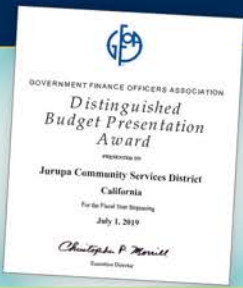




WATER • SEWER

PARKS & RECREATION • GRAFFITI • STREETLIGHTS

INSIDE



**Distinguished Budget
AWARD ...Pg. 4**



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NEW ...Pg. 8**



**Mask Distribution
JCSD ASSISTED ...Pg. 11**

MAINTAINING OUR SEWER INFRASTRUCTURE

THE REGIONAL SEWER LIFT STATION PROJECT

To ensure safe wastewater removal from your home or business, sewer system infrastructure replacement and rehabilitation is a critical function at Jurupa Community Services District (JCSD). The Engineering Department's Capital Improvement Program (CIP) is responsible for the planning and execution of approximately six sewer system projects. Projects include the replacement and installation of pipelines, manholes, valves, pumps and lift stations. Timely maintenance and replacement are key components in avoiding sewer spills, improved reliability, and cost efficiency. Other projects are designed to improve service or provide a backup system in case of an emergency.

JCSD maintains its own infrastructure for collecting sewage with 11 lift stations. The sewage is then transported to one of two regional treatment facilities based on geographical location. Regional collection and treatment facilities are more cost efficient without compromising service.

Originally built in the mid-1970s, the Regional Lift Station requires significant rehabilitation to perform efficiently and meet new guidelines.

These improvements include:

- Structural improvements for columns, railings, and concrete repairs
- Corrosion protection
- Access improvements to pump room
- Electrical system improvements
- Site improvements including pavement restoration
- Replacement of valves
- Overhead crane system modification to handle new taller pumps
- Inlet and discharge piping modifications.
- Demolition of the abandoned lift station

For more information on this and other engineering projects, please email Eddie Rhee at erhee@jcsd.us

FROM THE ARCHIVES

As more people began to move into the Jurupa Valley area during the late 1940s and 1950s, problems associated with a larger population began to increase. In particular, residents were experiencing issues with individual septic systems. Fortunately, beginning in 1954, a concerned resident, Lloyd Lovvorn, decided this problem should be corrected. Mr. Lovvorn worked tirelessly to make a sewer system a reality. He met with other concerned residents, local businesses, and the County Board of Supervisors to garner support for the creation of an independent Special District. Independent Special Districts have autonomous boards that are elected by voters.



Little information is available about Mr. Lovvorn, however, archival newspaper articles state that he lobbied the County Board of Supervisors, held public hearings, and met with numerous concerned residents over a two-year period. At an election conducted on July 24, 1956, the voters formed JCSD as an independent Special District. After JCSD was created, Mr. Lovvorn served on the Board for 16 years, including several years as President. He championed many of the ideas that are now "business as usual" including the first feasibility study for water service and the first Water Master Plan. In many ways he set the pattern of JCSD as it is today: to serve the community as needs arise.

In 1971, he was unexpectedly defeated in his bid for reelection. The JCSD team and his family surprised him with a party to celebrate the many accomplishments during his tenure on the Board. Parting gifts included a plaque and a watch. Mr. Lovvorn's name is displayed in the JCSD Board Room along with other public servants who worked to improve the community.

CONNECT WITH US

- @JCSDistrict
- @JCSDistrict
- JCSDistrict
- JCSDistrict
- JCSDparks

GENERAL MANAGER'S MESSAGE



JCSD has always stood for providing safe and reliable services to our residents in Jurupa Valley and Eastvale. In these challenging times, the role of JCSD in providing these services has been brought to the forefront, and we have strived to work in solidarity with local, county, and state partners to address the current challenges. Although the public health risks are still not over, there has been much success with the continuance of essential

services and the goal of safely reopening recreation programs, facilities, and planning for special events in a post-COVID-19 environment. JCSD remains committed to upholding the core values that have shaped our legacy of success over the past 60 years, while adapting to changing conditions and maximizing the value of our investments. We continue to assess future water supply reliability and protecting our assets with state-of-the-art technologies and security measures. We will continue to invest in a wide range of local and regional programs to promote our core functions. As the local service provider, JCSD will ensure our systems are managed effectively to protect public health and the environment.

