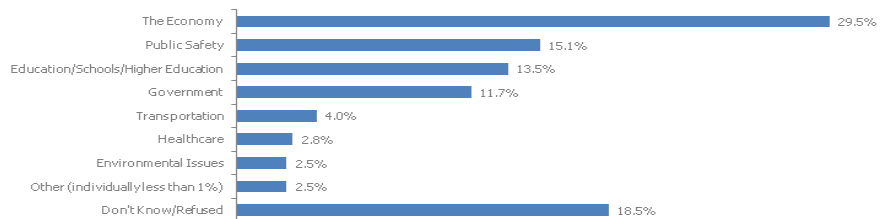


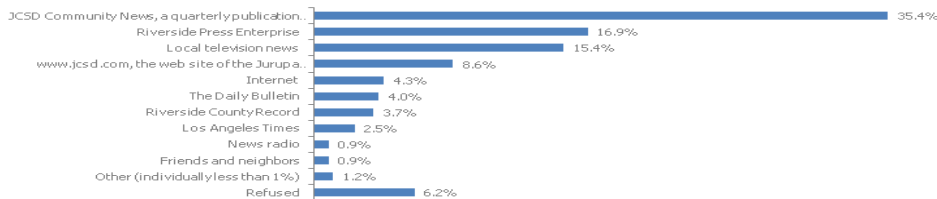
JCSD COMMUNITY SURVEY RESULTS

From Tuesday, March 16 through Saturday, March 20, 2010 Probolsky Research conducted a telephone survey of ratepayers within the Jurupa Community Services District. The goal of such research is to gain an accurate snapshot of the concerns and opinions of the District's residents and ratepayers. Results of the study should provide the District with an empirical assessment of how the District and District services are viewed by ratepayers, identify specific areas of success and target opportunities for improvement.

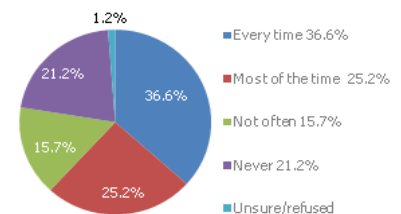
Our research revealed that the Economy is the top concern to residents within the District, distantly followed by Public Safety, Education/Schools/Higher Education and Government. The landscape has changed since the 2006 benchmarking study, which indicated that Crime was residents' top concern, followed closely by Traffic, Education/Schools and Growth.



JCSD Community News is the region's leading source for news and information about water and water-related issues, with 61.8% of respondents indicating that they regularly read the publication.



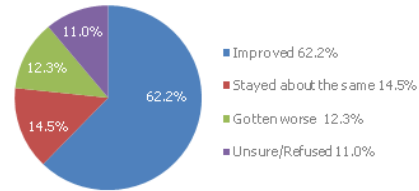
Q: How often if ever do you read JCSD Community News, a quarterly newsletter that is published and sent to you by the Jurupa Community Services District?



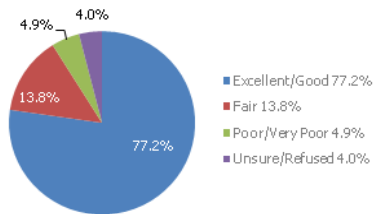
About **one-third** have visited the District's website, www.jcsd.us. A majority prefer to receive information about water, wastewater sewer services and parks and recreation via a newsletter that is mailed by the District, which underlines the importance of *JCSD Community News*.

Respondents rate overall quality of water as the most important feature to them in terms of their water service. It therefore speaks well of JCSD that **three-quarters** are satisfied with the quality of water provided by the District.

Respondents perceive a concerted effort to reduce regional graffiti, with **62%** saying that the response to graffiti in their community has improved over the past eighteen months.

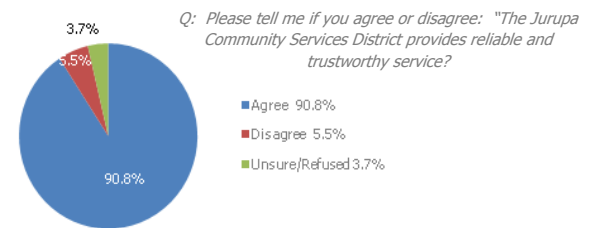


Less than ten percent of Eastvale residents do not use the area's parks and recreation services, and **nine out of ten** respondents gave the District high marks ("excellent" or "good") for park maintenance.



The District's marks for job performance have improved significantly since 2006, increasing some 46% with a total of **77%** in 2010 giving the District "excellent" or "good" marks.

Moreover, **nine out of ten** respondents feel that JCSJ provides reliable and trustworthy service, an increase of 22.7% since 2006.



While the large majority of respondents had neither contacted the District by phone nor by walking into a facility within the past twelve months, between 75% and 80% (depending on the contact method) of those who had done so gave the District high marks for the customer service they received. Note that this represents a 46.1% increase since 2006 among those who contacted the District by telephone and gave it either "excellent" or "good" marks.

Eight out of ten respondents consider their water and sewer bill easy to read. 28.3% have used the District's Online Bill Pay system, and of those who have used the system, 70.7% would not change anything about it. Of those who do not use the system, the top two reasons for not doing so are (1) that they don't pay the bill themselves or (2) they use a different online system for paying bills (such as their bank).

Residents within Jurupa Community Service District appear to proactively work to reduce their water consumption, with over 80% attesting that they currently perform four specific water-conserving activities.

A total of 325 ratepayers were surveyed. A survey of this size yields a margin of error of +/- 5.5% with a 95% degree of confidence. Appropriate ratios were obtained such as for gender, age group and geographic area. Interviews were conducted in English. The average survey took 9.7 minutes to complete. **Probolsky Research LLC specializes in opinion research on behalf of local and regional governments in the Western United States.** The firm's experience includes extensive work on issues relating to community satisfaction, annexation, taxation, infrastructure, development, redevelopment, elections, economic development, transportation, education, health care and rate structures.