ATTACHMENT I

NOTICES OF BVWD EDUCATION PROGRAMS AND SERVICES AVAILABLE TO CUSTOMERS:

I.1 Tehama County Resources Conservation District On-Farm Irrigation Evaluations Brochure

I.2 District Newsletters

I.3 Conservation Tips on District Website (bvwd.org)

I.4 Free Landscape Irrigation Audit Invitation and Example Report

I.5 Door Hangers

I.6 Frequently Asked Questions

I.7 Educator Training Opportunity

I.8 BVWD Demonstration Garden

ATTACHMENT I.1

BROCHURE AND SAMPLE REPORT
TEHAMA COUNTY RESOURCES CONSERVATION DISTRICT
ON-FARM IRRIGATION EVALUATIONS

Mobile Irrigation Lab

The RCD of Tehama County offers irrigation evaluations at NO COST to growers! Contact an irrigation technician to schedule a Mobile Irrigation Lab appointment.

A publication of the

RESOURCE CONSERVATION DISTRICT OF TEHAMA COUNTY

2 Sutter St. Suite D
Red Bluff, CA 96080
530 - 727 - 1280
www.tehamacountyrcd.org

Mobile Irrigation Lab Sponsors & Partners

Almond Board of CA
Butte County RCD
Department of Water Resources
Glenn County RCD
Natural Resources Conservation Service
UC Cooperative Extension
Western Shasta RCD
Shasta College

Photography & Design, Kevin Greer

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Mobile Irrigation Lab

Serving:

Tehama, Butte, Glenn & Shasta Counties

A Free Service from:

RESOURCE CONSERVATION DISTRICT OF TEHAMA COUNTY

Improve on-farm water management

The Mobile Lab provides:

- Distribution Uniformity (DU) rating (How evenly water is applied to the crop)
- Emitter/sprinkler flow rates
- Catch-can uniformity (pattern of water application)
- Determination of water applied during an irrigation event (application rate)
- Map of collected pressures and flows
- Recommendations for system improvements and maintenance
- Irrigation scheduling assistance
- Estimated system run times
- Flow meter readings (portable flow meter provided by the McConnell Foundation)

Achieve Water And Energy Efficiency

How it works….

At your request and convenience an irrigation technician crew will conduct a customized system analysis of your agricultural irrigation system; from the pump, to the flush-outs and everything in-between. Data gathered from pressure and flow tests are recorded and mapped across the system being evaluated. All data is then analyzed by technicians who use irrigation specific software programs to determine areas that may need attention. Each evaluation results in a confidential report that summarizes the systems irrigation performance. After completion a technician is available to discuss details of the report with each grower.

For more information, or to schedule a free evaluation, please contact:

Kevin Greer
(530) 727 - 1297
kevin@tehamacountyrcd.org

Mobile Irrigation Lab

Resource Conservation District of Tehama County
2 Sutter Street, Suite D
Red Bluff, CA 96080

ATTACHMENT I.2

2019 AND 2020 NEWSLETTER EXAMPLES

Bella Vista Water District
BELLA VISTA WATER DISTRICT
Committed to Providing Clean, Safe Water for All Our Customers. We are an Equal Opportunity Employer and Provider.
11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-0810
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

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NEWSLETTER JULY - AUGUST 2019

July 01, 2019

Prepare for PG&E Public Safety Power Shutoff Program!

In preparation for potential power outages under PG&E's Public Safety Power Shutoff Program, the District is urging customers to understand the potential impacts and to make necessary preparations The District's water facilities rely heavily on electrical power from PG&E for pumping, treatment and safe and reliable operation of the system. A loss of power for an extended period will result in reduced water pressure in some zones and potentially the loss of water service Even if your home or business receives power from the Redding Electric Utility, your water service may still be impacted by this program. In the event of a scheduled power outage that is expected to affect water service, the District will provide instructions through its website, public service announcements and press releases, such as limiting water use to indoors only and for public health and safety needs to help maintain water supply for fire suppression PG&E's Public Safety Power Shutoff program now includes all electric lines that pass through high fire threat areas including both distribution and transmission. While customers in high fire threat areas are more likely to be affected, a public safety power outage could impact any of the more than 5 million customers who receive electric service from PG&E due to the interconnected nature of the electric grid. Visit: www.pge.com/wildfiresafety

The District is preparing for power outages by installing generators at critical locations. Generators are installed at the District's primary Wintu Pumping Plant and Water Treatment Plant facilities. Three of five recently ordered generators have been delivered and installed. Two remaining generators have been ordered but will take several more weeks for delivery. Employees are preparing for outages by reviewing and updating standard operating procedures and the District Emergency Response Plan.

