



# 4TH QUARTER NEWS

## DECEMBER 2022

### Prepare Your Water System for Frigid Temperatures!

Winter is on the way. Now is the time to prepare your water systems for plummeting temperatures. When exposed to cold weather, water lines that are not properly winterized are subject to breaks and/or leaks, which will waste water and likely lead to costly repairs and damage as a result.

Follow these helpful tips to better prepare your home:

#### Outdoor Water Systems:

Don't forget to turn off those hose spigots from inside the house and leave the outside valves open to prevent freezing. This prevents pipes from bursting during freezing temperatures. Disconnect and drain all garden hoses and keep in a warm, dry place for reuse in the spring.

#### Sprinkler Systems:

Sprinkler systems should be blown-out to prevent possible leaks and damage to the system. Leaks in sprinkler systems caused by burst pipes can be hard to identify when the systems return back on line, leading to increased water usage and decreased functionality.

#### Indoor Maintenance:

If a customer's water service is in the boiler room or basement, check the area for broken windows or drafts. Brisk winds and

freezing temperatures can cause pipes and water meters to freeze or break. Locate the main water shutoff valve in your home and make sure it is operable in case of an emergency. Shutoff valves are typically located where the water service enters the house. It's also important to make sure pipes in unheated areas—like crawl spaces—are properly insulated to prevent freezing.

#### Water Lines Leading to Unheated Structures:

Be sure to shut off and drain service lines leading to any unheated structures until spring to prevent breaks.

#### Keep Fire Hydrants Clear:

Be a good neighbor this winter and clear a path to and around your nearest fire hydrant in the event of snow. In the event of a fire, precious time is lost when firefighters have to locate and clear hydrants buried in the snow.



2022 Lead and Copper Sampling has been completed! This year we tested over 20 locations, all samples came back non-detect (ND) which is exactly what we strive for yearly.

A sincere

### THANK YOU

to this years volunteers for your assistance and participation.



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

# update

We have relocated the Drop Box in our parking lot! Unfortunately, due to multiple break ins, staff was forced to relocate the payment drop box to a safer and more secure location to prevent future break ins. The drop box is now located on the right hand side of the back door, look for the sign, you cant miss it!!



## Closed

December 23rd & 26th- Christmas

January 2nd: New Years

January 16th: Martin Luther King Jr

February 20th: Presidents Day

### 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](http://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

### BOARD OF DIRECTORS

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



## A message from the General Manager. Dianna Mann

Looking back on the past year, it is amazing on how much was accomplished by the District:

- Replaced all District water meters
- Installed backflows at all required locations bringing the District in compliance with State
- New Mains in the Harvey area
- Four DMA installations
- Two new holding tanks
- Redundancy pumps for Cerrito Tank
- Repainting and repair of the Clear-well at the Water Plant
- Repainting and repair of both Clarifiers at the Water Plant



The above projects were made possible with a \$5,000,000.00 loan and a \$3,024,128.00 grant from USDA.

- Actiflo Pilot Program, this pilot program was used as a third clarifier during high demands along with high algae created from hot summer months. It was considered a pilot program because this technology had never been used on waters with the conditions seen on Clear Lake before. This project was paid by a grant of \$415,150.00 from the Urgent Drinking Water funds.
- Completion of the emergency intake pump, was a project to allow the District to lay 1,300 feet of pipe on the bottom of the lake out to deeper clearer waters to allow for cleaner fresh water intake. Due to the low lake level and the algae along the shoreline, it would have been almost impossible to take water from the original intake pumps. This project will allow the District to continue serving water during the on-going drought. This project was paid by a grant of \$650,415.00 from the Department of Water Resources (DWR).

Total improvements to the District for 2012-2022 was \$9,089,693.00, of which \$4,089,693.00 was grant monies. The usual charge to administer a grant is anywhere between 3 and 5% of the grant, at 3%, with the General Manager performing the Administrator duties, the District saved \$272,690.79, allowing more projects to be completed.

In addition to the above projects, the District purchased six 10,000 gallon water tanks. Three are placed at the Water Treatment Plant and three are placed at the Waste Water Treatment Plant giving both ends of the District additional fire-fighting water when necessary. A Source Capacity Study, required by the State, was started and should be completed by mid-2023.

I was just notified by State that the District has just been approved for a \$730,000 grant that will pay for design and environmental which is required before I apply for a \$10,000,000 construction grant for more improvements to our water system. Along with the above water grant, I am currently working with State and applying for a \$15,000,000 grant for our waste water system. 2023 and 2024 are looking like some exciting years for ongoing improvements!! Speaking of our waste water system, please be mindful of the rainy season and do not allow any additional drainage, such as downspouts, to directly drain into our system.

I hope everyone had a great 2022 and I hope you all have an amazing 2023!!!!



## 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.



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.