

WATER • SEWER

PARKS & RECREATION • GRAFFITI • STREETLIGHTS



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CONNECT WITH US

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

WATER SUPPLY RELIABILITY

THE GRANITE HILLS PIPELINE PROJECT

JCSD's primary mission is to provide a reliable water supply that ratepayers can continue to count on 24 hours per day, 7 days per week. To accomplish this mission, Engineering personnel continuously explore new methods to provide a sufficient quantity of water to meet the needs of our growing community and enhance water supply redundancy. Redundancy in a water system enables water operators to change supply sources and quickly move water throughout the distribution system in the case of an emergency. In the 2018 Strategic Plan, the Granite Hills Pipeline Project was identified as an additional way to provide the district with greater independence and reliability. The project consists of three phases that will be constructed over the next several years. The Phase 1 planning process is completed, and the next step will begin shortly.

PHASE 1 INFORMATION

- When: Phase 1 construction will begin in early 2021.
- Where: Granite Hill Drive, between Country Village Road and Camino Real.

BENEFITS:

- Connection of two pressure zones to improve water distribution.
- Provides a main supply line for the future Etiwanda Pipeline connection. The Etiwanda Pipeline will improve reliability by creating a connection between regional water supply partners. Connections like these are vital in emergency situations.
- Eliminates "double pumping" between two independent water zones and reduces energy costs.
- Provides a future connection point for the Lindsay Reservoir and Pipeline Project.

For more information on this and other engineering projects, please email Ashish Marwah at amarwah@jcsd.us

FUN FACT

Like any industry, the water business has its own special vocabulary. Many of these terms are old and their origins are interesting.

Water customers are billed in "units." A unit is abbreviated as HCF which stands for Hundred Cubic Feet. One unit equals 748 gallons or one hundred cubic feet. HCF is occasionally written as CCF. The "C" stands for centum, the Roman numeral for 100.

Water industry professionals manage water on a much larger scale and units are too small for this purpose. They use acre feet. An acre foot is 325,851 gallons or approximately the same as a football field one foot deep. If you attend the

Board meeting of any water purveyor, you will hear this term used frequently.

An old expression that you may hear in movies or books is Miner's Inch. Used by miner's during the gold rush days to justify water claims, a Miner's Inch is the quantity of water that will flow in one minute through an opening one-inch square in a wood plank that is two inches thick.

Although archaic, these terms are useful and understood universally throughout the water industry.



GENERAL MANAGER'S MESSAGE



JCS D has always stood for providing safe and reliable services to our residents in Jurupa Valley and Eastvale. In these challenging times, the role of JCS D 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. JCS D 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, JCS D will ensure our systems are managed effectively to protect public health and the environment.

JCS D 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 JCS D will continue to monitor any new COVID developments in the interests of

our staff and our residents. JCS D 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.

JCS D is carefully monitoring the state and national advisories regarding COVID-19. JCS D'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 JCS D 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 JCS D's staff remains committed to provide the highest level of service to you and your family.

Chris Berch
General Manager

Customer Care Program

Partially
Funded by
JCS D
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

JOIN THE FIGHT AGAINST

FOG

What is FOG?

FOG refers to fats, oils and grease commonly found in the kitchen. FOG sources include:

- Meat
- Cooking oils
- Dairy products
- Salad dressing
- Lard
- Food scraps
- Peanut butter
- Butter/shortening



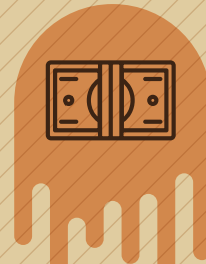
FOG Leads to Clogs

FOG is an expensive and unsanitary problem in our sewers. FOG poured or dumped down your sink or toilet can congeal into "fatbergs" and blockages that cause sewage to back up into your home and onto your property. Yuck!

FOG buildup can cause major problems, including:



Sewer spills and overflows in your neighborhood



Costly damage to your home's sewer line



Pollution of our waterways and environment



Problems at wastewater treatment plants

How to Fight FOG

Remember, the drain is not a dump! Prevention is the best solution. Here's how to properly dispose of FOG.



