



**WEST VALLEY WATER DISTRICT
855 W. BASE LINE ROAD, RIALTO, CA 92376
PH: (909) 875-1804
WWW.WVWD.ORG**

**SPECIAL EXTERNAL AFFAIRS
COMMITTEE MEETING
AGENDA**

Monday, April 27, 2026, 2:00 PM

NOTICE IS HEREBY GIVEN that West Valley Water District has called a meeting of the External Affairs Committee to meet in the Administrative Conference Room, 855 W. Base Line Road, Rialto, CA 92376.

BOARD OF DIRECTORS

**Vice President Angela Garcia, Chair
President Kelvin Moore**

Members of the public may attend the meeting in person at 855 W. Base Line Road, Rialto, CA 92376, or you may join the meeting using Zoom by clicking this link: <https://us02web.zoom.us/j/8402937790>. Public comment may be submitted via Zoom, by telephone by calling the following number and access code: Dial: (888) 475-4499, Access Code: 840-293-7790, or via email to administration@wvwd.org.

If you require additional assistance, please contact administration@wvwd.org.

CALL TO ORDER

PUBLIC PARTICIPATION

Any person wishing to speak to the Board of Directors on matters listed or not listed on the agenda, within its jurisdiction, is asked to complete a Speaker Card and submit it to the Board Secretary, if you are attending in person. For anyone joining on Zoom, please wait for the Board President's instruction to indicate that you would like to speak. Each speaker is limited to three (3) minutes. Under the State of California Brown Act, the Board of Directors is prohibited from discussing or taking action on any item not listed on the posted agenda. Comments related to noticed Public Hearing(s) and Business Matters will be heard during the occurrence of the item.

Public communication is the time for anyone to address the Board on any agenda item or anything under the jurisdiction of the District. Also, please remember that no disruptions from the crowd will be tolerated. If someone disrupts the meeting, they will be removed.

DISCUSSION ITEMS

1. Federal Legislative Update **PG 5**
2. State Legislative Update
3. Updates to External Affairs Committee
4. Minutes for the December 22, 2025, Regular Committee Meeting and Minutes for the February 9, 2026, Special Committee Meeting **PG 23**
5. Sponsorship Requests **PG 29**
6. Social Media Report: March - April 2026 **PG 41**
7. West Valley Water District 75th Anniversary **PG 51**
8. West Valley Water District Welcome Packet Update **PG 53**
9. STEM Day/Education
10. Transition to .GOV website and website accessibility **PG 95**

ADJOURN

Please Note:

Material related to an item on this Agenda submitted to the Board after distribution of the agenda packet are available for public inspection in the District's office located at 855 W. Baseline, Rialto, during normal business hours. Also, such documents are available on the District's website at www.wvwd.org subject to staff's ability to post the documents before the meeting.

Pursuant to Government Code Section 54954.2(a), any request for a disability-related modification or accommodation, including auxiliary aids or services, in order to attend or participate in the above-agendized public meeting should be directed to the Acting Board Secretary, Kara Johnson, at least 72 hours in advance of the meeting to ensure availability of the requested service or accommodation. Ms. Johnson may be contacted by telephone at (909) 875-1804 ext. 703, or in writing at the West Valley Water District, P.O. Box 920, Rialto, CA 92377-0920.

DECLARATION OF POSTING:

I declare under penalty of perjury, that I am employed by the West Valley Water District and posted the foregoing Agenda at the District Offices on April 23, 2026.

Kara Johnson

Kara Johnson, Acting Board Secretary

Date Posted: April 23, 2026

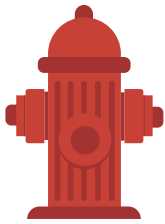
2026 LEGISLATIVE INTERESTS

West Valley Water District (District) actively supports state legislation through its advocacy program, focusing on securing funding for critical infrastructure, water reliability, and fire resiliency.

Here are some examples of legislation the District has supported and opposed this legislative cycle.

SUPPORT

Legislation that supports disaster preparedness and protects fire resilient water infrastructure.



- AB 1893 (Gallagher and Schultz) Wildfire prevention: local assistance grant program: eligible activities.
- SB 1153 (Caballero) Disaster preparedness: urban retail water suppliers and public water systems: wildfire.
- SB 1001 (Archuleta) Local agency, corporation, or mutual water company: personnel access: Personal Identity Verification-Interoperable.

Support legislation that strengthens rate-setting authority by clarifying proportionality standards and reducing legal uncertainty.



- AB 2180 (Ward) Local government: Proposition 218 Omnibus Implementation Act: proportional cost of service.

Support legislation that ensures the continued reliability of the State Water Project by supporting both infrastructure resilience and regulatory clarity.



- AB 2215 (Calderon) Water rights: permits: State Water Project.
- SB 872 (McNerney): Delta Levees and Canal Subsidence Fund.

Support legislation that streamlines administrative processes to accelerate the delivery of critical voter-approved water and infrastructure investments.



- AB 35 (Alvarez) Proposition 4 Administrative Procedure Act (APA) Exemption.

2026 LEGISLATIVE INTERESTS

West Valley Water District (District) actively supports state legislation through its advocacy program, focusing on securing funding for critical infrastructure, water reliability, and fire resiliency.

Here are some examples of legislation the District has supported and opposed this legislative cycle.

SUPPORT



Support legislation that modernizes compensation limits to reflect the responsibilities of water district governing boards.

- AB 2568 (Johnson) Water district directors: compensation.

OPPOSE



Oppose legislation that imposes impractical emergency response requirements and increases liability for water suppliers without accounting for operational realities.

- AB 2013 (Bennett) Fire risk areas: water suppliers: emergency preparedness plan.
Failed to pass out of the Assembly Emergency Management Committee.

Federal Legislation – High Priority

| Bill | Summary | Positions taken by other agencies | WVWD Position | WVWD Impact |
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| <p>H.R. 2656 Nitrate and Arsenic in Drinking Water Act</p> <p>Introduced by: Congresswoman Torres and Congressman Valado</p> | <p>Congresswoman Torres and Congressman Valadao are reintroducing the "Nitrate and Arsenic in Drinking Water Act", a historic bill focused on addressing excessive nitrate and arsenic contamination in drinking water, particularly in California's Inland Empire. The bill seeks to combat the public health crisis caused by these contaminants by amending the Safe Drinking Water Act. It would provide grants for the reduction of nitrate and arsenic levels, proposing \$15 million in funding for FY26 and each subsequent fiscal year. Additionally, the bill directs the Environmental Protection Agency (EPA) to prioritize the needs of economically disadvantaged populations most impacted by these contaminants.</p> | <p>TVMWD – Support Coachella Valley Water District – Support CVWD – Support Elsinore Valley- Support</p> | <p>Ratification of Support taken on 3/25/25</p> | <p>Nitrate and arsenic contamination in drinking water is a significant concern across California, especially in the Inland Empire. Counties such as Los Angeles, San Bernardino, Riverside, Kern, and Monterey are heavily affected. The bill received support in the 118th Congress and 119th congress from several organizations, including West Valley Water District. Location: Referred to the House Committee on Energy and Commerce.</p> |
| <p>H.R. 2344/S. 1118 Water Intelligence, Security, and Cyber Threat Protection Act</p> <p>Introduced by U.S. Representative Jan Schakowsky</p> | <p>The bill aims to strengthen cybersecurity for drinking water and wastewater utilities by expanding access to the Water Information Sharing and Analysis Center (Water ISAC), a vital hub for threat intelligence, risk mitigation, and emergency response, by providing \$10 million for fiscal years 2026 and 2027. ACWA supported this legislation in the previous Congress.</p> | <p>ACWA – Support AWWA – Support MWD – Support NACWA – Support</p> | <p>Support</p> | <p>This legislation will benefit WVWD as it increases funding for cyber security. During the recent district advocacy trip to DC, this bill was discussed with the author's office, with a ratification of our support.</p> <p>Location: Read twice and referred to the Committee on Environment and Public Works.</p> |

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| <p>H.R 2766 / S.2014 Special District Fairness and Accessibility Act</p> <p>Introduced by: Pat Fallon (R-TX), Brittany Petterson (D-CO)</p> <p>Cosponsored by: David Valadao (R-CA), Young Kim (R-CA), Doug LaMalfa (R-CA), Dan Newhouse (R-WA), Jay Obernolte (R-CA), Josh Harder (D-CA)</p> | <p>This bill would establish a first-ever formal definition of “special district” in federal law. The bipartisan bill – which is National Special District Association (NSDA) number one federal legislative priority – also would direct the White House Office of Management and Budget (OMB) to issue guidance to federal agencies requiring special districts to be recognized as local governments for purposes of ensuring that districts have access to all appropriate forms of federal financial assistance.</p> | <p>NSDA – Sponsor CSDA – Support Cucamonga WD – Support EMWD-Support MVWD-Support Mesa WD – Support SBVMWD- Support SBVWCD – Support TVMWD- Support WMWD-Support</p> | <p>Support position taken on 4/21.</p> | <p>H.R. 2766 is identical to legislation that was overwhelmingly approved by the full House of Representatives last year, with the exception of the title. This year’s bill is known as the Special District Fairness and Accessibility Act (WVWD Supported).</p> <p>During a recent Advocacy trip to DC, WVWD Board and staff spoke to Rep. Fallon about our support for the bill.</p> <p>Approved the bill with strong bipartisan support. Legislation is expected to be considered by the full House of Representative at some point in the future.</p> |
| <p>S. 1092 and H.R. 2269 Wastewater Infrastructure Pollution Prevention and Environmental Safety (WIPPES) Act</p> <p>Introduced by: Senator Merkley</p> | <p>The proposed legislation aims to address the pollution caused by improperly disposed consumer products, such as baby wipes, disinfecting wipes, and personal hygiene wipes by requiring that each be clearly labeled with a “Do Not Flush” notice.</p> | <p>ACWA – Support NACWA – Support IEUA- Support CVWD – Support</p> | <p>Watch</p> | <p>Although we are not wastewater, we support legislation that protects public infrastructure and the environment.</p> <p>Location: House - 03/24/2026 Held at the desk.</p> |

State Legislation – High Priority

| Bill | Summary | Positions taken by other agencies | WVWD Position | WVWD Impact |
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| Assembly Bills | | | | |
| <p>AB 35 Safe Drinking Water, Wildfire Prevention, Drought Preparedness, and Clean Air Bond Act of 2024: Administrative Procedure Act: exemption: program guidelines and selection criteria.</p> <p>Introduced by: Assembly Member Alvarez</p> | <p>This bill would exempt Proposition 4 spending from the Administrative Procedure Act (APA) so that funding can move out of state agencies and into projects as soon as possible.</p> <p>Without an APA exemption, the delays already emerging threaten the success of essential projects across the state, including many that are shovel ready. Providing this exemption will accelerate timelines, reduce administrative burdens, and honor the commitment voters made to California’s communities.</p> | <p>ACWA – Support CMUA – Support CSDA – Support EMWD – Support IRWD – Support MSWD – Support</p> | <p>Support</p> | <p>Being that WVWD played a critical role in advocating Proposition 4’s passage, we support the legislation that streamlines the process of receiving these funds.</p> <p>1/27/26 - In Senate. Read for the first time. To Com. on RLS. for assignment.</p> |
| <p>AB 1710 Housing developments: ordinances, policies, and standards.</p> <p>Introduced by: Assembly Member Carrillo</p> | <p>This bill would provide that for the purposes of the Permit Streamlining Act, a housing development project or emergency shelter shall be deemed consistent, compliant, and in conformity with an applicable plan, program, policy, ordinance, standard, requirement, or other similar provision adopted or implemented by a public agency, as defined, if there is substantial evidence that would allow a reasonable person to conclude that the housing development project or emergency shelter is consistent, compliant, or in conformity, except as specified.</p> | <p>ACWA – Not favor unless amended</p> <p>CMUA – Not favor unless Amended</p> | <p>Watch</p> | <p>This bill would impose extra duties on local agencies that would be burdensome for our district.</p> <p>3/25/26 Re-referred to Com. on L. GOV.</p> |

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| | By imposing additional duties on local agencies, this bill would impose a state-mandated local program. | | | |
| <p>AB 1873 County of Ventura: fire suppression: backup energy source.</p> <p>Introduced by: Assembly Member Bennett</p> | <p>This bill is a cleanup of AB 367 (Bennett 2025). The bill would authorize water suppliers to use backup energy sources that are not permanent or stationary if they can provide power within 90 minutes after a loss of power. This is a change from 60 minutes in existing law. Additionally, it requires the water supplier to notify the Ventura County Office of Emergency Services as soon as possible if that energy source does not provide power within 90 minutes of loss of power, and to include in the report required by law whether a notification was made. Lastly, the bill also changes the requirement for an emergency preparedness plan to be prepared by July 1, 2027.</p> | <p>CMUA – Watch</p> | <p>Watch</p> | <p>The requirement to prepare an emergency preparedness plan by July 1, 2027, does add time pressure for water suppliers like WWWD. Although this bill is currently for Ventura County, if enacted it can fall other water agencies.</p> <p>In 2025, WWWD opposed AB 367. this bill seems to be an improvement from last year, but still on a watch.</p> <p>04/09/2026 Re-referred to Com. on APPR.</p> |
| <p>AB 1881: California Indian Freedom Act of 2026.</p> <p>Introduced by: Assembly Member Ramos</p> | <p>This bill has provisions to prohibit a government agency from substantially burdening a California Indian or California Native American tribe’s exercise of religious beliefs or spiritual practices. The burden can be overcome if the government agency demonstrates that the application of the burden is in furtherance of a compelling government interest and is the least</p> | <p>ACWA – Oppose unless Amended</p> <p>CMUA- Oppose</p> | <p>Watch</p> | <p>This bill provides tribes with broad latitude to halt important projects for confidential reasons. It has the potential to upend housing, transit, and business, as well as important</p> |

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| | restrictive. This would apply to all state and local government actions including permitting, land use approvals and enforcement actions. The bill allows a California Indian or tribe to assert a violation of these provisions as a claim or defense in a judicial or administrative proceeding. | | | water and power projects like those of WWWD. Since Ramos represents our region, we will remain as a watch. 04/09/26 Re-referred to Com. on JUD. |
| AB 1893 Wildfire prevention: local assistance grant program: eligible activities. Introduced by: Assembly Members Gallagher and Schultz | This measure builds on last year’s budget trailer bill effort to program Proposition 4 grant funding through the Wildfire Prevention Grant Program for helicopter-accessible water supply infrastructure used in wildfire response and suppression. The bill would expand eligible activities under the local assistance grant program to include projects undertaken by local governmental entities to acquire or install mobile rigid dip tanks, as well as similar mobile or permanent infrastructure, capable of providing helicopter-accessible water supplies for firefighting in very high and high fire hazard severity zones, as specified. | Crescenta Valley Water District- Sponsor Paradise Irrigation District - Sponsor ACWA – Favor CSDA – Watch CVWD – Support EVMWD – Support RanchoWD – Support RowlandWD – Support TVMWD – Support JCSD – Support SCWC – Support WWWD – Support WMWD – Support | Support position taken on 2/19/2026. | For WWWD, this measure is particularly relevant as portions of the District’s service area fall within high and very high fire hazard severity zones, creating an increased need for reliable and rapidly accessible firefighting water supplies. 04/14/260 Do pass and re-refer to Com. on APPR. with recommendation: To Consent Calendar. |
| AB 2013 Fire risk areas: water suppliers: emergency preparedness plan: | This bill would require a water supplier that services more than 100 customers that are located in a moderate, high, or very high fire hazard severity zone, as specified, to establish an emergency preparedness plan for response to red flag warnings, extreme weather events, and other major power outages or | ACWA – Oppose unless Amended CSDA – Oppose unless Amended CMUA – Oppose unless Amended | Ø/LA position taken on 3/17/2026 | ACWA is leading an OUA Coalition! The requirements create an expansive and duplicative burden on our operations. These |

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| <p>Introduced by: Assembly Member Bennett</p> | <p>emergencies that pose a potential threat to providing adequate water service. The bill would require the plan to contain several things, including, among others, an assessment that identifies the minimum number of and type of water pumps that are necessary to maintain water service for customers while providing an adequate water supply for firefighting activities.</p> | <p>EVWD – Oppose unless Amended EMWDS – Oppose unless Amended WalnutVWD – Oppose unless Amended TVWD – Oppose unless Amended MWD – Oppose unless Amended WMWD – Opposed unless Amended</p> | | <p>mandates impose onerous administrative hurdles for public water systems and, more critically, significantly increase our exposure to legal liability.</p> <p>AB-2013 Fails to Pass Asm. Emergency Management Committee</p> |
| <p><u>AB 2125</u> Groundwater basin adjudication: notice.</p> <p>Introduced by: Assembly Member Bennett</p> | <p>This bill includes affidavit requirements for groundwater adjudications. Existing law requires the plaintiff in a groundwater adjudication to identify all parcels within the basin, mail a notice/complaint to all holders of real property in the basin, and if a return receipt is not received, the plaintiff has to physically post a notice on the property. This bill requires an affidavit from the person who mailed the notice, and/or from the person who posted the physical notice, to be included in the notice of completion filed with the court. This bill is prospective, applying to future adjudications</p> | <p>CMUA – Watch ACWA – Watch CSDA – Watch</p> | <p>Watch</p> | <p>This bill could also help establish a formal record of information relevant to the adjudication and reduce the likelihood of the adjudication being dismissed for improper service.</p> <p>3/26/26 Read second time. Ordered to third reading.</p> |
| <p><u>AB 2180</u> Local government: Proposition 218 Omnibus Implementation Act: proportional cost of service.</p> | <p>Sponsored by ACWA, this bill would clarify how water agencies comply with Proposition 218 when setting water rates. This bill would authorize local government to demonstrate the proportional cost of the service</p> | <p>ACWA – Sponsor CMUA – Support CSDA – Support SCWC – Support CalWEP – Support</p> | <p>Support position taken on 3/2/2026</p> | <p>This clarification will provide predictability for agencies, like ours, who operate with tiered rates. This</p> |