JCSD has been proactive in our steps to monitor the situation and our response to the outbreak. As the COVID-19 situation continues to evolve, our residents can rest assured that JCSD will continue to

monitor any new developments in the interests of our staff and our residents. JCSD has established guidelines and a comprehensive safety plan in accordance with the most up-to-date standards and best practices from the Centers for Disease Control and Prevention (CDC), local government agencies, and state agencies.

JCSD is carefully monitoring the state and national advisories regarding COVID-19. JCSD's water supply is 100% groundwater. According to the World Health Organization and the American Water Works Association, groundwater sources are not sources for COVID-19, and existing testing throughout our distribution system requires a chlorine residual to ensure your water is clean and safe for consumption.

Even with tremendous effort and focus on safely reopening recreational programs and facilities, we do recognize that not everyone can or will choose to use them. Therefore, our JCSD team has continued to develop a wide variety of virtual programs for all ages, which can be enjoyed from the comfort of your home. Please make sure to explore the many options we offer at www.jcsd.us. I truly appreciate everyone who is doing what they can to help us move past these trying times. Things will get better and be assured that our JCSD staff eagerly look forward to being of service to you and your family.

Chris Berch
General Manager

Customer Care Program

Partially
Funded by
JCSD
Employees

- The Customer Care Program assists eligible low-income households.
- Qualified accounts save \$10 per month.
- Enrollment is open on a continuous basis until funding is exhausted.
- Annual re-application is required.

For more information call: (951) 685-7434 or visit: www.jcsd.us

REBATES TO HELP SAVE YOU \$

Since it does not grow on trees...



Premium High-Efficiency
Toilets (PHETs) - \$150

High-Efficiency Clothes Washers - \$300

Weather-Based Irrigation Controllers (WBICs) - \$200

Soil Moisture Sensor System - \$80

Rain Barrels - \$70

Cistern - \$300

Turf Rebate - \$2.50 per square foot

Flume Water Sensor - \$49 (after instant rebate)

Drip Irrigation Rebate
50% rebate (up to \$200)



jurupa

COMMUNITY SERVICES DISTRICT

Proudly serving Jurupa Valley and Eastvale

Visit us at www.jcsd.us
for more information.

(951) 727-8002 ~ crogers@jcsd.us

11201 Harrel Street, Jurupa Valley, CA 91752



FIND IT FAST DIRECTORY

JCSD Services
(includes emergencies)
(951) 685-7434

JCSD Conservation Hotline
(951) 727-3521

JCSD Parks & Landscaping
(951) 727-3524

JCSD Recreation Classes
(951) 727-3524

Graffiti Hotline
(951) 727-3500

CITY HALLS
City of Eastvale
(951) 361-0900

City of Jurupa Valley
(951) 332-6464

UTILITIES
JCSD (water and sewer)
(951) 685-7434

So Cal Edison (electricity)
(800) 655-4555

So Cal Gas (gas)
(877) 238-0092

Time Warner Cable (TV)
(888) 892-2253

Charter Communications (TV)
(855) 757-7328

DirectTV (TV)
(888) 777-2454

AT&T (telephone)
(800) 288-2020

Verizon (telephone)
(800) 837-4966

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2019 ANNUAL WATER QUALITY REPORT

Every year, as required by law, JCSD publishes its Annual Water Quality Report (Report) by July 1. The Report contains information on water supply, treatment methods, and data to illustrate that JCSD's tap water meets all stringent state and federal drinking water regulations.

JCSD is committed to transparency, and the Report is available on our website at www.JCSD.us/WaterQualityReport. A printed copy will also be mailed to each account.