Dispose of all FOG in the trash, not the sink



Install a screen in the kitchen sink to collect food scraps



Pour liquid FOG into a heat safe container like a glass jar or coffee can



Before washing dishes, scrape or wipe grease and waste into garbage



Mix FOG with coffee grounds, newspaper or cat litter before disposing in trash

CONNECT WITH US:

Thank you for your help to fight FOG and keep our community healthy and safe! Please call us at **(951) 685-7434** with any questions or concerns. More information about Jurupa Community Services District is available at www.jcsd.us

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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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

BEWARE OF SCAMMERS!

A continuous problem for our residents is emails and telephone calls with false claims by impostors seeking money and personal information. Anyone can fall prey to these schemes, but the elderly population is often targeted as they may be less technologically savvy. This is not a complete list but here are the most common scams:

- **Fake Government Officials**

You may receive a telephone call from a "government official" stating that your social security account has been compromised. Another type of call is from a police station stating that you have an outstanding warrant for your arrest.

- **Identity Theft, Phishing and Pharming**

Scammers are trying to gain access to your confidential information like social security number and

date of birth to apply for credit cards and loans. Typically, the victim receives an email that appears to be from a credible, real bank or credit card company with links to a website and a request to update account information. But the website and email are fakes, made to look like the real website.

- **Loan Scams / Credit Fixers**

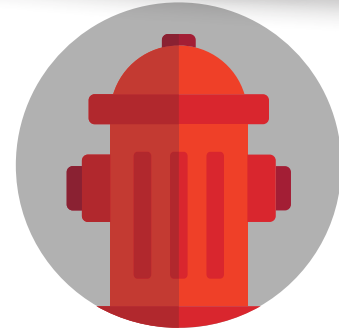
These scams make a false promise to repair your credit for an upfront fee.

All of these scams (as well as others) have something in common: they include a request for money, often in the form of gift cards, or they are trying to access your personal information. Remember when in doubt, check it out! Stay wary and take extra precautions to protect yourself and loved ones.

