



October 2009

Carpinteria Valley Water District

H₂KNOW

Outsourcing Meter Reading

Meter reading is an important yet labor intensive process for the District. Currently, five full-time and one part-time employee spend approximately a week collecting data from the District's four thousand meter connections on a monthly basis. The District strives to read around the same dates each month to provide the customer with a fairly consistent representation of their water use. There are, however, occasions when the amount of time dedicated to meter reading is extended due to inclement weather, reduced staffing, or unforeseen system repairs as well as holiday schedules. In addition, the present meter reading schedule restricts the scheduling of system distribution and infrastructure projects.

So, in an effort to better serve the District's customers, the Board of Directors has directed District staff to obtain a contract with a private company, Alexander's Inc. to free up District Field employees to concentrate on maintaining CVWD's aging distribution system, with an emphasis on valves. They will also be able to focus their skills and knowledge of water treatment and distribution gained through education and state licensing requirements on the District's facilities. Lastly, maintenance and water quality projects will not have to be delayed or interrupted due to meter reading.

If awarded a contract and hired, Alexander employees will be distinguished by their orange vests with "Meter Reader" across the back. They will be in the Carpinteria area the last six working days of the month. Alexander's utilizes an interactive website which will interface with the District's current utility billing system *and* allow District billing staff to view data regarding the reading process. Some of Alexander's clients include Montecito Water District, Atascadero Mutual Water Company, Nipomo Community Services District and the City of Paso Robles.

For more information, you can view Alexander's website at www.alexander-co.com or phone Norma Rosales at 684-2816 x105 if you have any questions or concerns.

U.S. Census 2010

Information regarding the 2010 Census will be included in upcoming billing statements. The Census is scheduled for April 1st, 2010. A census questionnaire will be mailed or delivered to Carpinteria Valley residents between February and March 2010. Residents not receiving a questionnaire by mail can pick one up at select public sites between March and April. Throughout May and July 2010, census takers will visit households that did not return a questionnaire. Lastly, by December 31st, the Census Bureau will deliver population counts to the president.

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.

District Yard Use After Business Hours

Recently, a concerned neighbor alerted the Sheriff's Department regarding disruption of the peace due to unusual noise and activity coming from the District's yard around 1 a.m. Typically, the District does not operate at this late hour and is mindful that it is located in a residential area. There are, however, occasions when District employees must use the yard late at night. These include but are not limited to emergency responses due to a water main break and maintenance of the distribution system during non-peak hours. We realize that the noise associated with such activity can be disruptive and inconvenient. On the other hand, it is the District's primary function to provide uninterrupted water service to all District customers as a matter of public health and water reliability.

Please contact Omar Castro, Operations and Maintenance manager at 684-2816 x 114 if you have any questions or concerns regarding late night use of the District yard.



Board of Directors Meetings

The Board Meetings for the month of **October**:

Wednesday	October 14 5:30 p.m.	City Hall 5775 Carpinteria Ave
Wednesday	October 21 4:00 p.m.	District Boardroom 1301 Santa Ynez Ave

Change in Venue

Due to the Veteran's Day Holiday and City Hall Closure, the November 11th Board Meeting will be held at 5:30 p.m. in the District Boardroom.

Carpinteria Valley Water District Board of Directors

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