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on tap

CALIFORNIA WATER ASSOCIATION

Working Together. Achieving Results.

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MESSAGE FROM THE PRESIDENT

California investor-owned water utilities recognize the value of partnerships in delivering sustainable, quality water services. Some of the basic tenets of strong and effective partnerships include clarity of purpose and outcomes; transparent values and roles; access to quality information for solid decision making; and the presence of strong skills, knowledge and experience for excellent performance.

This month’s *On Tap* newsletter features partnerships in action, as highlighted in the building of a multi-million dollar reservoir and removal of a dam built in 1921. Successful partnerships are also highlighted in the creation of forums for critical information exchange, sharing of best practices in water quality and emergency preparedness, and celebration of a new animal shelter made possible by an agreement between a City and local water utility.

The articles in this edition include:

- Suburban Water Systems Breaks Ground on \$24 Million Reservoir Replacement Project
- California American Water Breaks Ground on San Clemente Dam Removal
- CWA Committee Offers Workshop on Water Quality
- Experts Share Emergency Preparedness “Best Practices” and Lessons Learned at CWA Spring Conference
- Commissioner Peterman Delivers Key Note Address at CWA Spring Conference
- California Water Service Group Recognized Two Years in a Row as Top Workplace in Bay Area
- Cal Water Partners with City of Selma in Celebration of New Animal Shelter Home
- CWA Institutes New Safety, Security and Emergency Preparedness Committee
- Cal Water Customers Lose Homes in Powerhouse Blaze

Visit the CWA website at www.calwaterassn.com to access the online version.

Sincerely,

R.W. Nicholson
 San Gabriel Valley Water Company
 2013-2014 CWA President

For instant California Water Association news:



MEMBER SPOTLIGHT

SUBURBAN WATER SYSTEMS BREAKS GROUND ON \$24 MILLION RESERVOIR REPLACEMENT PROJECT



Architectural rendering shows the exterior façade wall of one of two reservoirs being built by Suburban Water Systems to serve the east Los Angeles County city of Whittier at a cost of \$24 million.

On June 21, Suburban Water Systems (Suburban) broke ground on the largest capital project in its history, which is a four-year, \$24 million reservoir replacement project in Whittier, California. The Plant 224 project will replace a single, 5-million gallon concrete gunite, covered earthen reservoir built in 1953 with two smaller, cast-in-place concrete reservoirs; one with a capacity of 4.7 million gallons and the other with a capacity of 2.4 million gallons. The plant is the major source of water for 24,500 connections located in the City of Whittier, La Mirada and unincorporated Los Angeles County.

Grading and fencing on the site are nearly complete, and construction of the plant's pump station has just begun. The pump station is scheduled to be completed in 2013, with construction of the first reservoir taking place in 2014 and 2015, and construction of the second reservoir taking place in 2015 and 2016.

Plant 224 is in a unique location. Since its construction 60 years ago, the city has built around the plant, which is now sandwiched between Friendly Hills, a residential development of upscale homes, a country club and private golf course on the north and Whittwood Town Center, a 65-acre development of retailers, specialty shops, restaurants and upscale condominiums to the south.

Suburban has partnered with neighboring California Domestic Water Company (California Domestic), a small mutual water company that wholesales to Suburban and the cities of Brea and La Habra, to exchange land. Suburban will construct new facilities on the neighboring property while keeping critical facilities operating. Once the replacement plant is operational, California Domestic will redevelop Suburban's former plant site. This partnership is just one example of cooperation required to deliver such a complex project.

The Whittier Planning Commission and City Council required the exterior design of the plant to match the art deco style of California Domestic's office, which was constructed in 1934, recently restored and nominated for the California 2013 Governor's Award for Historic Preservation.

"We had to meet some strict design requirements, but the result will be a beautiful facility that blends in well with the residential and commercial neighborhoods," said Craig Gott, Suburban's Vice President Engineering. "This reinvestment in infrastructure will ensure that Suburban can continue to provide customers with a reliable, safe and abundant supply of water for the next century."

Nearly three dozen people attended the groundbreaking, including Whittier's mayor, councilmembers, city staff, Chamber of Commerce representatives, plant construction contractors and representatives from California Domestic.