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| <p>Introduced by: Assembly member Ward</p> | <p>attributable to the parcel by any method that reasonably allocates the ascertainable cost of providing service to all parcels, if substantiated as provided. The bill would, however, provide that for water or sewer service fee or charge impositions, a local government is not required to provide an exact measure of the cost of the service at each parcel and may instead impose uniform or tiered fees or charges to parcel or customer classes that are defined based on common characteristics indicative of likely water or sewer use.</p> | <p>MVWD – Support SCV Water – Support JCSD – Support CVWD – Support TVMWD – Support WMWD – Support CVWD – Support MSWD – Support DWA – Support EMWD – Support IRWD- Support RWD – Support</p> | | <p>clarification will support California’s water-use conservation goals and help minimize unnecessary legal disputes over water rates.</p> <p>4/9/26 To Com. on RLS. for assignment.</p> |
| <p><u>AB 2215</u>: Water rights: permits: State Water Project.</p> <p>Introduced by: Assembly Member Calderon</p> | <p>AB 2215 would extend the timeline for the full development of the State Water Project’s (SWP) existing water rights permits to December 31, 2085, aligning those permits with the term of the validated contracts between the Department of Water Resources (DWR) and SWP public water agencies. This extension is necessary due to longstanding delays outside of DWR’s control and will allow the state to better plan, modernize infrastructure, and respond to climate extremes such as droughts and floods.</p> | <p>ACWA – Support IEUA – Support MWD – Support SCWC – Support</p> | <p>Support position taken 3/31/26</p> | <p>As an agency that manages regional ground and surface water, we rely on the State Water Project (SWP) to implement a conjunctive use strategy critical for long-term, sustainable water management.</p> <p>4/17/2026 passed out of Asm WPW and will be going to the Approps committee.</p> |
| <p><u>AB 2218</u>: Water policy: California Native American tribes.</p> | <p>This bill would set up a state policy to address the historic inequities against Native American tribes that were caused by state-</p> | <p>ACWA – Oppose unless Amended</p> | <p>Watch</p> | <p>CMUA has noted as written, this bill would establish problematic,</p> |

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| <p>Introduced by: Introduced by Assembly Member Kalra</p> | <p>sanctioned acts of termination, removal, and assimilation. The policy is to acknowledge and correct these inequities through compensation, legal recognition of rights, or replacement of benefits lost. This bill requires the State Water Board, Department of Water Resources, and all relevant state agencies to consider and incorporate this policy when revising, adopting, or establishing rights, policies, regulations, permits, or grants to address the identified inequities.</p> | <p>CSDA – Oppose unless Amended</p> <p>CMUA-Oppose</p> <p>ACWA- Oppose Unless Amended</p> | | <p>overreaching state policy with significant implications for water supply reliability in California and for districts like WWWD.</p> <p>04/14/26 - Re-referred to Com. on E.S & T.M.</p> |
| <p>AB 2381: Local Agency Public Construction Act: municipal water districts: sanitation districts: lowest responsible bidder.</p> <p>Introduced by: Assembly Member Johnson</p> | <p>The Local Agency Public Construction Act sets forth the requirements for competitive bidding on various types of contracts awarded by local agencies. Under current law, a municipal water district and a sanitation district, when leaving a contract for \$35,000 or more, is required to let the contract to the lowest responsible bidder. This bill would increase that threshold dollar amount to \$220,000. The bill would require the Controller, commencing January 1, 2028, to adjust that amount annually to reflect the percentage change, as specified, and publish the adjusted amount on its internet website.</p> | <p>CSDA – Support</p> | <p>Watch</p> | <p>Assembly Member Johnson is also the author of our bill.</p> <p>03/09/2026- Referred to Com. On L. GOV.</p> |
| <p>AB 2568 Water district directors: compensation.</p> <p>Introduced by: Assembly Member Natasha Johnson</p> | <p>Existing law authorizes a water district, as defined, to adopt an ordinance that provides compensation to members of the governing board, as specified. Existing law prohibits a water district from adopting an ordinance that compensates members of the governing board for more than a total of 10 days in any calendar month. This bill would instead</p> | <p>WWWD – Sponsor</p> <p>ACWA – Favor</p> <p>CSDA – Support</p> | | <p>03/10/2026 – Amended to reflect 15 days.</p> <p>Committee hearing 04/22/26</p> |

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| | prohibit a water district from adopting an ordinance that compensates members of the governing board for more than a total of 15 days in any calendar month. | | | |
| <p>AB 2619: Water resources: data centers.</p> <p>Introduced by: Assembly Member Papan</p> | <p>This bill applies to people who own or operate a data center when applying for or renewing a business license with a city or county. This bill would require a person who owns or operates a data center to provide his water supplier with an estimate of the projected water use volume for maximum day, month, and average year and to report on the application for a business license the estimate of the expected water use volume for the maximum day, month, and average year. This bill includes a definition for “data center”. This bill also requires the Department of Water Resources and the State Energy Resources Conservation and Development Commission to develop guidelines and best practices to maximize the efficient use of natural resources to address the emergency technology needs. Lastly, this bill requires that public water systems include data center demand within their urban water management plan, specifically within the annual water supply and demand assessment and annual water shortage contingency plan.</p> | <p>ACWA – Not favored unless amended</p> <p>CMUA- Watch, but concerns to oppose unless amended</p> <p>CSDA – Watch</p> | Watch | <p>This bill is a reintroduction from last year’s bill AB 93 that was vetoed by the governor due to rigid reporting requirements in which this bill includes even more reporting requirements than the original bill. Public water systems like WVWD will likely not have this data unless a data center reports it pursuant to the other sections proposed in this bill. Lastly, the demand is not related to water supply assessment.</p> <p>04/09/2026: Referred to Coms. On W., P., & W. and L. GOV.</p> |
| <p>AB 2630 Water diversion and use: adoption of regulations.</p> <p>Introduced by Assembly Member Bennett</p> | <p>This bill would allow future regulations to update water diversion measurement and reporting to be adopted through emergency regulations (SB 88 regulations). This would exempt these regulations from the California Environmental Quality Act and from the</p> | <p>ACWA – Oppose</p> <p>CMUA – Oppose</p> <p>CSDA – Watch</p> | | <p>CMUA has noted that this proposal would circumvent important public processes and transparency, and reiterated concerns</p> |

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| | Administrative Procedure Act requirements. The Office of Administrative Law (OAL) would not review these regulations. | | | that any new compliance requirements imposed through emergency regulations would be difficult or impossible to meet within the timeframe proposed by the regulations. 04/06/2026: Referred to Coms. on NAT. RES. |
| AB 2739 Water: affordability and system stabilization. Introduced by: Assemblywoman Soria | AB 2739 establishes a durable, long-term funding solution to address California’s growing water affordability challenges at both the household and water system levels. The bill does this by creating the Water Affordability and System Stabilization Fund, a trust-based funding mechanism designed to fund direct assistance to low-income households and support targeted investments in local water infrastructure intended to reduce long-term system costs and ratepayer pressures, by establishing a perpetual funding source that stabilizes water affordability for all Californians, especially those households that are the most vulnerable. | IRWD – Sponsor RCWD – Sponsor ACWA – Support EMWD – Support TVMWD – Support USGVMWD – Support WMWD – Support | Watch | Historically, WVWD has supported LIRA programs. Currently, we are in a “watch” position to ensure the bill establishes a sustainable funding source and does not shift costs onto the District or its ratepayers. 04/07/26 – Re-referred to Com. on W., P., & W. |
| Senate Bills | | | | |
| SB 872 Climate change: funding priorities. | Introduced by Senator McNerney, Senate Bill (SB) 872 would revise state climate funding priorities to provide ongoing investments in critical statewide water infrastructure. Beginning in fiscal year 2026/27 and | CoachellaVWD – Support CucamongaVWD – Support MWD – Support ACWA – Support CMUA – Support | Support position taken on 4/1/26. | SB 872 would establish a long-term, dedicated funding source to support critical water |

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| <p>Introduced by: Senator McNerney</p> | <p>continuing through 2046/47, the bill would appropriate \$150 million annually to the Department of Water Resources to support capital improvements to restore original design water conveyance capacity for state water conveyance systems impacted by land subsidence and \$150 million annually to the Sacramento-San Joaquin Delta Conservancy for projects to improve existing Delta levees, including multi-benefit levee projects that protect habitat and improve water quality Funding for subsidence and Delta levee repairs go hand in hand to support California's water supply, economy and environment.</p> | <p>IEUA – Support DWA – Support IRWD – Support LVWD – Support SBWMWD – Support SCWC – Support TVMWD – Support WMWD - Support</p> | | <p>infrastructure projects which is something West Valley Water District has been supportive of.</p> <p>04/14/26 Re-referred to Com. on APPR</p> |
| <p><u>SB 992</u>: County auditors: special districts: annual audit exceptions</p> <p>Introduced by: Senator Niello</p> | <p>Current law requires a county auditor to make or contract with a certified public accountant or public accountant to make an annual audit of the accounts and records of every special district within the county for which an audit is not otherwise provided, as specified. Current law authorizes a special district to replace this annual audit with a financial review, or, until January 1, 2027, an agreed-upon procedures engagement or an annual financial compilation of the special district, if specified conditions are met, including that the special district's annual revenues do not exceed \$150,000. Until January 1, 2027, upon receipt of the financial review, agreed-upon procedures engagement, or financial compilation, current law authorizes a county auditor to appoint a certified public accountant or a public accountant to conduct an audit of the special district, as specified.</p> | <p>CSDA – Co Sponsor</p> | <p>Watch</p> | <p>Set for hearing April 29.</p> |

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| | This bill would remove the January 1, 2027, repeal date referenced above, and would increase the revenue cap described above to \$250,000. | | | |
| <p><u>SB 1001</u> Water utility workers: identification card program</p> <p>Introduced by: Senator Archuleta</p> | This bill would require the Office of Emergency Services to develop a water utility worker identification program to issue identification cards to employees of a city, county, city and county, special district, water corporation, or mutual water company that provides water utility services to authorize access to an area during or following a flood, storm, fire, earthquake, or other disaster, for the purpose of protection of public health and safety, preservation of life and property, and repair and restoration of water service. | Sponsored: Walnut Valley Water District/Pico Water District/Paradise Irrigation District/Rowland Water District/Bellflower-Somerset Mutual Water Company ACWA – Favor unless amended CMUA – Seeking Amendments CSDA – Support in concept | Support position taken on 3/31/2026. | <p>While WWWD has not experienced challenges obtaining authorized access during or following emergencies, we recognize that other agencies have encountered such barriers. Ensuring timely and reliable access to water systems during emergency response and recovery is critical to protecting public health and maintaining essential services.</p> <p>Re-refer to Com. on APPR. with recommendation: To consent calendar.</p> |
| <p><u>SB 1048</u> State Seal of Climate Literacy</p> | This bill, coauthored by Assembly Member Garcia , seeks to establish the State Seal of Climate Literacy, formal recognition for high school graduates who demonstrate a high level of proficiency in environmental science and "green" technical skills. Participation in | Rialto Unified School District | Watch | This bill would provide WWWD with a credible signal to that a graduate has developed the foundational climate |

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| <p>Introduced by: Senator Becker</p> | <p>the program is entirely voluntary for local educational agencies. For schools that choose to participate, the State Superintendent of Public Instruction will provide a special insignia to be affixed to the qualifying student's diploma or transcript, serving as an official endorsement of their expertise in climate-related disciplines.</p> | | | <p>knowledge, critical thinking, and hands-on project experience necessary to step into these essential roles.</p> <p>Set for hearing April 20.</p> |
| <p><u>SB 1085</u> Water supply planning: California Environmental Quality Act determination.</p> <p>Introduced by: Senator Durazo</p> | <p>This bill would require a city or county to make an identification to the public water system of certain projects without regard to whether the project is subject to the requirements of the California Environmental Quality Act (CEQA). Existing law requires water supply assessments (WSAs) for certain types of larger residential, commercial, and mixed-use projects to assess the water demand impact of the project. WSAs are triggered by CEQA. Existing law also exempts projects for housing on less than 20 acres and projects that consist of exclusively a facility for advanced manufacturing from CEQA</p> | <p>East Bay Municipal Utility District- Sponsored ACWA- Support CMUA – Support CSDA – Support</p> | <p>Watch</p> | <p>This bill proposes a legislative solution to link WSAs as a requirement even when a project is exempt from CEQA. We expect more streamlining bills in the legislature, and we should ensure that these WSAs are not inadvertently cut from the project approval process.</p> <p>Re-referred to Com. on L. GOV. Committee hearing date 04/22/26</p> |
| <p><u>SB 1125</u> Water Rate Assistance Program.</p> | <p>SB 1125 would establish a first in the nation Low-Income Water Rate Assistance Program to bring down utility costs and ensure that all Californians can access drinking water services regardless of income.</p> | <p>CMUA – Support IRWD – Support Rancho Water – Support</p> | <p>Watch</p> | <p>Historically, WVWD has supported LIRA programs. Currently, we are in a “watch” position to ensure the</p> |

| | | | |
|--|--|---|---|
| <p>Introduced by: Senator Menjivar</p> | | | <p>bill establishes a sustainable funding source and does not shift costs onto the District or its ratepayers.</p> <p>4/20/26 will be up in Senate Energy on April 21st.</p> |
| <p><u>SB 1139</u>: Nonfunctional turf: noncompliance and enforcement.</p> <p>Introduced by: Senator Laird</p> | <p>This bill expands the list of entities that can enforce provisions related to the prohibition against the use of potable water for irrigation of nonportable turf located on commercial, industrial, and institutional properties. This bill will allow “special districts with water conservation enforcement authority” to enforce those provisions</p> | <p>ACWA-Favor if amended</p> <p>CMUA-Watch-Seeking amendments</p> <p>CSDA – Watch</p> | <p>CMUA raised some concern with forcing water systems to become water police, as well as vagueness in the bills language additionally raised the question about the priority of conflicting enforcement entities. The California Water Efficiency Partnership (CalWEP) is seeking amendments on the bill to remove the “special district with water conservation authority” and instead allow for a public water system’s designee.</p> <p>04/14/26 - Ordered to consent calendar.</p> |

| | | | | |
|---|--|--|--|---|
| <p>SB 1153 Disaster preparedness: urban retail water suppliers and public water systems: wildfire.</p> <p>Introduced by: Senator Caballero</p> | <p>Sponsored by ACWA, this bill would clarify the role and limitations of public water systems during wildfires by establishing that limitations in water supply or pressure are not a substantial cause of wildfire damages and that wildfire spread is not an inherent risk of a system’s design, construction, or maintenance. It also makes key findings regarding how water systems respond to wildfires and requires urban retail water suppliers serving high or very high fire hazard severity zones to incorporate wildfire-specific response procedures into their emergency response plans beginning January 1, 2028.</p> | <p>ACWA – Sponsor CMUA – Support CVWD – Support MESA – Support WMWD – Support TVMWD – Support RWD – Support WalnutVWD – Support IRWD – Support CSDA – Watch</p> | <p>Support position taken on 2/23/2026</p> | <p>WVWD serves areas that have experienced wildfire impacts and face ongoing fire risk. This measure would reinforce proactive planning, improve coordination during emergencies, and help safeguard critical water infrastructure and service reliability for the communities we serve.</p> <p>Set for hearing April 21.</p> |
| <p>SB 1313 Public water systems: grants and loans: perfluoroalkyl and polyfluoroalkyl substances.</p> <p>Introduced by: Senator McNerney</p> | <p>This bill would authorize the state board to fund projects, upon the appropriation of funds by the Legislature, through grants or loans to public water systems to address perfluoroalkyl and polyfluoroalkyl substances in drinking water or source water. The bill would prescribe sources from which those funds may originate and permissible activities for those projects. The bill would authorize the state board to implement the bill through a policy handbook or workplan exempt from the rulemaking provisions of the Administrative Procedure Act.</p> | <p>League of California Cities – Sponsored</p> <p>ACWA – Watch</p> <p>CSDA – Watch</p> <p>CMUA – Support</p> | <p>Watch</p> | <p>Senator McNerney authored SB 454 last year, with WVWD, along with a handful of other water agencies in the region, supported. Sadly, the Governor vetoed the bill.</p> <p>Re-referred to Com. on E.Q. Committee Hearing Date: 04/22/26</p> |
| <p>SB-1330 Assault and battery: utility workers.</p> | <p>This bill would make an assault or battery committed against a utility worker who is engaged in the performance of their duties</p> | <p>CMUA- Support</p> <p>CSDA – Watch</p> | | <p>This bill will help WVWD by improving the safety and</p> |

| | | | |
|---|--|---|--|
| <p>Introduced by: Senator Arreguín</p> | <p>punishable by imprisonment in county jail or a fine. “Utility worker” is defined to include water corporations, electrical corporations, gas corporations, electric cooperatives, local publicly owned electric utilities, and public water systems.</p> | | <p>benefits that our workers receive by protecting them while they serve the communities. Set for hearing April 20.</p> |
| <p><u>SB 1417</u> Disaster preparedness: public water systems</p> <p>Introduced by: Senator Pérez</p> <p>NOTE: John Harabedian is a Co-Author</p> | <p>This bill has requirements for public water systems located in areas where the Governor has declared a State of Emergency. It includes definitions for “disaster-impacted public water system”, “consistently fail”, “disaster damage”, and others that raise concerns. The “disaster-impacted public water system” would be required to submit a disaster-impact assessment within six months of a disaster to the State Water Board. This requirement must be completed <i>before</i> the system can receive any state funding.</p> | <p>ACWA – Oppose unless Amended</p> <p>CMUA – Oppose unless Amended</p> <p>CSDA – Oppose unless amended</p> | <p>The requirements of this bill would be very labor-intensive for nearly all public water systems in California. The bill applies very broadly to systems serving more than 15 connections. The Governor can declare an emergency for many reasons, which could often impact public water systems including WVWD. 04/09/2026- Set for hearing April 13</p> |
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MINUTES
EXTERNAL AFFAIRS COMMITTEE MEETING
of the
WEST VALLEY WATER DISTRICT
December 22, 2025

I. CALL TO ORDER

Chair Garcia called the meeting to order at 12:03 p.m.

| Attendee Name | Present | Absent | Late | Arrived |
|----------------------|-------------------------------------|--------------------------|--------------------------|----------------|
| Kelvin Moore | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Angela Garcia | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| John Thiel | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Linda Jadeski | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Socorro Pantaleon | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Mary Jo Hartley | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

II. PUBLIC PARTICIPATION

Chair Garcia inquired if anyone from the public would like to speak. No requests were received, therefore Chair Garcia closed the public comment period.

