



September 2011

Carpinteria Valley Water District

H₂KNOW

Your “Silent” Water Service At Work!

The photos below show District work in progress during the “Cross & Valve Replacement” and “Walnut Main Tie-in” capital projects, completed during the night of July 28/29 , 2011. District employees Omar Castro, Danny Rada, and Greg Stanford were assisted by a large crew from Z-Pipeline Construction with all their vehicles and heavy equipment. Five new large valves were installed along with sections of water main to enhance the District’s ability to isolate sections of main in Carpinteria Avenue in emergencies for repairs, as well as improve water quality by eliminating a dead end.

The work was intense and challenging. District employees and Z's crew worked carefully through the night and well into the morning around fiber optic lines, high pressure gas lines, and Edison high voltage lines, all located in the projects’ trenching areas. They also worked fast against a City of Carpinteria permitted deadline to complete work, including paving in the street, by early morning. They were all exhausted by daybreak, but succeeded in accomplishing their mission and restoring water service on schedule, leaving the area clean and back in good shape.



Paying Your Bill On-Line? Allow Enough Time!

Paying bills on-line has become the norm for many of us. The hassle of writing a check and remembering to mail the payment has been eliminated. This saves paper, postage, time and is convenient. We can pay our bills at any time of day or night. There is a misconception, however, when it comes to using online bill pay providers through your banking institution.

Bill payers are under the impression that once they hit the submit button, the payment has been made electronically. Unfortunately, that is not always the case. What actually happens for CVWD customers, is payments from online bill pay providers arrive as mailed checks with remitter information on the check stub or included on a separate paper list. The mistaken belief that the payment is made immediately when the button is pushed can lead to a last minute scheduling of payments, which in turn can arrive late, because the payment is not actually made electronically at all. In order to avoid payments arriving late, it is recommended to schedule on-line payments at least one week before the bill's due date.

If scheduling your payment that far in advance is not feasible or you forget, the District has two alternative payment methods. One method is to utilize the District's online bill payment site which can be accessed on the District website, www.cvwd.net. The other is to participate in the District's Direct Payment Program which debits your bank account monthly. To find out more about the Direct Payment Program or download the application, visit http://cvwd.net/forms_directpayment.htm. If you have additional questions about payment options, please call Customer Service at (805) 684-2816.

"Drink Carpinteria Water" Taste Test Challenge

The first Drink Carpinteria Water taste test challenge was held on August 25th at Farmers' Market! Many residents participated in the tasting. The booth was staffed by Directors Ducharme and Orozco, Charles Hamilton and Omar Castro. Another event is in the works, with a full report on the results to follow.

Board of Directors Meetings

Regular Board meetings may be held on the second and fourth Wednesday of every month at 5:30 pm at Carpinteria City Hall, 5775 Carpinteria Avenue. The Board may also hold regular Board meetings other Wednesdays of the month at 5:30 pm at the District Offices at 1301 Santa Ynez Avenue.

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.

Carpinteria Valley Water District Board of Directors

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