

WATER • SEWER

PARKS & RECREATION • GRAFFITI • STREETLIGHTS

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PLACES  
2020**

**JCSD**

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### CONNECT WITH US



@JCSDistrict



@JCSDVideos



@JCSDParks



# DROUGHT PROOFING OUR WATER SUPPLY WITH RECYCLED WATER

JCSD's primary mission is to provide a reliable water supply that our ratepayers can continue to count on 24 hours per day, 7 days per week. To accomplish this mission, Engineering personnel continuously explore new supply sources to provide a sufficient quantity of water to meet our growing community's needs.

One source that neighboring communities, including Corona, Ontario, and Riverside, have used is recycled water for irrigation. As much as 70 percent of the water that JCSD treats and distributes during the summer months is used on landscape irrigation, primarily in parks and schools. Significant efforts have been made to convert portions of these landscapes to drought-tolerant plant materials and upgrade irrigation equipment to conserve water wherever possible. However, the need for sports fields, park areas, and other green spaces remain, and irrigation with recycled water is a safe and reli-

able alternative. Irrigating with recycled water saves potable water for more essential uses.

### RECYCLED WATER FACTS

- Recycled water is clearly marked; all components of a recycled water system are purple.
- Recycled water is highly treated wastewater. It is treated to a tertiary level and highly regulated by the State of California.
- All JCSD personnel will be trained in recycled water standards as required by the State of California.

JCSD has secured a significant level of outside funding to build a recycled water system. These sources include the California State Revolving Fund, the State Water Resources Control Board, and Riverside County. Federal sources of funding are also under consideration. For more information on this program, please email Scott Lynch at [slynch@jcsd.us](mailto:slynch@jcsd.us).

### FUN FACT

Collections systems for wastewater were used by ancient civilizations as far back as the Mesopotamians in approximately 4000 BCE. While primitive compared to modern collection and treatment systems, they did use clay pipes to move wastewater to other sites. These were connected to public latrines. The pipes were even engineered in segments for easier cleaning and replacement!

In the United States, the first sewer systems were built in the late 1850s in Brooklyn and Chicago. By the early 1900s, over 1 million people were served by 60 wastewater treatment plants.



It wasn't until 1960 though, that 50 percent of Americans had access to some form of wastewater treatment. Today, almost 80 percent of American households are connected to a sewer system. The remaining 20 percent are primarily in rural areas and utilize a septic system.

# GENERAL MANAGER'S MESSAGE



The last year has been challenging for our community, residents, and staff. Our Board of Directors has remained committed throughout this year to provide essential services with the same level of professionalism and expertise that our residents expect. Due to quick action and adherence to scientific guidelines, the JCSD family has fulfilled this promise to all residents.

It has not been easy; management and staff have worked together to learn new processes and procedures. Daily routines were adjusted, new technology was implemented, and employees were reassigned to protect the health and safety of our residents and themselves. The Parks & Recreation Department faced tough challenges and continued to provide recreational opportunities whenever and wherever possible.

One area that we remain focused on is water supply reliability. As recognized and documented in our Strategic Plan, there are two critical components to water supply reliability: infrastructure repair and replacement and enhancing our water supply.

**Infrastructure repair and replacement** — Water and sewer infrastructure last many years. However, many of our existing assets were purchased from small irrigation system water providers past their useful life. Additionally, many of those assets are now more than 60 years old. Old infrastructure causes multiple problems, including water loss through leaks, pipeline breaks, and service disruption. To maintain the reliability of our system, we must con-

tinue to repair and replace our older assets. This includes pipes, lift stations, pumps, fire hydrants, valves, and meters. One example of this is the current Benedict Reservoir Replacement Project. The old reservoir that holds 210,000 gallons will be replaced with a new reservoir that holds 1.1 million gallons when completed. This is important to supply the surrounding homes, but it will also serve as part of the water asset system. In case of an emergency, water can be diverted to other locations within JCSD's service area.

