



COMMUNITY SERVICES DISTRICT

### Find It Fast Phone Directory

JCSD Services..... (951) 685-7434  
 JCSD Water Emergency..... (951) 685-7434  
 JCSD Parks and Landscaping..... (951)-727-3524  
 JCSD Recreation Classes..... (951)-727-3524  
 Graffiti Hotline..... (951) 727-3500

### Utilities

So Cal Edison (electricity)..... (800) 611-1911  
 So Cal Gas (gas)..... (800) 427-2200  
 Time Warner Cable (TV)..... (888) 892-2253  
 Charter Communications..... (888) 438-2427  
 DirecTV (TV)..... (800) 531-5000  
 AT&T (telephone)..... (800) 310-2355  
 Verizon (telephone)..... (800) 483-5000  
 JCSD (water and sewer)..... (951) 685-7434  
 Waste Management (trash)..... (951) 280-5400  
 Emergency Services..... 911

### Public Safety (non-emergency)

Fire Department..... (951) 940-6900  
 Sheriff's Department..... (951) 955-2400  
 Animal Services..... (888) 636-7387

### Other Services

Jurupa Area Recreation and Parks District..... (951) 361-2090  
 Jurupa Valley Citizens Patrol..... (951) 955-2600

### Riverside County Services

Child Support Services..... (866) 901-3212  
 Code Enforcement..... (951) 955-2004  
 County Tax Assessor..... (800) 746-1544  
 County Clerk (property tax appeals)..... (951) 955-1060  
 Treasure-Tax Collector..... (951) 955-3900  
 Safe Haven for Abandoned Babies..... (800) 472-5697  
 Riverside County Superior Court (Jury Services-Jury Duty)..... (951) 955-2285  
 Voter Registration..... (800) 773-8683

### Local Libraries

Glen Avon  
 9244 Galena, Riverside..... (951) 685-8121  
 Eastvale Branch Library..... (951) 273-1520  
 Rubidoux Library..... (951) 682-5485

### Riverside Public Health (Free or Low Cost Health Services for the Uninsured)

**Jurupa Family Care Center**  
 9415 Mission Blvd., Riverside, CA 92509  
 Phone: (951) 360-8795  
 Appointments: (800) 720-9553

**Corona Family Care Center**  
 505 South Buena Vista Avenue, Corona, CA 92882  
 Phone: (951) 272-5445  
 Appointments: (800) 720-9553

### School Districts

**Jurupa Unified School District**  
 4850 Pedley Road, Riverside, CA 92509  
 Phone: (951) 360-4124

**Corona-Norco Unified School District**  
 2820 Clark Avenue, Norco, CA 92860  
 Phone: (951) 736-5000

### Chamber of Commerce

**Jurupa Chamber of Commerce**  
 8175 Limonite Avenue #A, Riverside, CA 92509  
 Phone: (951) 681-9242

**Norco Chamber of Commerce**  
 2816 Hamner Avenue, Norco, CA 92860  
 Phone: (951) 737-2531

### Post Office

**US Post Office**  
 10798 Jurupa Road, Mira Loma, CA 91752  
 Phone: (951) 685-1071

## EMERGENCY PREPAREDNESS

### JCSD Employees Have First Hand Knowledge of How to Respond

The JCSD Emergency Preparedness and Response Program (EPRP) is preparing our employees to "Eight District employees are trained as H.A.M. radio operators and, along with many hours of training, an emergency response plan has been completed to prepare our employees on how to respond. As part of the JCSD EPRP program, employees recently received training on how to use Wireless Priority Service (WPS) and Global Emergency Telecommunication Service (GETS). "WPS and GETS allow key staff members to have priority calling service on their phones during an emergency.

One of our JCSD employees had an opportunity to see the WPS card in action when he flew into Santo Domingo in late January to deliver 24 rescue dogs to replenish resources for California rescue teams working in Haiti after the earthquake. Dave Smith, JCSD Safety Coordinator, has been training dogs for 28 years. Just 12 years ago Dave grew fascinated with the tracking capability of dogs and he went on to become certified to train dogs who are used to locate survivors during rescue missions.

When Dave arrived at the airport, located just 170 miles from Haiti, he asked the Search & Rescue teams if he could contact their families when he returned to California. Some said yes and others said they were already able to call family using the GETS cards. While the cards are used mainly to notify emergency crews and medical personnel, the emergency management procedures recognize that

trained crews work better when their families know they are safe and are consequently allowed to use them in this manner.

