

4TH QUARTER NEWS

DECEMBER 2023



Water Treatment Plant



OSHA Correction Event - July 10, 2023



1) Scum Box-restraints added to grate to secure entrance and labeled as a permit required entry (confined space)



2) Ladder guard installed to secure the access due to it being a permit required entry also known as confined space.



3) Weir Box- same as the scum box; restraints and identified as a permit required entry.



Wastewater Treatment Plant

E. HIGHWAY 20 MAIN LINE REPAIR

District personnel repaired an approximate 7 GPM leak on E. Highway 20, replacing a section of the main. Your CRP Dollars at work!



CRP: Capital Replacement Project

24/7

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

Sign up for eBill

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

Closed

January 1, 2024 - New Years Day
January 15, 2024 - MLK Jr. Day
February 19, 2024 - Presidents Day



QUESTION:

What would you like to see on the newsletter? Email us at customerservice@clocwd.org with ideas!

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>



UPCOMING BOARD MEETINGS

- January 18, 2024
- February 15, 2024
- March 21, 2024
- April 18, 2024

BOARD OF DIRECTORS

- President Stanley Archacki
- V. President Michael Herman
- Director Samuel Boucher
- Director James Burton
- Director William McHugh

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



A message from the General Manager
Dianna Mann



Christmas is in the air, and with the holidays comes colder weather. To avoid the expense and inconvenience of frozen pipes, now is the time to take a few precautions. Make sure that all exposed pipes and faucets are insulated and pay extra attention to areas where the water service lines enter the house. Take the time to disconnect all garden hoses from any outside faucet and protect the faucets with an insulated cover.

Another good idea is to make sure that everyone in your household knows the location of your shutoff valve before there is a burst pipe and how to turn it off. Shut off valves can be placed in multiple locations. Some are located where the service line enters the house, if you have a backflow device, then there should be a shut off valve installed on the backflow. Fortunately, Northern California is not known for its deep freezes like the East Coast, however, we are known to get down into the teens for multiple days in a row. Please be aware that temperatures in the teens, without proper insulated pipes can create havoc.

Always remember that between the meter box and the house, the customer is responsible for protecting their pipes from freezing. The District maintains the water supply system from the source to the water meter; we do not maintain water lines beyond the water meter on private property. As mentioned in previous newsletters, customers are not allowed to shut off their water at the meter. All meters are the property of the District, and if tampered with, will result in a tampering fee. In addition, besides from colder weather, the holiday season will bring additional guests to some of our homes. Always keep a plunger on-hand and readily accessible, and if you have younger guests, keep an eye out for toys or excessive toilet paper being flushed.

When cooking those large family meals, never put bones, uncooked pasta, grease/fats/oils, coffee grounds or rice down your kitchen sink, even if you have a garbage disposal.

So, keep the holidays merry by taking just a few precautions to prevent a nightmare before Christmas .If you have any questions, our customer service team is always here to help at 707-998-3322.

Hope everyone had a Merry Christmas and a happy holiday season.



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.

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.