III. DISCUSSION ITEMS

1. Updates to External Affairs Committee

Public Outreach and Government Affairs Manager Pantaleon provided an update on WVWD STEM Day, ongoing education programs, and status of the new POGA van.

2. 2026 Legislative Principles

Public Outreach and Government Affairs Manager Pantaleon reported on legislative principles noting two additions that would advocate fire resiliency and support.

3. Strategic Communications Planning Support

Senior Public Outreach and Government Affairs Representative Hartley provided update on strategic communications planning support, including upcoming RFP to be released in January 2026, to solicit proposals from qualified firms to develop a Strategic Communications Plan.

4. Sponsorship Requests

Public Outreach and Government Affairs Manager Pantaleon presented the requests received. The committee approved one to Fontana Pop Warner in the amount of \$2,500.00.

5. November/December Social Media Report

Senior Public Outreach and Government Affairs Representative Hartley presented the report. The committee received and filed the report.

IV. ADJOURN

Chair Garcia adjourned the meeting at 1:15 p.m.

ATTEST:

Kara Johnson, Acting Board Secretary

Minutes were approved on _____ by the External Affairs Committee of the West Valley Water District.

MINUTES
SPECIAL EXTERNAL AFFAIRS
COMMITTEE MEETING
of the
WEST VALLEY WATER DISTRICT
February 9, 2026

I. CALL TO ORDER

Chair Garcia called the meeting to order at 12:01 p.m.

| Attendee Name | Present | Absent | Late | Arrived |
|----------------------|-------------------------------------|--------------------------|--------------------------|----------------|
| Kelvin Moore | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Angela Garcia | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| John Thiel | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Linda Jadeski | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Socorro Pantaleon | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Mary Jo Hartley | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Jamie Jones | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Kristin Olson | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Lily McKay | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

II. PUBLIC PARTICIPATION

Chair Garcia inquired if anyone from the public would like to speak. No requests were received, therefore Chair Garcia closed the public comment period.

III. DISCUSSION ITEMS

1. Federal Update (Verbal)

Public Outreach and Government Affairs Manager Pantaleon reported on funding through Representative Aguilar for FY26 appropriations, check presentation scheduled that Jamie will circulate a thank-you letter for review, coordination with Representative Aguilar’s office to arrange meeting at Roemer for week of June 15, and draft agenda for Washington DC advocacy meeting to be provided.

2. State Legislative Update (Verbal)

Public Outreach and Government Affairs Manager Pantaleon reported on upcoming meeting with Juan Carrillo and Sasha Renee Perez Harabedian to discuss ACWA state legislative priorities, that ACWA is seeking an author for Proposition 218, and President Moore will contact Eliose Gomez Reyes regarding WVWD sponsored legislation.

Public Outreach and Government Affairs Manager Pantaleon also spoke on “Polluters Pay” legislation addressing Golden Mussels, that Wildfire liability is emerging as a new legislative issue, and a support letter is being circulated for SB 72, which would authorize DWR to allocate \$1 million annually for five years. It was decided that WVWD would join the coalition letter.

Tracking Outcomes Review Projects – AB 658 (Papan) has been signed into law and relates to groundwater management reforms.

3. Updates to the External Affairs Committee

Public Outreach and Government Affairs Manager Pantaleon reported on final preparation for WVWD STEM Day, updates to “Careers in Water” trifold, and proposed video projects for Roemer groundbreaking, Careers in Water spotlight, and Roemer Treatment Process overview.

Public Outreach and Government Affairs Manager Pantaleon stated that the District has been in discussions with Bloomington High School, Rialto Unified School District, and Fontana Unified School District to expand education and workforce development opportunities.

Chair Garcia requested an update on current conservation efforts targeting residential and commercial customers.

Presentation of updated welcome packet and branding guidelines was referred to the next Board meeting.

4. Minutes for the November 24, 2025, Regular Meeting

The Committee approved the minutes.

5. Quarterly Sponsorship Update

Public Outreach and Government Affairs Manager Pantaleon gave an updated WVWD sponsorship.

Staff were directed to present the item at the next Board meeting for approval.

RESULT: REFERRED TO BOARD

Next: 02/19/2026 6:00 PM

6. Social Media Report – Dec. – Jan. 2026

Public Outreach and Government Affairs Manager Pantaleon reported on the intentional use of the hashtag #GIS significantly boosted the visibility of our recruitment related content on LinkedIn. Because of this use, the District saw a 1,100% increase in impressions compared to the previous period. Due to the dramatic increase, indicates that the content is being surfaced to a broader audience.

IV. ADJOURN

Chair Garcia adjourned the meeting at 1:05 p.m.

ATTEST:

Kara Johnson, Acting Board Secretary

Minutes were approved on _____ by the External Affairs Committee of the West Valley Water District.



STAFF REPORT

DATE: April 27, 2026
TO: External Affairs Committee
FROM: Socorro Pantaleon, Public Outreach & Government Affairs Manager
SUBJECT: Sponsorship Requests

STRATEGIC GOAL:

Strategic Goal 3 - Develop and Grow Effective Communication and Advocacy Practices; Objective 3B - Present the District as a Proactive Community Partner; Objective 3E - Promote Public Awareness of the Value of WVWD

MEETING HISTORY:

N/A

BACKGROUND:

West Valley Water District (WVWD) is committed to supporting the communities it serves through education, outreach, and public engagement. As part of this commitment, the District regularly receives requests from local organizations seeking sponsorship's for community events, programs, and public initiatives that align with District goals and values.

To ensure consistency, transparency, and responsible use of public funds, the District adopted a Sponsorship Policy that establishes criteria, guidelines, and approval processes for sponsorship requests. The policy also provides for regular reporting to maintain Board oversight and accountability.

DISCUSSION:

In accordance with the adopted Sponsorship Policy, staff evaluates sponsorship requests based on their alignment with District priorities, community benefit, and available resources. Approved sponsorship's are intended to enhance public awareness, strengthen community partnerships, and support initiatives that promote water education, conservation, and public engagement.

Review:

Rialto Juneteenth Jam

- Previous Sponsorship: \$2,000
- Water Nexus Role: Booth presence and provision of water conservation resources to the community.

BIA Water Conference

- Previous Sponsorship: \$499
- Water Nexus Role: Participation with water associations

Bloomington Community Health Systems

- Previous Sponsorship: \$2,000
- Current Request: \$12,000
- Water Nexus Role: Engagement at various events providing water conservation resources

Cal State San Bernardino Fellowship Program

- Current Request: \$5,000
- Water Nexus Role: Supporting opportunities for the next generation of water stewards

FISCAL IMPACT:

Budget is available: \$28,000

Budget include in-kind sponsorship and the purchase of water bottles.

REQUESTED ACTION:

Provide Direction to Staff on Sponsorship Request in accordance to policy.

Attachments

[Sponsor_JuneteenthJam2026.pdf](#)

[2026 SCWC Sponsor Opportunities.pdf](#)

[Community Sponsorship Form 2025_editable_Community Health Systems, Inc. Events Sponsorship.pdf](#)

[CSUSB IWR and WVWD Collaboration Vision.pdf](#)



OUR WHY

The cultural history of celebrating Juneteenth is much more than bringing Black communities together. Culturally significant events encourage entire communities to embrace the the power that exists in celebrating and recognizing the value in collectivism, diversity and solidarity.

Juneteenthjam.info

"Juneteenth strengthens the village mentality within our community by creating a space where residents, business owners, nonprofit organizations, and leaders from all sectors—at every level, from event planning to economic growth. We come together to foster a deeper understanding of humanity and reaffirm our unwavering commitment to our community."

Vickie Davis, Founder

Contact
📞 951.255.7382
✉️ blackontheblock.missd@gmail.com



THE COLLECTIVE

Juneteenth Jam is the result of a community collective. Local non-profit organizations, volunteers, and partners come together to ensure the event is free and valuable to all. Spearheaded by **Vickie Davis**, the collective includes **National Council of Negro Women**, **Mayor Deborah Robertson Foundation**, **Inland Empire Pastors**, local **Divine 9** chapters, and many more, pulling in resources and working together to create an event that uplifts the entire community.

The collective effort ensures that the Juneteenth Jam remains a free event while maximizing its impact on the community.



JAM Collective Foundation exists to uplift communities by turning culture into a catalyst for economic power, wellness, and opportunity. Through intentional programming, strategic partnerships, and community-centered events, we bridge gaps in access to resources, education, and wealth-building pathways. Our work activates spaces where connection leads to empowerment—supporting individuals and families in building sustainable futures while strengthening the collective resilience and prosperity of the communities we serve.



Juneteenth Jam! is our way of inviting the community to indulge in the love and tradition of Black culture in order to fortify our communities and in turn, our families -Juneteenth Committee

COMMUNITY IMPACT

- 10,000 community members served
- 100+ local organizations participating
- Self-care kits for Lady Hoopers
- Hundreds of prizes and medals for community members and activity participants
- Skate demos and master classes
- 30+ youth flag football teams participating
- Live music performances by local and regional artists
- Top Chef cook-offs celebrating cultural cuisine
- Dominoes and Bidwist tournaments fostering community competition and fun
- Women's 3V3 empowering women through sports
- African American history-themed STEM activities for youth engagement and education
- Art exhibition highlighting local artists and cultural expression

The Run Down...

We are a true community collective Inland Empires annual **Juneteenth Jam!**

- June 19th, 2025
- 3:00 p.m. to 9:00 p.m.
- Fergusson Park, Rialto, CA

Local businesses will be supported first & foremost on all categories.

- **Vendors** include food, beverages, clothing, art, crafts, jewelry, beauty, home goods, accessories, & art.
- **Activities:** basketball, skate, flag football, master classes, wellness circles, pickle ball/tennis, track/field, car display
- **Kid's zone:** Rides, games, giveaways
- **Nonprofits Orgs** participate for no cost as a result of Juneteenth Jam committee sponsorships!

Classic Car Display

Free Community Market: Items available based on donations



MESSAGE FROM Deborah Robertson Foundation

Mayor Of Rialto 2012-2024

I have witnessed firsthand the power of community and the importance of preserving our shared history. This event has become a cornerstone of our community, fostering unity and promoting inclusivity through education, culture, and celebration.

"By commemorating Juneteenth, we ensure that the rich stories of our community are not only preserved but also passed on to future generations, building a lasting legacy of unity, resilience, and progress."



The Juneteenth Jam has played a vital role in strengthening our local infrastructure by bringing together residents, businesses, and community organizations. It not only enriches our culture but also creates opportunities for economic growth and social empowerment. This event serves as an important platform to document the history of the Inland Empire—past, present, and future.

SPONSORSHIP

SUPPORTS COMMUNITY



BE THE DIFFERENCE

Sponsorships support free event access for 5,000+ attendees, self-care kits for Lady Hoopers, rides/attractions, prizes for youth participants, skate demos, live music, and STEM activities. Your investment directly supports the community's physical, cultural, economic and recreational infrastructure.

gofundme



CLAIM YOUR SPONSORSHIP

| | |
|-----|-----------------|
| 500 | Connected |
| 1K | Immersed |
| 2K | Engaged |
| 5K | Influential |
| 7K | Powerful |
| 10K | Premier Partner |
| 20K | Network VIP |

Vickie Davis, LMFT, MA, MAC
Phone: 951.255.7382
Email: blackontheblock.missde@gmail.com



2026 SPONSORSHIP OPPORTUNITIES

Questions? Contact Nicole Desmond at 949.244.5946 | Visit biasbc.org/water-conference to register.

| Sponsorship Levels & Benefits | Platinum \$10,000 | Gold \$7,500 | Silver \$5,000 | Bronze \$2,500 | Pewter \$1,000 | Booth \$499 | Registration \$250 |
|---|----------------------|--------------------|-------------------|-------------------|-------------------|----------------|---------------------------------|
| Logo placement in conference materials including: program, website, emails and social media | Priority placement | Priority placement | | | | | |
| Opportunity for speaking role in conference | | | | | | | |
| Advertisement space in program | Premium Full-Page Ad | Half-Page Ad | | | Half-Page Ad | | |
| Recognition during conference | | | | | | | Special signage at registration |
| Complementary conference registrations | 20 | 10 | 6 | 4 | 2 | 2 | |

Specialty Sponsorships:

**Specialty sponsorships have limited availability*

Lunch Sponsor \$6,500
Recognition during the event
10 complementary registrations
Logo on napkins & desert

Breakfast Sponsor \$1,500
Signage on breakfast station
Company logo on napkins
2 complementary registrations

Lanyard Sponsor \$250*
**Sponsor to provide lanyards or cover the cost to produce.*

Program Ads

Full page \$500 | Half page \$250 Ads due by Wednesday, July 17th

Individual tickets \$125 or Table of 10 \$999



Community Sponsorship Form

APPLICANT INFORMATION

Organization Type: Nonprofit School/District Sports/Booster Other (Community Org., Youth Groups, etc.)

Organization Name:

Applicant Name & Title:

Address:

Email: **Phone Number:**

Type of Request: Bottled Water Monetary
Cases of Water Requested Contribution Amount Requested

Event Name: **Event Date:**

Event Location:

Purpose of Sponsorship:
Please provide a brief description of how the sponsorship will be used to benefit the community.

SUBMISSION ELIGIBILITY AND REQUIREMENTS

To request West Valley Water District (West Valley) monetary or in-kind support, organizations must complete and submit this Community Sponsorship Program Application. Applications will be reviewed on an ongoing basis and **must be received no less than four (4) weeks prior to the event date(s) or community project or program start date** to ensure supply of requested materials. Sponsorship requests are reviewed and distributed on a first - come, first-served basis. Sponsorship requests from the following shall not be considered:

- For-profit entities, individuals, political organizations or campaigns, and partisan causes.
- Religious or church organizations unless the sponsored event is open to the general public and serves a non-sectarian purpose.

Applicant Acknowledgement (please initial each item):

I understand and agree that the sale of donated water bottles is strictly prohibited. **I acknowledge that if donated water is sold, West Valley reserves the right to deny future sponsorship requests.**

I agree to provide proof of sponsorship recognition (please select one or more below) to West Valley within 30 days following the event. **I understand that if I do not provide proof of recognition, West Valley reserves the right to deny future sponsorship requests.**

- Booth/table Speaking opportunity Event/social media recognition Logo on event materials Written recognition Sign placement at event Other

I certify that all information provided in this application is true, accurate, and complete to the best of my knowledge.

Applicant Signature: *Maria L. Perez* **Date:**

Completed applications must be submitted to social@wvwd.org with the subject line "Community Sponsorship Program Request" or sent via mail to:

West Valley Water District
Attn: Public Affairs - Sponsorship
P.O. Box 920
Rialto, CA 92376

Building Resilient Watersheds and Sustainable Communities: A Shared Vision Between the CSUSB Institute for Watershed Resiliency and West Valley Water District

The California State University San Bernardino Institute for Watershed Resiliency (IWR) and the West Valley Water District (WVWD) share a powerful and complementary vision for the future of water management in the Inland Empire. Both organizations are rooted in a commitment to sustainability, innovation, regional collaboration, and community advancement—principles that form the foundation of resilient water systems and thriving communities.

IWR’s guiding statement “*Impact the present. Change the future.*” captures a proactive philosophy that aligns directly with WVWD’s 2024 Strategic Plan. As a campus-based nonprofit, IWR leads and advocates for community-university partnerships that address complex water resource challenges across diverse social, economic, and environmental landscapes. Through environmental education, workforce readiness programs, and stewardship initiatives, IWR prepares students and communities to confront dynamic water resource, public health, and ecological challenges using interdisciplinary and collaborative approaches.

Similarly, WVWD’s mission to provide high-quality and reliable water service in a cost-effective and sustainable manner—reflects a forward-looking commitment to responsible water management. The District’s vision to serve as a *model for innovation and sustainability* mirrors IWR’s emphasis on interdisciplinary solutions and real-world impact. Both institutions recognize that sustainability is not only about infrastructure and supply reliability but also about investing in people, partnerships, and long-term environmental stewardship.

Advancing a Safe, Reliable, and Sustainable Water Supply

WVWD’s primary goal to *manage and deliver a safe, reliable, and sustainable water supply* is strengthened by IWR’s research, applied learning programs, and watershed-based initiatives. By educating the next generation of water professionals through programs such as Watershed Resiliency Career Pathways and Professional Development Incentive Programs, IWR helps develop a skilled workforce equipped to implement innovative and sustainable water solutions. This directly supports WVWD’s objectives related to sound planning, innovation, regulatory compliance, and long-term sustainability.

Through collaborative research and community engagement, IWR contributes to informed decision-making and science-based strategies that enhance water reliability and ecological health—core elements of WVWD’s strategic framework.

Strengthening Regional Partnerships



WVWD identifies itself as a *Regional Partner* committed to proactive leadership in collaborative projects that improve community and water supply resilience. IWR's mission is fundamentally partnership-driven, bringing together universities, public agencies, community organizations, and industry stakeholders to mitigate complex water resource challenges.