FLUSHING

A POWERFUL TOOL TO DELIVER HIGH QUALITY WATER TO YOU

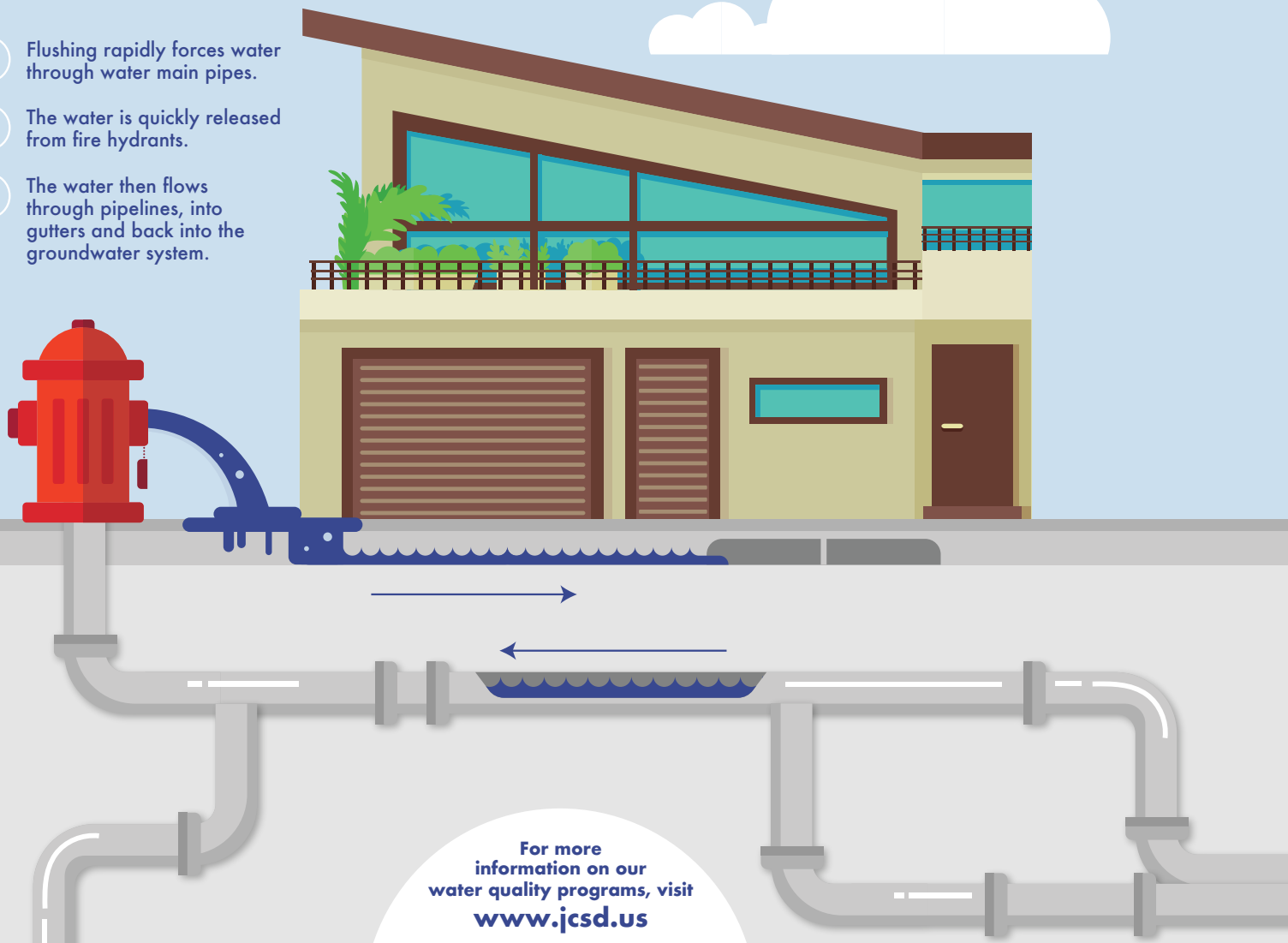
Jurupa Community Services District's flushing program keeps your water quality high and our water distribution system in tip-top shape. Flushing is an essential water system maintenance strategy that is required by the CA Department of Public Health.



FLUSHING EXPLAINED

The flushing process follows three steps:

- 1 Flushing rapidly forces water through water main pipes.
- 2 The water is quickly released from fire hydrants.
- 3 The water then flows through pipelines, into gutters and back into the groundwater system.



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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BENEDICT RESERVOIR

— Project Update —

The Benedict Reservoir Project is well under way. This important water supply reliability project was highlighted in the 2019 winter edition of the JCSD Community News. Many Capital Improvement Projects are multi-year projects, and the Benedict Reservoir is now in the construction phase of its two-year completion schedule.

The old reservoir held approximately 250,000 gallons of water and was undersized for the area. It has been demolished, and the new 1.1-million-gallon steel water storage tank is under construction. Additional improvements include the necessary site work, water main tie-in, foundations, structural support, coating, mechanical, electrical, control and instrumentation systems. An additional 1-million-gallon reservoir on the same site will receive recoating. All construction and upgrades should be completed by early 2021. For more information on this and other engineering projects, please email Eddie Rhee at erhee@jcsd.us.



E-CITIZEN

JCSD's Resident Reporting App Receives An Update

Originally launched in 2013, in collaboration with the Cities of Eastvale and Jurupa Valley as well as Jurupa Area Recreation and Parks District, this smartphone app was designed as an option for customers to report non-emergency situations at any time. Groundbreaking for the time, the app had the capability to pair user-submitted photos, videos, and even audio recordings with their report. After a report was submitted, residents received updates on the status of their request and could add additional information.

Although very successful, the app has recently received an update that includes a new home screen

and easier interface. Additionally, the new home screen bar includes updated "Messages" and "Account" buttons to improve access for the user.

If you are interested in joining our FREE real-time mobile civic engagement platform community and gaining the option to submit a service request from your phone, you can download E-Citizen today from the Apple App Store or the Google Play Store.