Dave made two trips to Santo Domingo in January, bringing back injured rescue dogs and rotating well-rested dogs for the continued search. When asked what the most rewarding experience of his volunteer time is, Dave explained that it is knowing that you are there to help others in a time of great need. JCSD is proud of his efforts and congratulates Dave on a job well done.

### Another JCSD Good Samaritan

Robert Luna was on his way to work in early January and saw a man lying in the street near the front of the JCSD headquarters. He approached him to see if he could help. The man told Robert he was working on a large, two-level auto carrier and thought one of the chains was loose at the top. He went up to inspect the chains and fell onto the street, breaking both of his ankles.

He tried to flag people down to stop and help, but no one came to his rescue, until Robert stopped to assist him. Robert helped him notify his company and waited until help arrived. Over 95 percent of JCSD employees have completed first aid and CPR training through our safety programs. We're proud that Robert demonstrated how to help in an emergency situation.

### Jurupa Community Services District Board of Directors

Betty A. Anderson, President  
 Jane F. Anderson, Vice President  
 R. M. "Cook" Barela, Director  
 Kathryn Bogart, Director  
 Kenneth J. McLaughlin, Director  
 Eldon E. Horst, General Manager

11201 Harrel Street • Mira Loma, CA 91752  
 Phone: (951) 685-7434  
 Graffiti Hotline: (951) 727-3500  
 Website: www.jcsd.us • Email: info@jcsd.us  
 Editor: Carol Beekman,  
 Public Information Officer  
 cbeekman@jcsd.us  
 (951) 727-3512

The JCSD Board of Directors meets the second and fourth Monday of each month at 7 p.m.



Jurupa Community Services District  
 11201 Harrel St.  
 Mira Loma, CA 91752

### CERT Training Offered in May



The Riverside county Fire Office of Emergency Services is offering a Community Emergency

Response Team (CERT) class at Jurupa Community Services District from May 14-16. The 20 hours of training begins Friday, May 14 from 5:30 – 9:30 p.m. and continues on Saturday and Sunday, May 15 & 16 from 8 a.m. – 5 p.m. To register, please call (951) 955-4700. The training class is free and all participants who complete the course receive CERT certification.



COMMUNITY SERVICES DISTRICT

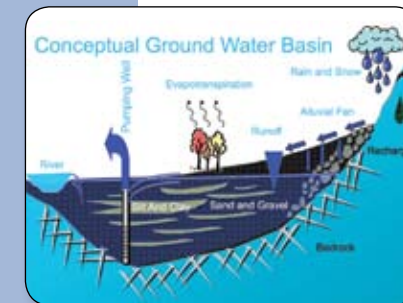
# Community News

Volume 5 • Issue 1 • Spring 2010

www.jcsd.us

### WHERE DOES JCSD GET ITS WATER?

We get 100% of our water from local groundwater basins. Our 22 operating wells pump the water through over 300 miles of pipelines to our customers. The ground water basin is replenished through rain, recycled water and imported water when it is available.



### WHAT IS JCSD DOING TO PRESERVE THESE RESOURCES?

This year, the JCSD Board of Directors adopted a water conservation ordinance to explain to our customers how to save water. We use nonpotable well water to irrigate several Eastvale parks and some landscape strips and we welcome the opportunity to use recycled water when/if it becomes available. JCSD is constantly looking for ways to conserve water for our growing community and we need your help in this conservation effort.

### WHAT WILL HAPPEN IF WE DON'T HAVE ENOUGH WATER?

JCSD maintains connections with neighboring water agencies to buy additional water if the need arises. But these connections and maintaining the infrastructure to deliver your water require constant upkeep and replacement of the infrastructure as it ages. If the drought continues we will increasingly rely on imported water to serve you.

### WHERE DOES THE MONEY COME FROM TO MAINTAIN OUR WATER SUPPLY?

Current water rates are calculated based on JCSD Ordinance No. 280 adopted by the Board of Directors in October 2007. An elected Board of Directors sets policy for fees, rates and charges, which are developed and adopted after careful analysis of operating costs, financing needs and industry practices. For more complete information see [www.jcsd.us](http://www.jcsd.us) and also see how to read your water bill on page 2 of this newsletter.

## Historical Water Legislation

Late in 2009, the State Legislature crafted a plan to address California's growing water challenges. This historical water legislation, called the most significant of the last 50 years, includes measures designated to address current critical needs and ensure a reliable water supply for future generations of Californians.