The alignment is clear: IWR serves as a bridge between academic innovation and practical implementation, while WVWD provides the operational leadership and infrastructure necessary to bring solutions to scale. Together, they can strengthen regional water resilience, expand educational outreach, and improve cross-sector collaboration.

Innovation and Sustainability as Core Values

Innovation is a central value for both institutions. WVWD fosters creativity and ingenuity to strengthen services and programs, while IWR promotes interdisciplinary problem-solving and applied research to address evolving environmental challenges. By integrating academic research with district-level implementation strategies, both organizations advance best practices and innovative solutions that support long-term sustainability.

Moreover, IWR's stewardship-focused model supports WVWD's commitment to environmental responsibility and sustainable water management practices that ensure long-term organizational success.

Workforce Development and Organizational Excellence

WVWD's strategic goals include being an exemplary employer and a preferred workplace that promotes diversity, equity, and inclusion. IWR's workforce readiness programs directly support this objective by cultivating diverse talent pipelines and preparing students from the region to enter water and environmental careers.

Through internships, professional development incentives, and experiential learning, IWR equips students with the technical skills, regulatory knowledge, and collaborative mindset necessary to contribute meaningfully to agencies like WVWD. This partnership not only strengthens the District's workforce development goals but also reinforces community investment and economic mobility.

Communication, Advocacy, and Public Trust

WVWD emphasizes effective communication, advocacy, public trust, and transparency. IWR's community engagement and educational outreach initiatives enhance public understanding of watershed systems, environmental health, and water sustainability. By empowering communities with knowledge and encouraging stewardship, IWR helps build the informed and engaged public that WVWD seeks to serve.



Together, these organizations can amplify messaging around conservation, sustainability, and innovation—strengthening public trust and reinforcing the shared commitment to responsible water management.

A Unified Path Forward

At their core, both the CSUSB Institute for Watershed Resiliency and the West Valley Water District are committed to shaping a resilient and sustainable future for the communities they serve. IWR contributes education, research, and workforce development that build long-term capacity. WVWD delivers essential services through innovation, sound planning, and responsible stewardship.

By aligning academic expertise with operational leadership, this partnership exemplifies how community-university collaboration can impact the present and change the future, so we collectively ensure safe, reliable, and sustainable water resources for generations to come.



STAFF REPORT

DATE: April 27, 2026
TO: External Affairs Committee
FROM: Mary Jo Hartley, Senior Public Outreach & Government Affairs Rep
SUBJECT: Social Media Report: March - April 2026

STRATEGIC GOAL:

Strategic Goal 3 - Develop and Grow Effective Communication and Advocacy Practices; Objective 3E - Promote Public Awareness of the Value of WVWD

MEETING HISTORY:

N/A

BACKGROUND:

The social media report provides updates on West Valley Water District's (WVWD) social media profile activity on Facebook, Instagram, LinkedIn and X. Key Performance Indicators (KPIs) including the reach, impressions and engagement of posts are condensed into one report to untangle audience insight, allowing staff to understand best practices for successful customer engagement.

DISCUSSION:

This month, our social media channels maintained steady engagement, with informative and community-focused posts performing strongest. Content that highlighted education, local impact, and timely updates continued to resonate with our audience.

We also saw a connection of types of posts and certain platforms. Specifically, job/career-focused posts did well on LinkedIn and X, while community-focused performed better on Facebook and Instagram.

FISCAL IMPACT:

N/A

REQUESTED ACTION:

Receive and File.

Attachments

[Social Media Report March-April 2026.pdf](#)

MARCH - APRIL

2026

SOCIAL MEDIA

Report



Facebook

MAIN KPI'S



No. of Followers
1,208



Reach
14,158



Engagement
1,031



No. of Posts
18 posts

TOP POST



Post Impressions

1,978 Impressions

Post Engagement

295 interactions

Instagram

MAIN KPI'S



No. of Followers
1,620



Reach
3,319



Engagement
621



No. of Posts
16 posts

TOP POST



Post Impressions

1,316 Impressions

Post Engagement

41 interactions

MAIN KPI'S



No. of Followers
1,432



Reach/Impressions
8,717



Engagement
275



No. of Posts
8 posts

TOP POST



Post Impressions

3,162 Impressions

Post Engagement

280 interactions



MAIN KPI'S



No. of Followers
447



Reach/Impressions
431



Engagement
35



No. of Posts
18 posts

TOP POST



Post Impressions

63 Impressions

Post Engagement

6 Interactions

Insights

MONTHLY INSIGHTS

This month, our social media channels maintained steady engagement, with informative and community-focused posts performing strongest. Content that highlighted education, local impact, and timely updates continued to resonate with our audience.

We also saw a connection of types of posts and certain platforms. Specifically, job/career-focused posts did well on LinkedIn and X, while community-focused performed better on Facebook and Instagram.

HONORABLE MENTIONS



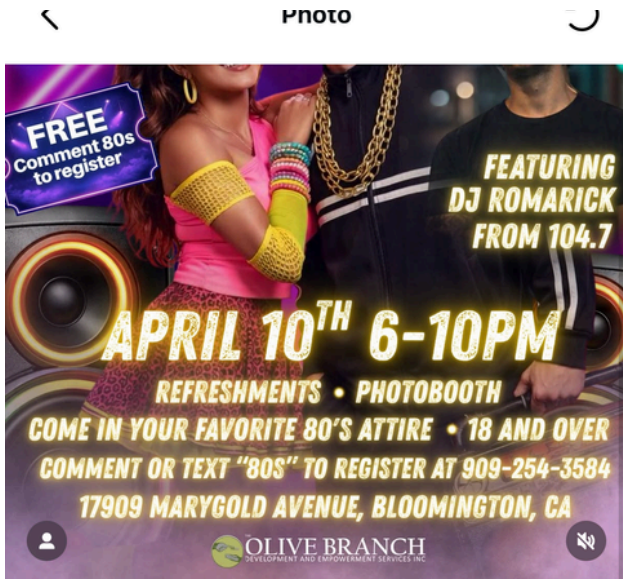
WVWD staff created an engaging video during this year's Legislative Days, and CSDA was excited to collaborate on the post, ensuring an increase in impressions!



Supervisor Joe Baca Jr.'s account highlighted our water donation for Government Day!

Insights

HONORABLE MENTIONS



23 9 4

theolivebranchdevelopment Bloomington asked and we listened. 🎧

Many residents said they wanted something fun for the adults, so we decided to bring the 80's back! 🎵

Join us for a night of fun, great music from DJ Romarick @oldschool1047_ie and @romarick , great Photo Booth pictures from @lets_party_photobooth_ and lots of 80's style dancing. Yummy refreshments will be served.

Thanks to @mywvwd for their generous donation of waters for this event.

Dust off your favorite 80's outfit and come ready to have a good time with the community.

Shoutout from The Olive Branch for a water donation.



12 1

Liked by csdadistricts and others

sbvmwd Congratulations to West Valley Water District for their work in water conservation! San Bernardino Valley was proud to present a rebate check for... more

March 27

San Bernardino Valley celebrated WVWD's water conservation efforts!



STAFF REPORT

DATE: April 27, 2026
TO: External Affairs Committee
FROM: Socorro Pantaleon, Public Outreach & Government Affairs Manager
SUBJECT: West Valley Water District 75th Anniversary

STRATEGIC GOAL:

Strategic Goal 2 - Be an Exemplary Employer; Objective 2D - Foster a One-District-Team Collaboration
Strategic Goal 3 - Develop and Grow Effective Communication and Advocacy Practices; Objective 3E - Promote Public Awareness of the Value of WVWD
Strategic Goal 4 - Strengthen Partnerships with Outside Agencies; Objective 4B - Be Recognized as a Leader and Effective Regional Collaborator

MEETING HISTORY:

N/A

BACKGROUND:

West Valley Water District (WVWD) will commemorate its 75th Anniversary in 2027. This milestone provides an opportunity to highlight the District's history, recognize community partnerships, and reinforce its commitment to future water reliability and stewardship.

DISCUSSION:

The Public Outreach and Government Affairs Department has been developing a year long communications and engagement plan centered on Water for the Future. A commemorative 75th Anniversary logo will also be developed and incorporated across all outreach materials and events.

The campaign is structured around four phases: anticipation, celebration, connection, and legacy.

The plan incorporates a mix of in-person events, digital content, and community engagement strategies to ensure district visibility throughout the anniversary year.

FISCAL IMPACT:

Funding for anniversary-related activities will be incorporated into the District's annual budget.

REQUESTED ACTION:

Receive and File.



STAFF REPORT

DATE: April 27, 2026
TO: Board of Directors
FROM: Isabelle Medina, Public Outreach & Government Affairs Rep I
SUBJECT: West Valley Water District Welcome Packet Update

STRATEGIC GOAL:

Strategic Goal 3 - Develop and Grow Effective Communication and Advocacy Practices; Objective 3A - Advance Effective Internal and External Communication Processes; Objective 3B - Present the District as a Proactive Community Partner; Objective 3E - Promote Public Awareness of the Value of WVWD

MEETING HISTORY:

N/A

BACKGROUND:

West Valley Water District (WVWD) has historically provided welcome packets to customers upon initiation of new water service. Following a comprehensive review, staff identified updates were needed to the packet to ensure materials reflect the District's adopted water rates, present a modernized appearance, and alignment with WVWD's strategic goals. The welcome packet has since been revised and completed in both English and Spanish.

DISCUSSION:

The updated welcome packet includes the District's adopted water rates and enhanced information on customer resources, including the iPay Smart online payment system. It also provides guidance on how to read a water bill, outlines available payment locations and options, and includes general information about the District and its services. This update was completed in collaboration with the Finance and Customer Service Departments and has been reviewed by department leads to ensure accuracy and consistency.

FISCAL IMPACT:

N/A

REQUESTED ACTION:

Receive and file and forward to the Board of Directors for presentation.

Attachments

[Final 2026 Welcome Packet.pdf](#)

[Final Spanish 2026 Welcome Packet.pdf](#)

[New Service Application .pdf](#)

[New Service Application \(Spanish\).pdf](#)

[Welcome Letter.pdf](#)

Welcome






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WELCOME TO WEST VALLEY WATER

Serving **High Quality, Reliable Water.**

Whether you're new to the area or a long-time member of the community, we're proud to serve as your trusted water provider. The West Valley Water District (WVWD) is a Special District governed by a five-member Board of Directors, dedicated to delivering reliable, high-quality drinking water to over 100,000 customers.

WVWD proudly serves portions of Rialto, Colton, Fontana, Bloomington, unincorporated areas of San Bernardino County, and part of Jurupa Valley in Riverside County. Our highest priority is ensuring that you have access to clean and reliable water every day.

Our Values

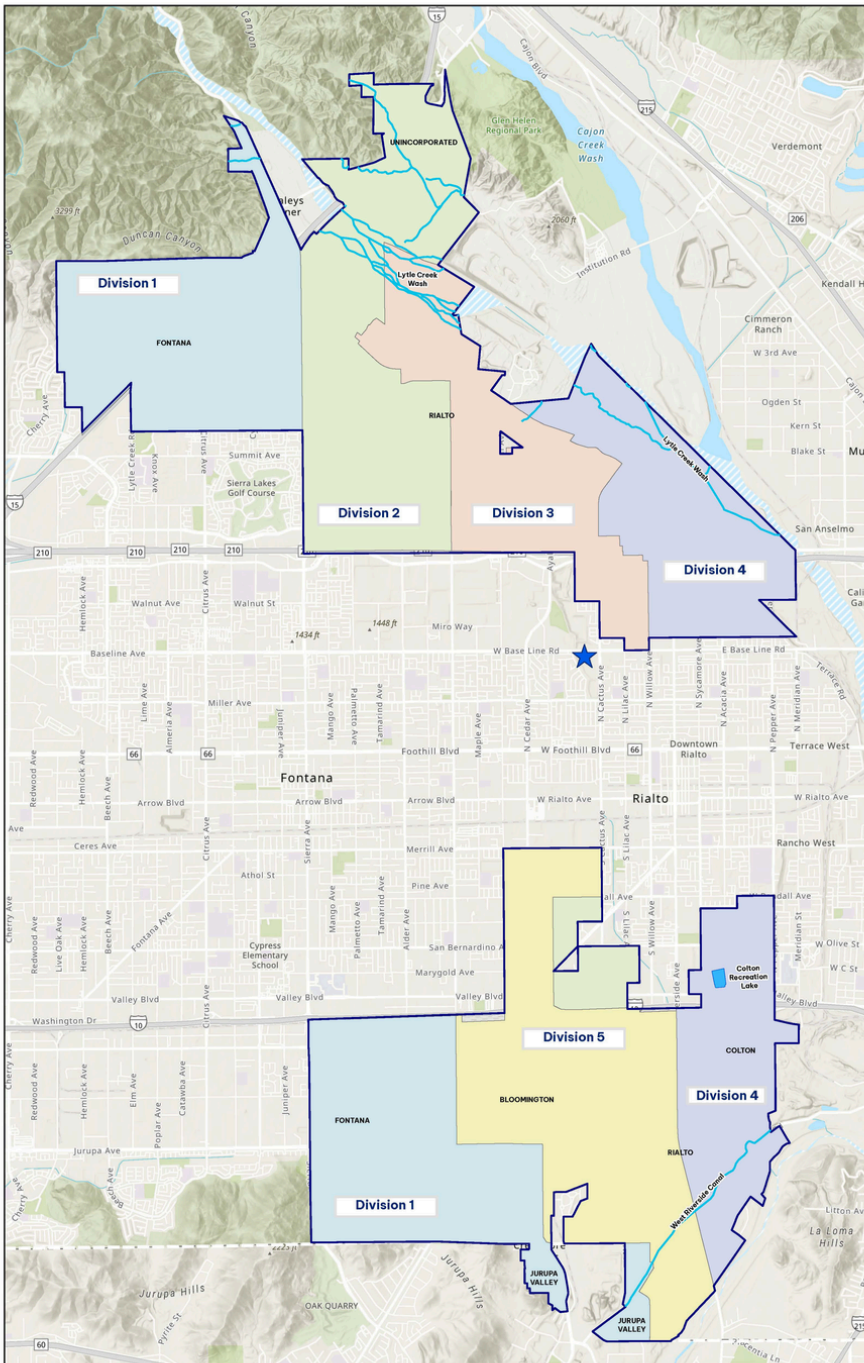
- Innovation** WVWD fosters innovation, creativity, and ingenuity as we constantly seek to strengthen our services, programs, and practices.
- Regional Partner** WVWD is a proactive leader and partner in regional collaboration projects and programs that improve our community and the water supply.
- Preferred Workplace** WVWD offers an empowering work environment that promotes diversity, equity, and inclusion where employees can succeed.
- Public Trust & Integrity** WVWD fosters a culture of openness, transparency, and accountability to our community and stakeholders.
- Sustainability** WVWD is committed to innovative solutions that support the long-term success of our organization.



Board of Directors

West Valley Water District's Board of Directors consists of five members within the community who are elected by Division.

Each Director serves a term of four years, with terms overlapping. The Board of Directors develops the policies that govern the District. The District General Manager is selected by the Board of Directors to oversee the day-to-day operations of the District.



Division 3

Kelvin Moore
President



Division 1

Angela Garcia
Vice President



Division 2

Dan Jenkins
Director



Division 4

Estevan Bennett
Director



Division 5

Greg Young
Director

District at a Glance

Our employees are at the heart of everything we do! Enjoy some fun facts about our District.

Mission

The West Valley Water District provides our community with high-quality and reliable water service in a cost-effective and sustainable manner.

Vision

The West Valley Water District will be a model for innovation and sustainability, with a commitment to our growing communities and our employees.

By the Numbers



32
Square
Miles



Approx. 100,000
People
Served

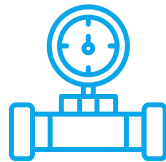
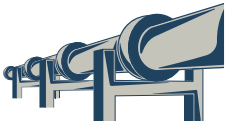


88
Team
Members



6 Inland Empire
Communities Served

419 Miles of
Pipeline



25,931
Service
Connections

26
Storage
tanks



3,823
Fire Hydrants



WVWD Water Portfolio

West Valley Water District's (WVWD) diverse water portfolio includes obtaining water from both local and imported sources to serve its customers.

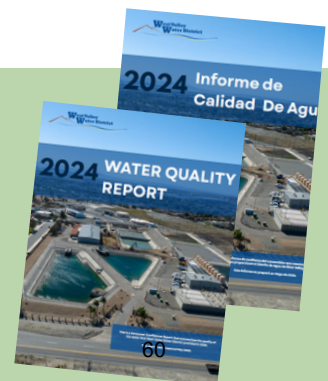
Where Does Your Water Come From?

Local and Imported Sources:

- **Groundwater (60%)**
 - WVWD's water supply is from its own groundwater wells located in five local basins.
 - Additional groundwater is purchased from San Bernardino Valley Municipal Water District.
- **Surface water (40%)**
 - Surface water from Lytle Creek in the San Bernardino Mountains.
 - Additional surface water purchased from the State Water Project through San Bernardino Valley Municipal Water District.



Questions about our water quality or want to read our latest reports? Visit: www.wvwd.org/waterquality.



The Perfect Water Experience

At West Valley Water District (WVWD), we believe that we can work together to create the perfect water experience, and keep your water bill low!

Some of the devices that keep water flowing efficiently to and through your home are maintained by WVWD. Others are maintained by you. Here is a breakdown:

MANAGED BY YOU

- The pipe from the water meter to your home.
- Water pressure regulator.
- The amount of water used inside and outside of your home.
- Leaks (faucets, sprinklers, toilets, etc.).

MANAGED BY WVWD

- All equipment and pipes used to get water to your water meter.
- Water pressure within WVWD's main delivery pipeline.
- The pipe from the water main to your water meter.
- Water meter maintenance and readings.