**Enhancing water supply** — Currently, JCSD's supply source is 100 percent groundwater. As recognized in the Strategic Plan, additional supply sources would augment our water supply portfolio, enhance our ability to meet regulatory requirements, and provide redundancy in an emergency. One project that exemplifies this is the Granite Hills Pipeline Project. This three-phase project will connect two pressure zones, reduce energy costs, and provide a main supply line for the future Etiwanda Pipeline connection. The Etiwanda Pipeline will improve reliability by creating a link between regional water supply partners and new sources of imported and groundwater.

Let me close my message by stating I am very proud of JCSD's staff and happy to lead this team into a bright future. Our commitment to you, our resident, remains as it always has, to provide our services at the highest level in the most efficient manner possible.

**Chris Berch**  
General Manager

## Customer Care Program

Partially  
Funded by  
JCSD  
Employees



COMMUNITY SERVICES DISTRICT

Proudly serving Jurupa Valley and Eastvale

- The Customer Care Program assists eligible low-income households.
- Qualified accounts save \$10 per month.
- Enrollment is open on a continuous basis until funding is exhausted.
- Annual re-application is required.

**For more information call: (951) 685-7434 or visit: [www.jcsd.us](http://www.jcsd.us)**

# JOIN THE FIGHT AGAINST FOG

## What is FOG?

FOG refers to **F**ats, **O**ils and **G**rease commonly found in the kitchen. FOG sources include:

- Meat
- Lard
- Cooking oils
- Food scraps
- Dairy products
- Peanut butter
- Salad dressing
- Butter/shortening



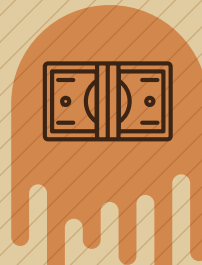
## FOG Leads to Clogs

FOG is an expensive and unsanitary problem in our sewers. FOG poured or dumped down your sink or toilet can congeal into “fatbergs” and blockages that cause sewage to back up into your home and onto your property. Yuck!

**FOG buildup can cause major problems, including:**



Sewer spills and overflows in your neighborhood



Costly damage to your home's sewer line



Pollution of our waterways and environment



Problems at wastewater treatment plants

## How to Fight FOG

Remember, the drain is not a dump! Prevention is the best solution. Here's how to properly dispose of FOG.



Dispose of all FOG in the trash, not the sink



Install a screen in the kitchen sink to collect food scraps



Pour liquid FOG into a heat safe container like a glass jar or coffee can



Before washing dishes, scrape or wipe grease and waste into garbage



Mix FOG with coffee grounds, newspaper or cat litter before disposing in trash

**CONNECT  
WITH US:**

Thank you for your help to fight FOG and keep our community healthy and safe! Please call us at (951) 685-7434 with any questions or concerns. More information about Jurupa Community Services District is available at [www.jcsd.us](http://www.jcsd.us)

## FIND IT FAST DIRECTORY

**JCSD Services**  
(includes emergencies)  
(951) 685-7434

**JCSD Conservation Hotline**  
(951) 727-3521

**JCSD Parks & Landscaping**  
(951) 727-3524

**JCSD Recreation Classes**  
(951) 727-3524

**Graffiti Hotline**  
(951) 727-3500

**CITY HALLS**  
**City of Eastvale**  
(951) 361-0900

**City of Jurupa Valley**  
(951) 332-6464

**UTILITIES**  
**JCSD (water and sewer)**  
(951) 685-7434

**So Cal Edison (electricity)**  
(800) 655-4555

**So Cal Gas (gas)**  
(877) 238-0092

**Time Warner Cable (TV)**  
(888) 892-2253

**Charter Communications (TV)**  
(855) 757-7328

**DirectTV (TV)**  
(888) 777-2454

**AT&T (telephone)**  
(800) 288-2020

**Verizon (telephone)**  
(800) 837-4966

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# WATER AUDITS

It's time to tune up your irrigation system with a **FREE** water audit. The water audit includes a complete check of your irrigation system, the irrigation controller and a written assessment of ways to save water.

