycled Water Feasibility Study – Meeting held on 3/11/2025
- Submitted the Annual Report (2024) to the State on sewer spills
- SSMP updates in progress. Recertification is due 8/2/2025

Developer Projects

- Open developer projects: 8
- 3037/3043 Foothill – Pending payment of materials, selection of a contractor, and faithful performance bond.
- 2713 Honolulu Rockhaven Sanitorium – Pending payment from the City of Glendale

Street Projects

- La Crescenta Ave Rehabilitation - City of Glendale – Construction began March 31, 2025

Field Maintenance & Operations Support

- Inspection: In-house pipeline – 2300 block of Teasley Street – 75% Complete
- Reservoir Maintenance – Cresta Heights Pre-bid meeting on March 25, 2025. Bids due 4/9/25

Other

- Participated in the PWAG debrief meeting on the Eaton Fire
- Three Eng/Ops team members attending Leadership Academy in Rowland Heights
- Participated in the Western Regional Technical Advisory Group hosted by MWD

Operations & Maintenance Report

March 2025

1

Water Main Repairs

5

Water Service

Repairs: 5 Replacements: 0

1

After Hours Leaks/Repairs

0'

Sewer Maintenance

Clean: 0' Inspect: 0' Reports: 0

Field Maintenance Projects

- In-House Pipeline: I-1091 – Teasley – In progress – 626' installed
- D-25-10 – 1" meter upgrade
- D-25-29 – 1" meter upgrade
- Annual Hydrant Inspection Collaboration with Station 63
- Encinal – Repair leak on discharge pipe

Wastewater

- Lift Station Visits: 4 (De-rag pumps, check valves)
- Private Sewer Lateral SSO – Pineglen
- Haaker Open House

Operations & Maintenance Report

March 2025

1

Miscellaneous Repairs

Meter Box: 1, Bypass: 0

38

Valves

Replace: 0 Exercise: 38 Install: 0

44

Fire Hydrant Maintenance

Rebuild: 3 Install: 0 Inspect: 41

2

Water Meter Replacement

$\frac{3}{4}$ " : 0, 1" : 1, 1.5" : 0, 2" : 0, 3" : 0, 4" : 1

Training/Cross Training

- Water Main Installation
- Quinn A.

Events

- Haaker Open House
- MWD Water Quality Meeting – La Verne
- SCWUA

New Certification

- None

Safety

- An Open And Shut Case for Gate Valve Safety
- Jack Hammer Safety
- Quick Equipment Checks
- Trenching – Don't Dig Into Trouble

System Operations Report

March 2025

Days without a lost-time incident: 62

130+

Water Quality Samples w/ additional
PFAS monitoring samples

2

Well Rehabilitations

2

System PRV and Flow Valve Maintenance
Rebuild: 1

11

Site Checks

Operations Report

- System PRV Maintenance (Wells and Stations)
- FMWD Shutdown – Paschall
- Paschall Pump B Control Valve Replacement
- Encinal Discharge Piping Repair

Electrical/Telemetry

- Well 12 – Replace Starter
- Ongoing Analyzer Maintenance – Wells
- Well 5 – Replace Motor Saver
- Apex on Site for a week for SCADA

Facilities Maintenance

- Mills and Glenwood Ongoing Maintenance
- Ordunio – Added Fence Slats
- Small Generator Maintenance

