

HELLO 1ST QUARTER NEWS

MARCH 2023

SPRING

CLEARLAKE OAKS COUNTY WATER DISTRICT WATER & SEWER NEWS

When you think about your water usage, don't forget about outdoor water use. Here are some spring outdoor conservation tips to help you conserve water and save money



	<p>Lawn & Garden</p> <ul style="list-style-type: none"> • Save moisture with mulch • Plant native shrubs that require less watering • Use a broom, not a hose, to clean patios, driveways and sidewalks • If you water your lawn often, consider a sub-meter to avoid sewer charges on outside water use 		<p>Pool</p> <ul style="list-style-type: none"> • Keep water level low to avoid splashing/water loss • Use a cover to slow evaporation • Check for leaky parts • Consider filling by leasing a hydrant
<p>Hoses & Sprinklers</p> <ul style="list-style-type: none"> • Check and repair/replace leaky parts • Use a nozzle that can be turned off or adjusted to fine spray 		<p>Car</p> <ul style="list-style-type: none"> • Rinse once, wash from a bucket of soapy water and quickly rinse again • Used water is fine for wheels/tires 	

Sign up for eBill

Go Paperless! Sign up to receive your monthly statement via email the same day it's processed!

Pay your bill 24/7 with our Dial-By-Phone option, simply call (707) 216-2006

Behind on your bills? Help is available to avoid disconnections! We believe that supporting our neighbors builds a stronger, more connected community. Due to restrictions, we cannot offer discounted water rates or bill credits/forgiveness to low-income or senior customers. However, the District offers payment plans to help customers bring their accounts current. The Low Income Household Water Assistance Program (LIHWAP) is a temporary emergency assistance program to help low-income families with past due water/sewer bills, up to \$2,000. To qualify, you must be a Lake County resident, have an unpaid water/sewer bill, and meet income guidelines. All CLOCWD customers can also set up payment plans to provide additional time to become current on their accounts.

Closed

May 29, 2023 - Memorial Day

UPCOMING BOARD MEETINGS

- April 20, 2023
- May 18, 2023
- June 15, 2023
- July 20, 2023

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

BOARD OF DIRECTORS

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

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

NEIGHBORHOOD WATER WATCH

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

Hello Clearlake Oaks, I hope the first quarter of 2023 has found everyone happy, healthy, and dry. Since December we have gone from drought to drench. What great news all this precipitation has been. Our lake is currently over seven feet Rumsey with more on the way. However, even with this great news, we still have to be water wise. Meaning even though we may be out of the woods for this summer, we never know what the future may bring. With water being our most precious commodity, we must strive to conserve every day. And how about all that white stuff?? I haven't seen that much snow in Lake County for years. Being born and raised in Lake County, back in the 70's we used to get a lot of snow, so much that the schools would set aside at least five snow days per year, however, like I said, it has been a long time since that much snow has hit our area. Which leads me to again, thank our amazing staff for their diligence in keeping our water and wastewater systems running through extraordinary conditions. At 2:30 in the morning on February 24th, my phone starting ringing with my Chiefs letting me know that power was out in most of Clearlake Oaks and what their game plan was going to be over the next several days. So while most of us were home sleeping warmly in our beds, our Operators fought the elements and made it to the District to start up all our back-up generators. In case you are not aware, when the District goes on back-up power, treatment plants along with our distribution/collection system requires 24 hour staffing. Our Operators didn't miss a beat and performed, as usual, exemplary. I would also like to thank our Directors who consistently checked in with me to confirm the situation was under control and to offer help wherever it may be needed.

Now it is Spring, time for planting, cleaning, and clearing out the winter clutter, but more importantly, it is time to check for leaks. Wasted water is wasted money, and in addition, small leaks can amount to bigger problems quickly.

The EPA recommends the following checklist for tracking down a leak. Here are some of the best-known hiding places to start.

Bathroom: Toilets, faucets, showerheads, under the sink, and don't forget the tub!

Laundry Room: Check all of your hook-ups and look for pooling in the washer itself (it could indicate a source leak)

Kitchen: Check all appliances, such as the dishwasher and ice makers. Many times, there are leaks behind them.

Garage: Sinks, exposed pipes, and water heaters

Outside: Spigots and irrigation controls and sprinkler heads

When finding a leak, here are a few tips you should take:

1. Turn off the water line to the leaking location.
2. Identify the primary source of the leak.
3. Document any and all damage (date, time, photos, description, etc.)
4. If necessary, call your insurance company.
5. Call in the professionals or DIY to fix any damage caused by the leak.
6. Look for any secondary impacts caused by the leak, such as mold or mildew.

Whether you choose to call in a professional or venture down the DIY path, please know that the first step is simply the identification.

Take a little time each quarter to be your own Leak Detective. This will not only help educate you on the pipes within your home, but also help prevent a small leak from becoming a BIG PROBLEM! Remember, be water wise.



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, 2023. 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.



A reduced pressure zone device typically installed at commercial properties.



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

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.