WEST VALLEY WATER DISTRICT
855 W. Base Line Road Rialto, CA

EXTERNAL AFFAIRS COMMITTEE MEETING
AGENDA

TUESDAY, AUGUST 28, 2018 - 6:00 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.

1. CONVENE MEETING

2. PUBLIC PARTICIPATION

The public may address the Board on matters within its jurisdiction. Speakers are requested to keep their comments to no more than three (3) minutes. However, the Board of Directors is prohibited by State Law to take action on items not included on the printed agenda.

3. DISCUSSION ITEMS

   a. Update On Welcome Package.

ADJOURN

DECLARATION OF POSTING:

I declare under penalty of perjury, that I am employed by the West Valley Water District and posted the foregoing External Affairs Committee Agenda at the District Offices on August 23, 2018.

Crystal L. Escalera, Board Secretary
DATE: August 28, 2018
TO: External Affairs Committee
FROM: Clarence Mansell Jr., Interim General Manager
SUBJECT: UPDATE ON WELCOME PACKAGE

BACKGROUND:

The Customer Service Department of West Valley Water District strives to give professional and excellent service to each of our customers. It is important for us to give a good first impression of our Personnel and District to our customers. This is why our Department provides each new customer with a Welcome Package at the time they open service. The purpose of the Welcome Package is to Welcome the customers to our community and give them information on the district’s procedures.

FISCAL IMPACT:

No fiscal impact.

DISCUSSION:

Staff will present a power point presentation explain the benefits of the new and revised Customer Welcome Packet.

STAFF RECOMMENDATION:

For the committee to review and comment for approval to present to entire Board at the next meeting.

Respectfully Submitted,

Clarence Mansell Jr., Interim General Manager
ATTACHMENT(S):

1. West Valley Water District presentation welcome package
West Valley Water District
Welcome Package

By: Miguel A. Cervantes
Customer Service Representative I
To provide the best Customer Service as possible to our community, the District’s Board approved an updated Welcome Package.

The Welcome Package is provided or mailed out usually at the time an account is established.

The Welcome Package contains information on our payment options.

The purpose of the Welcome Package is to deliver to our Customers valuable information. Such as, our billing structure and the breakdown of additional fees.

It also contains information on our board of directors and their mission at WVWD.

The package also contains information on Conservation Resources/Tips and a Leak Detection Guide.

The Welcome Package also informs our customers of our Auto Pay and Level Payment Plan programs.
WVWD Brochure

Welcome to West Valley Water District!
We are thrilled to have you as our new customer. We want to share with you important information about payment options, reading your bill, detecting leaks and resources to help you be more water efficient.

West Valley Water District (WVWD) was formed on February 28, 1932. We provide water service to approximately 85,000 customers in the communities of Granada Hills, Reseda, Chatsworth, Tarzana, Winnetka, and Canoga Park. WVWD is governed by a five-member Board of Directors. Our mission is to provide our customers with safe, high-quality and reliable water service at a reasonable rate in a sustainable manner.

WVWD owns and maintains over 100 miles of pipelines, 71 million gallons of storage capacity, 24 wells, 3 reservoirs, 3 booster pumping stations, and a water treatment facility in order to treat and deliver over 9 million gallons of water per day for our customers.

Over half (51%) of WVWD’s water supply is from our own groundwater wells. Additional groundwater is purchased from San Bernardino Valley Municipal Water District through the Basin Feeder Project (BFP). A portion of our surface water is from Tule Lake in the San Bernardino Mountains (TUL). Additional surface water is purchased from the State Water Projects (Shaver Reservoir) through San Bernardino Valley Municipal Water District (SBV).

We vigilantly safeguard our water supplies. Our water meets all Federal and State regulations. For more information about water quality, please review our most current Consumer Confidence Report at www.westvalleywater.org.

We look forward to serving you with excellence. Please contact us if you have any questions. (818) 998-1800.

PAYMENT OPTIONS

WVWD offers a variety of payment options to make paying your bill easier. You can pay by mail, in person, over the phone, online, or through your bank’s bill pay option. We also offer automatic payments, a fixed payment plan, and bill caps. We have the ability to choose your preferred payment method.

MAIL
Please mail a check or money order to the address below. This mailing address is only for sending in payments. To begin your payment plan or write your account number or check or money order.

West Valley Water District
P.O. Box 2198
Reseda, CA 91335

IN PERSON
We provide three convenient options to pay in person. All locations offer services in Spanish and English.

District Office
886 W. Dean St (Canoga)
Reseda, CA 91335

Visa, MasterCard, Money Order, Check, or Cash payments accepted. No District Office.

Drop Box
For your convenience, a locked drop box is located outside our District Office. In front of our Customer Service entrance. This option is available 24/7 and is checked once a day at 7:30 am. Monday – Friday. Check or Money Orders accepted. Please, do not leave cash.

Same Day Locations
We also have several same-day locations available. Please note that it takes two days for your payment to reach the District Office from the drop-box.

P.O. Box
2008 Reseda Blvd, Suite C
Reseda, CA 91335

- Monday – Friday 9:00 am – 5:00 pm
- Saturday, 9:00 am – 12:00 pm

J-Check Co-op
1011 Ceder Ave, Unit A
Beverlywood, CA 90210

- Monday – Saturday 10:00 am – 4:00 pm
- Sunday, 10:00 am – 1:00 pm

Packet Pg. 6
Payment Options
Mail, In Person, Online, etc.

Local Number, Local Cities, Utilities
Billing and Payments

- Explains Due Date
- Grace periods
- Dates fees apply
- Etc.

West Valley Water District offers a variety of payment options to make paying your bill easier. You can pay by mail, in person, over the phone, online, or through your bank's bill pay option.

WVWD reads meters according to routes based on your address. Your bill will be due on (or about) the same day each month. Please see the payment timeline below as an example; billing dates may vary.

- Customers have 21 days to pay their bill before it becomes past due.
- After the bill is past due, a grace period allows customers an additional 7 days to pay before a $20 late fee is charged.
- Once a late fee is charged, customers have an additional 7 days to pay before an order to disconnect service is generated.
- If payment is still not received, then a $50 disconnection fee is charged and the Meter Service Department will disconnect service.

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Board of Directors

Directors Basic Information

1. Mission
   (Safe, High Quality, & Reliable Water)

2. Vision
   (National Model in the water industry, commitment to employees and the community)
Conservation Resources/Tips

- Advises customers of our rebate programs available.
  1. Indoor Rebates
  2. Outdoor Rebates
  3. Water Audits

- Helps Customers with Tips and resources to conserve water in their property.
  1. Water Repairs
  2. Shorter Showers
  3. Best Time to Water
Leak Detection

- Examples of how to operate a water Meter and shut off valve
- Responsibility
- Read meter
- Tips to check for leaks
Level Payment Plan

- Advises the Customer about this Billing resource we offer.
- How it works?
- Calculation
- Management of Bill
- Application to sign up for auto pay.
- Encourage our customers to pay with automatic deduction.
Welcome to West Valley Water District

Final Folder