



Diablo Vista Water System

100 Gregory Lane, Pleasant Hill, CA 94523

Web: www.pleasant-hill.net/DVWS

Telephone: (925) 383-2233

Email: dvws.dispatcher@gmail.com

Summer 2016

Dear Diablo Vista Water System User:

This letter is being sent to you as a user of the Diablo Vista Water System to update you on district operations for 2016.

The Diablo Vista County Water System was formed in 1950 to provide untreated canal water for irrigation to 475 homes in the area bounded roughly by Oak Park Boulevard, the Contra Costa canal, Boyd Road and Patterson Boulevard, known locally as "Poet's Corner". In 1963, the Diablo Vista County Water District merged with the newly incorporated City of Pleasant Hill, and changed its name to Diablo Vista Water System ("DVWS").



The service charge for running the water system is included as an assessment on your yearly property tax bill. It is not necessary to notify DVWS if you are a new customer or moving out of the area.

DVWS Board and Staff

DVWS consists of part-time staff that includes a secretary, four engineers and a dispatcher. The Engineers report to a three-person Advisory Board ("Board"), appointed by the City Council. The current **Board Members** are:

- Phil Williamson, Chairman
- Gaston Habets, Vice Chair
- Steve Zalewski

The current **Staff** Includes: Dennis Roda (Chief Engineer), Jack Sciaroni (Engineer), Keith Bryant (Associate Engineer) and Claire Voorhies (Secretary and Dispatcher).

The City Council recently acknowledged the service give to DVWS by Don Ortolon who retired in March 2016 from his position as Chief Engineer. Don served DVWS for 20 years, and was an enormous asset to the DVWS team and those residents served by DVWS.

Elimination of Mandatory Conservation Target

Thanks to the continued efforts conserving water and a wet winter, CCWD has made some important changes to the drought program established last year. Most significant for the DVWS irrigation water these have resulted in elimination of the Mandatory Conservation Target and the Two-day Per Week Limit on Outdoor Irrigation.

Wasteful water uses, like creating excess runoff or watering between 9 a.m. and 5 p.m., remain prohibited and the common sense water-use prohibitions have been made permanent (see prohibited uses below). This promotes long-term conservation and prohibits wasteful uses of water that most of our customers no longer do.

Sign-up for 'Notify Me' email or text messages:

The Board will update users of the system's status through the City's 'Notify Me' email system. To date approximately 60% of DVWS customers have signed up for this service. If you haven't yet done so, please take a few moments to sign up today at:

<http://www.ci.pleasant-hill.ca.us/list.aspx>

We encourage you to make use of the many resources made available by CCWD to help you conserve on landscape water uses, including rebates on lawn removal, coupons to purchase mulch, and consultations on irrigation and plant selection. For more information, visit CCWD's website at www.ccwater.com or call 925-688-8320.

System operation and procedures

In order to continue keeping the system running as efficiently as possible and with minimal disruptions, the Board would like to remind all users of a few important operational procedures and policies:

Operating Water Valves: Do NOT turn on or turn off the irrigation water to your property at the valve boxes located on your property line. The correct procedure is to call the dispatcher and request an engineer be dispatched to do this. The number is (925) 383-2233. There have been several instances where homeowner attempts to turn on/off the DVWS water to make improvements to private irrigation systems have resulted in broken valves that inconvenience neighbors because an entire zone must be taken out of service to perform repairs. Contact the dispatcher so a DVWS Engineer can use the correct tools to operate the valves.

Irrigation Water Tags: Included with this newsletter are two tags to help label any faucets on your property that control the irrigation water. We encourage you to use these to help identify your irrigation water faucets for guests and contractors. If you need additional tags, please contact the dispatcher.

Cross Connections: We have asked CCWD to make a sample drawing in case homeowners want to use also potable house water to irrigate their garden. This drawing is attached as guidance at the end of this newsletter. Homeowners and contractors considering such dual house – DVWS system irrigation system are encouraged to review this drawing carefully and consult the CCWD resources to prevent dangerous and costly backflows into either system.

