



YLWD Launches NEW Customer-Friendly Website



Yorba Linda Water District is proud to announce the launch of our new website at YLWD.com. The new site was designed with the you, the customer in mind and makes doing business with the District easier than ever. Whether you want to pay your bill, check in on the District's

latest news, learn more about where your water comes from or get tips on how to be more efficient with your home water use... It's all just a click away!

But wait... There's more!

And now you can receive and pay your bill from your tablet or smart phone.

We have partnered with doxo to make it even easier for you to receive and pay your bill and other important documents from YLWD. Some of the great things you can expect include (all for FREE):

- Your bill delivered electronically (no more paper clutter)
- Receive and pay your bill on your mobile device (iPhone and Android apps)
- Autopay – with a threshold set by **you** - our bill gets paid automatically, unless it exceeds an amount **you** set
- Get billing and payment reminders on a schedule **you** set – never miss a date
- Have all documents stored in your digital file cabinet for as long as you want
- Print, download, back-up any documents - anytime you want
- And if you want, use doxo for secure management other accounts and documents - All in one place in your personal file cabinet



Look for an insert in an upcoming YLWD bill with info on how to use these great new features.

BOARD OF DIRECTORS

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DIRECTORS

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WE WELCOME YOUR COMMENTS!

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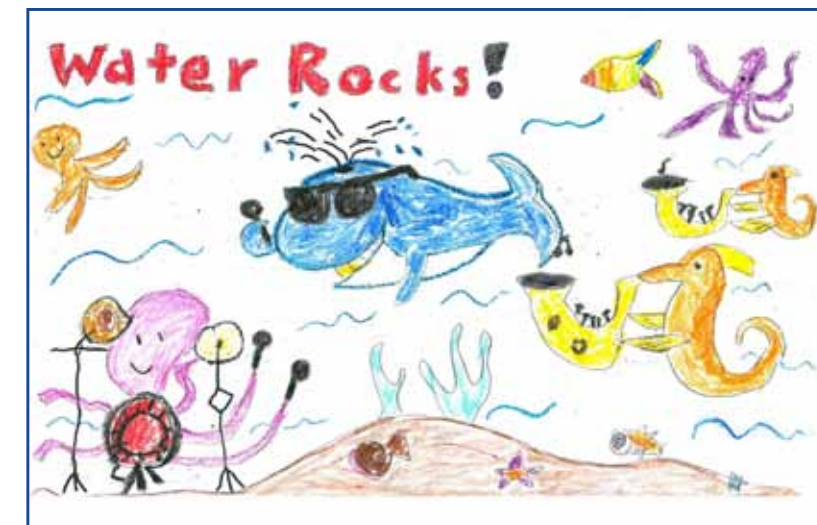
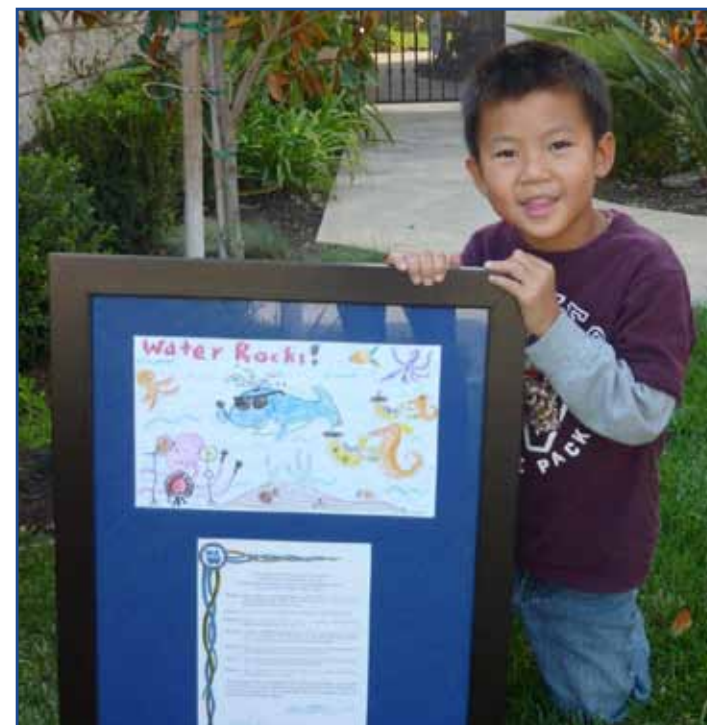
OUR MISSION

Yorba Linda Water District will provide reliable, high quality water and sewer services in an environmentally responsible manner, while maintaining an economical cost and unparalleled customer service to our community.

OUR VISION

Yorba Linda Water District will become the leading, innovative and efficient source for high quality reliable services.

YLWD Congratulates BOTTLED WATER LABEL CONTEST WINNER



Congratulations to this year's winning artist, Tyler Yang, a second grader in Mrs. Lyman's class at Mabel Paine Elementary. Tyler's artwork will be featured on the inside label of YLWD's bottled water for the next year. After nearly 3,300 online votes were counted, Tyler's "Water Rocks" edged out third grader Erin Nichols of Linda Vista Elementary, with second grader, Brynn Beauchamp from Friends Christian School coming in third. Thanks to all the students who participated and to everyone who voted!!!



HOLDING THE LINE



Amidst the economic challenges everyone has been facing, Yorba Linda Water District has seen the costs of our day to day operations gradually increase through the ongoing recession. In the aftermath of an unusually dry year and with regulations and mandates being passed on along the way, the cost of import water purchased by the District—which makes up half of our supply—has reached nearly four times the cost of what we are allowed to pump from the ground water basin.

Though these costs have forced water rates to increase slightly, through hard work and due diligence we have managed to keep our prices down while maintaining the highest quality water and service for our customers.

In an effort to “tighten our belts” and to reduce operating costs, in January 2012, the YLWD Board of Directors voted to close doors on Fridays while extending our hours of operation on Monday through Thursday each week.

AMIDST RISING COSTS... WE HAVE MANAGED TO KEEP PRICES DOWN

Shortly thereafter, our Board voted unanimously to adopt two new resolutions trimming the District’s pension packages for new hires. As a result, new employees will be enrolled in a Public Employee Retirement System (PERS) package at 2% at 60 as opposed to 2% at 55. Furthermore, new hires will pay their 7% contribution to PERS, a benefit previously picked up by the District. And over the next few years, current employees will also begin to pay their contribution to PERS as well.

While these pension reforms will not have an immediate impact on the District’s finances, the cuts will be a significant help to YLWD’s bottom line in future years. We may not be able to control many of the variable costs of doing business that we have to pass through to you, but we continue to look for innovative ways to be more efficient, cut costs and set new standards to give you the highest quality water and service at the best price.

STEVE CONKLIN
Acting General Manager



YLWD is glad to see the return of Yorba Linda Fiesta Days and we were proud to take part once again. District employees volunteered to hand out water to runners and walkers in the 5k race and to those marching in the parade.

And once again, we continued our Thanksgiving tradition of keeping everyone hydrated in the Plymouth Rock N’ Run. A great cause Benefiting Spinal Cord Injury Research.



Thanks For Your Patience...

Over these last few months we have been working to wrap up construction on the Yorba Linda Blvd. Pipeline Project. Over 35,000 vehicles travel down Yorba Linda Blvd every day and we know that this project has hindered your commute from time to time. Though inconvenient, this project will greatly improve our service and overall system reliability. We thank you for your patience and understanding with this much needed capital improvement project.