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SUBURBAN WATER SYSTEMS BREAKS GROUND ON \$24 MILLION RESERVOIR REPLACEMENT

continued



Breaking ground on Suburban Water Systems' \$24 million reservoir replacement project in Whittier on June 21, 2013 are, from left: Richard Jones, Chairman of the Board, California Domestic Water Company; Craig Gott, Suburban Vice President of Engineering; Whittier Mayor Bob Henderson; Suburban Managing Director Keith Fischer; and Whittier City Council Member Joe Vinatieri.

"For many of us, this has been a long time coming," said Suburban Managing Director Keith Fischer. "We would not be standing here today and breaking ground were it not for the support of so many who are present today."

"The City of Whittier is proud to partner with Suburban on bringing this vital resource to the community," said Whittier Mayor Bob Henderson. "This site will help ensure quality water for future generations of east Whittier residents and help meet the growing water supply demands from the larger, surrounding areas."

Suburban has installed an on-site webcam that shows views of the construction site 24 hours a day, seven days a week, with photos updated every 30 minutes. Images, including time-lapse images recording progress on the site, can be viewed online at <http://southwest.workzonecam.com/southwest>.

CALIFORNIA AMERICAN WATER BREAKS GROUND ON SAN CLEMENTE DAM REMOVAL

Last week, elected officials, conservation groups and community leaders from across the state gathered in Carmel for a groundbreaking celebration to tear down San Clemente Dam. The event, hosted by California American Water (CAW), in partnership with the California State Coastal Conservancy, NOAA Fisheries and The Nature Conservancy, included state and federal representatives as well as leadership from nonprofit organizations who contributed to the dam removal effort.

"This project will be the largest dam removal in state history," said Representative Sam Farr. "It marks the beginning of a new era for this river, its inhabitation and the community it benefits. The project itself also marks a new way forward in terms of public-private partnerships and working together to accomplish major infrastructure endeavors like this one. This model could be applied to other dams in the state that have exceeded their useful life."

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U.S. Representative Sam Farr speaking during event press conference

CALIFORNIA AMERICAN WATER BREAKS GROUND ON SAN CLEMENTE DAM REMOVAL

continued



California American Water President Rob MacLean presenting an honorary piece of the dam to Senator Bill Monning.



California PUC Commissioner Catherine Sandoval addresses the audience at the San Clemente Dam Removal ceremony.

California Senator Bill Monning commented, “After years of hard work, it’s an honor to join the project team and other dignitaries to celebrate the removal of the antiquated San Clemente Dam and restoration of the Carmel River Watershed.”

The San Clemente Dam, built in 1921, has affected people and nature along the Carmel River. As a result, once vibrant steelhead runs have dramatically decreased and the lives and property below the dam are threatened with the possible collapse of the seismically unsafe structure.

The antiquated dam does not provide significant water storage for the community and given the state’s requirement that the dam to be seismically safe, it presents more of a risk than a benefit. The reservoir is more than 95 percent full with more than 2.5 million cubic yards of sediment and a remaining water storage capacity of only about 70 acre-feet.

The dam removal project was made possible by a strong partnership between CAW, the owners and operators of the dam, the California State Coastal Conservancy and NOAA’s National Marine Fisheries Service. The estimated project construction cost is \$83 million. Forty-nine million dollars will be provided by the company and \$34 million will come from the State Coastal Conservancy and NOAA Fisheries. The conservancy will raise its portion of the funding from various public and private sources, including a \$1-million contribution from The Nature Conservancy.

“Our approach to the dam removal eliminates the cost and environmental impact of transporting the sediment to a different location, while also avoiding increased flood risk for downstream property owners,” said Walter Lynch, President and Chief Operating Officer for Regulated Operations of American Water Works Company, Inc.

The removal project includes an innovative engineering approach of rerouting the river around accumulated sediment. 🌍

THE QUALITY & SERVICE FOCUS

CWA COMMITTEE HOSTS WORKSHOP ON WATER QUALITY

What started out as presentations by California Water Association's (CWA) Water Quality Committee at the Associations spring and fall conferences has evolved into informative "workshops" and seminars at these conferences where CWA members and representatives from state agencies and the California Public Utilities Commission get updates and share information on critical issues affecting water quality. For example, during the May 29 meeting, federal regulatory issues were discussed, including the pending maximum contaminant levels (MCLs) for perchlorate and carcinogenic volatile organic chemicals. Also covered was the U.S. Environmental Protection Agency's expected announcement of a regulatory decision to proceed with development of MCLs for the metal strontium and disinfection by-products chlorate and nitrosamines.