The legislative package includes a mandate of 20 percent reduction in the State's overall water use by the year 2020, requires stricter monitoring of underground aquifers, provides for restoration of the Sacramento-San Joaquin River Delta ecosystem and creates a new governing body to oversee management of the Delta.

### California Water Bond on November Ballot

The new legislation also provides for a water bond measure that will appear on the November 2010 ballot. The \$11.1 billion bond measure will include funding for new water storage, water recycling and groundwater treatment programs, drought relief, maintenance and repair of California's aging water infrastructure and water conservation programs. Regional water agencies will also be eligible to compete for additional funding to help finance local water management projects.

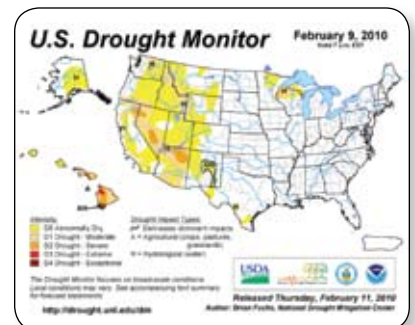
As a local water-user, you may ask why so many dollars are needed to protect our water supply. Here are the facts:

- California is still in a statewide drought. In spite of recent El Niño conditions and a wet winter, Southern California faces significant water challenges for now and for future generations in the long term.
- The Delta ecosystem must be restored and facilities must be constructed for the delivery of imported water from Northern California. About 30 percent of Southern California's overall water supply is imported from the Delta.
- Delivery constraints, in combination with drought conditions, are forcing water consumers to deplete their stored water reserves.
- In order to construct a new water conveyance system and restore environmentally sound habitats, the dollars requested in the Water Bond are needed to maintain our current system.

### Wet Winters Don't Mean More Water

Water is vital to everyone – in your home, in the workplace and on the farm. The water supply is critical to sustain California's economy and quality of life. Without a safe and reliable water supply, the state's economy will suffer even more than it is today. When we experience week-long storms with heavy rainfall, most of us think that our three-year drought must be over.

But it's still too early to predict if the winter storms will push rainfall amounts to fill our reservoirs to normal levels. The reservoirs don't capture all of the rainfall and much of the water cannot be absorbed into the ground, but instead, runs off to the ocean. In the meantime, we need to continue to conserve our precious water resources and make sure we are able to transport water from sources in the northern part of the state to Southern California.



Source: National Drought Mitigation Center in Lincoln, NE.

# Customer Service

In future editions of the JCSD Community News we will focus on the various departments and divisions that serve over 85,000 customers in the JCSD service area.

The JCSD Customer Service division is the first point of contact for over 25,000 customer accounts. The division provides reception services at JCSD headquarters, answers your calls about your water and sewer bill, opens new accounts, processes field service requests such as turn on/turn off service, provides meter repairs, new meter installations, meter reading and water consumption consultations.

With a total of 12 staff people, the division is constantly busy, responding to all of our customer requests. Customer Service operates from 7:30 a.m. – 5:30 p.m. Monday through Friday. Water service can be opened either by telephoning the District's Customer Service division at (951) 685-7434 or by coming into the office located at 11201 Harrel Street, Mira Loma during regular business hours. We also provide online bill pay through our website, [www.jcsd.us](http://www.jcsd.us) and a drop box is available after hours, located in the front of the building to the right side of the front door.

## HERE ARE SOME FREQUENTLY ASKED QUESTIONS RECEIVED BY OUR CUSTOMER SERVICE DIVISION:

### If I suspect a leak on my property, what should I do?

In order to help you detect a leak, first shut off all running water inside and outside your house. Locate your meter box, usually in the front of your property, and look at the triangle in the center of the meter face. If the triangle is spinning, you may have a leak.

### How do I shut off my water?

The water coming into your home is controlled by the house valve, which can usually be found on the water spigot in your front yard. (In older homes the valve may be located elsewhere and in some newer homes, the valve is located in the garage area.) The valve handle is usually red, grey or green and you simply turn the valve clockwise to shut off the water.

### When is my bill due?

Bills are due upon receipt and are considered past due after the due date (see the sample bill below). Policy allows 26 days from the billing date for payment and after 26 days there is a 10% penalty for late payment. Following notification, water service is subject to disconnection.

### How do I cancel service?

Customers can call (951) 685-7434 or come into the office to notify us of the cancel service date. Also, on our website we have available a "Close Service Request" form. At least 2 working days are necessary to process your request and orders requested on weekends or holidays will be scheduled for the next available business day. The form can also be found on our website at [www.jcsd.us](http://www.jcsd.us) under "Customer Service".