Faces Behind the Flow

Our Meter Services Operators are often the first boots on the ground when it comes to water meters. Whether they're reading meters, identifying leaks, or checking for unusual usage patterns, they help keep your service smooth and accurate. They're trained, experienced, and always working to ensure your water experience is the best it can be.

So if you see them in the field, don't be alarmed, they're working hard for you!





Your Water Meter:



Is the best detective and can tell whether or not you have leaks.



Is typically located near the street under a metal, plastic, or concrete lid.



Records water in cubic feet, your consumption is displayed much like the odometer in your car. One cubic foot of water equals 7.48 gallons of water.



For every 748 gallons of water used, the dial listed as hundred will move one digit which is equal to one billing unit of water.

How to Read Your Meter:

WVWD's Valve, Do Not Touch



Odometer: Reads in cubic feet. Read meter from left to right.

Decimal Point: Illustrates tenths and hundredths cubic feet.

Flow Indicator: Used to indicate low flow down to .001 cubic feet. Can be used to detect small leaks.

**Your meter may not be identical to the picture shown.*

Main Shut-off Valve

How to Detect Leaks:

As your water purveyor, West Valley Water District (WVWD) works hard to eliminate leaks in our distribution system. However, many leaks occur inside the home, beyond our control. Here are some tips to help determine if you have any leaks in your home:

Checking for a Leak:

- 1 Locate your water meter.
- 2 Make sure all water (inside and out) has been turned off. Leave shut-off valves open.
- 3 Read your meter and write down the figure. While reading your meter, find the flow indication; if it is moving, there is a leak.
- 4 Wait at least 1 hour and read your meter again.
- 5 If the figure has changed then there is a leak.

Is your leak inside or outside?

- 6 Turn water off at house valve.
- 7 Repeat steps 3 and 4.
- 8 If the figure has not changed. The leak is past the house valve and likely inside your home. Check your toilets, faucets, etc.
- 9 If the figure has changed again, the leak is most likely in the service line or within your irrigation system (depending on where your irrigation system ties in to your home's water system).
- 10 You can fix it yourself or contact a plumber.

Knowing Your Water

Your trust in the safety and reliability of your drinking water is something we take very seriously at West Valley Water District.

Sources of drinking water include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water moves over the land or through the ground, it can dissolve naturally occurring minerals and, in some cases, radioactive material, as well as substances resulting from the presence of animals or human activity. To ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board establish strict regulations that limit the amount of certain contaminants in public water systems.

Locally, WVWD sources its water from a blend of local groundwater wells and imported surface water. This water undergoes a thorough treatment process that may include filtration, disinfection with chlorine or chloramine, and, in some areas, fluoridation. These treatment steps are essential to removing or inactivating harmful contaminants and ensuring your water meets or exceeds all federal and state standards.

Each year, we publish a **Water Quality Report, also known as a Consumer Confidence Report (CCR)** on our website, which details testing results and provides full transparency about what's in your water.



CLOUDY/MILKY WATER?

Some of the most common water quality calls that our Customer Service Department receives are regarding “cloudy” water. If your tap water has a slightly “milky” appearance, you’re probably experiencing an interesting but harmless phenomenon known as “entrained air.”

If you think you are experiencing entrained air, rinse out a clear glass twice and then fill it with cold tap water. After a few moments, the water should begin to clear from the bottom of the glass to the top as the bubbles rise to the surface.




Did the bubbles clear? Then it's safe to drink!

Now all that's left to do is enjoy your glass of high quality and reliable WVWD tap water!

Understanding Your Bill

Reviewing your water bill will help you make informed choices about water use.



855 West Base Line Road • PO BOX 920
Rialto CA 92377-0920
wwvd.org

WEST VALLEY WATER DISTRICT • OFFICE HOURS

Mon • Wed • Thu • Fri 8:00 am - 5:30 pm
Tue 9:00 am - 5:30 pm

Customer Service/After Hours (909) 875-1804 • customerservice@wwvd.org

VALUED WWVD CUSTOMER
855 BASELINE RD
RIALTO, CA 92377

ACCOUNT INFORMATION

CUSTOMER NAME: VALUED WWVD CUSTOMER
SERVICE ADDRESS: 855 W. BASELINE RD.
CITY: RIALTO
ACCOUNT NUMBER: 1-2 345678-90

BILLING INFORMATION

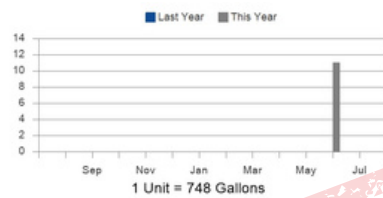
SERVICE PERIOD: 06/13/24 to 07/18/24
BILL DATE: 07/18/24
CURRENT BILL DUE DATE: 08/08/24

YOUR ACCOUNT SUMMARY

| | |
|----------------------|------|
| PREVIOUS BALANCE | 0.00 |
| PAYMENTS | 0.00 |
| LATE FEE/ADJUSTMENTS | 0.00 |
| PRIOR BALANCE - | 0.00 |

DUE IMMEDIATELY:

CONSUMPTION HISTORY



CURRENT ACCOUNT DETAIL

| CURRENT CHARGES | UNITS | RATE | TOTAL |
|-----------------------|-------|------|-------|
| TOTAL CURRENT CHARGES | | | 0.00 |

SPECIAL MESSAGE FROM WWVD

WWVD will begin delinquent bill processing in accordance with Senate Bill 998 (Discontinuation of Residential Water Service). Ratepayers must pay outstanding balances to avoid possible disconnections. WWVD understands that some ratepayers may be experiencing hardships and our goal is to work with you. Please contact the Customer Service Team at (909) 875-1804 to assist you in managing your bill and avoiding disruption of service.

TOTAL BALANCE DUE **0.00**

| SERVICE PERIOD | METER NUMBER | SERVICE TYPE | PREVIOUS READ | CURRENT READ | UNITS USED | GALLONS USED |
|----------------------|--------------|--------------|---------------|--------------|------------|--------------|
| 06/13/23 to 07/18/23 | 1234567 | HY | 34446 | 34446 | 0 | 0 |

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT AND MAKE YOUR CHECK PAYABLE TO WEST VALLEY WATER DISTRICT

PAYMENT COUPON FOR WWVD CUSTOMER



Want to pay your bill online?
Scan this QR code or visit us online at the link below:
[tps://www.municipalonlinepayments.com/westvalleywdca](https://www.municipalonlinepayments.com/westvalleywdca)



ACCOUNT NUMBER: 1- 2 345678-90
PRIOR BALANCE: DUE IMMEDIATELY 0.00
CURRENT CHARGES DUE BY: 08/08/24 0.00
TOTAL AMOUNT DUE: 0.00
AMOUNT PAID: \$ _____

WEST VALLEY WATER DISTRICT
P.O. BOX 102060
PASADENA, CA 91189-2060

102060130347700100000000002

The Account Information Section Contains:

- The **Account Number**, (which should be included on all payments and/or correspondence).
- The **Service Period** which indicates the period covered by the bill.
- The **Service Address** where the water is provided.
- The **Billing Date** which indicates the date the bill was prepared.
- The **Due Date** which indicates the date that payment is due.

Your Account Summary:

- The amount of the **Last Bill**.
- The total amount of payments received since the **Last Bill**.
- Any late **Fees/Adjustments** charged or credited to your account since your last bill.
- Prior Balance.

Current Account Detail:

- The amount of the **City Tax** if one has been established by your community.
- The amount of the **Monthly Service Charge** which is based on your meter size. This covers costs associated with meter reading, billing, customer service, and other administrative support functions.
- The amount of the **Consumption Charge** which is based on your actual water usage.
- Tier 1 = 0-10 Units, Tier 2 = 11-30 Units, and Tier 3 = 30+ Units.
- The amount of the **Total Current Charges**, (this does NOT include previous charges, fees, adjustments, or balances).

Payment Coupon:

- The **Total Amount Due** which includes the current charges plus any previous charges, fees, adjustments, and balances.
- The **Due Date** of the bill. If payment is not received by this date, a delinquent fee may be applied to your account.

Consumption History contains:

- A graph showing your **Water Consumption** history of the previous year.
- Your **Current Consumption**.
- **Target Consumption Goal:** how much we would like for you to conserve.

The Meter Information Section contains:

- The serial number of your **Meter**.
- The type of billing **Units** for your account. Most accounts are billed for each unit of CCF, (1 CCF = 100 cubic feet which is equivalent to 748 gallons).
- The **Service Period** which indicates the period covered by the bill.
- The **Current Reading** of your **Meter**.
- The **Previous Reading** of your **Meter**.
- The total water **Usage** which is calculated by subtracting the **Previous Reading** from the **Current Reading**.
- The total **Usage** is used to calculate the **Consumption Charge**.
- The approximate number of **Gallons** used during the service period.

WVWD Water Rates

We are here to help you understand how your water bill is calculated.



Your monthly bill contains at least two types of charges: a monthly service charge, and a charge for the amount of water you use (consumption). You may also have other charges, such as your city’s utility users’ tax.

Here’s a breakdown:

Monthly Service Charges

The monthly service charge is a ready-to-serve charge applicable to all metered services. Once a meter is installed, the ready-to-serve monthly service charge begins and only ends when the meter is removed or the water service to the location is terminated. The charge is based on the size of the water meter installed at the location.



Water Consumption Charges “Tiered Rates”

You are charged according to the amount of water you use. The more you use, the higher your water bill. Tiered rates reward those customers using less water by charging less per unit of water. A unit of water is 748 gallons.

Tier One includes 1 to 10 units of water charged at \$2.33 per unit.

Tier Two includes the next 11 to 30 units of water charged at \$2.54 per unit.

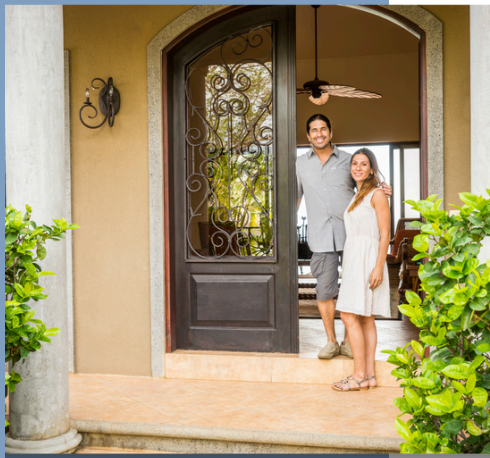
Tier Three includes everything above 30 units of water charged at \$2.73 per unit.



Property Owner Responsibilities

During the past several years, WVWD has experienced a large increase in population, many of which are tenants who move on without paying their water charges. Historically, these unpaid charges must be passed on to other users in the district.

To avoid this inequity, the Board of Directors has adopted the following policy.



Section 31701 of the California Water Code

Pursuant to the California Water Code, Section 31701, and WVWD's Water Service Regulations, Article 13, the property owner shall be held responsible for all charges owed to the District, whether or not the property owner lives on the premises or signs the application for water service.

All unpaid bills shall be made a lien against the property for which service was requested pursuant to the California Water Code, Section 31701.5 Et Seq., and WVWD's Water Service Regulations, Article 13.



Where Can I Get More Information?

We are here for you! If you have any questions regarding our billing rates system, visit our website at www.wvwd.org/billing-rates or contact our Customer Service Department five days a week (Monday through Friday, excluding holidays) by phone at **909-875-1804**.



Online Payment Portal

Designed with your convenience in mind, iPAY Smart is a safe and secure way to pay your bill!

We want to make your billing experience as easy and convenient as possible. That's why we're proud to introduce our new online payment portal – iPay Smart.

iPay Smart is a simple, secure, and user-friendly way to manage your account anytime, anywhere. Whether you're at home or on the go, this new system puts you in control of your billing with just a few clicks. To sign up, visit www.wvwd.org and click online payment portal.



With iPay Smart, you can:



Set up autopay to automatically pay your bill on or before the due date.



Pay and view statements from the convenience of your home.



Safe and secure form of payment.



Receive text notifications & have the option to pay through text.



Questions about your portal?

Visit our dedicated resource page at www.wvwd.org/paymentportal or visit our Customer Service Department to learn how to set up your account!

Contact Us:



(909) 875-1804

Other Payment Options

We believe in clean, abundant water, and making your life easier. That's why we offer many different ways to pay your water bill.



ONLINE BANKING BILL PAY

Sign up online through your bank to have utility payments deducted from your bank account on the bill due date.

PAY BY MAIL

Send your payments to:
West Valley Water District
PO Box 102060
Pasadena, CA 91189

PAY NEAR ME

Use the PayCode on your monthly statement. Bring your PayCode to any participating store (CVS Pharmacy, 7-Eleven, and Family Dollar), hand it to the cashier and pay with cash. There are no processing fees.

FURTHER QUESTIONS?

Visit www.wvwd.org/biling-rates or call our Customer Service Department at (909) 875-1804.

AUTOMATED TELEPHONE PAYMENT

This allows you to pay over the phone, safely and securely. You can pay with your VISA or MasterCard. Any type of gift cards is not accepted. First, find your account number on your bill. Next, dial our CS number (909) 875-1804, and press "2" to be connected to the system. Follow the instructions you hear and enter your responses on your touch-tone phone (available in spanish).

IN-PERSON PAYMENT

Monday 8:00 a.m. – 5:30 p.m.
Tuesday 9:00 a.m. – 5:30 p.m.
Wednesday 8:00 a.m. – 5:30 p.m.
Thursday 8:00 a.m. – 5:30 p.m.
Friday 8:00 a.m. – 5:30 p.m.
Saturday & Sunday CLOSED

For your convenience, a payment drop box is located at our District Office in front of our Customer Service entrance.

SATELLITE LOCATIONS

Available at J Check Cashing
11391 Cedar Ave. Unit A
Bloomington, CA 92316
Monday – Sunday 9:30 a.m. – 6:00 p.m.

Please note, it takes two days for your payment to reach the District office from J Check Cashing.

Community Resources

West Valley Water District is proud to offer our customers free resources that promote water conservation in our community!



Hands-on and Technical Workshops

Community members are encouraged to join us for our Spring and Fall workshops. Topics include how to care for drought-tolerant plants, turf conversion, and much more!



Water Conservation Kit

Get the tools you need to help reduce at-home water usage! This **FREE** water conservation kit provides tools and devices that can improve your water efficiency at home. Visit www.wvwd.org/waterconservationkit to get yours today!

Tips and Tricks to Save

Small changes can make a big difference! From quick fixes around the house to smarter outdoor watering, there are tons of simple ways to save. Check out wvwd.org/conservation for easy tips to help you use water wisely.



Find Us at a Community Event Near You!

Our team of water professionals are here to provide resources! You can normally find us at your local community event, answering questions, sharing information, and passing out FREE water saving devices. Stop by and say hi the next time you see us out!

Because water isn't just essential.....it's fascinating too!

- 💧 Your body is about 60% water – That's why staying hydrated is so important!
- 💧 A leaky faucet that drips once per second can waste over 3,000 gallons a year. That's enough to take over 180 showers!
- 💧 The same water on Earth today has been here for over 4 billion years. The water you drink could have once been sipped by a dinosaur!
- 💧 It takes about 2 gallons of water to brush your teeth—if you leave the tap running. Turn it off and save water!
- 💧 Water expands when it freezes. That's why frozen pipes can burst—keep them insulated in cold weather!