The District is committed to providing the reliable 24/7 service our customers expect and will make every effort to provide continuous water service during outage events. However, pressures may be reduced and outdoor water use may be restricted during power outage events depending on the expected outage duration and other circumstances. The extent and duration of potential power outages are relatively unknown and may last up to 5-days or more. As such, we urge all customers to prepare for possible multi-day outages by taking the following steps as soon as possible.

- Update your contact information with the Bella Vista Water District and sign up for alerts from the District by subscribing for alerts on our website: bvwd.org
- Update your contact information with PG&E (if you are also a PG&E Customer) to receive advanced notifications or sign up for alerts about Public Safety Power Shutoff events by going to prepareforpowerdown.com
- Update or create a family emergency preparedness plan https //www ready gov/make a plan
- Have a 3-5 day emergency supply of drinking water available
- Plan for medical needs, such as medications that may require refrigeration or devices that need power
- Identify backup charging methods for phones and keep hard copies of emergency numbers
- Know how to open garage doors during loss of power
- Build or restock your emergency kit with flashlights, fresh batteries, first aid supplies, and cash

WATER CONSERVATION PROGRAMS AVAILABLE TO CUSTOMERS

To assist Residential, Rural and Commercial Customers in achieving improved efficiency and conservation, the District is offering FREE, confidential irrigation system evaluations and will provide recommendations on irrigation equipment and scheduling to improve water use efficiency and save money. Please contact the District office or check our website for additional information.

Agricultural Customers can utilize the services of the Resource Conservation District of Tehama County for irrigation evaluations at NO COST! Contact an irrigation technician to schedule a Mobile Irrigation Lab appointment https://www.tehamacountyrcd.org/services/lab2.html (530) 527-3013, Ext. 102

kevin@tehamacountyrcd.org

OFFICE HOURS

The District's regular office hours are as follows: Monday – Thursday 8:00 am – 5:00 pm; Friday – 8:00 am – 3:30 pm. (June 1st thru September 27, 2019)

BOARD MEETINGS

Board of Directors' Meetings are open to the public and are generally held the 4th Monday of each month. Information, including Board Meeting Agendas and prior meeting Minutes, can be reviewed online at: www.bvwd.org

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NEWSLETTER NOV-DEC 2019

November 01, 2019

De-Energized!

All of the District's accounts with PG&E and the Wintu Pumping Plant which pumps water from the Sacramento River were de-energized on October 8th and again on October 26th due to two separate PG&E "Public Safety Power Shutoff" (PSPS) events that proactively shut-off power during extreme wildfire conditions that lasted for several days. Unlike some water agencies that utilize gravity to deliver water from an upslope source, Bella Vista Water District must lift (pump) all of its supply from the Sacramento River and from groundwater wells at least once and up to three times. The District's complex water transmission and distribution system is very energy intensive and until recently, highly reliant upon grid power to operate The District received notice on April 24, 2019, that with the expansion of PG&E's program to "Tier 2 – Elevated Fire Danger" regions, all of the District's PG&E accounts would be subject to PSPS during extreme fire conditions, as determined by PG&E District staff promptly identified generator requirements to remain operational and the Board of Directors authorized the necessary unbudgeted expenditures for the purchase and installation of generators at key facilities The purchase of these generators ensured continual water delivery service during de energization events.