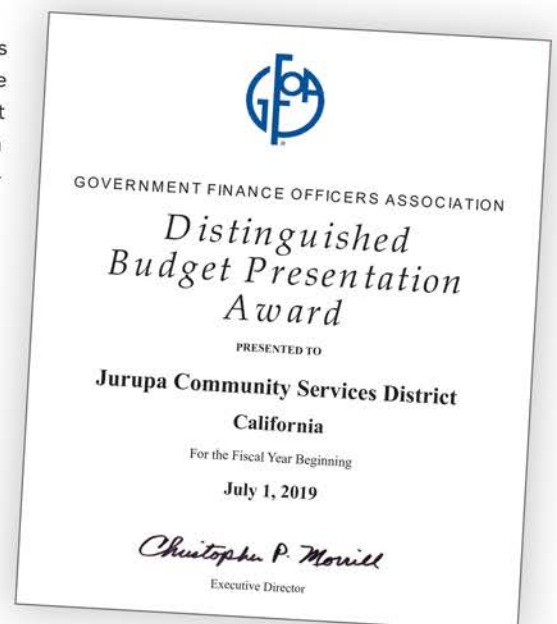
For more information, please email JCSD's Water Systems Supervisor Bryan Smith at bsmith@jcsd.us

DISTINGUISHED BUDGET PRESENTATION AWARD

The Distinguished Budget Presentation Award has been awarded to JCSD by the Government Finance Officers Association (GFOA) for its Annual Budget for the Fiscal Year (FY) beginning July 1, 2019. In order to receive the award, JCSD's budget document met the criteria as a policy document, a financial plan, an operations guide, and a communications tool.

To maintain standards, the budget is judged by an independent panel of reviewers. This award is the highest form of recognition in governmental budgeting and its attainment represents a significant accomplishment by JCSD and its management.

More information on the budget and other financial reports can be found at www.JCSD.us.



Your tap water is safe.

Turn to the tap! Our advanced treatment processes continue to eliminate viruses.



Keep your system reliable.



Only flush the three Ps, please — pee, poo and (toilet) paper.

A message from your local family of water agencies.



FIND IT FAST DIRECTORY

WASTE MANGEMENT

Burrtec (trash)
Jurupa Valley
(951) 786-0639

Waste Management (trash)
Eastvale
(800) 423-9986

EMERGENCY SERVICES

911

Fire Department
(951) 940-6900

Sheriff's Department
(non-emergency)
(951) 776-1099

Animal Services
(888) 636-7387

OTHER SERVICES

**Jurupa Area Recreation
and Park District**
(951) 361-2090

**Jurupa Mountains
Discovery Center**
(951) 685-5818

**Jurupa Valley
Citizens Patrol**
(951) 955-9225

LOCAL LIBRARIES

Eastvale Branch Library
(951) 273-1520

Glen Avon Library
(951) 685-8121

Rubidoux Library
(951) 682-5485

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Spotlight on HUMAN RESOURCES ANALYST



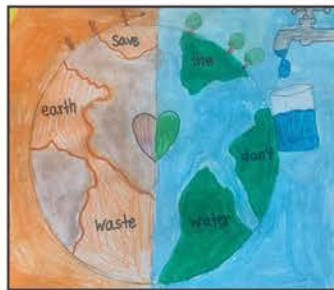
Meet Courtney Martin, Human Resources Analyst for the Human Resources Department. Courtney began at JCSD in April, just as the COVID-19 health crisis began to accelerate. One of the many challenges Courtney faced was meeting her new co-workers by telephone rather than face-to-face while she learned her job. She was up to the challenge and has already become an important part of the team! Courtney has been instrumental in implementing the new Right-To-Travel emergency program at JCSD. This ensures that essential workers have the ability to travel within the community to assist customers and maintain infrastructure. Courtney's other duties include required reporting to the State of California, introducing new

employees to JCSD people and procedures, and managing family leave processes.

Courtney discovered her interest in Human Resources when she was employed as an intern at the City of Arcadia. She realized that she enjoyed working with people and the interaction with different departments. Having found an interesting career, she completed her education with a Bachelor of Science degree in Public Administration from the University of La Verne. After graduation, she worked at the City of San Marino before joining the JCSD family.

Courtney enjoys movies (the *Lord of the Rings* series is a favorite), soccer, and traveling to other countries.