DISTRICT OFFICE

855 W Baseline Road
Rialto, CA 92376

MAILING ADDRESS

P.O. Box 920
Rialto, CA 92377

OFFICE HOURS

Mon: 8:00 am - 5:30 pm
Tues: 9:00 am - 5:30 pm
Wed: 8:00 am - 5:30 pm
Thur: 9:00 am - 5:30 pm
Fri: 8:00 am - 5:30 pm

CONTACT

Phone: 909-875-1804
Website: www.wvwd.org

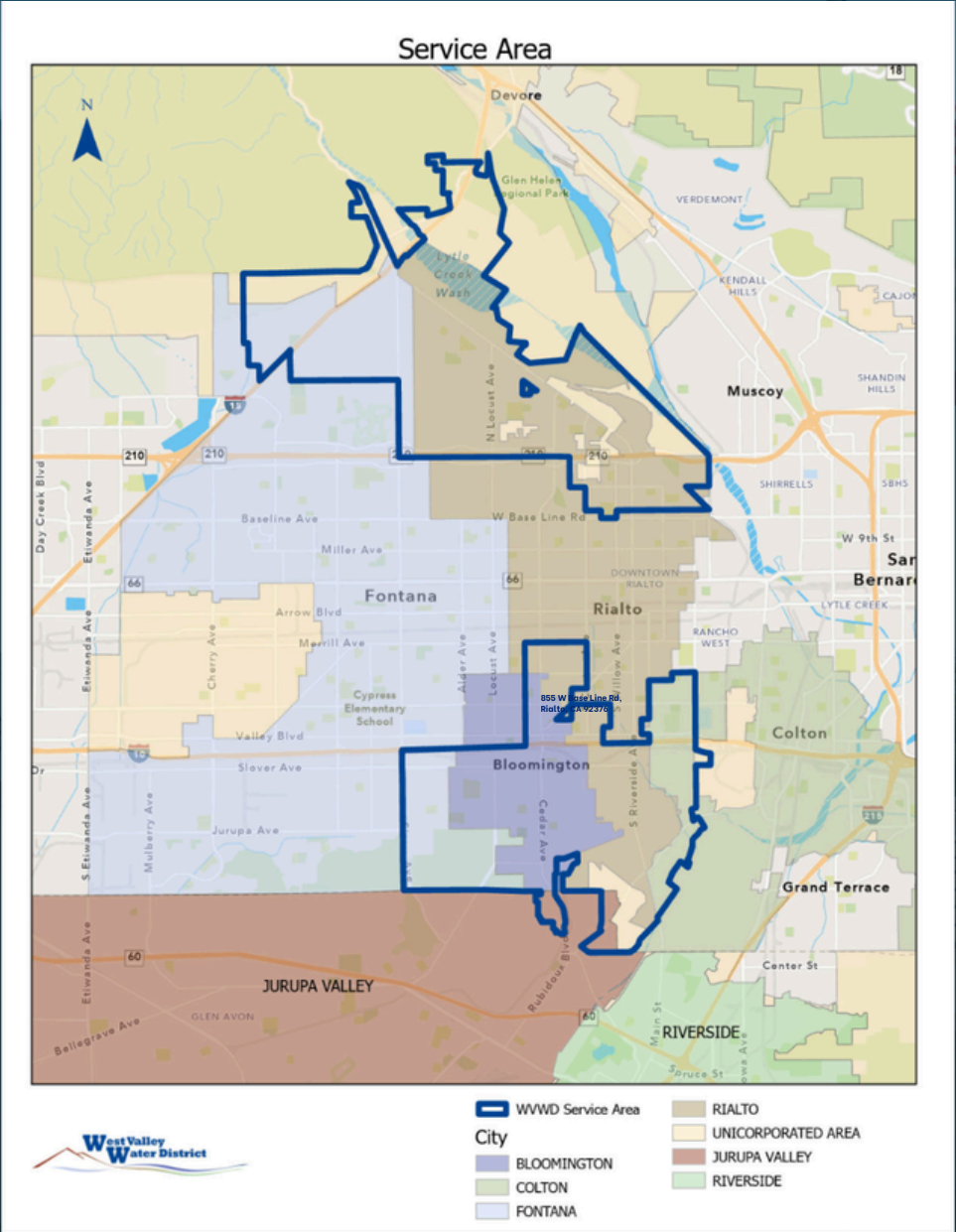
EMERGENCY CONTACT

Phone: 909-875-1804

IMPORTANT LOCAL NUMBERS

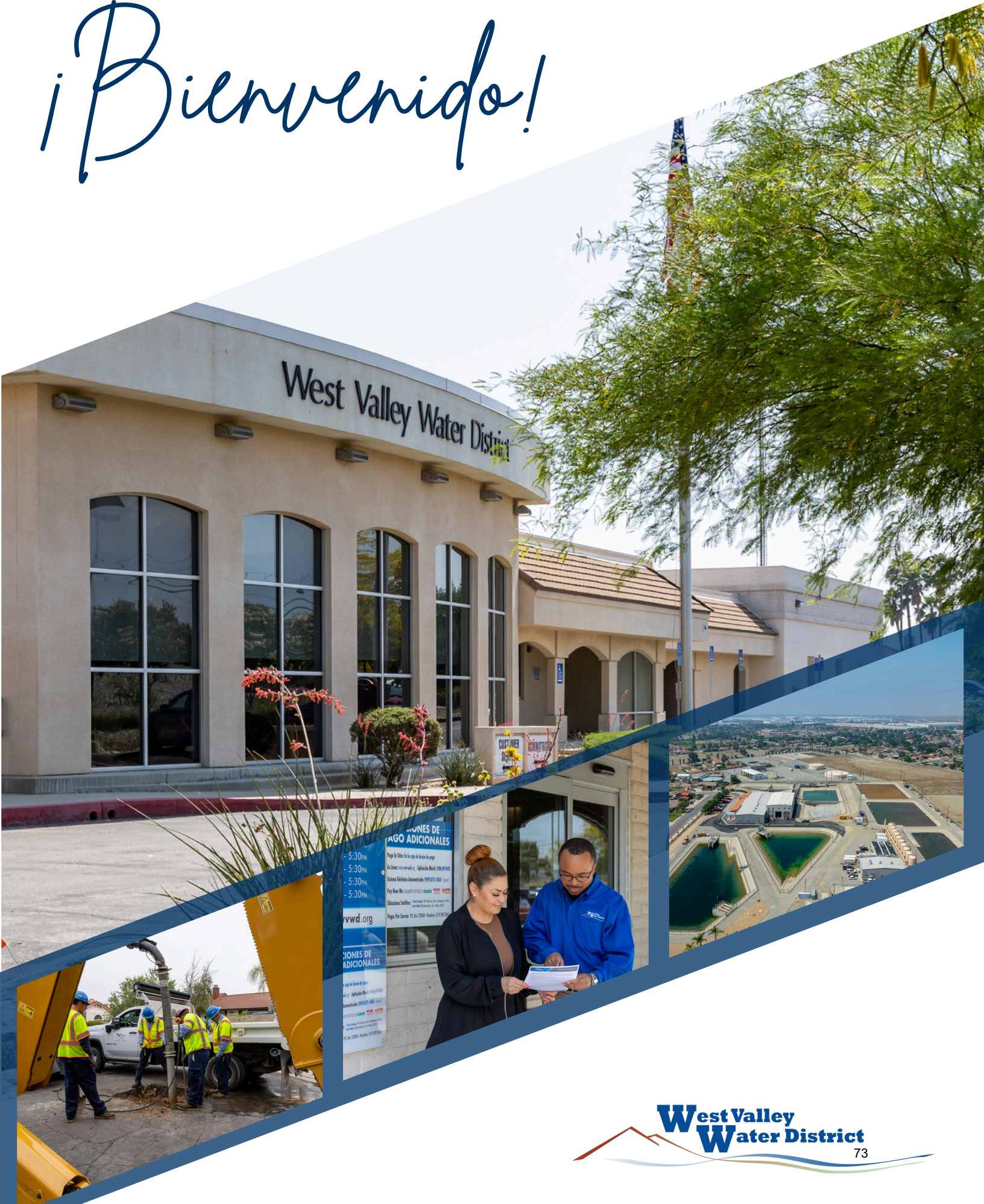
West Valley Water District provides water service only. Please contact the appropriate agency below based on your location for more information about wastewater and utilities.

- City of Colton** (909) 370-5099
- City of Fontana** (909) 350-7600
- City of Rialto** (909) 820-2525
- Rialto Water Services** (909) 820-2546
- City of San Bernardino** (909) 384-5211
- City of Jurupa Valley** (951) 332-6464
- SoCal Gas** (877) 238-0092
- Southern California Edison** (800) 655-4555
- Burrtec Corporate Office** (909) 429-4200



As your trusted water provider, West Valley Water District is committed to supporting you every step of the way. Whether you have questions about your water service, need help understanding your bill, or want to learn more about water conservation, we're here to help!

¡Bienvenido!



West Valley Water District

OPCIONES DE PAGO ADICIONALES

- 5:30pm
- 5:30pm
- 5:30pm
- 5:30pm

www.vwd.org

OPCIONES DE PAGO ADICIONALES

OPCIONES DE PAGO ADICIONALES



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BIENVENIDO A WEST VALLEY WATER

Suministrando agua de alta calidad y fiable.

Tanto si es nuevo en la área como si es miembro de la comunidad desde hace mucho tiempo, nos enorgullece ser su proveedor de agua de confianza. El Distrito de Agua de West Valley (WVWD) es un distrito especial gobernado por una junta directiva de cinco miembros, dedicada a suministrar agua potable fiable y de alta calidad a más de 100,000 clientes.

WVWD se enorgullece de prestar servicio a partes de Rialto, Colton, Fontana, Bloomington, áreas no incorporadas del condado de San Bernardino y parte del valle de Jurupa en el condado de Riverside. Nuestra máxima prioridad es garantizar que usted tenga acceso a agua limpia y confiable todos los días.

Nuestros Valores

Innovación

WVWD fomenta la innovación, la creatividad y el ingenio, ya que buscamos constantemente fortalecer nuestros servicios, programas y prácticas.

Socio regional

WVWD es un líder proactivo y aliado en proyectos y programas de colaboración regional que mejoran nuestra comunidad y el suministro de agua.

Lugar de trabajo preferido

WVWD ofrece un entorno de trabajo empoderador que promueve la diversidad, la equidad y la inclusión, donde los empleados pueden alcanzar el éxito.

Confianza pública e integridad

WVWD promueve una cultura de honestidad, transparencia y responsabilidad para nuestra comunidad y los grupos de interés.

Sostenibilidad

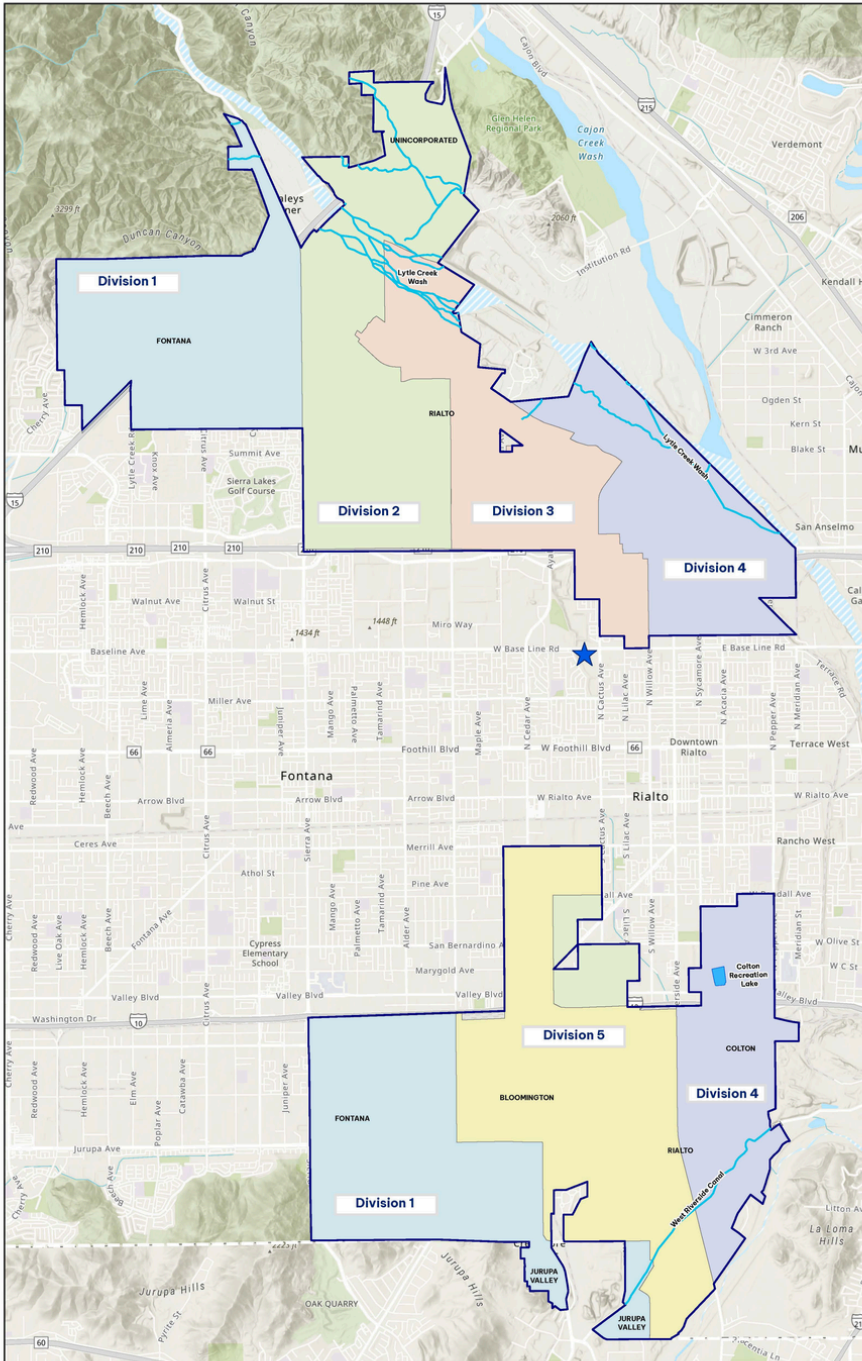
WVWD se compromete a ofrecer soluciones innovadoras que respalden el éxito a largo plazo de nuestra organización.



Junta Directiva

La Junta Directiva del Distrito de Aguas de West Valley está compuesta por cinco miembros de la comunidad que son elegidos por división.

Cada director tiene un mandato de cuatro años, con mandatos superpuestos. La Junta Directiva desarrolla las políticas que rigen el Distrito. El director general del Distrito es seleccionado por la Junta Directiva para supervisar las operaciones diarias del Distrito.



División 3

Kelvin Moore
Presidente



División 1

Angela Garcia
Vicepresidente



División 2

Dan Jenkins
Director



División 4

Estevan Bennett
Director



División 5

Greg Young
Director

El Distrito de un Vistazo

¡Nuestros empleados son el centro de todo lo que hacemos! Disfruta de algunos datos divertidos acerca de nuestro Distrito.

Misión

El Distrito de Agua de West Valley proporciona a nuestra comunidad un servicio de agua fiable y de alta calidad de forma económica y sostenible.

Visión

El Distrito de Agua de West Valley será un modelo de innovación y sostenibilidad, con un compromiso con nuestra comunidad en crecimiento y nuestros empleados.

Por Números



32
Millas
cuadradas



Approx. 100,000
Personas
atendidas

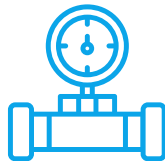


88
Miembros
del equipo



6 Comunidades
servidas en
Inland Empire

419 Kilómetros
de tubería



25,931
Conexiones
de servicio

26
Tanques de
almacenamiento



3,823
Bocas de
incendio



Portafolio de agua de WVWD

La diversa cartera de agua del Distrito de Aguas de West Valley (WVWD) incluye la obtención de agua tanto de fuentes locales como importadas para abastecer a sus clientes.

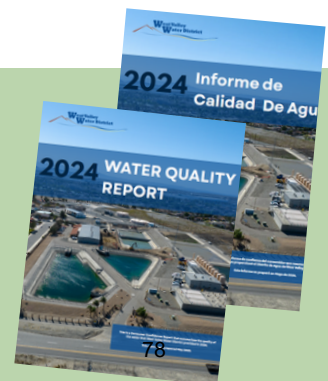
¿De dónde viene el agua que consumes?

Fuentes locales e importadas:

- **Aguas subterráneas (60 %)**
 - El suministro de agua de WVWD proviene de sus propios pozos de agua subterránea ubicados en cinco cuencas locales.
 - Agua subterránea adicional comprada de San Bernardino Valley Municipal Water District.
- **Aguas superficiales (40%)**
 - Aguas superficiales del arroyo Lytle Creek en las montañas de San Bernardino.
 - Agua superficial adicional adquirida al Proyecto Hidráulico Estatal a través de San Bernardino Valley Municipal Water District.



¿Tienes preguntas sobre la calidad de nuestra agua o quieres leer nuestros últimos informes? Visita:
www.wvwd.org/waterquality.



La experiencia perfecta con el agua

En West Valley Water District (WVWD), creemos que podemos trabajar juntos para crear la experiencia perfecta con el agua y mantener baja su factura.

Algunos de los dispositivos que mantienen el flujo eficiente del agua hacia y a través de su hogar son mantenidos por WVWD. Otros son mantenidos por usted. A continuación se presenta un desglose:

ADMINISTRADO POR USTED

- La tubería que va desde el medidor de agua hasta su hogar.
- Regulador de presión de agua.
- La cantidad de agua utilizada dentro y fuera de su hogar.
- Fugas (grifos, rociadores, inodoros, etc.).

ADMINISTRADO POR WVWD

- Todo el equipo y las tuberías que se usan para llevar agua a tu medidor de agua.
- Presión del agua dentro de la tubería principal de suministro de WVWD.
- La tubería que va desde la red de abastecimiento de agua hasta su contador.
- Mantenimiento y lecturas de contadores de agua.

Las caras detrás del flujo

Nuestros operadores de servicios de medidores suelen ser los primeros en llegar al lugar cuando se trata de medidores de agua. Ya sea leyendo medidores, identificando fugas o verificando patrones de uso inusuales, ellos ayudan a mantener su servicio fluido y preciso. Están capacitados, tienen experiencia y siempre trabajan para garantizar que su experiencia con el agua sea la mejor posible.

Así que, si los ve en el campo, no se alarme, ¡están trabajando duro para usted!





Su medidor de agua:



Es el mejor detective y puede decirte si tienes fugas o no.



Normalmente se encuentra cerca de la calle, bajo una tapa de metal, plástico u cemento.



Registra el agua en pies cúbicos, tu consumo se muestra de forma muy similar al odómetro de tu coche. Un pie cúbico de agua equivale a 748 galones de agua.



Por cada 748 galones de agua utilizados, el dial indicado como cien se moverá un dígito, lo que equivale a una unidad de facturación de agua.

Cómo leer su medidor:

Válvula de WWWD, no tocar



Odómetro: Lee en pies cúbicos. Lea el medidor de izquierda a derecha.

Punto decimal: Indica décimas y centésimas de pie cúbico.

Indicador de flujo: Se utiliza para indicar un flujo bajo de hasta .001 pies cúbicos. Se puede utilizar para detectar pequeñas fugas.

*Es posible que su medidor no sea idéntico al que se muestra en la imagen.

Main Shut-off Valve

Cómo detectar fugas:

Como su proveedor de agua, West Valley Water District (WVWD) trabaja arduamente para eliminar las fugas en nuestro sistema de distribución. Sin embargo, muchas fugas ocurren dentro de los hogares, fuera de nuestro control. A continuación, le ofrecemos algunos consejos para ayudarlo a determinar si tiene alguna fuga en su hogar:

Búsqueda de fugas:

- 1 Localice su medidor de agua.
- 2 Asegúrese de que se haya cerrado todo el agua (por dentro y por fuera). Deje abiertas las válvulas de cierre.
- 3 Lea su medidor y anote la cifra. Mientras lee su medidor, busque la indicación de flujo; si se mueve, hay una fuga.
- 4 Espere al menos 1 hora y vuelva a leer el contador.
- 5 Si la cifra ha cambiado, entonces hay una fuga.