It was noted during this meeting that although water utilities currently are monitoring for strontium and chlorate under the third Unregulated Contaminant Monitoring Regulation (UCMR3), the findings of these contaminants, along with other metals being detected at entry points and in the distribution system, such as vanadium, molybdenum, cobalt and 1,4-dioxane, as well as any of the 25 additional contaminants being monitored, will need to be reported in the 2014 Consumer Confidence Reports. The American Water Works Association is developing "talking points" for water utilities' use in discussing UCMR3 findings with their customers and the information will be available in the fall.

Golden State Water Company Water Quality Manager Dawn White serves as chair of the committee. "Water quality is a complex issue and a primary focus for CWA members," said White. "This committee allows individuals the opportunity to exchange information and stay up-to-date on critical happenings in our industry."

Three state-level issues also were discussed at the recent meeting, including California's expected proposal in July for the MCL for hexavalent chromium. "This has been a long and controversial process and is based on the public health goal (PHG) of 20 parts per trillion," said Park Water Company's Vice President-Water Quality Gary Lynch. "And, we must remember the PHG for arsenic is four parts per trillion and the MCL is 10 parts per billion (1,000 parts per trillion), quite a bit higher than the PHG. Hopefully, the treatment technology and cost issues that led to the arsenic MCL will be applied similarly to hexavalent chromium."

The second state issue discussed was the expectation of the Office of Environmental Health Hazard Assessment's (OEHHA) revised PHG for perchlorate to one part per billion (ppb), which currently stands at six (ppb). On behalf of CWA members, Committee members will watch the California Department of Public Health's reaction (CDPH) to OEHHA's proposed revision and any decisions to revise the current MCL of six ppb. The last state issue referenced was the potential for a statewide permit for potable water discharges, which could hurt some utilities while benefitting many utilities in how they deal with discharges from distribution systems, wells and storage into surface water bodies. Committee members will be monitoring the State Water Resources Control Board's actions relative to this issue. 

EXPERTS SHARE EMERGENCY PREPAREDNESS “BEST PRACTICES” AND LESSONS LEARNED AT CWA SPRING CONFERENCE

This year’s California Water Association (CWA) Spring Conference attracted nearly 100 water industry experts to exchange best practices on emergency preparedness. With the enactment of General Order 103-A in 2009 by the California Public Utilities Commission (CPUC), water utilities were mandated to develop Emergency/Disaster Response Plans. The conference provided a forum for discussing lessons learned and best methods of preparing for the inevitable.



Beatty Wynn Morgan, Missouri American Water; Henry Martinez, Southern California Edison; Larry Morales, East Pasadena Water Company; Jim Wollbrink, San Jose Water Company; and Jack Hawks, California Water Association

Responding to Major Disasters

Larry Morales, Vice President and General Manager, East Pasadena Water Company, moderated the first panel discussion on lessons learned in responding to natural disasters, which was headlined by Wynn Morgan, Operations Superintendent, Missouri American Water (MAW). Morgan recapped MAW’s response to the destructive tornado that hit Joplin, Missouri in 2011, leaving in its wake 8,000 damaged or destroyed structures and 4,000 leaking water lines.

MAW learned from experience the critical need for effective communication systems, both internally with employees and

externally. When electricity and technology are not available, back-up systems, such as two-way radios and knocking on doors, must be employed. Morgan also stressed the need to secure logistics for emergency workers immediately and deploy resources from outside the affected area.

Henry Martinez, Vice President, Safety, Security and Compliance, Southern California Edison (SCE), shared lessons learned from the 2011 wind storm that hit the Pasadena area. In the wake of the storm, SCE made several improvements, including adopting the National Incident Management System (NIMS), implementing crisis information and damage assessment teams, developing systems to collect and display information, providing incident command liaisons for local government, dedicating a toll-free conference call number to update local officials and upgrading to 900 MHz radio antenna installations to improve radio communication. SCE also upgraded its technology by adding a mobile application for emergency messaging and an interactive voice response system.