WATER IS LIFE GOES DIGITAL! The 2020 Art Contest is a Go!



This contest is a regional competition held in cooperation with the Metropolitan Water District of Southern California. The contest encourages budding artists to raise water conservation awareness through art. The 2020 theme is, "Water Conservation and Stewardship." There are many ways to save water, and parents may enjoy this opportunity to contribute to their child's environmental knowledge. JCSD has many educational programs to help our residents learn about water and our other services, and this poster contest is one of the most popular ones. Although our daily normal lives may have changed temporarily with current events, the need for water-wise awareness never stops.

In uncertain times with school and business closures, there was concern that children may not get the chance to participate in this year's Water Is Life poster art contest, since submissions have traditionally been handled by the school districts' teachers. With a little reworking, the JCSD Water Conservation Team was able to create an online art submission page that parents can use to submit their child's work directly. By adapting to an individual online submission format, students can still participate in this popular educational contest from the safety and convenience of their own home.

The webpage, www.JCSD.us/WaterIsLife, has information on the contest and guidelines to help create successful artwork submissions. Submissions must be received online by July 31st to be considered for one of our three grand prizes.

For more information on the Water Is Life poster contest or other educational programs, please email Clover Rogers at crogers@jcsd.us.

WELCOME TO EASTVALE'S COMMUNITY

CAMP OUT

SEPT.
12-13

4:00 PM
TO
11:00 AM

HARADA HERITAGE PARK • 13099 65TH ST. EASTVALE, CA

**BREAK OUT THAT CAMPING GEAR, BECAUSE
EASTVALE'S COMMUNITY CAMP-OUT IS HERE!**

BIGGER & BETTER!

- DINNER & BREAKFAST INCLUDED
- REGISTER ONLINE AT WWW.PARKS.JCSD.US
- REGISTER EARLY, SPACE IS LIMITED!
- PLEASE BRING YOUR OWN TENTS.
- MOTORHOMES ARE NOT PERMITTED.
- FOR MORE INFO CALL (951) 727-3524

\$20 / \$30

PER PERSON

CHILDREN 3 & UNDER FREE



CONNECT WITH US @JCSDPARKS



#JCSDCampOut

EASTVALE CHINESE AMERICAN ASSOCIATION (ECAA)

DONATES MASKS TO JCSD ESSENTIAL WORKERS

The ECAA is a community organization with approximately 3,000 members in the Eastvale area. They are dedicated to assisting Chinese immigrants assimilate to their new home in the United States. Comprised of approximately 20 clubs that meet on a regular basis; the clubs include gardening, cooking, and other recreational activities. A member-elected Board of Directors (pictured) assists the clubs and organizes large meetings including holiday parties and events.

Early in the COVID-19 health crisis, many emergency items, including masks, were in short supply. Although JCSD has extensively prepared for emergencies and had an ample short-term supply of masks, JCSD was experiencing back orders for replacement. Fortunately, the ECAA stepped up and donated both surgical and N-95 masks to JCSD. N-95 masks are particularly important for staff maintaining the sewer systems.

As a Special District, JCSD values its community partnerships. The JCSD family sincerely thanks the ECAA for their donation and commitment to the safety of their workers.



DRINKING FOUNTAINS

Parks patrons within Jurupa Valley will have new opportunities to ditch bottled water at select parks! In partnership with Jurupa Area Recreation and Park District (JARPD), Western Municipal Water District, and the Metropolitan Water District of Southern California, JCSD obtained grant funding to install water bottle refilling stations. JARPD personnel installed the stations over a period of a few weeks.

There are multiple reasons water bottle filling stations are a positive change:

- Drinking tap water from a bottle filling station is safe and less expensive than bottled water.
- Using a bottled water station reduces waste from single-use water bottles.
- Dogs get thirsty too! After consideration, water bottle filling stations that can provide a drink for our furry friends were chosen.

The next time you are visiting the park, take along your own water bottle and refill for free!

SUPPLY RELIABILITY

Managing water supply to meet demand is a core function for JCSD. On average, each JCSD customer uses 185 gallons of water per day.

JCSD's water supply is 100% groundwater which is replenished by rain and snowmelt from neighboring mountains.

