



November 2008

Carpinteria Valley Water District

H₂KNOW

Some Changes to Better Serve Customers

Excellent customer service is something that Carpinteria Valley Water District takes great pride in achieving and is continually looking to improve. In the past year, our billing department has made changes that better serve our customers. These changes include accepting payment via Visa/Mastercard, placing an accessible bill payment box near the customer parking area, and changing the way we determine if an account is not in good standing.

In the past, if a customer received two or more disconnect notices, the account was determined not to be in good standing. The billing department reviewed the procedure and determined that a much more equitable procedure is to have "shut-off" door tags as the deciding factor. Therefore, if a "shut-off" door tag is issued to a customer, then that account is no longer in good standing. If two or more "shut-off" door tags are issued, the customer will be required to submit a deposit on the account, if one is not already on file.

Because the District provides water on credit (customers are billed after the water has been used), a deposit is used as a means to establish credit with the District and offset unpaid balances when service is discontinued. This policy protects all District customers from increased costs associated with uncollectable accounts.

Initially collected when an account is opened, a "credit" deposit is held for two years. According to District Rules and Regulations, the District will review the account history of each customer after two years and determine if the account is in good standing. Good standing requires no door tags within the two-year period. Accounts found in good standing will have their deposit applied to their account.

CVWD is committed to providing the best customer service to you and welcomes your suggestions.

November Holiday Schedule

The District Office will be open on Veterans Day, November 11th.

The District Office will be closed on Thursday, November 27th and Friday, November 28th in observance of the Thanksgiving Holiday. The District will reopen for business on Monday, December 1st.

Happy Thanksgiving!



Food Drive

CVWD will be participating in a food collection drive this month for the Thanksgiving Holiday.

A collection box will be located in the front office for your convenience. CVWD will donate the collected food to a local Carpinteria charity.

El Distrito es bilingue. Favor de llamar (805) 684-2816 con cualquier pregunta sobre su cuenta o el uso de agua, estamos aqui para asistirlos.

November Board of Directors Meetings

The Board Meetings for the month of November will be:

**Thursday, November 13th 7 pm City Hall
5775 Carpinteria Ave**

**Wednesday, November 19th 4 pm District Boardroom
1301 Santa Ynez Ave**

Response to Coastal View News "Pitchfork"

The District wishes to acknowledge the person who sent in the "Pitchfork" in the October 16th issue of the Coastal View News, for bringing to our attention the watering of a portion of our landscape during a windstorm. Unfortunately, the watering took place when District personnel were not on site and we were unaware of the situation.

District staff has since notified our gardener of the problem as well as walked the grounds checking other areas that may need attention. One area the District is looking at to improve its water efficiency is the reduction of lawn (turf) at our District office site.

District O&M Personnel Earn Water Distribution Licenses

Kudos to District Operations and Maintenance employees, (left to right) Sarah Strassburg-Salas, Justin Martinez and Daniel Rodriguez who all passed their Distribution Grade 2 Certification exams. The District wishes to commend these employees for their hard work in order to pass the difficult California Department of Public Health exams required for their positions.



Visit our website at www.cvwd.net for new and updated information.

Carpinteria Valley Water District Board of Directors

Frederick Lemere
President

June Van Wingerden
Vice President

James W. Drain
Robert R. Lieberknecht
Matthew T. Roberts

Board Meetings

CVWD's Board of Directors regularly meets on the 3rd or 4th Wednesday of each month.

Regular meetings begin at 4 p.m., are open to the public, and are held at 1301 Santa Ynez Ave., Carpinteria.

For more information on the meeting schedule, phone (805) 684-2816

Staff

Charles Hamilton
General Manager

Alex Keuper

Engineering
Bob McDonald
District Engineer

Brian King
Rhonda Gutierrez

Business
Norma Rosales
Business Manager

Esperanza Barbosa
Suzie Lara
Tootie Maier
Patty Rodriguez

Operations and
Maintenance
Omar Castro
O&M Manager

Jon Macias
Justin Martinez
Anne Mounce
Danny Rada
Daniel Rodriguez
Greg Stanford
Sarah Strassburg-Salas