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QUAIL VALLEY WATER DISTRICT NEWS

BOARD OF DIRECTORS

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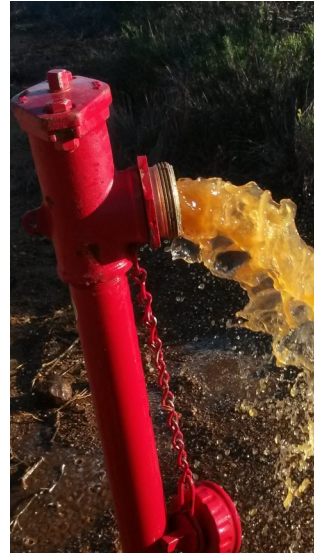
April 30, 2018

Yellow Water?

Have you noticed yellow water coming from your tap? While it is aesthetically unpleasant, it is caused by naturally occurring iron in the water and is not a health concern. With the mandated addition of chlorine to our water, iron that had precipitated from the water and created a film on the inside of the water mains is being oxidized back into the water and causes the discolored water. This iron can also stain laundry as well as your sink, toilet and bathtub. The District has been flushing lines in response to yellow water complaints to try and keep the duration of the issue to a minimum but the only real solution, short of installing new mains, is time. As the iron is oxidized and flushed out of the system, the occurrences of yellow water will lessen.

The District, as part of the Arsenic remediation project, will be installing a water treatment plant at the Montclair well site to treat the water coming from the wells for iron and manganese. The treatment plant will remove iron and manganese to levels below the State standards. Unfortunately this won't help with the iron already in the pipes but it will lower the amounts in the future and reduce the amount of iron that will accumulate on the inside of the water mains.

While the iron and manganese can be aesthetically unpleasant, neither mineral poses a health concern. Both are naturally occurring minerals that are prevalent in well water, especially in mountainous areas and hard-rock wells.



Flushing Iron From Water Main

If you experience discolored water, please call the District Office (822-1966) and we will investigate and do our best to mitigate the issue.

Cross-Connection Control

If you live on the Westside, you probably received a letter regarding compliance with Quail Valley Water District's Cross-Connection Control Program (Eastside customers can expect notices this summer). The District is required by law to have and enforce a cross-connection control program and your cooperation is vital

to our success.

If you have not already done so, please contact the District at 822-1923 or email help@qvwd.org and we will schedule a meeting at your property to review your on-premises water system and assist you with recommendations to ensure your compliance. Most of the proper-

ties that we have reviewed have required little to no changes, just documentation that a potential cross-connection does not exist.

Failure to comply with the District's cross-connection control program may result in disconnection of your water service!

RATE INCREASE

At the regular meeting of the Board of Directors on March 31, 2018, the Board took action to increase the base meter charge by \$70.00.

In addition, at the April 28, 2018 regular meeting of the Board of Directors, the Board implemented a one day per week furlough for hourly employees and reduced the General Manager's salary by \$10,000.00 per year.

The District has endured numerous large expenses as a result of the Umtali Road paving project and the Arsenic Remediation project that are not being reimbursed and have had to come from our operating budget. In addition, more regulations continue to impact our operations and compliance is inevitably expensive leaving our reserves depleted and no viable option other than to raise rates and cut costs.

While we realize that this drastic increase may be a financial hardship to many, we cannot continue to operate at our current revenue levels.

If you need financial assistance, please contact the District Office and we will assist you to the best of our ability.