Sign up for your **FREE** audit today at [www.jcsd.us/freewateraudit](http://www.jcsd.us/freewateraudit) or email Clover Rogers at [crogers@jcsd.us](mailto:crogers@jcsd.us)

## JCSD NAMED TOP WORKPLACE IN THE INLAND EMPIRE



The Inland News Group has recognized JCSD as one of the most desirable places to work in the Inland Empire. This is the first time JCSD has been awarded this honor, ranking as a top workplace in the mid-size category of 125-349 employees.

In its seventh year, the Inland News Group utilizes an outside company to conduct an employee survey that focuses on employee engagement. High employee engagement is critical to recruiting and retaining a talented team and correlates to a higher retention rate, lower accidents, and reduced sick time use. Organizations with engaged employees have higher customer satisfaction, enhanced productivity, and innovation.

This year, 39 companies that employ over 12,000 people were surveyed throughout the local Inland Empire region. Almost 80 percent of employees completed the survey. When asked to provide three words to describe working at JCSD, employees agreed that family, team, and motivation best represented their work environment.

# DON'T RUSH

## THINK BEFORE YOU FLUSH!

### Items that Should Never be Flushed:

- Baby/Facial Wipes
- Hair
- Medication
- Sanitary Products
- Dental Floss
- Kitty Litter
- Paper Towels
- Diapers



### Buildup Can Cause Major Problems, Including:



Sewer spills in and around your neighborhood



Costly damage to your home's sewer line



Pollution of our waterways and environment



Problems at wastewater treatment plants

## Ways You Can Help



Flushable wipes are not flushable. Protect your pipes



Keep a trash can in the bathroom for wipes, sanitary products, etc



Remind family members what shouldn't be flushed



Print out a sign for the bathroom to remind small children

  
**Jurupa**

COMMUNITY SERVICES DISTRICT

Proudly serving Jurupa Valley and Eastvale

## FIND IT FAST DIRECTORY

### WASTE MANGEMENT

**Burrtec (trash)**  
**Jurupa Valley**  
(951) 786-0639

**Waste Management (trash)**  
**Eastvale**  
(800) 423-9986

### EMERGENCY SERVICES 911

**Fire Department**  
(951) 940-6900

**Sheriff's Department**  
(non-emergency)  
(951) 776-1099

**Animal Services**  
(888) 636-7387

### OTHER SERVICES

**Jurupa Area Recreation  
and Park District**  
(951) 361-2090

**Jurupa Mountains  
Discovery Center**  
(951) 685-5818

**Jurupa Valley  
Citizens Patrol**  
(951) 955-9225

**LOCAL LIBRARIES**  
**Eastvale Branch Library**  
(951) 273-1520

**Glen Avon Library**  
(951) 685-8121

**Rubidoux Library**  
(951) 682-5485

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# URBAN WATER MANAGEMENT

## — Plan Update —

Every five years, JCSD and other water purveyors in California must provide an Urban Water Management Plan (Plan) to the Department of Water Resources (DWR). The Plan documents information about the District, including our community's demographics, water supply, future plans, conservation efforts, and the effects of climate change.

A year-long effort, JCSD staff has been working on the Plan, and it will be completed by the July 1 deadline. As multi-year droughts continue, water supply reliability and conservation remain the cornerstones of JCSD's efforts.

Reliability can be achieved through redundancy. Multiple supply sources that include access to imported water from Northern California, ground-water basin protection, advanced drinking water treatment methods, and recycled water for non-po-

table needs all contribute to a reliable and redundant supply.

Conservation stretches our current supply. Senate Bill x7-7, signed into law by Governor Schwarzenegger in 2009, also known as 20 by 2020, set an aggressive water conservation target of reducing water use 20 percent by 2020. JCSD customers have met that goal. New regulations are currently in the implementation phase. JCSD staff is working with the State Water Boards and our regional partners to ensure that we continue to be at the forefront of these critical topics.

These efforts and many more are documented in the Plan. For more information, including the 2015 Plan, please visit [www.jcsd.us/UWMP](http://www.jcsd.us/UWMP).



# HOUSEHOLD HAZARDOUS WASTE

## Disposal Safely

As our communities continue to grow, we need to safely dispose of everyday unneeded items such as cleaners, batteries, paint, used motor oil, etc. These items should not be placed in a trash can for regular pick up. Over time, as these items decompose, they will contaminate the landfill and our water supply.