During times of drought, the amount of water in the groundwater basin is reduced and takes years to refill.

For this reason, we plan many years into the future for population growth, recreational needs, and the possibility of future droughts.



MEETING DEMANDS AND MANAGING SUPPLIES

THE FOUNDATION OF WATER SUPPLY RELIABILITY



PLANNING

Our Water Master Plan enables JCSD to:

- Forecast water demand for 20 years.
- Plan for infrastructure maintenance.
- Work with regional agencies to manage groundwater basins.
- Ensure water is available for the future.



INFRASTRUCTURE

Our Infrastructure Repair and Replacement Plan enables JCSD to:

- Perform proactive maintenance and replacement.
- Maximize the useful life of existing assets.
- Replace assets before failure occurs.
- Ensure safe water delivery to your home or business.



EFFICIENCY

The efficient use of water is critical for all of us.

Our water conservation programs can help.

- Rebates
- Landscape transformation
- Real time water-use tracking
- Landscape classes

WHERE DOES YOUR MONEY\$\$\$ GO?

The budget process for Fiscal Year (FY) 2020-2021 is almost complete. The budget is essentially a “roadmap” of the projects and programs that will be implemented in the next FY. Preparing the budget is one of the major projects of the Finance and Administration Department, however, all departments and executive staff provide input. Ultimately, the Board of Directors has the final vote on passage.

This year, individual department budgets stayed the same or were reduced in response to the COVID-19 health crisis. These reductions were carefully considered and discussed before presentation to the Board of Directors to ensure that essential services would continue without issue in the same safe, reliable manner they have since 1956.

Although ratepayers pay for water and wastewater services on the same bill, the money is not co-mingled. That means that the money paid for water is invested back into water service, and the money paid for sewer is invested back into sewer service.

For more information on this and other finance matters, please visit our website at www.JCSD.us.



COMMUNICATIONS AND MARKETING

PLAN

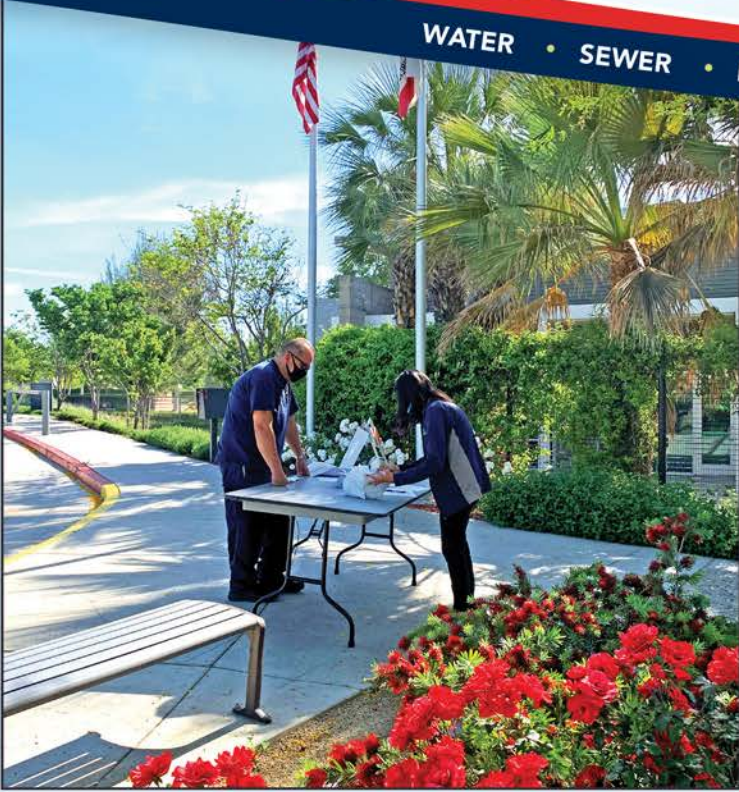
Consistent meaningful communication with our customers is an essential method to provide information and transparency about JCSD’s services, finances, and operations. JCSD staff uses a variety of resources to accomplish this goal including newsletters, billing inserts, social media, emails, flyers, and our website.