¿La fuga es interna o externa?

- 6 Cierre el agua en la válvula de la casa.
- 7 Repita los pasos 3 y 4.
- 8 Si la cifra no ha cambiado, la fuga se encuentra más allá de la válvula de la casa y probablemente dentro de su hogar. Revise los inodoros, grifos, etc.
- 9 Si la cifra ha vuelto a cambiar, lo más probable es que la fuga se encuentre en la línea de servicio o dentro de su sistema de riego (dependiendo de dónde se conecte su sistema de riego al sistema de agua de su hogar).
- 10 Puedes arreglarlo tú mismo o llamar a un plomero.

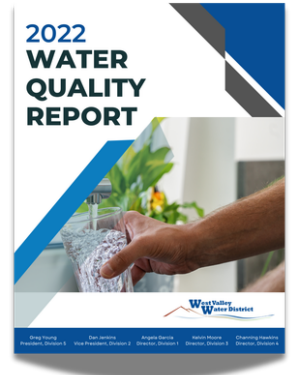
Conozca su Agua

En West Valley Water District nos tomamos muy en serio su confianza en la seguridad y fiabilidad del agua que consume.

Las fuentes de agua potable incluyen ríos, lagos, arroyos, estanques, embalses, manantiales y pozos. A medida que el agua se desplaza por la superficie terrestre o a través del suelo, puede disolver minerales naturales y, en algunos casos, material radiactivo, así como sustancias resultantes de la presencia de animales o de la actividad humana. Para garantizar que el agua del grifo sea apta para el consumo, la Agencia de Protección Ambiental de los Estados Unidos (EPA) y la Junta Estatal de Control de Recursos Hídricos establecen normas estrictas que limitan la cantidad de ciertos contaminantes en los sistemas públicos de abastecimiento de agua.

A nivel local, WVWD obtiene su agua de una mezcla de pozos de agua subterránea locales y agua de superficie importada. Esta agua se somete a un riguroso proceso de tratamiento que puede incluir filtración, desinfección con cloro o cloramina y, en algunas zonas, fluoración. Estas etapas de tratamiento son esenciales para eliminar o inactivar los contaminantes nocivos y garantizar que el agua cumpla o supere todas las normas federales y estatales.

Cada año, publicamos un **Informe sobre la calidad del agua**, también conocido como Informe de confianza del consumidor (CCR), en nuestro sitio web, en el que se detallan los resultados de las pruebas y se ofrece total transparencia sobre el contenido del agua.



¿AGUA TURBIA/LECHEOSA?

Algunas de las consultas más habituales que recibe nuestro Departamento de Atención al Cliente sobre la calidad del agua se refieren al agua turbia. Si el agua del grifo tiene un aspecto ligeramente “lechoso”, es probable que se trate de un fenómeno interesante, pero inofensivo, conocido como “aire arrastrado”.


Si cree que hay aire atrapado, enjuague dos veces un vaso transparente y luego llénelo con agua fría del grifo. Al pasar unos instantes, el agua debería comenzar a aclararse desde el fondo del vaso hacia la superficie a medida que las burbujas suben.



**¿Han desaparecido las burbujas? ¡Entonces es seguro beberla!
Ahora solo queda disfrutar de tu vaso de agua del grifo WVWD, de alta calidad y fiable.**

Comprenda su Factura

Revisar su factura de agua le ayudará a tomar decisiones informadas sobre el uso del agua.



855 West Base Line Road • PO BOX 920
Rialto CA 92377-0920
wwvd.org

WEST VALLEY WATER DISTRICT • OFFICE HOURS

Mon • Wed • Thu • Fri 8:00 am - 5:30 pm
Tue 9:00 am - 5:30 pm

Customer Service/After Hours (909) 875-1804 • customerservice@wwvd.org

VALUED WWVD CUSTOMER
855 BASELINE RD
RIALTO, CA 92377

ACCOUNT INFORMATION

CUSTOMER NAME: VALUED WWVD CUSTOMER
SERVICE ADDRESS: 855 W. BASELINE RD.
CITY: RIALTO
ACCOUNT NUMBER: 1-2 345678-90

BILLING INFORMATION

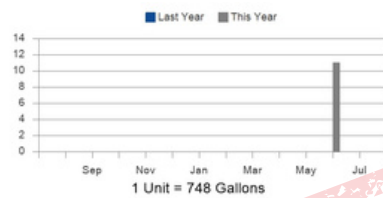
SERVICE PERIOD: 06/13/24 to 07/18/24
BILL DATE: 07/18/24
CURRENT BILL DUE DATE: 08/08/24

YOUR ACCOUNT SUMMARY

| | |
|----------------------|------|
| PREVIOUS BALANCE | 0.00 |
| PAYMENTS | 0.00 |
| LATE FEE/ADJUSTMENTS | 0.00 |
| PRIOR BALANCE - | 0.00 |

DUE IMMEDIATELY:

CONSUMPTION HISTORY



CURRENT ACCOUNT DETAIL

| CURRENT CHARGES | UNITS | RATE | TOTAL |
|-----------------------|-------|------|-------|
| TOTAL CURRENT CHARGES | | | 0.00 |

SPECIAL MESSAGE FROM WWVD

WWVD will begin delinquent bill processing in accordance with Senate Bill 998 (Discontinuation of Residential Water Service). Ratepayers must pay outstanding balances to avoid possible disconnections. WWVD understands that some ratepayers may be experiencing hardships and our goal is to work with you. Please contact the Customer Service Team at (909) 875-1804 to assist you in managing your bill and avoiding disruption of service.

TOTAL BALANCE DUE **0.00**

| SERVICE PERIOD | METER NUMBER | SERVICE TYPE | PREVIOUS READ | CURRENT READ | UNITS USED | GALLONS USED |
|----------------------|--------------|--------------|---------------|--------------|------------|--------------|
| 06/13/23 to 07/18/23 | 1234567 | HY | 34446 | 34446 | 0 | 0 |

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT AND MAKE YOUR CHECK PAYABLE TO WEST VALLEY WATER DISTRICT

PAYMENT COUPON FOR WWVD CUSTOMER



Want to pay your bill online?
Scan this QR code or visit us online at the link below:
[tps://www.municipalonlinepayments.com/westvalleywdca](https://www.municipalonlinepayments.com/westvalleywdca)



ACCOUNT NUMBER: 1- 2 345678-90
PRIOR BALANCE: DUE IMMEDIATELY 0.00
CURRENT CHARGES DUE BY: 08/08/24 0.00
TOTAL AMOUNT DUE: 0.00
AMOUNT PAID: \$ _____

WEST VALLEY WATER DISTRICT
P.O. BOX 102060
PASADENA, CA 91189-2060

102060130347700100000000002

La sección de información de la cuenta contiene:

- El **número de cuenta** (que debe incluirse en todos los pagos y/o correspondencia).
- El **período de servicio**, que indica el período cubierto por la factura.
- La **dirección de servicio**, donde se suministra el agua.
- La **fecha de facturación**, que indica la fecha en que se preparó la factura.
- La **fecha de vencimiento**, que indica la fecha en que vence el pago.

Resumen de su cuenta:

- El monto de la **última factura**.
- El monto total de los pagos recibidos desde la **última factura**.
- Cualquier **cargo por demora** o ajuste cobrado o acreditado en su cuenta desde su última factura.
- Saldo anterior.

Detalle de la cuenta corriente:

- El importe del **impuesto local**, si su comunidad lo ha establecido.
- El importe del **cargo mensual por servicio**, que se basa en el tamaño de su medidor. Esto cubre los costes asociados con la lectura del medidor, la facturación, el servicio al cliente y otras funciones de apoyo administrativo.
- El importe del **cargo por consumo**, que se basa en su consumo real de agua.
- Nivel 1 = 0-10 unidades, Nivel 2 = 11-30 unidades y Nivel 3 = más de 30 unidades.
- El importe de los **cargos actuales totales** (esto NO incluye cargos, tasas, ajustes o saldos anteriores).

Cupón de pago:

- El monto **total a pagar**, que incluye los cargos actuales más cualquier cargo, tasa, ajuste y saldo anteriores.
- La **fecha de vencimiento** de la factura. Si el pago no se recibe antes de esta fecha, se le podrá aplicar una tasa por mora a su cuenta.

El historial de consumo contiene:

- Un gráfico que muestra su historial de **consumo de agua** del año anterior.
- Su **consumo actual**.
- **Objetivo de consumo**: la cantidad que nos gustaría que ahorrara.

La sección de información del medidor contiene:

- El número de serie de su **medidor**.
- El tipo de **unidades** de facturación de su cuenta. La mayoría de las cuentas se facturan por cada unidad de CCF (1 CCF = 100 pies cúbicos, lo que equivale a 748 galones).
- El **período de servicio**, que indica el período cubierto por la factura.
- La **lectura actual** de su **medidor**.
- La **lectura anterior** de su **medidor**.
- El **consumo** total de agua, que se calcula restando la **lectura anterior** de la lectura actual.
- El **consumo** total se utiliza para calcular el **cargo por consumo**.
- El número aproximado de **galones** utilizados durante el período de servicio.

TARIFAS DE AGUA DE WVWD

Estamos aquí para ayudarle a comprender cómo se calcula su factura de agua.



Su factura mensual contiene al menos dos tipos de cargos: un cargo mensual por el servicio y un cargo por la cantidad de agua que consume. También puede haber otros cargos, como el impuesto municipal sobre los usuarios de servicios públicos.

Aquí tienes un resumen:



Cargos mensuales por servicios

El cargo mensual por servicio es un cargo por disponibilidad aplicable a todos los servicios medidos. Una vez instalado el medidor, comienza el cargo mensual por disponibilidad, que solo finaliza cuando se retira el medidor o se interrumpe el servicio de agua en la ubicación. El cargo se basa en el tamaño del medidor de agua instalado en la ubicación.

Tarifas por consumo de agua “Tarifas variables”

Se le cobra según la cantidad de agua que consume. Cuanto más consume, mayor será su factura de agua. Las tarifas por tramos premian a los clientes que consumen menos agua cobrándoles menos por unidad de agua. Una unidad de agua equivale a 748 galones.

El nivel uno incluye de 1 a 10 unidades de agua con un coste de \$2.33 dólares por unidad.

El nivel dos incluye de 11 a 30 unidades de agua con un coste de \$2.54 dólares por unidad.

El nivel tres incluye todo lo que supere las 30 unidades de agua con un coste de \$2.73 dólares por unidad.

*Las tarifas están sujetas a cambios.



Responsabilidades del propietario



Durante los últimos años, WVWD ha experimentado un gran aumento de población, muchos de los cuales son inquilinos que se mudan sin pagar sus facturas de agua. Históricamente, estas facturas impagadas deben repercutirse a otros usuarios del distrito.

Para evitar esta desigualdad, la Junta Directiva ha adoptado la siguiente política.

Sección 31701 del Código de Aguas de California

De conformidad con el Código de Aguas de California, Sección 31701, y el Reglamento de Servicios de Agua de WVWD, Artículo 13, el propietario será responsable de todos los cargos adeudados al Distrito, independientemente de si vive en la propiedad o firma la solicitud de servicio de agua.

Todas las facturas impagadas se convertirán en un gravamen sobre la propiedad para la que se solicitó el servicio, de conformidad con el Código de Aguas de California, sección 31701.5 y siguientes, y el Reglamento de Servicios de Agua de WVWD, artículo 13.



¿Dónde puedo obtener más información?

¡Estamos aquí para ayudarle! Si tiene alguna pregunta sobre nuestro sistema de tarifas de facturación, visite nuestro sitio web www.wvwd.org/billing-rates o póngase en contacto con nuestro Departamento de Servicio al Cliente cinco días a la semana (de lunes a viernes, excepto festivos) por teléfono al 909-875-1804.



Portal de pagos en línea

Diseñado pensando en su comodidad, iPAY Smart es una forma segura de pagar sus facturas.

Queremos que su experiencia de facturación sea lo más fácil y cómoda posible. Por eso nos enorgullece presentar nuestro nuevo portal de pagos en línea: iPay Smart.

iPay Smart es una forma sencilla, segura y fácil de usar para gestionar su cuenta en cualquier momento y lugar. Tanto si está en casa como fuera de ella, este nuevo sistema le permite controlar su facturación con solo unos clics. Para registrarse, visite www.wvwd.org y haga clic en el portal de pago en línea.



Con iPay Smart, usted puede:



Configure el pago automático para pagar su factura automáticamente en la fecha de vencimiento o antes.



Pague y consulte sus facturas desde la comodidad de su hogar.



Forma de pago segura y protegida.



Reciba notificaciones por mensaje de texto y tenga la opción de pagar a través de mensaje de texto.

¿Tienes preguntas sobre tu portal?

Visite nuestra página de recursos dedicada en www.wvwd.org/paymentportal o visite nuestro Departamento de Atención al Cliente para aprender cómo configurar su cuenta.

Contáctenos:



(909) 875-1804



Otras opciones de pago

Creemos en el agua limpia y abundante, y en hacerle la vida más fácil. Por eso ofrecemos muchas formas diferentes de pagar su factura de agua.



PAGO DE FACTURAS POR BANCO EN LÍNEA

Regístrese en línea a través de su banco para que los pagos de las facturas de servicios sean deducidos de su cuenta bancaria en la fecha de vencimiento de la factura.

PAGO POR CORREO

Envíe sus pagos a:
West Valley Water District
PO Box 102060
Pasadena, CA 91189

PAY NEAR ME

Utilice el código de pago que aparece en su factura mensual. Lleve su código de pago a cualquier tienda participante (CVS Pharmacy, 7-Eleven y Family Dollar), entrégueselo al cajero y pague en efectivo. No hay cargos por procesamiento.

OTRAS PREGUNTAS?

Visite www.wvwd.org/biling-rates o llame a nuestro Departamento de Servicio al Cliente al (909) 875-1804.

PAGO TELEFÓNICO AUTOMÁTICO

Esto le permite pagar por teléfono de forma segura. Puede pagar con su tarjeta VISA o MasterCard. No se aceptan tarjetas de regalo de ningún tipo. Para empezar, busque su número de cuenta en su factura. A continuación, marque nuestro número de atención al cliente (909) 875-1804 y pulse «2» para conectarse al sistema. Siga las instrucciones que oiga e introduzca sus respuestas en su teléfono de tonos (disponible en español).

PAGO EN PERSONA

Lunes 8:00 a. m. – 5:30 p. m.
Martes 9:00 a. m. – 5:30 p. m.
Miércoles 8:00 a. m. – 5:30 p. m.
Jueves: 8:00 a. m. – 5:30 p. m.
Viernes: 8:00 a. m. – 5:30 p. m.
Sábado y domingo: CERRADO

Para su comodidad, hay un buzón para pagos en nuestra oficina del distrito, frente a la entrada del servicio de atención al cliente.

UBICACIONES DE SATÉLITES

Disponible en J Check Cashing.
11391 Cedar Ave. Unidad A.
Bloomington, CA 92316.
De lunes a domingo, de 9:30 a. m. a 6:00 p. m.

Tenga en cuenta que el pago tarda dos días en llegar a la oficina del distrito desde J Check Cash.

Recursos Comunitarios

¡El Distrito de Aguas de West Valley se enorgullece de ofrecer a nuestros clientes recursos gratuitos que promueven la conservación del agua en nuestra comunidad!



Talleres prácticos y técnicos

Invitamos a los miembros de la comunidad a participar en nuestros talleres de primavera y otoño. Los temas incluyen cómo cuidar las plantas resistentes a la sequía, la conversión del césped y mucho más.

Kit de conservación del agua



¡Consigue las herramientas que necesitas para reducir el consumo de agua en tu hogar! Este kit de conservación del agua **GRATUITO** proporciona herramientas y dispositivos que pueden mejorar la eficiencia del uso del agua en tu hogar. ¡Visita www.wvwd.org/waterconservationkit para conseguir el tuyo hoy mismo!

Consejos y trucos para ahorrar

¡Los pequeños cambios pueden marcar una gran diferencia! Desde soluciones rápidas en el hogar hasta un riego exterior más inteligente, hay muchas formas sencillas de ahorrar. Visite wvwd.org/conservation para obtener consejos sencillos que le ayudarán a utilizar el agua de forma inteligente.



¡Encuéntrenos en un evento comunitario cerca de usted!

¡Nuestro equipo de profesionales del agua está aquí para brindarle recursos! Normalmente puede encontrarnos en eventos comunitarios locales, contestando preguntas, compartiendo información y repartiendo dispositivos GRATUITOS para ahorrar agua. ¡Acérquese a saludarnos la próxima vez que nos vea!



Trivia Sobre el Agua de WVWD

¡Tómate un momento para poner a prueba tus conocimientos sobre el agua con algunas preguntas divertidas!

Porque el agua no solo es esencial... ¡también es fascinante!

- 💧 Tu cuerpo está compuesto por aproximadamente un 60 % de agua, ¡por eso es tan importante mantenerse hidratado!
- 💧 Un grifo que gotea una vez por segundo puede desperdiciar más de 3000 galones al año. ¡Eso es suficiente para darse más de 180 duchas!
- 💧 El agua que hay hoy en la Tierra lleva aquí más de 4000 millones de años. ¡El agua que bebes podría haber sido bebida alguna vez por un dinosaurio!
- 💧 Se necesitan unos 2 litros de agua para lavarse los dientes, si se deja el grifo abierto. ¡Ciérralo y ahorra agua!
- 💧 El agua se expande cuando se congela. Por eso las tuberías congeladas pueden reventar: ¡manténlas aisladas cuando haga frío!





