



WATERLINES

Summer 2013



Storing Tap Water for Emergency Use

Yorba Linda Water District's goal is to provide an uninterrupted supply of quality drinking water even in the face of adversity; however, we also advocate preparedness. Water can quickly become a precious resource following a disaster. The following guidelines can help you be prepared in case of an emergency.

How Much Water Should I Store for Emergency Use? It is recommended you store a three-day supply of at least one gallon per person per day. A normally active person needs at least one-half gallon of water daily just for drinking.

How Should Tap Water be Stored? It is recommended you purchase food-grade water storage containers from surplus or camping supply stores to use for water storage. Before filling with water, thoroughly clean the containers with dishwashing soap and water, and rinse completely.

If you choose to use recycled storage containers, choose two-liter plastic soft drink bottles – not plastic jugs or cardboard containers that have contained milk or fruit juice. Milk protein and fruit sugars cannot be adequately removed from these containers and provide an environment for bacterial growth when water is stored in them.

Where Should the Water be Stored? Water for emergency use should be stored in a cool, dark place with limited or preferably no exposure to sunlight. You may want to consider storing half of it in one place and half in another to guard against all of the water being compromised by the disaster. Containers of water can also be stored in a freezer where the ice will help maintain the temperature of the freezer during power outages and provide emergency water as it melts. If water will be frozen, the containers should not be filled completely to allow room for expansion.

How Long Can the Water be Stored? Water stored in this way will last for many months. It is recommended that you inspect your stored water supply every three months and empty your containers, clean, and refill them approximately every six months.

Storing Bottled Water: Commercially bottled water can be used for emergency water storage. Keep bottled water in its original container and do not open until it is needed. Replace bottled water on the expiration or "use by" date.

More information on emergency water storage can be found at www.ready.gov.

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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.



WE'RE HERE FOR YOU

High quality customer service, whether it be in person, on the phone or online, is the hallmark of the Yorba Linda Water District. Our customer service tradition features an unwavering commitment to provide the best service at the lowest possible cost to our customers. YLWD's highly dedicated customer service professionals are available to provide information about many things, from your monthly water bill and bill payment questions to concerns about leaks and meter issues.

While our call center is available Monday-Thursday from 7am – 6pm, YLWD customers can also quickly quench their thirst for account related information by visiting the Customer Service section of the YLWD website for 24/7 access to important information and fact sheets. While visiting the YLWD website, customers can sign up for Online Bill Pay – YLWD's free electronic billing and payment service, register for Doxo, on-line bill delivery, access their bill and discover multiple payment options. During our regular business hours, YLWD Customer Service Representatives are available to answer questions via email at customerservice@YLWD.com or by calling 714-701-3000.

YLWD customers interested in finding new and innovative ways to save water or who have water conservation questions, can find detailed information on our website as well.

Our core belief is that we serve the public. We strive to lead the industry in quality customer service and to provide the highest value to our customers in the form of the lowest possible cost. It's the YLWD way.



THE VALUE OF TAP WATER



A comment we often hear is: *Your water is so expensive.* However, Yorba Linda Water District doesn't own any water nor does the District profit from the services it provides. We purchase every drop from Metropolitan Water District of Southern California (MWD), our source for import water, and via Orange County Water District (OCWD), presiding over the groundwater basin. As a result, your rates are composed of what we pay for water and what it costs us to deliver it.

WATER IS FREE...
You pay for shipping & handling

Tap water costs you less than a penny a gallon, but have you considered what it takes to treat and deliver safe and reliable water to homes and businesses every single day? There is, for example, the challenge of meeting increasingly stringent drinking water regulations that can require new treatment technologies. There is the need to repair and upgrade aging pipelines, pumps and other facilities, some more than 100 years old. And, there is the rising cost of electricity to transport and treat the water.

Diving a little deeper into the facts, the truth is water is free, the costs you pay on your monthly water bill are all for shipping and handling.

The water you receive at your tap may come from a nearby well or it may travel hundreds of miles through canals or pipelines to your home. In either case, your water is filtered, cleaned, tested and distributed in an exhaustive process that produces some of the highest quality drinking water in the world.