Jim Wollbrink, Security and Emergency Preparedness Specialist with San Jose Water Company, rounded out the panel with an overview of California Water/Wastewater Agency Response Network (CalWARN), which supports and promotes statewide emergency preparedness, disaster response and mutual assistance for public and private water and wastewater utilities. Lessons learned by WARNs after Superstorm Sandy and emergencies in California underscored the importance of interstate and intrastate mutual assistance; elevating the status of water as essential for recovery; coordinating water, energy and telecommunications as well as fuel delivery for generators; working with emergency management personnel to allow site access for utility workers; developing damage assessment documentation; and ensuring interoperable communications.

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EXPERTS SHARE EMERGENCY PREPAREDNESS “BEST PRACTICES” AND LESSONS LEARNED AT CWA SPRING CONFERENCE *continued*

Preparing for Safe Drinking Water



Dawn White, Golden State Water Company

Dawn White, Water Quality Manager, Golden State Water Company (GSWC) moderated the second panel, beginning with a description of GSWC’s response to the 2010 perchlorate contamination emergency in Barstow, California. Working in concert with multiple government agencies, GSWC fully mitigated the contamination within six days. GSWC was prepared in various ways, such as updating and posting “Do Not Drink Notice” maps on the website, designating a point of contact and using local media to alert customers. Areas identified for improvement included increasing awareness of the Standard Emergency Management System (SEMS) and NIMS, better coordinating with the city, avoiding “spin” in messages and getting the public health message out that “we are engineers, not doctors.”

Henry DeGroot, Manager Safety, Security and Emergency Response, California Water Service Company, stressed the importance of building relationships locally and statewide and familiarizing staff with multiple inter-agency response systems, such as the Incident Command System and Standard Emergency Management System, before a disaster occurs. His mantra is “build up to it” by conducting training, seminars and workshops that slowly increase in complexity and incorporate standardized terminology into daily operations.

Jim Wollbrinck concluded the panel discussion by outlining the four components of emergency response: preparedness, response, recovery and mitigation. He explained the key to a common operating picture is determining your needs, what you can provide and when and who has the authority to make decisions and commit. Wollbrinck also explained the benefits of participating in Golden Guardian exercises to simulate disasters before they happen. Without regular exercises, an emergency response plan becomes just a doorstop.

Mitigating Loss of Bay Delta Water

Evan Jacobs, External Affairs Manager, California American Water, moderated the third panel and provided an overview of the governor’s plan for water conveyance and the Bay Delta Conservation Plan (BDCP).

The first panelist, Curt Schmutte, Consultant with Metropolitan Water District of Southern California, cautioned that we need to plan for the fact that the Delta is not sustainable and will change. Schmutte provided a history of the Delta and its levee system, which was not engineered when originally built. The system faces risks from increased saltwater intrusion as the sea-level rises, islands subsiding (162 have already failed) and inevitable seismic events. Schmutte cited the Public Policy Institute of California’s sustainable Delta report, “Envisioning Futures for the Sacramento-San Joaquin Delta,” which can be accessed at: www.ppic.org/content/pubs/report/R_207JLR.pdf.



Curt Schmutte, Metropolitan Water District of Southern California

Paul Helliker, Deputy Director, California Department of Water Resources, gave an overview of how the BDCP addresses the Delta challenges of subsidence, earthquakes, climate change, declining

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EXPERTS SHARE EMERGENCY PREPAREDNESS “BEST PRACTICES” AND LESSONS LEARNED AT CWA SPRING CONFERENCE *continued*

species and regulatory uncertainties. Given that two-thirds of the state’s population depends on the Bay-Delta system for drinking water and 2.5 million acres are irrigated, in part, by water from the Delta, fixing the Delta is critical to ensuring water supply reliability. A public draft of the environmental impact report will be released on October 1, 2013.

Protecting California’s Infrastructure



Chuck Tobin, AT-RISK International

Chuck Tobin, President, AT-RISK International, spoke during lunch on the steps water utilities can take to protect against threats to water systems, such as contamination, physical damage or sabotage and disruption to computer systems by vandals, terrorists or insiders. Tobin recommended performing a risk assessment, implementing and following a “real” security and intelligence program and training all employees, contractors, vendors and visitors on security procedures. In addition, he stressed the importance of establishing liaisons with local law enforcement, FBI and other stakeholders, and conducting proper background investigations before hiring employees and contractors.

Tobin recommended using the Environmental Protection Agency’s Vulnerability Assessment Model as a baseline security model. <http://water.epa.gov/infrastructure/watersecurity/techtools/upload/vsafactsheet06282011-2.pdf>.