All but one of the generators were installed in time for the October PSPS events and has since been completed. The Del Puerto Water District; in the San Joaquin Valley near Patterson, generously loaned the District at 125kv generator that ensured continued water delivery to every zone! During the two de-energization events, all customers responded well by limiting water use to indoors only and for public health and safety needs to help maintain water supply. District staff worked around the clock to ensure

generators were fueled, maintained and operational for an undetermined length of time. Although both capital and operating costs to the District were very high, all zones remained operational and pressurized throughout the two separate de-energization events, although with reduced water pressure. As a result of the investment in generators and emergency preparedness, the District is now more resilient and prepared to provide continued water service including during unplanned power outages or intentional de-energization events. However, it is critically important that customers conserve water during these events.

As of this date, fall conditions remain very dry with continued high wildfire potential As long as dry conditions persist, please make every effort to ensure defensible space by managing vegetation and minimizing fire ignition activities such as mowing or burning.

For additional information, visit:

http //www pge com/eventmaps

https://www.pge.com/wildfiresafety

https://prepareforpowerdown.com

FALL HAS ARRIVED! ADJUST IRRIGATION TIMERS TO SAVE WATER AND MONEY

With shorter daylight hours and cooler temperatures, it is important to greatly reduce irrigation run times on timers and controller to improve soil condition while saving both water and money! Although dry conditions persist and it is important to continue to provide soil moisture for actively growing crops and landscapes, cooler temperatures and dormancy of deciduous trees and plants have greatly reduced irrigation water requirements as compared to summer. Until rains arrive to saturate the soil root zone and eliminate irrigation requirements altogether, it is important to ramp irrigation run times down with the goal of replacing soil moisture lost to soil evaporation plus plant respiration, or evapotranspiration. Drying winds can make a big difference this time of year. Try digging or pushing a metal rod into soils to help gauge soil moisture. Generally speaking, irrigation requirements in November and December range from 1.2 – 2.5 inches per month as compared to over 8 inches per month during the summer. Consider reducing irrigation run times to only 10-20 percent of summer run times and monitor soil moisture until rains arrive. Or better yet, consider a “smart irrigation controller” that will automatically adjust irrigation run times based on actual weather conditions.

For real time and historical evapotranspiration and related weather data visit the California Irrigation Management Information System: https://cimis.water.ca.gov/

ANNUAL WATER METER INSPECTIONS UNDERWAY

You may notice District personnel inspecting water meters during November and December to manually read and inspect the meter installation. For most meters, we obtain a “drive-by” reading for billing purposes and then annually perform an inspection and verification of the Electronic Radio Transmission (ERT). While out in the field, District employees wear Bella Vista Water District clothing and carry a District ID card. Don’t hesitate to ask!

WATER CONSERVATION PROGRAMS AVAILABLE TO CUSTOMERS

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kevin@tehamacountyrcd org

For additional information visit: https://www.tehamacountyrcd.org/services/lab2.html

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NEWSLETTER - MAR-APR 2020

February 26, 2020

U.S. Bureau of Reclamation outlines Central Valley Project initial 2020 water allocations

On February 25, 2020, the U.S. Bureau of Reclamation provided the initial water supply forecast for the Central Valley Project as follows

North-of-Delta Contractors (Including Bella Vista Water District)

- Agricultural water service contractors North-of-Delta are allocated **50% of their contract supply**.
- Pursuant to Reclamation's M&I water shortage guidelines, M&I water service contractors North of Delta (including American River and In-Delta Contractors) are allocated **75% of their historic use or public health and safety needs**.

Based on these allocations along with the District's supply augmentation projects which include a long-term water transfer and groundwater production, **the District will not need to impose water restrictions at this time but strongly encourages conservation along with wise and efficient water use by all customers**.

"Today's allocation comes on the heels of an operations plan signed last week, underscoring the Trump administration's commitment to bringing a sustainable and reliable water supply to California's Central Valley. While that operations plan is based on the best available science and maximizes water supplies, we still face significant uncertainty due to legal challenges," said Reclamation

Commissioner Brenda Burman. “Despite the hurdles brought on by litigation from the state and others, we remain committed to providing reliable water for families, farms, cities and the environment.”

