



APPLE VALLEY RANCHOS WATER COMPANY

# newsflow | Spring 2010

## LOW INCOME DISCOUNT

You may be eligible for a reduction on your water bill. To be eligible you must qualify for the California Alternate Rate for Water (CARW). Contact our office @ 760-247-6484 to receive an application.

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## Spring Into Conservation— Saving for the future

With the onset of spring we are tempted to turn our yards into lush gardens. But with nearly 70% of our water being used outdoors is this a wise decision? AVRWC has some ideas that can help you conserve water and money.

- ▶ Xeriscape- Replace that thirsty lawn with plants that require less care and water.
- ▶ Install drip irrigation- Put water where it's needed, when it's needed.
- ▶ Use mulch- Mulch holds moisture and controls weeds.
- ▶ Don't overwater your lawn- Adjust watering to the weather. Water early A.M. Adjust your mower to a higher setting. **Do not allow runoff!**

AVRWC is working with the Mojave Water Agency and The Alliance for Water Awareness and Conservation (AWAC) to offer you the following savings programs.

●**Cash for Grass- Over one million square feet of turf has been removed by AVRWC customers and been replaced with water**



Before Cash for Grass

respect the flow

efficient ground covers.

●**Rebates for replacing inefficient clothes washers with Energy Star high efficiency clothes washers.**



●**Rebates and vouchers for replacing toilets installed prior to 1992 with new high efficiency toilets.**

1,466 customers have taken advantage of these offers since they were made available in 2008. Free landscape water audits are also available. For more information on these programs contact Norma Armenta, our Water Conservation Representative, at 760-240-8329 or visit our web site at [www.avrwater.com](http://www.avrwater.com)

### Helping To Conserve

In these tough economic times everyone is tightening their belt. That includes AVRWC. We are constantly looking for ways to help our customers conserve water and save money. We have performed a water audit of our system, determining ways we can save water and energy, through more efficient practices. We have partnered with Southern California Edison (SCE) and are involved in a survey to identify our embedded energy costs; the increasing amount it takes us to pump a gallon of water. With the help of a grant by the United States Bureau of Reclamation we are working on a tracking tool to help us determine which type of incentive might help our customers best to reduce water consumption and cost. This along with our water conservation education program, which is shared through local elementary schools, will allow us to look to the future with the confidence that we will have a sustainable and affordable supply of our most precious resource: WATER.

### FREE Water Audit Kits.

Free water audit kits are being offered to our customers. Please come in to our office and ask our customer service representative for your free water audit kit. Our Meter Reader Department also performs outdoor water audits. Please contact us at 760-240-8322 and ask for Mike Reese to schedule an appointment.

### After Cash for Grass



# BILL PAYMENT OPTIONS



## Bill Pay Options

Mail in your payment to our payment processing center P. O. Box 6005 Artesia, CA 90702 or deliver your payment to our office at 21760 Ottawa Road Apple Valley CA 92308. We also have a drop box at this location to submit your payment after office hours. Check or Money Order only please.

- ▶ FAST
- ▶ EASY
- ▶ CONVENIENT

Way to pay your bill.

## New Automated Bill Pay

Apple Valley Ranchos Water Company now offers a new online payment option using your checking account or credit cards\* Just log onto <https://ipn.paymentus.com/otp/stde/avrwc> to make a one time payment with no registration necessary. Also, payments can now be made by calling (toll free) 866-790-7710. You will need to have your account and customer numbers available and the automated system will direct you through the process.

## Automatic Bill Payment

Call to request the Pre-Authorized Payment Form or print it out from our website at [www.avrwater.com](http://www.avrwater.com). Send in the completed form with a voided check from the designated account and the amount due will be deducted from your bank account on the due date.

*\*(**\$2.95 convenience fee is assessed by the third party processor; \$300 payment limit per transaction**)*

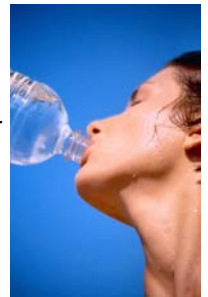
## NEED ASSISTANCE?

Dial 2-1-1 or (888) 435-7565

2-1-1 provides free & confidential information & referrals 24 hours, 7 days a week. Call to find: food, clothing, shelter, counseling, health & dental care, employment services, elder assistance, and crisis services. Limited funds may be available to assist with utility bills. This program is provided by The United Way San Bernardino County.

# LEAD AND COPPER RULE

Since 1992 AVRWC has been testing our customer's drinking water for lead and copper. We are pleased to announce that we have not exceeded the state and federal action levels for either contaminant during this time. We wish to thank our customer's for their assistance with this program and notify them of this years sampling plan. If your home was chosen for this project you can expect a call and letter from our Water Quality Department stating our desire to once again use your home to continue this study. Letters will be mailed in early June requesting that the sampling be completed within that month. If you have any questions regarding this program please contact the Water Quality Department at 760-240-8323.



# RESPECT THE ORANGE

AVRWC service personnel wear uniforms of blue and orange. When you see these bright orange shirts, vests, and traffic cones when driving; **PLEASE GIVE THEM A BRAKE!** As our system continues to grow we are forced to work in the street more often, putting our employees at risk. Please remember; these men and women are an important part of **your** community. **PLEASE HELP TO KEEP THEM SAFE!**