What Drives Water Rates

Some of the factors affecting the cost of treating and delivering water:

- Rising treatment costs: California tap water meets some of the most stringent water quality standards in the nation, requiring significant investments in treatment technologies.
- Aging infrastructure: From treatment plants to pumping stations to local storage tanks and pipelines, much of the water system was built decades ago. Aging infrastructure must be upgraded, repaired or replaced to ensure reliable water for the future. Capital expenses and debt service to fund those repairs and upgrades can account for a significant portion of monthly water bills.
- Rising energy costs: Water requires a great deal of energy to move from the source to the tap, which could require pumping it out of the ground, over mountains and long distances. Energy is also used during the water treatment process to remove impurities.
- Investing in new supplies: California's population continues to grow, but our statewide water supply system has not been significantly expanded in decades. YLWD has invested millions of dollars in local resource strategies, such as groundwater storage and other projects, to stretch supplies and increase reliability. These strategies are expensive but necessary.

As these factors continue to impact rates, YLWD's Board of Directors has elected to spread current rate increases over three years, beginning this past fiscal year and continuing for the next two years in order to try to keep rates as flat as possible. YLWD prides itself on being an excellent steward of your water system. Though there is a cost associated with the management of the system, the cost of NOT appropriately managing the system is far greater.

STEVE CONKLIN, Acting General Manager

VALUE COMPARISONS			
For 1/3 of a penny, a gallon of high quality water, fully tested, certified safe and healthy is delivered to your home, right at the tap!			
ITEM	COST PER GALLON	QUALITY ASSURANCE AGENCY	FREQUENCY OF QUALITY TESTING
Premium Bottled Water	\$25.00	Federal Food & Drug Administration	Annual
Premium Soda	\$8.50	Federal Food & Drug Administration	Annual
Milk	\$3.50	Federal Food & Drug Administration	Annual
Regular Unleaded Gasoline	\$4.25	United States Department of Transportation	Annual
Generic Bottled Water	\$1.00	Federal Food & Drug Administration	Annual
Tap Water	\$0.0033 (1/3 of a penny)	United States Environmental Protection Agency & California Department of Public Health Services & YLWD Provided	Daily



A PROACTIVE APPROACH TO SEWER MAINTENANCE

A sewer spill can be a messy, dangerous situation. With more than 235 miles of sewer mains and two sewage pump stations transporting millions of gallons of wastewater per day, YLWD maintains a goal of zero sewer spills and is proactive, rather than reactive to inspection and maintenance of these facilities.

Wastewater collection systems can be vulnerable to potential failure with probable impacts to the environment and to public safety.

YLWD's collection system (sewer system) has approximately 25,000 connections and serves a population of more than 70,000 people including all of the City of Yorba Linda, portions of Placentia and pockets of Unincorporated Orange County. It's important to point out that YLWD does not maintain storm drains, which is a separate system from sewers.

The District has seven employees who keep the sewer lines flowing, maintain lift stations, manhole covers and respond to emergencies. There is a fleet of specialized vehicles helping them do their jobs.

We use closed circuit television (CCTV) trucks to monitor various conditions of 6 to 24 inch sewer mains. Employees are able to inspect these sewer mains by inserting an 80-pound brass mechanical tractor, with an attached adjustable camera that resembles a remote control vehicle. The tractor and camera is lowered through a manhole opening where it is controlled by an operator and tethered on a 1,000-foot cable.

The camera travels through the sewer mains sending video to a computer screen inside the CCTV truck. Sewer mains are checked for cracks, roots and any other type of blockages which may occur. Employees also inspect all new sewer mains prior to being placed into service.

We also utilize Hydro/Combination Units for cleaning all sewer mains. This specialized piece of equipment can carry approximately 1,000 gallons of water, which is pumped through 600 feet of one-inch hose under high-pressure. The high-pressure stream of water scours the pipe walls as it is propelled through the sewer main removing all accumulated debris. Special attention is given to inspecting and cleaning sewer mains within shopping centers because of the potential of grease problems from food service establishments. YLWD's proactive maintenance program helps us to detect and mitigate potential problems before they develop into major problems. Protecting the health and welfare of the community we serve is our number one priority.