OFICINA DEL DISTRITO

855 W. Baseline Road
Rialto, CA 92376

DIRECCIÓN POSTAL

P.O. Box 920
Rialto, CA 92377

HORARIO DE OFICINA

Lunes: 8:00 am - 5:30 pm
Martes: 9:00 am - 5:30 pm
Miércoles: 8:00 am - 5:30 pm
Jueves: 9:00 am - 5:30 pm
Viernes: 8:00 am - 5:30 pm

CONTACTO

Teléfono: 909-875-1804
Sitio web: www.wvwd.org

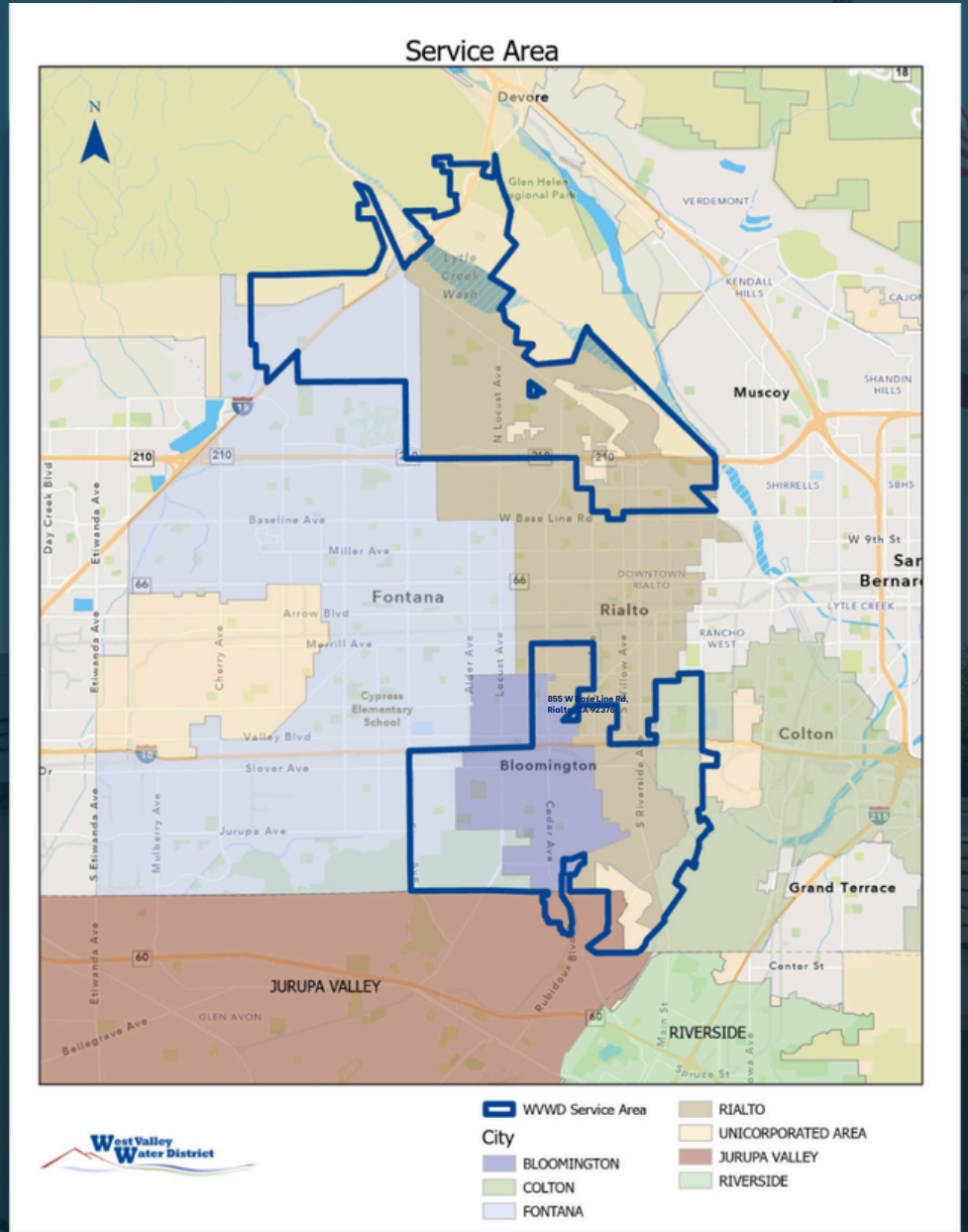
CONTACTO DE EMERGENCIA

Teléfono: 909-875-1804

NÚMEROS LOCALES IMPORTANTES

El Distrito de Agua de West Valley solo presta servicios de suministro de agua. Para obtener más información sobre aguas residuales y servicios públicos, póngase en contacto con la agencia correspondiente según su ubicación.

- Ciudad de Colton** (909) 370-5099
- Ciudad de Fontana** (909) 350-7600
- Ciudad de Rialto** (909) 820-2525
- Servicios de agua de Rialto** (909) 820-2546
- Ciudad de San Bernardino** (909) 384-5211
- Ciudad de Jurupa Valley** (951) 332-6464
- SoCal Gas** (877) 238-0092
- Southern California Edison** (800) 655-4555
- Oficina corporativa de Burrtec** (909) 429-4200



Como su proveedor de agua de confianza, West Valley Water District se compromete a ayudarle en cada paso del proceso. Si tiene preguntas sobre su servicio de agua, necesita ayuda para entender su factura o desea obtener más información sobre la conservación del agua, ¡estamos aquí para ayudarle!

APPLICATION FOR WATER SERVICE

APPLICATION CHECKLIST:

- Valid Identification/Driver's License
- Application/Processing Fee: \$25
- Deposit: Owner/Tenant \$95 - Commercial/Fire Service \$140 - Property Manger/Agent \$240
- Proof of Ownership (one of the following): Rental Agreement or Letter of Authorization from Owner; Final or Estimated Closing Statement; Assignment Letter & Listing Agreement for Real Estate Agents; Property Management Agreement for Property Managers
- Email applications to customerservice@wvwd.org or fax to (909) 875-1849

| WVWD USE ONLY |
|---------------|
| ACCOUNT #: |
| REVIEWED BY: |
| DATE: |

| | | | | |
|--|--|--|----------------|--------|
| START DATE: | | SELECT ONE OPTION: Owner Tenant Agent <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | | |
| PROPERTY ADDRESS: | | ASSESSOR PARCEL NUMBER (APN): | | |
| APPLICANT: | | | | |
| DRIVER'S LICENSE: | | LAST 4 DIGITS OF SSN/FED ID: | | PHONE: |
| EMAIL ADDRESS: | | | | |
| CO-APPLICANT: | | | | |
| DRIVERS LICENSE: | | LAST 4 DIGITS OF SSN/FED ID: | | PHONE: |
| MAILING ADDRESS: | | | | |
| PREVIOUS ACCOUNT OR ADDRESS WITH WVWD: | | | | |
| EMERGENCY CONTACT: | | | PHONE: | |
| OWNER'S NAME: | | | OWNER'S PHONE: | |
| OWNER'S ADDRESS: | | | | |

AGREEMENT

For receipt of water service from West Valley Water District ("WVWD"), I agree to abide by the Water Service Regulations, Schedules of Rates and Charges, as adopted by the Board of Directors of the West Valley Water District, and as amended from time to time. I have read and understand (or I waive reading of) said Regulations and Schedules of Rates and Charges and acknowledge and agree to all the terms. I understand that a copy of the WVWD's Regulations and Schedules of Rates and Charges is available to me for reading and that copies are also available to me for purchase. I acknowledge that the West Valley Water District owns, operates, and maintains the portion of the water service line from the water main to the outlet of the gate valve on the downstream side of the meter, check valve or backflow prevention device ("Service Connection"). The Customer is responsible for the remaining portion of the service line to the residential unit being served (Customer Service Line). The Customer Service Line includes separate domestic water and fire sprinkler systems.

Applicant's Signature / Title (if applicant is a business)

Date

Co-Applicant's Signature

Date

Owner's Signature / Title (if applicant is a business)

Date

LISTA DE VERIFICACIÓN DE LA SOLICITUD:

- Identificación válida/Licencia de conducir
- Cuota de solicitud/procesamiento: \$25
- Depósito: Propietario/Inquilino \$95 - Comercial/Servicio de Bomberos \$140 - Administrador de Propiedad/Agente \$240
- Prueba de propiedad (una de las siguientes): Contrato de alquiler o Carta de autorización del propietario; Declaración de cierre final o estimada; Carta de cesión y acuerdo de listado para agentes inmobiliarios; Acuerdo de administración de propiedades para administradores de propiedades
- Envíe solicitudes por correo electrónico a customerservice@wvwd.org o por fax al (909) 875-1849

USO EXCLUSIVO DE WVWD

NÚMERO DE CUENTA:

REVISADO POR:

FECHA:

| | | | | |
|---------------------------------------|---------------------------------------|------------------------------|--------------------------------------|--------------------------|
| FECHA DE INICIO: | | ELIJA UNA OPCIÓN: | | |
| | | Dueño | Inquilino | Agente |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| DIRECCIÓN DE LA PROPIEDAD: | | | NÚMERO DE PARCELA DEL TASADOR (APN): | |
| SOLICITANTE: | | | | |
| NUMERO DE LICENCIA DE CONDUCIR: | ÚLTIMOS 4 DÍGITOS DEL SSN/ID FEDERAL: | TELÉFONO: | | |
| CORREO ELECTRÓNICO: | | | | |
| CO-SOLICITANTE: | | | | |
| NUMERO DE LICENCIA DE CONDUCIR: | ÚLTIMOS 4 DÍGITOS DEL SSN/ID FEDERAL: | TELÉFONO: | | |
| DIRECCIÓN POSTAL: | | | | |
| CUENTA O DIRECCIÓN ANTERIOR CON WVWD: | | | | |
| CONTACTO DE EMERGENCIA: | | | TELÉFONO: | |
| NOMBRE DEL DUEÑO: | | NUMERO DE TELÉFONO DE DUEÑO: | | |
| DIRECCIÓN DE DUEÑO: | | | | |

ACUERDO

Para recibir el servicio de agua del West Valley Water District ("WVWD"), acepto y comprometo a cumplir con el Reglamento de Servicio de Agua y los Programas de Tarifas y Cargos, según lo adoptado por la Junta Directiva del West Valley Water District y según se enmienden de tiempo en tiempo. He leído y entiendo (o renuncio a la lectura de) dicho Reglamento y los Programas de Tarifas y Cargos, y reconozco y acepto todos sus términos. Entiendo que una copia del Reglamento y los Programas de Tarifas y Cargos del WVWD está disponible para mi lectura y que también puedo adquirir copias.

Reconozco que el West Valley Water District es propietario, opera y mantiene la parte de la línea de servicio de agua que va desde la tubería principal hasta la salida de la válvula de compuerta en el lado aguas abajo del medidor, válvula de retención o dispositivo de prevención de reflujo ("Conexión de Servicio"). El Cliente es responsable de la parte restante de la línea de servicio hasta la unidad residencial que recibe el servicio (Línea de Servicio del Cliente). La Línea de Servicio del Cliente incluye los sistemas separados de agua potable y de rociadores contra incendios.

Firma del solicitante / Cargo (si el solicitante es una empresa)

Fecha

Firma de Co-Solicitante

Fecha

Firma de Dueño / Título (si el solicitante es una empresa)

Fecha



Established as a public agency in 1952

855 W. Base Line Rd.
P.O. Box 920
Rialto, CA 92377-0920
Ph: 909-875-1804
www.wvwd.org

John Thiel, P.E., General Manager

Dear [CUSTOMER],

Welcome to the West Valley Water District (West Valley)! We are pleased to welcome you as a new customer and look forward to providing you with reliable, high-quality water service.

As you get started with your new account, here are a few key details to help you make the most of your service:

- **Monthly Billing:** Your water meter will be read once a month, and you will receive a bill around the same time each month.
- **Payment Options:**
 - Online: Visit www.wvwd.org (subscribe to autopay to make your payments convenient)
 - By phone: Call (909) 875-1804 (press 2)
 - By mail: Use the return envelope included with your bill,
 - In Person: Visit our customer service lobby during business hours.
- **Additional Payment Locations:** In-person payments (cash or check) can be made at any of our satellite locations (a map is enclosed for your reference). You can also make payments at participating PayNearMe locations such as 7-Eleven, CVS Pharmacy, and Family Dollar.

We encourage all customers to use water wisely, not only to protect our environment, but to ensure a sustainable water supply for our community now and into the future. At West Valley, we want to be your resource for all things water. From conservation tips to drought-tolerant landscaping ideas, we offer a variety of tools and information to help you make smart water choices.

If you have any questions or need assistance, our Customer Service team is here to help! You can reach us at (909) 875-1804 (press 3). Our office hours are Monday, Wednesday, Thursday, and Friday from 8:00 a.m. to 5:30 p.m., and Tuesday from 9:00 a.m. to 5:30 p.m.

We appreciate the opportunity to serve you and are committed to delivering exceptional service now and in the future.

Sincerely,
Customer Service Department

BOARD OF
DIRECTORS

Kelvin Moore
President, Division 3

Angela Garcia
Vice President, Division 1

Dan Jenkins
Director, Division 2

Estevan Bennett
Director, Division 4

Greg Young
Director, Division 5



Establecida como una agencia pública en 1952.

855 W. Base Line Rd.
P.O. Box 920
Rialto, CA 92377-0920
Ph: 909-875-1804
www.wvwd.org

John Thiel, P.E., Gerente General

Estimado [CLIENTE],

Bienvenido al Distrito de Agua de West Valley (West Valley)! Nos complace dar la bienvenida a nuestros nuevos clientes y garantizarles un servicio de agua confiable y de alta calidad. Para familiarizarte con su nueva cuenta, aquí tienes algunos detalles para aprovechar al máximo su servicio:

- Facturación Mensual: su medidor de agua será revisado mensualmente y recibirá la factura correspondiente aproximadamente en la misma fecha cada mes.
- Opciones de Pago:
 - En línea: Visita www.wvwd.org (Suscríbase y pague automáticamente.)
 - Por teléfono: llama (909) 875-1804 (presiona el número 2)
 - Por Correo: Utilice el sobre de devolución incluido con su factura.
 - En Persona: Visite nuestra area de atención al cliente durante el horario comercial.
- Maneras de Pago Adicionales: Los pagos en persona (en efectivo o cheque) se pueden realizar en cualquiera de nuestras ubicaciones satélite (se incluye un mapa para su referencia). También puede realizar pagos en los lugares participantes de PayNearMe, como 7-Eleven, CVS Pharmacy y Family Dollar.

Alentamos a todos los clientes a usar el agua de manera responsable, no solo para proteger nuestro naturaleza, también para garantizar un suministro sostenible de agua para nuestra comunidad ahora y en el futuro. En West Valley, queremos ser su recurso para todo lo relacionado con el agua. Desde consejos de conservación hasta ideas para jardines resistentes a la sequía, ofrecemos una variedad de herramientas e información para ayudarle a tomar decisiones inteligentes sobre el uso del agua.

Si tienes alguna pregunta o necesitas asistencia, ¡nuestro equipo de Atención al Cliente aquí esta para ayudarle! Nos puedes alcanzar en (909) 875-1804 (presiona el número 3). Nuestro horario de oficina es Lunes, Miércoles, Jueves, y Viernes de 8:00 a.m. a 5:30 p.m., y los Martes de 9:00 a.m. a 5:30 p.m.

Agradecemos la oportunidad de servirle y estamos comprometidos a brindarle un servicio excepcional ahora y en el futuro.

Atentamente,
Departamento de Atención al Cliente.

Junta
Directiva

Kelvin Moore
Presidente, Division 3

Angela Garcia
Vicepresidenta, Division 1

Dan Jenkins
Director, Division 2

Estevan Bennett
Director, Division 4

Greg Young
Director, Division 5



STAFF REPORT

DATE: April 27, 2026
TO: External Affairs Committee
FROM: Socorro Pantaleon, Public Outreach & Government Affairs Manager
SUBJECT: Transition to .GOV website and website accessibility

STRATEGIC GOAL:

Strategic Goal 8 - Deliver Superior Customer Service; Objective 8D - Communicate Effectively with Customers

MEETING HISTORY:

External Affairs - September 22, 2025

BACKGROUND:

West Valley Water District (WVWD) operates its public-facing website at www.wvwd.org, which serves as the primary online platform for information, services, and community engagement.

Across the state, government agencies are increasingly transitioning to the official .gov domain, which is restricted to verified government entities. This ensures that residents can easily identify legitimate government websites and reduces the risk of fraud, phishing, and misinformation.

DISCUSSION:

Given the anticipated expansion of .gov domain requirements to include special districts, staff recommends initiating proactive planning for a transition to a .gov domain. Early preparation will help ensure a smooth migration process, minimize operational disruptions, and reinforce public trust in District communications.

Staff has also identified that the transition to a .gov domain presents a valuable opportunity to identify a new, modernized website that is more user-friendly, accessible, and better aligned with current customer expectations. The District's recently implemented website has experienced several challenges for both customers and staff, including navigation difficulties, limited functionality, and operational inefficiencies in content management. These issues have impacted the overall user experience and created additional internal workload for staff supporting website updates and customer inquiries.

Additionally, staff has been limited in the ability to effectively utilize website data tracking and analytics tools within the current platform. This limitation reduces the District's ability to fully understand user behavior, monitor engagement, and make data-informed improvements to customer experience and communications.

As such, combining the domain transition with a full or partial website redesign would allow the District to address existing shortcomings while ensuring compliance with accessibility standards, improving functionality, and enhancing data tracking capabilities.

FISCAL IMPACT:

Anticipated costs for will be budgeted in FY 2026-2027 and presented to the Board of Directors for consideration and approval. Additional ongoing costs may be incurred over time as updated materials are re-ordered and existing District assets (including printed materials, digital content, and customer-facing documents) are revised to reflect the new domain and website platform.

REQUESTED ACTION:

Direct staff to begin planning for a transition to a .gov domain and an updated District website.