Riverside County operates permanent HHW facilities that offer service on a regular basis and temporary 1-day and 2-day HHW events throughout the year that provide residents of Riverside County a FREE and environmentally safe way to dispose or recycle hazardous household waste properly.

**SHARPS Disposal** — Sharps waste is a form of biomedical waste composed of used "Sharps." This includes syringes and hypodermic needles or any other device or object used to puncture or lacerate the skin. It is illegal to dispose of Sharps waste in the trash or recycling bins. California State law requires that all Sharps be transported to a collection center in an approved Sharps container.

Please visit the Riverside County Department of Waste Resources' website for additional details about transporting HHW to a collection event and Sharps disposal at [www.rcwaste.org/hhw](http://www.rcwaste.org/hhw).

# Water is Life 2021

## Student Art Calendar Contest

*Theme* Water Conservation and Stewardship



### Award Categories

K-5th Grade  
6th-8th Grade  
9th-12th Grade

Winning Art will be included in the "Water Is Life" Calendar and other outreach items.

Each artist and their artwork will be featured in the JCSD Community News.

**DEADLINE: FRIDAY, JUNE 18, 2021**

*Students must live or attend school in the JCSD service area.*

**WINNERS**  
Receive a Prize!



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VISIT  
**[www.jcsd.us](http://www.jcsd.us)**

for more information  
or contact  
Clover Rogers  
(951) 727-8002  
[crogers@jcsd.us](mailto:crogers@jcsd.us)



# SPRINGTIME BLOOMS

Native California plants are proven winners in the landscape. Why plant California natives? They are the easiest to grow, and they don't require fertilizer, or irrigation, once they are established. They also attract our local birds and butterflies. Here are two examples of spectacular natives:

**California Lilacs** — These hardy perennials thrive best in part sun/shade. Several varieties to choose from include these 5-foot-tall blue beauty (CA Lilac - Concha) and the 6-7 foot low-growing white (CA Lilac - Snowball) variety.

**California Poppies** spring up everywhere to welcome spring. They self-seed and never require any water. Plant them once, and they will come back year after year.

California natives like to be planted in the fall to be well established by the following summer. Most can easily tolerate our hot, dry summers and provide years of enjoyment for you and our local birds and butterflies. For more information on these and other water-wise plants and our \$2.50 per square foot rebate, visit: [www.jcsd.us/Yardscapes](http://www.jcsd.us/Yardscapes).



## VIRTUAL PRIZE PROGRAM

### A HUGE SUCCESS!

Our flagship Social Media Prize Program (Prize Program) (September 2020 – March 2021) to continue engaging with our customers during the pandemic is completed. Those that followed us on our Social Media channels could enter to win our monthly drawing for water-conservation themed prizes. We awarded over 30 prizes, including stainless steel water bottles, hose nozzles, and "smart" irrigation controllers.

To ensure our customers' safety, the Prize Program was held exclusively online, and prizes were delivered by JCSD masked employees who maintained a safe distance at all times.

Social Media posts are a low-cost opportunity to connect with residents about upcoming programs and services. The Prize Program was hugely successful in bringing new followers to our Social Media channels. Followers increased on Twitter by 7 percent, Facebook by 10 percent, and Instagram by 25 percent.

Thank you to all our customers who participated! We hope Droplet's conservation Prize Program helped inspire you to use water wisely and make conservation a California way of life while we connect with you on Social Media.