Overwatering: Many users have timers on their irrigation systems. As the weather conditions change, remember to modify the frequency and duration of your watering cycles. Conserving water helps everyone by reducing the cost of purchasing the water and running the pumps. For tips and suggested watering frequency, visit <http://www.ccwater.com/conserve/>

Valve Boxes: DVWS owns and is responsible for system pipes from the street to the valve box including the valve itself. The property owner is responsible for any pipes or equipment from the valve to their property.

It is the property owner's responsibility to keep the DVWS valve boxes clean and accessible. If you are not sure of the location of the valve box or cannot locate it, please contact the dispatcher who will send an engineer to your home to locate the valve box for you.

Opt Out Program: Any user within the DVWS has the right to opt out and discontinue water service by submitting a written notice to the Diablo Vista Water System, c/o City of Pleasant Hill, 100 Gregory Lane, Pleasant Hill, CA 94523. For any user who opts out by June 30, no annual charge will be imposed for the following tax year. Please note that there will be a reconnection fee of \$200 if the user later decides to reconnect, plus a capital improvement charge for any year(s) that charge was not paid. However, a new property owner within the System area who was not responsible for the disconnection will only pay a reconnection fee of \$200. The right to opt out and the corresponding right to reconnect must be received by DVWS no later than June 30 to be effective the following tax year.

Capital Improvements: The Board and engineers continue to carefully evaluate our system for areas of improvements and preventative maintenance in order to maintain a reliable service to our neighborhood. Most recently, we replaced the air tank, manifold and pressure tank at the pump house. This major \$177,600 project was funded by our capital improvement fund and successfully



completed on time and budget. These vital infrastructure components needed replacement after serving DVWS for over 50 years.

Upcoming Board Meetings: The Board meets quarterly, typically the 3rd Tuesday in the months of March, June, September and December. For 2016 the planned dates remaining are September 20th and December 20th. The meetings are held at City Hall (100 Gregory Lane) in the large community room near the pond. The meetings start at 6:30 pm and typically last 60 to 90 minutes depending on the complexity of the agenda.

From time to time special meetings may be called, especially when dealing with major system failures and during mandatory drought seasons. An event that may be of interest regarding conservation is coming up - <https://www.eventbrite.com/e/beyond-the-shower-bucket-water-smart-living-tickets-19375733340>.

Please review the City's webpage for <http://www.ci.pleasant-hill.ca.us/calendar.aspx> for updated meeting information and the DVWS webpage at <http://www.ci.pleasant-hill.ca.us/index.aspx?NID=599> for further information.

Your commitment to CONSERVE and ensure the Diablo Vista Water System continues to run efficiently is greatly appreciated.

Sincerely,

DVWS Advisory Board

Prohibited Uses

The following uses of water supplied by CCWD have been determined to be wasteful and are prohibited:

- Failing to repair a leak in the customer's water system;
- Permitting excessive water run-off from customer's premises;
- Watering outdoor landscapes in a manner that causes excessive runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures;
- Watering of outdoor landscapes during and up to 48 hours after measurable rainfall;
- Watering outdoor landscapes between the hours of 9:00 a.m. and 5:00 p.m.;
- Using of a hose to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water when not in use;
- Washing driveways, sidewalks, parking areas, patios or other outdoor areas, even with a power washer, unless the failure to do so would create a hazard to the health and safety of any individual or the public;
- Using potable water for non-recirculating fountains or other non-recirculating decorative water features;
- Irrigating ornamental turf in public street medians with potable water;
- Irrigating landscapes outside of newly constructed homes and buildings in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission and the Department of Housing and Community Development;
- or
- Otherwise failing to put water received from the District to reasonable and beneficial use.
- CCWD will keep in place the established fines. Customers violating water use prohibitions first receive a warning. A second violation may result in a \$250 fine. A third violation may result in a \$500 fine. Further violations may result in suspension of service. In addition to the fines, a penalty may be charged for the estimated water used in violation of the prohibition.

If you see these kinds of water wasting activities, call us and CCWD at (925) 688-8044. Please leave a message if you call after hours or send an email. **If you believe the water waste is an immediate emergency**, call CCWD's Control Room at 925-688-8374. CCWD is committed to preventing water waste, follows up on all reports, and reserves the right to impose fines for violations of the above stated prohibited uses.