The model supports the user in developing a risk assessment utilizing an intuitive step-by-step assessment process. The methodology assesses risk in terms of public health and economic consequence, the likelihood of consequence based on the effectiveness of countermeasures, and the likelihood of a threat occurrence. According to Tobin, this tool can easily be adapted to create a utility-specific emergency response plan.

Preparing for Supply Shortfalls with Creative Resource Management

Bob Nicholson, President, San Gabriel Valley Water Company, moderated the afternoon session with Shane Chapman, General Manager, Upper San Gabriel Valley Municipal Water District, as the first presenter explaining where and how Southern California get its water and highlighting the importance of having an integrated resources plan. This includes a balanced portfolio of reliable water supplies taking into account cost, risk, water quality, the environment, climate change and stakeholder input. According to Chapman, the future is about managing risks such as climate change and Bay Delta uncertainties among other examples. This can be accomplished by investing in storm-water capture, recycling, conservation, storage, water treatment technology and sound science.

Todd Peters, Chief Engineer with the California Water Service Company, described the utility’s operation, which includes 24 operating districts statewide serving about 2 million people. Cal Water is investing an estimated \$4.6 billion over 14 years in its SFPUC Reliability Improvement Project to deliver minimum system demand within 24 hours after a major earthquake, provide flow to at least 70% of the turnouts within each region; and meet average demand with 30 days after a major Recovery. In addition, the utility has embarked on a joint project of SFPUC, Cal Water and Daily City and San Bruno which includes 16 recovery wells, pumps, piping and disinfection. Basically, the water utility is doubling its capacity.

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EXPERTS SHARE EMERGENCY PREPAREDNESS “BEST PRACTICES” AND LESSONS LEARNED AT CWA SPRING CONFERENCE *continued*



Ron Davis, CalDesal

Ron Davis, Executive Director with CalDesal, followed Peters with a dynamic discussion of desalination in California. Through creative resource management, CalDesal is preparing for supply shortfalls with innovative water desalination and salinity management, which is included in the State Water Plan as one strategy to meet water needs. Davis addressed a number of environmental challenges, including coastal land and access, as well as high energy use/cost. But through joint ventures with agencies seeking diversified water portfolios, CalDesal has pioneered projects such as the Carlsbad Desal Project, part of San Diego County’s urban water management. The concept originated in 1991, yet permitting took six years and required 12 local and 7 state agency discretionary approvals; 14 legal challenges; 21 public hearings with 85 hours of testimony; dozens of technical studies; unanimous support of state and federal legislative delegations; and hundreds of support letters. 🌍

REGULATORY UPDATE

COMMISSIONER PETERMAN DELIVERS KEYNOTE ADDRESS AT CWA SPRING CONFERENCE



Carla Peterman, California Public Utilities Commission

Commissioner Carla Peterman of the California Public Utilities Commission (CPUC), opened the 2013 California Water Association’s (CWA) Spring Conference with a review of a variety of topics ranging from emergency preparedness to the steps the CPUC has taken to implement sound water policy in support of a reliable water system. Peterman outlined several challenges facing the water industry including:

- Preparing for emergencies and the effects of climate change.
- Providing safe water supplies while maintaining the lowest possible rates.
- Seeking efficiencies.
- Diversifying supplies.
- Estimating future water demands with accuracy.
- Managing rate design, safety, reliability and customer engagement.
- Coordinating the state’s water, gas and electric utilities for a more responsive infrastructure.

Commissioner Peterman emphasized the need to integrate lessons learned across the utility industries and commended the forum for focusing on emergency preparedness. When questioned about how she hopes to manage the tension between conservation and rate increases, Peterman indicated she will manage carefully and balance long-term goals against environmental issues while being sensitive to increasing costs and the need to raise money to replace aging infrastructure.

In her role as commissioner, Peterman indicated the CPUC regulates 120 water utilities serving approximately 5.8 million Californians. Since 2010, the CPUC has adhered to the Water Action Plan, which responds to historic and comprehensive water legislation, including the Safe, Clean and Reliable Drinking Water Supply Act and the Sacramento-San Joaquin Delta Reform Act. Looking forward, the CPUC will continue to apply regulatory best practices from the energy utilities to the water utilities as the CPUC places water conservation at the top of its priority list. 