WELCOME TO EASTVALE'S COMMUNITY

# CAMP OUT

**MAY**  
15-16

**4:00 PM**  
TO  
**11:00 AM**

**HARADA HERITAGE PARK • 13099 65TH ST. EASTVALE, CA**

**BREAK OUT THAT CAMPING GEAR, BECAUSE  
EASTVALE'S COMMUNITY CAMP-OUT IS HERE!**

**BIGGER & BETTER!**

- DINNER & BREAKFAST INCLUDED
- REGISTER ONLINE AT [WWW.PARKS.JCSD.US](http://WWW.PARKS.JCSD.US)
- REGISTER EARLY, SPACE IS LIMITED!
- PLEASE BRING YOUR OWN TENTS.
- MOTORHOMES ARE NOT PERMITTED.
- FOR MORE INFO CALL (951) 727-3524

Follow Us on Social Media



@JCSDPARKS

**JCSD**  
PARKS & RECREATION DEPARTMENT



**\$20/\$30**  
**PER PERSON**  
CHILDREN 3 & UNDER FREE



## Employee Spotlight

# GIS ANALYST

Meet **Anh Nguyen**, a Geographic Information Systems (GIS) Analyst, for the Information Technology Department. This Department provides technology-based services to employees in a cost-effective manner.

Anh, who resides in Eastvale, has an extensive education within both the information technology and water industry sectors. After graduating from Cal Poly Pomona with a degree in Electrical Engineering in 2006, Anh continued her education at Cal State Fullerton (GIS certificate, 2008) and Santiago Canyon College, where she received an AA in Water Treatment in 2018. She also has certifications in both Water Treatment and Water Distribution.

As an Engineering Technician at the Yorba Linda Water District (YLWD), Anh decided to change career paths as she became more interested in GIS technology. "I was fascinated with the ability to transform infrastructure data into a more accessible format to improve efficiency and

transparency. This enabled water agencies to have complete information about their systems and use that knowledge to plan and improve their water and sewer systems," stated Anh. She was promoted to GIS Technician and Administrator at YLWD.

Joining JCSD in 2013, Anh's primary tasks have been to create web-based systems to manage JCSD's assets. These include the water and sewer infrastructure systems with over 800 miles of pipeline and 15 parks, and over 1,900 streetlights. Additionally, she analyzes data and makes suggestions for further improvements. For example, utilizing GIS, Anh can assess the District's area with the most water leaks and then make recommendations for resource allocation.

Anh is married and has two children, ages 9 and 11. They enjoy traveling together and outdoor activities, including hiking and camping. Last year, the whole family enjoyed a camping trip to the Sequoia National Forest. A vacation to Niagara Falls is on their list once travel is safe.

# BUDGET PROCESS

## IS UNDERWAY

Thought of as a roadmap for financial planning and success, JCSD staff is currently preparing the new budget for the Board of Directors' review and approval. Previously completed annually, JCSD is changing the budget structure to a two-year budget cycle.

Budgets are based on fiscal years that begin on July 1 and end the following June 30. Because of the new two-year budget structure, this budget period will be July 1, 2021, through June 30, 2022, and July 1, 2022, through June 30, 2023. Implementing a two-year budget cycle may seem complicated, but it will streamline the budget process and provide a longer planning timeline.

JCSD's budget includes a forecast of operating and non-operating revenues and expenditures, financing of long-term capital improvement projects to support infrastructure needs, and funding for long-term debt repayment. The budget also considers the community's future growth and the need to expand and diversify our water portfolio.

More information on the budget and other financial reports can be found at [www.jcsd.us/Finance](http://www.jcsd.us/Finance).



## PROGRAMS TO ASSIST YOU!

To assist our residents who may need additional help during the pandemic, the Customer Service staff has compiled the following resources:

- **C4YOURSELF** — The California Work Opportunity and Responsibility for Kids (CalWORKs) is a public assistance program that gives cash assistance and services to eligible, needy California families. If a family has little or no cash and needs housing, food, utilities, clothing, or medical care, they may be eligible to receive immediate short-term help. [www.c4yourself.com/c4yourself/index.jsp](http://www.c4yourself.com/c4yourself/index.jsp)
- **LIHEAP** — The Community Action Partnership of Riverside County (CAP Riverside) administers the federally funded Low-Income Home Energy Assistance Program (LIHEAP), providing utility payment assistance weatherization services to low-income customers in Riverside County. [www.caliheapapply.com](http://www.caliheapapply.com)
- **RENTAL ASSISTANCE FOR FAMILIES** — United Lift is a rental assistance program coordinated between Riverside County, Inland SoCal United Way, and Lift to Rise to keep local families and residents housed. [www.unitedlift.org](http://www.unitedlift.org)
- **RIVERSIDE CARES RENTAL ASSISTANCE** — The Fair Housing Council of Riverside County is partnering with the City of Riverside to help households at risk of eviction due to the COVID-19 crisis. [www.fairhousing.net/covid19-resources/local-rental-assistance/Additional Assistance Programs](http://www.fairhousing.net/covid19-resources/local-rental-assistance/Additional%20Assistance%20Programs)
- **CALFRESH** — The CalFresh/SNAP Assistance Program provides low-income households with electronic benefits they can use at most grocery stores to ensure they can provide a healthy diet for themselves and their families. [www.fns.usda.gov/snap/supplemental-nutrition-assistance-program](http://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program)
- **CASH ASSISTANCE PROGRAM FOR IMMIGRANTS (CAPI)** — CAPI is a 100 percent state-funded program that provides cash assistance to low-income legal non-citizens who reside in California and who have been denied Supplemental Security Income/State Supplementary Payment (SSI/SSP) solely based on their immigrant status. CAPI recipients must either have reached the age of 65 or, if younger, must be determined to be disabled or blind. You may apply for CAPI over the phone by calling 1-888-960-4477 or by mail. [www.dpss.co.riverside.ca.us/adult-services-division/capi](http://www.dpss.co.riverside.ca.us/adult-services-division/capi)

## JCSD RECEIVES MARKETING AND COMMUNICATIONS EXCELLENCE AWARDS

Congratulations to Jurupa Community Services District, Parks & Recreation Department for their two Award of Excellence from the California Park & Recreation Society for its **JCSD's Friday Flicks & Food Trucks Marketing Campaign** and **Summer Eastvale Edition — "Rising Together, A New Dawn of Recreation" Brochure Cover** in the category of Marketing & Communications!

The CPRS awards program recognizes outstanding achievement in the areas of facility design, park planning, marketing and communication, and community improvement and programming through demonstrating the **CREAM** principals of challenge, resourcefulness, execution, accomplishment and alignment with the parks and recreation mission.

According to Steve Lawson, Director of Parks and Recreation, "The CPRS awards program is the highest recognition our agency can receive, and our award is a credit to the creative and innovative team whose commitment to our community is what made this happen. We are honored to receive this award on behalf of our residents."

## FIND IT FAST DIRECTORY

### HEALTH SERVICES

**Riverside Public Health**  
(free or low-cost health services)

**Jurupa Family Care Center**  
(951) 360-8795

**For Appointments**  
(800) 720-9553

**Corona Family Care Center**  
(951) 272-5445

**For Appointments**  
(800) 720-9553

### SCHOOL DISTRICTS

**Jurupa Unified School District**  
(951) 360-4160

**Corona-Norco  
Unified School District**  
(951) 736-5000

### CHAMBERS OF COMMERCE

**Eastvale  
Chamber of Commerce**  
(951) 768-6000

**Jurupa Valley  
Chamber of Commerce**  
(951) 681-9242

**Norco  
Chamber of Commerce**  
(951) 737-6222

**POST OFFICE**  
**U.S. Post Office**  
(800) 275-8777



COMMUNITY SERVICES DISTRICT

Proudly serving Jurupa Valley and Eastvale

11201 Harrel St.  
Jurupa Valley, CA 91752



# UPCOMING EVENTS

Due to COVID-19, events are added weekly.  
Please check our website at [www.jcsd.us](http://www.jcsd.us) frequently  
for event and activity updates.

Friday, May 7

## Friday Flicks & Food Trucks

Gates open at 6 p.m.

Eastvale Community Park  
12750 Citrus Street, Eastvale

FOR TICKETS: [www.bit.ly/32sk4kS](http://www.bit.ly/32sk4kS)

Saturday, May 15 – Sunday, May 16

## Eastvale's Community Camp Out

4 p.m. to 11 a.m.

Harada Heritage Park  
13099 65th Street, Eastvale



For fun, free activities, please visit: [www.jcsd.us/ToGo](http://www.jcsd.us/ToGo)