### Why is the customer service phone line so busy?

Many customers wait until the billing due date to ask questions about their bill and this sometimes results in a phone line queue of customers waiting for a response. While there are five customer service representatives available to take your call, the demand often comes at peak times and consequently results in a wait.

To help you understand your water and sewer bill, please see the sample below.

**SAMPLE BILL**

- 1 CURRENT METER AND PRIOR METER READS**  
Your water meter is read monthly. These numbers indicate how much water you have used in HCF – Hundred Cubic Feet.
- 2 CURRENT CHARGES DUE**  
The red box indicates the current charges due date.
- 3 IMPORTANT NOTICE**  
Note that if your past due charges are not paid by the due date, additional charges will be added to your bill
- 4 SEWER MONTHLY INFORMATION**  
The sewer flow is not metered, therefore your sewer rate is calculated on the average of the two lowest months of your use listed here, including Dec., Jan., Feb. and March, typically your lowest water use months due to the rainy season.

## JCSD Parks & Recreation Department Appoints Citizen Advisory Board

The JCSD Parks & Recreation Department recently appointed five Eastvale residents to be part of a newly formed Citizen Advisory Board. The members will attend monthly meetings to collaborate on future JCSD Parks & Recreation community needs and to give additional input to the JCSD Parks Committee. The residents appointed include Raul Gutierrez, Andrea Hove, Gordon Jorgenson, Michael McCammon and Shannon Richards.

Each new member of the JCSD Parks & Recreation Citizen Advisory Board submitted an application and was interviewed by the JCSD Parks Committee. Mr. Gutierrez has been an Eastvale resident for six years and is a counselor at River Heights Intermediate School. Mrs. Hove has served on the Eastvale Community Committee and the Eastvale Edition for six years, and is a local Realtor. Mr. Jorgenson is an Assistant Professor and has been involved in youth sports for the past seven years. Mr. McCammon works in Finance/Accounting for Walt Disney Parks & Resorts and volunteers his time with the Boy Scouts of America. Mrs. Richards is a part-time marketing manager and is active in the Eastvale Corona Mom's Club.



L to R: Raul Gutierrez, Gordon Jorgenson – Chair, Andrea Hove, Shannon Richards – Vice Chair, & Michael McCammon.

At the first meeting of the Citizen Advisory Board, the members elected Gordon Jorgenson to be Chair and Shannon Richards to be Vice Chair of the Board. Members also reviewed the plans for the Eastvale Community Center, scheduled for groundbreaking later this year. The Community Center will provide additional space for recreation classes, sports and special events.

Ric Welch, JCSD Director of Parks & Recreation and Community Affairs said, "We're looking forward to hearing the ideas this new Citizen Advisory Board will bring to this growing community. These residents represent a cross section of the community with various interests and we're pleased to welcome them to this new forum."



## Spring Recreation Programs & Classes

JCSD Parks & Recreation is offering over 20 recreation classes and sports programs this spring. Some of the new classes include Buying or Upgrading Your Computer, Safe Computing Strategies, Mommy & Me Club, and adult co-ed soccer leagues. Kids Zone before and after-school programs are now available at Clara Barton elementary, Rosa Parks elementary and River Heights Intermediate school in Eastvale.

There are classes for all ages including Tiny Tots Ballet for ages 2-3, family programs such as Beginning Guitar for ages 12 and up, and Outdoor Cross-fit Training for adults. For details about the classes, call (951) 727-3524, or register online at [www.jcsd.us/registration](http://www.jcsd.us/registration).

## Free Landscape Class

Jurupa Community Services District (JCSD) will conduct a free landscape and water conservation class at the District Boardroom on Saturday, May 22 from 9 a.m. to 1 p.m. Participants can make a reservation for one of the 50 spots in the class by calling (951) 685-7434, Ext. 108.

The course is targeted to residential customers and covers topics like the basics of irrigation systems, watering and fertilizing, basic landscape design and plant identification. The instructor, Mr. Dave Lannom, is a horticulturist with more than 45 years experience in the industry. Mr. Lannom will discuss garden design, the benefits of using California-friendly plants, sprinkler system basics and irrigation scheduling.



## Help Conserve Water

JCSD requests that all customers help use water as efficiently as possible. If we see that you are overwatering, or have broken sprinklers, you may see one of these notices placed on your door. We want everyone to be aware of the need to conserve water, so please pay attention to our gentle reminders to do your best to save our precious water supply.