Citizens who do not own a smartphone or who do not wish to download E-Citizen may also submit their request through the online version of E-Citizen through each agency's website or by contacting us in the usual ways. (Phone: 951 685-7434 or email: info@jcsd.us).



TAKE ADVANTAGE OF THESE REBATES!

Working together to SAVE \$

Premium High-Efficiency
Toilets (PHETs) - up to \$100*

High-Efficiency Clothes Washers - up to \$300*

Weather-Based
Irrigation Controllers (WBICs) - up to \$200*

Soil Moisture Sensor System - up to \$80*

Rain Barrels - up to \$70*

Cistern - up to \$300 - \$500*

Turf Rebate - up to \$2.50 per square foot*

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

*rebates are available based on funding

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

Or contact CJ Rogers @ (951) 727-8002 ~ crogers@jcsd.us



Water is Life

STUDENT ART CONTEST WINNERS!

In partnership with the Metropolitan Water District of Southern California (MWD), JCSD is happy to announce the final winners of the "Water Is Life" Student Art Contest. This annual contest encourages budding artists to raise water conservation awareness through art.

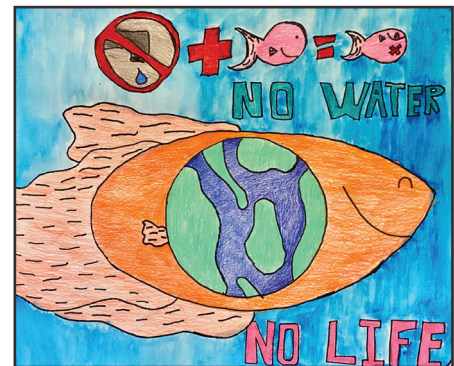
Shown here are the grand prize winners. All winners have received notification from our Water Conservation team, and their prizes have been delivered to them, contact free.

Additionally, all of our grand prize winners have been submitted to MWD for consideration in their 2021 "Water Is Life" calendar, which is widely distributed throughout southern California.

The JCSD Board of Directors and employees are impressed by the student submissions and would like to recognize the students' persistence in spreading the ever-important message, "Water Conservation and Stewardship."



7-12 Grade Category Grand Prize Winner



K-3 Grade Category Grand Prize Winner



4-6 Grade Category Grand Prize Winner



JCSD GETS SOCIAL

The Community Affairs Department maintains active social media accounts including Instagram, Twitter, Facebook, and YouTube. We post information about JCSD, current projects, conservation ideas, water trivia, and other items customers might find interesting. To reward our social media followers, the Community Affairs Department implemented our first Social Media Prize Program.

The program was well received, and several customers were awarded water conservation baskets, irrigation timers, and water bottles. Prizes were delivered contact free. **To see pictures of the winners, please visit jcsd.us/news.**

**LET'S GET
READY FOR**

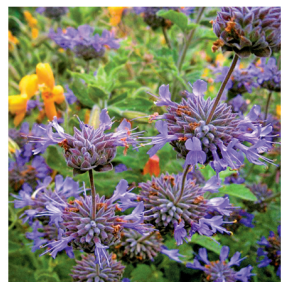
Spring!

**FREE Virtual
Landscape Class**

**MAKING A
WATER-WISE CHOICE?**

**NEED HELP CHOOSING
THE RIGHT PLANTS?**

Discover how
to make
your garden
water-wise
and efficient.



JOIN US @

www.jcsd.us/workshops

**Saturday, March 6, 9AM - 11AM
or Tuesday, March 16, 6PM - 8PM**

For more information contact

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



zoom



Employee Spotlight

UTILITY TECHNICIAN

Meet **Luis Tapia**, a Utility Technician, for the Utility Services Department. This Department manages repair and maintenance of JCSD's extensive water and sewer line network. Luis, an Orange County native who moved to the Inland Empire in 1979, is a sewer industry veteran with over 16 years of experience. After working for a large warehouse company as a stocking clerk and supervisor for 22 years, he decided to make a career change that would enable him to work outside.

