

THE CURRENT FLOW

Winter 2022



NEWS FOR THE VALUED CUSTOMERS OF LAS VIRGENES MUNICIPAL WATER DISTRICT



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LVMWD Customers Make Conservation History

LVMWD customers answer the call with a 39% reduction of use in October.

A message from the General Manager

Over the course of the last year, you've been repeatedly asked to do more and have consistently delivered. Whether it was reading updates on the drought emergency, changing your irrigation scheduling or just figuring out how to conserve more water, you DID it despite all of the other challenges that life has thrown at us. Here at LVMWD, we are SO thankful and have been right there with you.

All the way back in December 2021, the District was mandated to enforce outdoor conservation requirements to limit the amount of water being used for irrigation. As the State continues to experience a historic drought, your focus, commitment and sacrifice has resulted in water savings averaging a record 33% over the last six months. This is an incredible accomplishment, and it's because of you, your family and your neighbors' commitment to take this drought seriously and look out for the good of the community.

The District's response to the drought emergency has garnered international media attention, showcasing all of your hard work and dedication to saving water. While the media has been especially interested in flow restrictors and celebrities' water usage, the reality is that you are the reason we have been able to stave off the need for further watering restrictions like an altogether ban on irrigation.

The District has a core principle of treating everyone with respect, fairness and compassion. We've done our best to support you in conserving water and to find creative

ways to solve issues that have come up in the process – like preparing payment plans for those challenged to pay their bill or providing adjustments to account for leaks that were repaired.

In the process of working together to save water, we've grown closer as a community. Many of you have already changed, or are in the process of changing, your lawns with more climate-appropriate landscaping that can both look beautiful and save water. You are embracing the challenge we collectively face by changing your relationship with water and recognizing that it is the most precious of resources.

You have started to change your perception of what is aesthetically pleasing and what curb appeal means to our community. You have helped us by being diligent stewards of conservation and have assisted the District by sharing pictures and stories of water saving (and wasting) in your neighborhoods. And to further strengthen our partnership with you, the District has completed the installation of new advanced meters for customers, giving you access to near real-time water use data. You can now receive alerts of excessive water usage directly on your mobile device!

The last 12 months have not been easy. All of us have had to make adjustments, change the way we make decisions and decide what is important. The silver lining is that we've done it together. On behalf of all of us at LVMWD, thank you!!

David Pedersen, P.E. - General Manager

Pure Water Tasting Series Huge Success



The Las Virgenes – Triunfo JPA capped off its three-part Pure Water Tasting Series recently with the final installment, 'Pure Beer'. Guests were welcomed to Tavern Tomoko & Ladyface Brewery on November 10 to enjoy a pint glass of pale ale brewed using purified water from the Pure Water Project Demonstration Facility. JPA staff and board directors were also in attendance, engaging with guests on all things pure water.

The Pure Water Tasting Series was crafted to highlight the important role water plays in the creation of our favorite products – particularly the pure water produced from the JPA's Pure Water Project. This water recycling project will take highly treated recycled water, currently used for irrigation purposes, and purify it to beyond drinking water standards through the advanced purification process. At full-scale, the Pure Water Project will supply at least 15% of the region's drinking water needs.

Earlier this year, the JPA partnered with TIFA Gelato & Chocolate and the Calabajas Coffee Company to create sorbet and coffee, respectively, using pure water. Both events were held on site at the Pure Water Demonstration Facility where guests were treated to a tour, as well as live entertainment, games, & giveaways.

Couldn't make it to the Pure Beer event? Ladyface Brewery will be selling pints of 'Pure Pale Ale' while supplies last.

Sign up for tours at OurPureH2O.com.



**PURE WATER PROJECT
LAS VIRGENES-TRIUNFO**

Bringing Our Water Full Circle



New Year - New Water and Sanitation Rates

In March 2020 the District's Board of Directors approved a 5-year rate plan for water and wastewater services based on a comprehensive rate study and in accordance with California Proposition 218. According to this rate plan, new rates will go into effect January 1, 2023. For more information on what the new rates will be and how it might impact your bill please visit LVMWD.com/Rates

Virtual Landscape Surveys Available To LVMWD Customers

Landscapes can be complicated, and sometimes all you need to meet your conservation goals is a little help on how to use water more efficiently at your property. LVMWD is excited to partner with the Metropolitan Water District of Southern California to offer our customers a FREE Water Use Survey!

