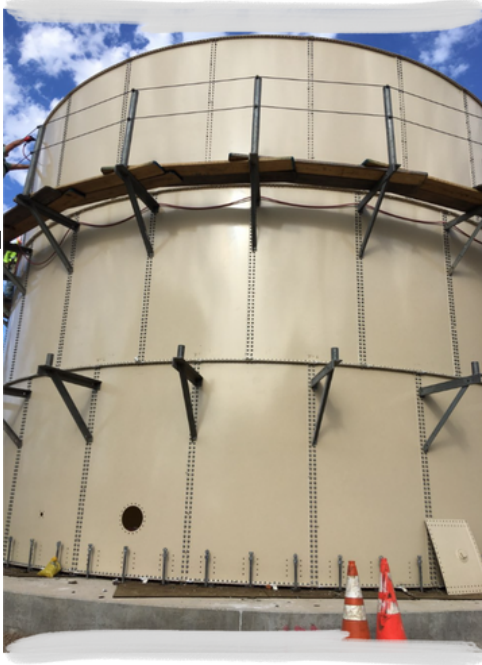


HELLO

Autumn

3RD QUARTER NEWS

SEPTEMBER 2022

Bolted Harvey Tank

200,000 GALLONS

Bolted Cerrito Tank

100,000 GALLONS



CLEARLAKE OAKS COUNTY WATER DISTRICT WATER & SEWER NEWS

You'd probably be surprised to find out how much water that innocent drip on any faucet is wasting. A pinhole leak can waste as much as 70 gallons of water in one day. The most common cause of a faucet leak is a worn washer, and is relatively easy to repair.

There are two basic types of faucets in most homes: compression faucets, which have separate handles for hot and cold water, and non-compression faucets, which have only one lever or knob that controls water flow.

Before starting to work on faucets, turn off the water supply to the fixture (the valves usually are located under the sink or basin), or contact Clearlake Oaks County Water District and we will dispatch an operator to turn off the main valve.

Faucet Basics: 101**Sign Up for Automatic Bill Pay**

Avoid the worry of potentially missing a due date by signing up today. Enrollment is quick, easy, and without a service fee or charge. For more information, please call our office or visit <https://www.clocwd.org/bill-payment>



AutoPay

TALK TO US

(707) 998-3322
 Customerservice@clocwd.org
www.clocwd.org
 12952 E. Highway 20
 P.O. Box 709
 Clearlake Oaks, CA 95423
 Office Hours M-W
 8:00 AM-3:30 PM



Don't allow water theft in your neighborhood, this is a crime! Report any attempts of water theft 24/7 to (707) 998-3322

Closed

October 10th- Columbus Day
 November 11th- Veterans Day
 November 24th & 25th- Thanksgiving
 December 23rd & 26th- Christmas

BOARD OF DIRECTORS

- President Margaret Medeiros
- V. President Stanley Archacki
- Director Samuel Boucher
- Director Michael Herman
- Director James Burton



Attention: Rate Change July 1, 2022



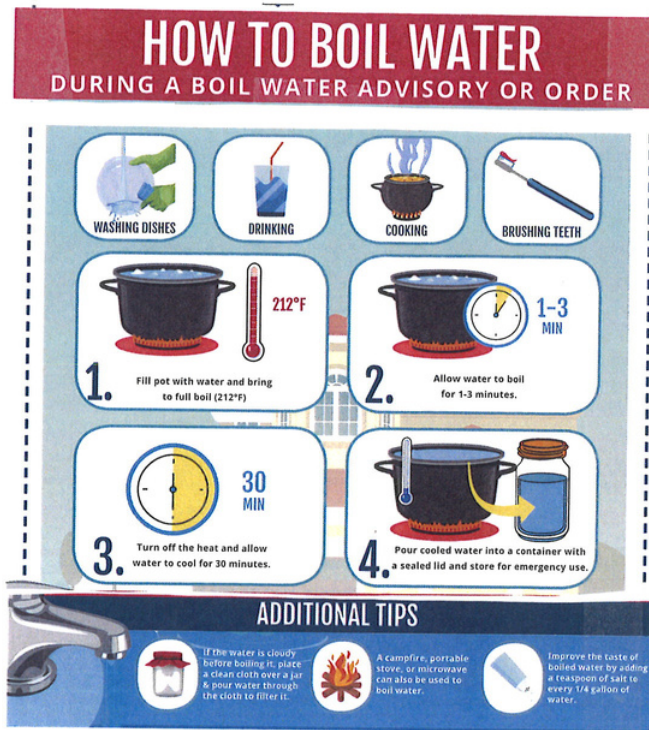
On June 22, 2021, the Clearlake Oaks County Water District Board of Directors adopted a resolution establishing a five-year schedule of Water and Sewer rates. The second scheduled rate change was July 1, 2022 and reflected on your July 2022 billing statement.