Luis began his new career in the public sector at the City of Brea as a maintenance worker in the Facilities Department. After one year, he was promoted to the Sewer Department and obtained his Collections System Maintenance certification. This certification, a JCSD

requirement, ensures that all utility workers understand safety procedures as well as how to inspect, clean, maintain, construct, and repair wastewater collection systems including sanitary sewers, storm drains, pump stations, and pipes.

Luis joined the JCSD family four years ago. His daily duties include maintenance of the lift stations, sewer line cleaning, and service calls. A current resident of Rancho Cucamonga, Luis and his wife have one grown daughter. When she left home, they began their life-long dream to travel throughout the world. To date, they have visited Thailand, Alaska, Canada, and Mexico City. They also enjoy baseball, soccer, and visiting local breweries.



Sanitary Sewer Overflows (SSOs) are caused when the wrong things are poured down the sink or flushed down the toilet. Grease, disposable wipes, cotton pads or balls, rags, etc. should be placed in the trash only! Sewer lines are engineered for the three Ps (pee, poop, and toilet paper) and under normal conditions will

provide safe, effective wastewater removal for many years.

The COVID-19 pandemic has changed our routines, and many of us are spending more time at home. Additionally, more cleaning is occurring as everyone takes steps to remain healthy. As

other agencies began to experience higher than normal sewer issues, the JCSD team decided to proactively increase our sewer maintenance efforts. Additional employees were temporarily reassigned from other departments to assist experienced sewer crews with an increased maintenance schedule. Employees were placed in small "teams" to ensure their health and safety and a seven day-per-week schedule was implemented. These preventative measures were so effective that we maintained our lead in the region with a three-year streak of no SSO's.

In 2020, our sewer maintenance team was able to clean 325 out of 403 miles of our sewer system. Sewer System Field Supervisor Russell Hensch described his team as, "true professionals" in the way that they have risen to the challenge of these trying times.

Safety is our highest priority, and JCSD is happy to report our sewer operators have achieved 1,000,000 feet of accident-free line cleaning. Preventative maintenance for the win!



SEWER • PARKS & RECREATION • GRAFFITI • STREETLIGHTS

INAUGURAL STRATEGIC COMMUNICATIONS AND MARKETING PLAN

JCSD is happy to announce that it is the recipient of an award for its Strategic Communications and Marketing Plan from the Public Relations Society of America – Inland Empire Chapter (PRSA-IE).

The Capella Award was in the Community Relations category for its comprehensive multi-year communications and marketing plan that included strategies to effectively communicate with customers, employees, and stakeholders through ongoing outreach, an enhanced customer experience, and increased advocacy at the state and federal level.

This year, there were a record-breaking number of PRSA-IE award entries. All entries were judged by a sister PRSA chap-

ter to provide an unbiased evaluation and scoring of each submission. All finalists had to meet rigorous research, planning, implementation, and evaluation standards that emphasize the hallmarks of effective public relations and outreach.

PRSA is the nation's leading professional organization serving the communications community and boasts more than 100 chapters across the U.S. The organization's Inland Empire Chapter represents more than 100 communications professionals in Riverside and San Bernardino counties.

More information on the CAFR and other financial reports can be found at www.jcsd.us/finance

FINANCE DEPARTMENT WINS AGAIN!

CAFR Award — The Certificate of Achievement for Excellence in Financial Reporting has been awarded to JCSD by the Government Finance Officers Association for its comprehensive annual financial report (CAFR). The Certificate of Achievement is the highest form of recognition in governmental accounting and financial reporting, and its attainment represents a significant accomplishment by JCSD and its management.

The CAFR program was established in 1945 to encourage and assist state and local governments to go beyond the minimum requirements of generally accepted accounting principles to prepare CAFRs that evidence the spirit of transparency. The CAFR is judged by an impartial panel and must clearly communicate its financial story.



GET INVOLVED IN YOUR COMMUNITY!

JOIN THE VOLUNTEER PROGRAM

Volunteer or make a donation to your favorite JCSD program...
Special Events, Youth Programs,
Youth Sports and more or
Adopt a Park, Street or Facility.

For more information and to apply:
951.727.3524 • www.jcsd.us/parks



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) 360-4160

**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



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.