When JCSD was formed in 1956, the communication needs were very different and reflected the size of JCSD and the scope of its services. In the last 64 years, JCSD has grown in every imaginable way: population, size, and our services now include water, sewer, streetlights, graffiti abatement, and parks.

To ensure that JCSD meets the needs of our community and provides one clear identity, we needed a proactive plan that assessed current efforts and outlined objectives, appropriate strategies, and tactics for future use. The Communications Plan began in October 2019 and included an audit of past communication methods, two customer focus groups, meetings with staff and Board Members, and a districtwide online survey. The results were compiled to obtain a candid perspective of our past and present communication efforts.

When completed, the Communications Plan will promote increased understanding and clear communication of JCSD’s mission and vision for its customers and employees, as well as elected officials, regulatory bodies, local businesses, and community groups. With the completion of the research and planning phases, the draft will be presented at the regularly scheduled Engineering, Water, Sewer, and Conservation Committee (Committee) meeting on July 6. If approved by the Committee, it will be presented to the Board of Directors on July 27. The Board welcomes participation in the approval process, and customers are encouraged to attend.

For more information on the Communication Plan and other Community Affairs items, please visit www.JCSD.us or email Alison Loukeh at aloukeh@jcsd.us.



JCSD Assists Essential Workers with **MASK DISTRIBUTION**

Since 2009, JCSD has been a proud member and participant of CalWARN. The mission of CalWARN, a six-county group that boasts over 100 water and wastewater agencies, is to support and promote statewide emergency preparedness, disaster response, and mutual assistance processes for public and private water and wastewater utilities.

In March 2020, as the COVID-19 health crisis began to accelerate, JCSD and other CalWARN members spoke on a daily basis to assess the safety requirements of essential workers. A need was identified for additional facemasks and the U.S. Environmental Protection Agency (USEPA) was contacted for assistance. JCSD was selected as a key distribution point within the Inland Empire due to its central location and ability to provide staffing support.

The USEPA delivered masks to JCSD and distribution began May 5. To date, CalWARN members have picked up over 6,000 masks from JCSD's Eastvale Community Center. Water and wastewater agencies as far away as San Diego County have utilized this vital service to keep essential workers safe as they go about their daily tasks to provide safe and reliable water and wastewater services.



WATER AUDITS

It's time to tune up your irrigation system with a **FREE** water audit. The water audit includes a complete check of your irrigation system, the irrigation controller and a written assessment of ways to save water.

Sign up for your **FREE** audit today at www.jcsd.us/freewateraudit or email Clover Rogers at crogers@jcsd.us



COMMUNITY SERVICES DISTRICT
Proudly serving Jurupa Valley and Eastvale

JCSD Community NEWS

WATER • SEWER • PARKS • GRAFFITI • STREET LIGHTS

FIND IT FAST DIRECTORY

HEALTH SERVICES

Riverside Public Health
(free or low-cost health services)

Jurupa Family Care Center
(951) 360-8795

For Appointments
(800) 720-9553

Corona Family Care Center
(951) 272-5445

For Appointments
(800) 720-9553

SCHOOL DISTRICTS

Jurupa Unified School District
(951) 360-4100

Corona-Norco
Unified School District
(951) 736-5000

CHAMBERS OF COMMERCE

Eastvale
Chamber of Commerce
(951) 768-6000

Jurupa Valley
Chamber of Commerce
(951) 681-9242

Norco
Chamber of Commerce
(951) 737-6222

POST OFFICE
U.S. Post Office
(800) 275-8777



COMMUNITY SERVICES DISTRICT
Serving Jurupa Valley and Eastvale

11201 Harrel St.
Jurupa Valley, CA 91752

Presorted Standard
US Postage
PAID
Ontario, CA
Permit No. 556

UPCOMING EVENTS

Due to the current
COVID-19
health crisis,
no events are
scheduled
at this time.



For fun, free activities, please visit:
www.jcsd.us/services/parks-and-recreation/jcsd-to-go

Please check our website at www.JCSD.us frequently
for event and activity updates.