CRESCENTA VALLEY WATER DISTRICT

WATER PRODUCTION REPORT

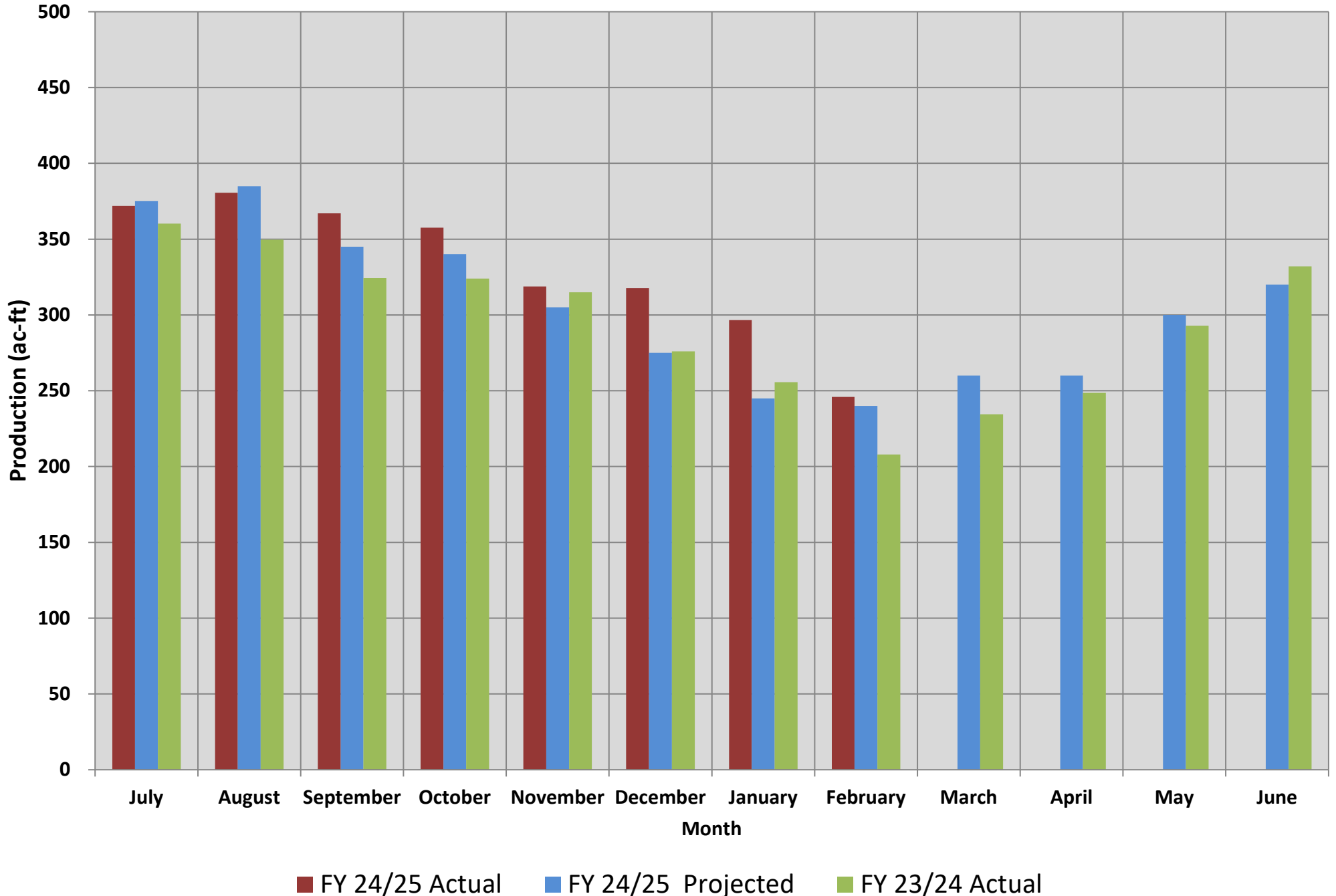
March 1 - March 31, 2025

Well Production:	44,791,200	Gals		
GWP Production:	0	Gals		
Gravity Production:	1,918,818	Gals	% GW	55%
FMWD:	38,992,537	Gals		
City of Glendale:	0	Gals	% Import	45%
TOTAL:	85,702,555	Gals		
	263.01	ac-ft		
Glenwood Nitrate Water				
Reclamation Plant:*	0	*Included in Well Production		

