

Your Water Source

East Pasadena Water Company

Fall 2011

“Watery Doing?”

If you live near Duarte Road in Arcadia, you might have noticed the rather large derrick on our property. Please be assured that this piece of equipment, in addition to thirty-foot sound walls situated around the property, is only a temporary site, as East Pasadena Water Company (EPWC) is in the process of drilling a new water well.



Well. If completed, the necessary treatment facilities would have triggered an additional rate increase to EPWC customers. As a result, EPWC management opted to abandon the Mountain View Well.

In 2006, General Manager Lawrence Morales initiated efforts to revisit the idea of drilling a new water well in a report to EPWC’s Board of Directors. The report cited the need for a new well as a critical and prudent capital investment in light of the

fact that its two major producing wells are each 50 years of age. Also, each incidence of well failure created the need for EPWC to purchase expensive imported water from the City of Arcadia and Pasadena. A prudent and proactive approach to water infrastructure and distribution management pointed clearly to one solution—the drilling of a new water Well No. 11.

EPWC management looked for the appropriate site in which to drill the new well and our Duarte Road site was chosen due to its location within the Main San Gabriel Basin Aquifer and its alleviation of buying another property. The Main San Gabriel Basin Aquifer, particularly the geographical location of our Duarte Road site, tends to produce high quality water, thereby eliminat-

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“Watery” Doing? (continued)

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ing the need for expensive water treatment facilities.

EPWC’s over-arching goal of drilling Well No. 11 is to provide high quality water which meets or exceeds State and Federal Drinking Water Standards, on a continuous basis and at a reasonable price to our ratepayers. We are firmly confident

we will meet this goal which will result in a sustainable water source for our customers for many years to come.

EPWC management and staff realize that construction of the well has caused an inconvenience to nearby residents. We want to convey that we understand and are doing everything within our means to mitigate noise and traffic at the

site. Please let us assure you that this work is temporary, but necessary in order to build a well facility that will last for decades.



Technology Update

One of East Pasadena Water Company’s goals is to enhance overall customer satisfaction. To accomplish this goal, we strive to produce timely and accurate water bills.

Over the past year our field crew has been installing radio read meters for our customers with back yard meters. One of the challenges with a more mature water system is that a large number of water meters are in back yards or alleyways throughout our system. By installing

radio read meters on these backyard meters, we no longer have to inconvenience our customers when we need to read the meter, in fact the read is “sent” to our meter reader who can remain in the front yard.

This technology also protects our employees from otherwise friendly pets who do not like to have their backyard visited every other month.

“One of the challenges with a more mature water system is that a large number of water meters are in back yards”

Paying Your Bill On-Line?

We offer *Auto-Pay*, an ACH payment option where a customer may sign up to have the amount of their water bill deducted automatically from their checking or savings account. Customers still receive a regular bill from us prior to the funds being debited from their account. The application can be downloaded from our web-site at www.epwater.com and then click on “Payment Options”.

Many of our customers choose to pay their bills through their own bank. **Please be aware that although your bank deducts the funds from your account immediately, it can still take up to 10 day for us to receive the check.** If you are paying your bill close to the due date, please do not use this option. If you have paid your bill through your bank and receive a second notice from us, you may want to call and make certain we

have received your check. Accounts will be sealed for non-payment and a reconnect fee assessed if we do not receive payment prior to the shut-off date.

We also enjoy seeing our customers who prefer to pay in person. We are available in the office to accept payments Monday through Friday 8:00 a.m.— 4:30 p.m.

CPI Increase

On July 13, 2011 East Pasadena Water Company filed Advice Letter 73 with the California Public Utilities Commission. The Commission authorized the approval of AL 73 with Decision 92-03-093 which increased our rates by 1.5% to offset the increase in the Consumer Price Index for 2010.

The following table shows the new service charge rates being used

by East Pasadena Water Company. Any water used at a location will be billed in addition to the service charge. An additional CPUC fee of 1.5% of the bill is charged and transmitted to the CPUC on a quarterly basis.

Meter Size	Bi-Monthly Service Charge	Increase over 2010 Rate
5/8"	\$25.78	\$0.38
3/4"	\$38.68	\$0.58
1"	\$64.44	\$0.96
1 1/2"	\$128.90	\$1.90

It Costs HOW Much?

We often complain about how much items cost. When broken down by cost per gallon, it is amazing how much every-day items cost. We have compiled a list of commonly used items to compare them by cost per gallon. Although most of these items aren't purchased by the gallon (thank goodness!) it makes for a thought-

provoking list. Take a look and have a little laugh and remember just what a great value East Pasadena Water really is!

Thankfully most of these items aren't purchased by the gallon!

Item	Price Per Gallon
Channel No. 5 perfume	\$36,480.00
Neutrogena Body Wash	\$111.36
Kraft Italian Salad Dressing	\$20.48
Corona Beer	\$15.36
Gasoline	\$3.85
East Pasadena Water	\$.002044
Or \$1.533 per each 750 gallons of water	

Customers Beware!

East Pasadena Water Company customers have been a target of men and women posing as water utility workers. These burglars knock on customer's doors and attempt to lure the customer outside while their partner in crime sneaks in to ransack the home for valuables. Other EPWC customers report the burglars make an effort to collect nonexistent debt.

Customers who have fallen victim to this scam say the burglars wear clothing similar to EPWC utility crewmen, however the thieves shirts lack a company name and logo. The burglars have been reported to say they work for companies such as Mountain View Water or State of California. This scam has been reported in Orange and Los Angeles counties in-

cluding, but not limited to, Torrance, Gardena, Arcadia, and San Gabriel. Please be aware of unfamiliar men and woman posing as utility workers in your area.

An excellent way to protect the community from potential burglaries is to become familiar with EPWC field and

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Closed weekends and major holidays

We're on the web!
www.epwater.com

East Pasadena Water Company has proudly served the communities of Arcadia, Pasadena, San Gabriel and Temple City with safe, reliable drinking water since 1930.

The East Pasadena Water Company staff is dedicated to the service of our customers. Please call on our expertise for your water-related questions.

Customers Beware! (continued)

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office employees. Each EPWC employee is issued an identification card and is ready to provide their ID when performing duties in the field. Field crewmen dress in navy blue shirts and pants, and occasionally wear baseball caps. The utility trucks are marked with EPWC logos on the driver and passenger doors. To get to know the office staff, try paying a water bill in person. To view photos of EPWC employees, visit our website at www.epwater.com then click on the "Employees" tab.

Please remember **EPWC employees will not ask to enter your home!** Water samples taken from a hose bib outdoors will yield the same results as a sample taken indoors. Field crewman will never accept water bill payments while working in the field. **Any**

utility crewman asking for money is not an EPWC employee. To verify the utility crew working in your neighborhood is employed by EPWC, call our office at (626) 793-6189. Lock your door and call 9-1-1 immediately if a utility worker requests to enter your home or attempts to lure you outside, or if he/she asks for money.



An EPWC truck and company name with logo

