

Clearlake Oaks - Glenhaven Business Association, FIREWORK DISPLAY

2nd QUARTER NEWS

JUNE 2024

Clearlake Oaks Boat
Launch Ramp
July 5, 2024 - Dusk



It's that time of season again where dewatering bags are cut and activated sludge is exposed to the elements to achieve drying. All of this activated sludge will be hauled to Yolo County Landfill located in Woodland.

This is dried activated sludge ready to be disposed of.



Sign up for eBill



Go Paperless!

Sign up to receive your monthly statement via email the same day it's processed! We spend an exorbitant amount on postage every year, we need your help to cut that down! Sign up for EMAIL BILLING!

You spoke, WE LISTENED!



We now accept ACH as a form of payment! Do you know What ACH is? An ACH payment, or Automated Clearing House payment, is a way to electronically transfer money between bank accounts in the United States without using cash, checks, credit cards, or wire transfers. ACH payments are often used for low-value domestic transactions, such as direct deposits and monthly bills.

Give us a call today to SIGN UP for ACH Auto Payment or transition from Debit/Credit Card Auto Payment to ACH Auto Payment!



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



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

Headed into summer with the lake still on the full side currently at 5.96 above Rumsey. Plenty of water for all the fun on the lake activities.



QUESTION:

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

UPCOMING BOARD MEETINGS

July 18, 2024
August 15, 2024
September 19, 2024
October 17, 2024

BOARD OF DIRECTORS

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

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, 2024. 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.

WATER METERS

Your water meter is read on a monthly basis. Clearlake Oaks County Water District has drive-by meters; meaning, in lieu of spending two full days of manually reading meters, the usage is transmitted to a tablet which is later downloaded into our billing system.

With this being said, meters are District property. Meter tampering is a crime. If you need to turn your water off, for work or for winterization, it must be done by a Clearlake Oaks County Water District employee. No one is allowed to tamper with this equipment. It is a punishable offense, and the District is authorized to fine customers who tamper with or vandalize Clearlake Oaks County Water District property. The District is installing locks on all meters to prevent any tampering. If locks are cut off or vandalized, the District will enforce a \$350.00 tampering fee to your account. Any person who diverts utility services, prevents any utility meter from performing its measuring functions, tampers with property owned by the utility, or makes any connection or reconnection with property owned by the utility without authorization is in violation of California Penal Code, Section 498 and may result in misdemeanor or felony charges up to and including imprisonment.

As a property owner, it is your responsibility to have a customer shut off valve and know how to operate it, as this is the only way that you, as the customer, can shut off water to your house.

CLOCWD staff has come across meters that been turned off and locked by customers trying to winterize or who will be gone for a long period of time. Shutting off water at the meter does not drain and winterize the pipes in your house. In order to winterize your pipes, they must be completely drained so all water is removed. If water is left in the pipes, it will expand as it freezes causing your pipes to burst. This is why you need to shut off the water at the customer shut off valve and drain because it does just that; stops the water and drains the pipes.

Meter tampering can be expensive. Not only are meters expensive to repair and/or replace, but meter tampering can lead to bigger issues. Pipes and mainlines can be affected if meters are not turned off or on properly. Replacing and repairing pipeline is very expensive and ratepayers have to incur those costs. You can also be seriously injured. There is a lot of pressure in a water system. Some portions of our service area have substantially higher pressure than others. If you attempt to turn the meter valve that is inside the meter box, it could pop off due to pressure built up in the pipes and hit you, causing serious injury.

As always, the CLOCWD staff is always here to help. Please call our customer service number at 707-998-3322 if you have any questions on how to install a customer shut-off valve.

General Manager
Dianna Mann