Residential Customers

Indoor/outdoor water use surveys are offered virtually for residential properties.

Homeowner will need to have an electronic device such as a phone or tablet to communicate with the auditor.

Commercial Customers

An in-person comprehensive review of the irrigation system will be conducted by a certified landscape auditor.

The property owner or authorized representative with access to the irrigation controller must be present.

To request a survey, scan the QR code or visit BEWATERWISE.com/WaterUseSurvey and complete the online application.



LVMWD Tools to Help Customers Save

More information on LVMWD water budgets can be found at www.LVMWD.com/WaterBudgets

Rebates for water saving devices can be found at www.LVMWD.com/Rebates

Rachio users can watch a “tips and tricks” video including how to reduce your irrigation by 50% at www.LVMWD.com/Rachio

Information on picking up free compost can be viewed at www.LVMWD.com/Community-Compost

Register for your WaterSmart portal and take advantage of near real time water use and leak detection at www.lvmwd.watersmart.com



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District Counsel
Aleshire & Wynder, LLP

You may direct communications to LVMWD Board members by sending an e-mail to: board@LVMWD.com

Board meetings are scheduled at 9 a.m. on the first and third Tuesday of each month

Board Meetings are now live-streamed on the District's website at LVMWD.com/LiveStream

Las Virgenes - Triunfo JPA meets the first Monday of the month at 5 p.m.

Check LVMWD.com/Board-Meetings for Board meeting and agenda information

Customer Service -
(818) 251-2200

After Hours Emergency -
(818) 251-2100

Report Water Waste -
StopTheWaste@LVMWD.com.

Rebate Information
LVMWD.com/Rebates

Potable Water
Recycled Water
Waste Water Treatment
Biosolids Composting
Advanced Water Treatment



4232 Las Virgenes Road
Calabasas, CA 91302
LVMWD.com

Leak Alerts and Near Real-Time Water Use Data Changes the Game for LVMWD Customers

As 2022 comes to an end, so does the implementation of one of the largest and most important projects Las Virgenes Municipal Water District has undertaken. The Advanced Meter Project is a comprehensive water meter replacement program that upgrades an important part of the water distribution system and also introduces a new tool for customers to stay efficient with their water use via the WaterSmart portal.

The new meters represent the District's commitment to embracing technology that will improve services for our customers and reduce our carbon footprint. These new meters report near real-time water use data for customers to utilize in managing their water use while allowing the District to streamline the meter reading and billing process by being able to remotely collect usage data. This new infrastructure reduces the number of District vehicles on the road and frees up valuable staff to take on new roles and opportunities.

The WaterSmart portal is our customers' direct link to their water usage. Using the portal allows customers to view their historical water use data and set customized usage and leak alerts to make sure they know exactly how much water they are using and when. An analysis shows that customers who are registered and using the app are seeing an average 46% reduction in usage compared to their usage before registering with WaterSmart. Customers reporting a reduction in usage are saving an average of 252 gallons per day.

A big part of these savings is in detecting leaks, the most wasteful use of water after over irrigating. In the last year, WaterSmart helped alert registered customers to 1,445 confirmed leaks. These leaks were found all over properties, from swimming pools to toilets to underground pipes and plumbing.

More and more LVMWD customers are signing onto WaterSmart and realizing the water (and money) saving benefits available. The District continues to encourage customers to sign up if they haven't already by following the instructions below. Only about 26% of 21,000 customers have signed up to date. Additionally, customers can level up their use of the portal by watching our informative WaterSmart webinar at [LVMWD.com/AdvancedMeters](https://www.lvmwd.com/AdvancedMeters)



**Create Your
WaterSmart
Account Now!**

**Visit our new Customer Connect Portal and set up your
account in 3 easy steps:**

- STEP 1:** Go to www.lvmwd.watersmart.com on your computer or smart device
- STEP 2:** Enter your account number and zip code and click "find my account"
- STEP 3:** Provide an email address and a password to access your portal in the future