



# Walnut Valley Water District

# WATER LINE

Quality Service Since 1952

2008 Fall Edition

## District Advises Customers to Be Aware of Water Utility Imposters

Our District has recently received reports of a new ploy by scam artists who are impersonating water utility workers on the telephone. It works like this, a male individual has been calling customers, falsely claiming that their account is past due, and informing them that they can pay their overdue bills by providing a credit card number for payment.

Please be advised that the Walnut Valley Water District does NOT take credit card payments or any other form of payment over the phone, nor do our employees make phone calls advising customers of late payments.

Additionally, Walnut Valley Water District employees do not enter residences or businesses to turn off water, conduct water quality tests, check pipes, or water pressure or any other business without a scheduled appointment made by our customers. All of our field employees responding to a service request will have a clearly marked District uniform, vehicle, and identification card.

Last summer, we also advised our customers about reports of individuals posing as water utility workers seeking entrance into a resident's home for the purpose of investigating a water system problem in order to distract the owner while an accomplice stole valuables from the home.

Listed below are some tips to help you prevent theft from a utility representative imposter:

- Do not reveal your credit card, ATM, or personal identification numbers over the phone. District employees will NOT call to advise you on your account and will NOT ask for a credit card payment over the phone.
- Don't open the door to strangers, but do look through a peep hole when someone knocks.
- Ask to see identification and when in doubt, call the company the worker claims to represent. If the person claims to be with the Walnut Valley Water District, please contact us at (909) 595-1268 to verify the employee's identity.
- If the person leaves without explanation, pay attention to the individual's appearance and any vehicle descriptions, then immediately contact local authorities.

## The 20-Gallon Challenge

**Save Water Now**

On June 4, Governor Arnold Schwarzenegger responded to our state's critical water shortage by declaring California to be in a drought, and expressed the urgent need to increase conservation efforts in order to stretch our state's depleted water supplies.

Walnut Valley Water District is asking residential and business customers to increase water conservation efforts and join the **20-Gallon Challenge**. This Challenge is a region-wide campaign to increase voluntary water conservation by 20 gallons per person, per day. Saving water now will help by allowing more water to stay in the state's storage facilities in an effort to meet future water demands in California.

**Saving 20 gallons a day is easier than you might think.** Some simple changes can make a big difference in your water use. Keep in mind that up to 60 percent of residential water use is spent on landscape irrigation and other outdoor activities. So make sure you conserve both inside AND outside to maximize water savings.

Check out the tips below to learn how easy it is to save 20 gallons of water a day.

Indoor Conservation Tips	Estimated Savings
Don't leave water running while rinsing dishes	2.5 gallons per minute
Shorten showers	2.5 gallons per minute
Fix leaky faucets	15-20 gallons per day
Get a rebate for installing a new high-efficiency clothes washer	20-30 gallons per load
Replace older, high-volume flushing toilets	2.2-3.8 gallons per flush
Outdoor Conservation Tips	Estimated Savings
Water your yard only before 8 a.m.	20-25 gallons a day
Adjust sprinklers to prevent overspray and runoff	15-25 gallons per day
Repair leaks and broken sprinkler heads	20 gallons per day, per leak
Upgrade to a "smart irrigation controller" that automatically adjusts watering times for hotter weather, and shuts down when it rains	40 gallons per day

**Make Every Drop Count...**

## Free Residential Gardening Class

The District is offering a free residential California-friendly gardening class for customers to attend on the following date:

Saturday October 4, 2008

The class will be held at the District offices located at 271 South Brea Canyon Road. The class will begin at 8:30 a.m. and last three to four hours.

Class space is limited, so please call (909) 595-1268, ext. 360, to reserve your seat. When calling, leave your name, address, and phone number. A District representative will return your call to confirm your attendance.



## Conservation Rebate Available

SoCal WaterSmart is a region-wide program brought to you by the Metropolitan Water District of Southern California and the Family of Southern California Water Agencies.

SoCal WaterSmart offers rebates for single-family residential customers of participating water agencies. Rebates are offered on high efficiency clothes washers, toilets, as well as landscape irrigation technologies for your home.

Start saving today. Save water, save on your bills:

- High efficiency toilets save nearly 14,000 gallons per year.
- High efficiency clothes washers can save over 5,000 gallons per year.
- Weather-based irrigation controllers save up to 13,500 gallons per year.

For more information, visit [www.bewaterwise.com](http://www.bewaterwise.com) or call 888-376-3314



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## Investment in Water Supply Reliability



Walnut Valley Water District's latest investment in an on-going tradition of system improvement and enhanced reliability is the construction of a new reservoir in the city of Walnut.

Construction of this additional reservoir at the District's Arbor Ridge facility began in February 2008 and is scheduled to be operational within the next few months.

When complete, the reservoir will provide an additional million gallons of storage.



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