A message from the General Manager, Dianna Mann

As I am writing this newsletter, we are wrapping up a week of a record breaking heat wave. As a water district, there are two conditions that will cause havoc on our main pipes. One, in high water season, the ground will become very saturated and will move our pipes causing them to break, and the second condition is at the end of a hot summer, the ground will become so dry that it will restrict against our pipes causing leaks. When the leak is on a water main, these leaks lead to a boil water notice. Per State regulations, whenever a water pipe falls below 20 psi, then boiling water is a safety measure until the District receives two negative samples from our outside lab.

However, when a section of pipe is shut down for repairs, it does not affect the whole district, it only affects the customers that are on that particular section of the pipe. Confused? That's okay, we don't expect everyone to understand the water world and all the regulations that go with it. Let me try and explain a boil water notice a little better. When the District experiences a main break in the Keys area, only those receiving water from that particular section of the pipe will receive a notice, this means that other sections of the District will not. Once the leak is fixed, water will not be turned on until staff distributes boil water notices to every house that was affected. It is a State regulation that all addresses that are affected appear on the notice. If a customer is not at home, staff will leave the notice on the front door, in cases of a locked gate, then the notice will be put on the gate. If your address does not appear on the notice, then you will not have to boil your water. After the District receives two negative samples from our outside lab, then a cancellation of boil water notice will be distributed the same way the boil notice was. The District does not take boil water notices lightly. We understand the inconvenience they cause. Before a boil water notice can be distributed, District has to notify State via email stating the cause of the leak, how many homes, businesses, etc. were affected, and how the pipe will be repaired. Once the District receives two negative samples, the State will be notified of the cancellation. Next time you see a boil water notice posted on Facebook that is trying to cause panic about the safety of the water, please zoom in and check the affected addresses and know if your address does not appear on the notice, then your water is safe to drink.

I hope everyone found a way to stay cool this summer and I am welcoming Fall with open arms.



Annual Backflow Testing is Required by the State of California!

CLOCWD would like to remind residents and local business owners that the State of California requires the installation and annual testing of backflow devices. This compliance testing must be performed by a certified backflow tester. The annual deadline for test compliance submission is December 31, 2022. You are required to have a backflow device should you have: secondary source of water supply (IE: Lake, river, stream), fire lines, in-ground swimming pool, or a private well that is interconnected with the public water supply.

What is a backflow device? Backflow devices are mechanical doublecheck valves that prevent the water flow from reversing during a loss of water pressure. This loss can be caused by firefighter use or a water main break. These devices must be tested annually to make certain they are functioning properly. Backflow devices protect against potential contamination of the public water supply during times of fluctuating pressure. The District encourages residents to arrange for a AWWA certified backflow tester to conduct their annual backflow test and avoid any penalties for noncompliance. Residents must submit a copy of the backflow report to the District. CLOCWD keeps an up-to-date list of local California licensed backflow testers, which is included in the annual testing reminder. Please contact CLOCWD at (707) 998-3322 with any questions you may have regarding backflow.



A reduced pressure zone device typically installed at commercial properties.



A double-check valve device typically installed at residential properties.