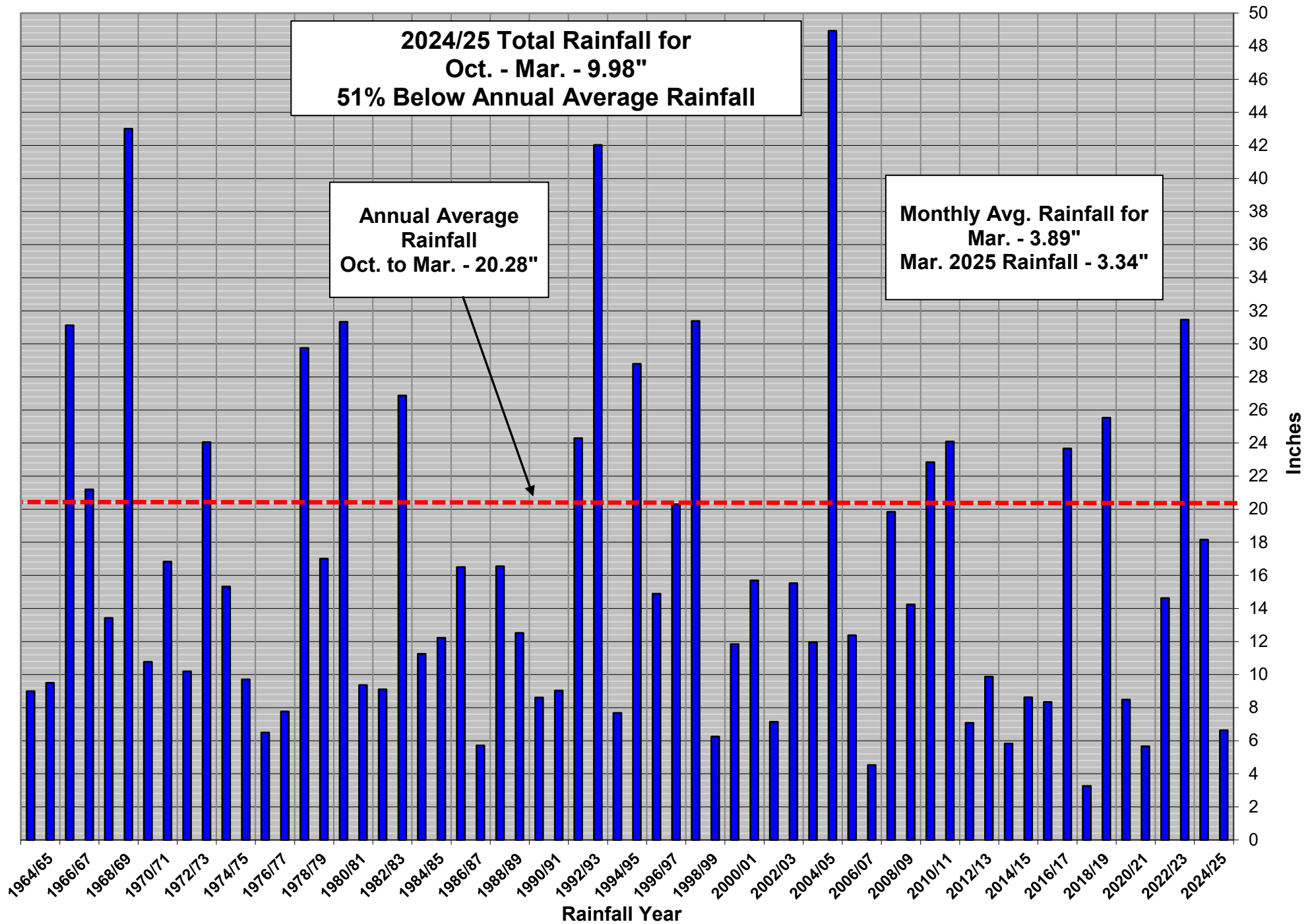
WATER DEMAND COMPARISON								
Time Period			Average Daily Usage (gals)		Current Period Change			
March 1 - March 31, 2025			2,787,199					
March 1 - March 31, 2024			2,413,108		15.5%			
5-yr Average - March 2020 - 2024			2,755,039		1.2%			
RAINFALL: March 1 - 31, 2025			3.34					
Season-To-Date:			9.98					
2024/25 Fiscal Year Water Production			WY 24/25 - Groundwater Production Water Rights		GWP (Well 16) Water Production - 2025		Purchased Water Production Tier 2 Allocation - 2025	
Month	Actual Total Water Production (ac-ft)	Budgeted Total Water Production (ac-ft)	Month	Month	Month	Well Production (ac-ft)	Month	Imported Water Production (ac-ft)
July	372	375	October	182	January	5	January	132
August	381	385	November	166	February	0	February	105
September	367	345	December	168	March	0	March	120
October	358	340	January	159	April		April	
November	319	305	February	141	May		May	
December	318	275	March	143	June		June	
January	297	245	April		July		July	
February	246	240	May		August		August	
March	263	260	June		September		September	
April		260	July		October		October	
May		300	August		November		November	
June		320	September		December		December	
Total to Date	2,919	2,770	Total to Date	960	Total to Date	5	Total to Date	357
Projected	3,799	3,650	Water Rights	3,294			Tier 2	2,154
% of Projected	80.0%	75.9%	% of Rights	29%			% of Allocation	17%
Remaining	731	880	Remaining	2,334			Remaining	1,797
NOTE:								
1) Blue Numbers = Estimated Water Production								
2) Wells 2 & 11 offline due to PFAS blending issues. Mills Wells (1, 7, 9) were off for 15 days.								

Monthly Water Production:

FY 24/25 Actual, FY 24/25 Projected & FY 23/24 Actual



Monthly Rainfall - 1963/64 - 2024/25 (Oct. 1 - Mar. 31)



CVWD Daily Average Wastewater Discharge and Strength
October 1, 2009 - February 28, 2025