POINTS OF INTEREST

**CALIFORNIA WATER SERVICE GROUP
RECOGNIZED TWO YEARS IN A ROW AS TOP
WORKPLACE IN BAY AREA**

For the second year in a row, the Bay Area News Group has named California Water Service Group as one of the top 95 workplaces in the Bay Area in 2013. The award was given based on California Water Service Company’s (Cal Water) employees’ responses to a survey conducted by an independent research firm. The survey included topics on company direction, management, career mobility and workplace environment.

“We are thrilled to receive this award for the second year in a row. We strive to attract and retain the best professionals in our industry, because they are key in our efforts to provide a reliable, high-quality water supply and excellent customer service,” said Peter C. Nelson, Group’s Chairman and Chief Executive Officer.

Cal Water serves more than 109,000 customer connections in its Bay Area operations. 

**CAL WATER PARTNERS WITH CITY OF SELMA IN
CELEBRATION OF NEW ANIMAL SHELTER HOME**



A partnership between California Water Service Company (Cal Water) and the City of Selma resulted in the Selma Animal Shelter getting a new home on Cal Water property. At the June 22 ribbon-cutting celebration in Selma, animal lovers and guests learned more about the new location while sharing in fun festivities.

Guests enjoyed hot dogs and snow-cones, educational presentations, informational booths, a pet parade and a contest of the cutest and ugliest pet. Children delighted in face painting, raffles and giveaways. Guests also had

the opportunity meet some of the pets available for adoption.

Selma Councilman, Scott Robertson, attended the celebration and commented on the community’s excitement about the shelter’s new location and its accessibility to residents.

To help raise money for the new shelter building, attendees had an opportunity to participate in a silent auction. 

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CWA INSTITUTES NEW SAFETY, SECURITY AND EMERGENCY PREPAREDNESS COMMITTEE

The newly formed California Water Association (CWA) Safety, Security & Emergency Preparedness Committee (SS&EPC) provides an opportunity for safety and emergency preparedness managers to share best practices that enhance the levels of safety, security, safety compliance and emergency preparedness in their organizations. Jim Wollbrinck, Emergency Preparedness Specialist, San Jose Water Company will serve as chair of the committee.

"I look forward to working with my colleagues on the committee," said Wollbrinck. "Effective safety and emergency preparedness rely on excellent communication and teamwork. The committee will provide a communications network and establish methods for providing assistance and cross-fertilization of ideas with all CWA members." 

The SS&EPC considers the following program areas on a continuing basis:

- Compliance with **General Order 103-A's** safety standards,
- Compliance with **Assembly Bill 1650's** emergency preparedness requirements,
- Preparation and updating of utility **emergency preparedness plans** on file with the California Department of Public Health,
- **Inter-company communications** and support on actual disasters,
- Ongoing interface with Cal EMA, particularly through the **Golden Guardian Exercise, Program:** California's annual statewide emergency operations exercise series; coordination between NorCal and SoCal water utilities,
- **Leveraging** the California Water/Waste Water Agency Response Network (CalWARN) with CWA member companies, and
- Statistical reports, surveys, etc. on **safety-related issues** for regulated water companies.

CAL WATER CUSTOMERS LOSE HOMES IN POWERHOUSE BLAZE

Residents of the Southern California foothill communities surrounding Santa Clarita were terrified by a fast-burning wildfire that engulfed 32,000 acres and destroyed 53 structures, including 24 homes. The volatile two-week blaze devastated properties in Lake Hughes and Elizabeth Lake, where 12 California Water Service Company (Cal Water) customers lost their homes. The efforts of local firefighters, including a team from the San Bernardino City Fire Department, helped to avoid any fatalities or serious injuries.

To ease the burden on customers' families who were displaced by the fire, Cal Water provided Wal-Mart gift cards to each household. "We know their immediate needs are huge and we wanted to show our support in a small but tangible way," said Cal Water's Director of Corporate Communications Shannon Dean.

The U.S. Forest Service mobilized nearly 2,200 firefighters from across the West to battle difficult wildfire conditions that included triple digit temperatures, high winds, steep terrain, low humidity and unseasonably dry brush.

"Cal Water was proud to assist in the Powerhouse response effort," commented Dean. "Treacherous conditions like these challenge all emergency responders, including local water agencies," said Dean. 