California benefited from wet weather and significant snowpack in late 2019, but precipitation and snowpack have been below average so far in 2020 The California Department of Water Resources reports that as of February 24, 2020, statewide average snow water content in the Sierras was just 41% of the April 1 average. Current Northern Sierra precipitation is about 51% of the seasonal average “After a promising start to our precipitation season, January and February turned much drier than average,” said Reclamation’s California-Great Basin Regional Director Ernest Conant. “Fortunately, our project reservoirs are still hovering above average thanks to the wet winter last year, but with little precipitation in the forecasts, we must remain cautious with supplies and allocations this early in the year.” For additional information visit: https://www.usbr.gov/mp/cvp-water/index.html

PAY WATER BILLS ONLINE WITH INVOICE CLOUD

The District offers several convenient ways to pay your utility account, in addition to the Invoice Cloud online web portal that provides web-based information services to District customers. Customers can inquire about their account balance, usage history and make payments directly from the Invoice Cloud website. The system has been designed to secure your confidential account information and financial transactions. There is a $2.95 transaction fee if using a debit/credit card for paying your bill on-line with Invoice Cloud or a $0.95 fee if using an e-check. Customers must input their own account information. For security reasons staff, cannot taking checking information. Customers that choose to utilize Invoice Cloud to pay their bill will still receive a billing statement in the mail. Online bill payments can be made through the District’s website at www.bvwd.org.

IRRIGATION SYSTEM EVALUATIONS AVAILABLE TO CUSTOMERS

To assist Residential, Rural and Commercial Customers in achieving improved efficiency and conservation, the District is offering FREE, confidential irrigation system evaluations and will provide recommendations on irrigation equipment and scheduling to improve water use efficiency and save money Please contact the District office or check our website for additional information

REVISED RATES

Each year the District reviews and adjusts rates based on the previously completed Cost of Service Rate Study. Increases or decreases in the wholesale cost of water purchased from the Central Valley Project (CVP) are directly “passed through” to customers. Additionally, the District annually adjusts the remaining costs components by the Consumer Price Index (CPI-U) plus up

to 2% as a contingency for higher increases in chemicals and other District expenses. **The revised rate schedules listed below are effective May 1, 2020**.

SCHEDULE OF BIMONTHLY WATER RATES

RESIDENTIAL, RURAL, COMMERCIAL, PUBLIC INSTITUTIONAL AND LANDSCAPE IRRIGATION

Meter Class	Base Rates
20	$42.53
30	$45.58
50	$50.30
100	$58.72
160	$66.13
200	$70.24
300	$78.84
450	$89.15
900	$111.79
1200	$123.47
1500	$133.63
2000	$148.31
2500	$161.11
3300	$178.92
4500	$201.62
6000	$225.72

The commodity rate is $0.59 per HCF (One hundred cubic foot).

I-13

Water Treatment Plant Improvement Loan Repayment - $14.00 bimonthly charge for all customers.

Fire Service Rates

Line Size	Base Rate
2	$27.22
3	$37.03
4	$52.26
6	$71 86
8	$90.38
10	$113.25

ATTACHMENT I.3

CONSERVATION TIPS ON DISTRICT WEBSITE (bvwd.org)

Conservation Tips

Fun Facts

- Without water, the earth would look like the moon
- All living things need water to live. People can live several weeks without food, but only a few days without water. We should drink six to eight glasses of water each day!
- Water makes up 83% of our blood, 70% of our brain, and 90% of our lungs Overall, our bodies are 70% water
- A tomato is about 95% water. An apple, a pineapple, and an ear of corn are each 80% water.

There are a number of easy ways to save water, and they all start with YOU. When you save water, you also conserve energy and save money on your utility bills Here are just a few ways

For Outdoor Use

- **Water only when needed.** Look at the grass, feel the soil, push a rod or probe into the soil to estimate the depth of moist soil, or use a soil moisture meter to determine when to water.
- **Do not over-water.** Soil can hold only so much moisture, and the rest simply runs off. An irrigation controller or timer will help. Consider upgrading to a "smart controller" that adjusts run times automatically for current weather conditions. Apply only enough water to fill the plant’s root zone. Excess water beyond that is wasted. One and a half inches of water applied once a week in the summer will keep most grasses alive and healthy.
- **Water lawns early in the morning** during the hotter summer months. Otherwise, much of the water used on the lawn can simply evaporate
- **Use a sprinkler that produces large drops of water** to avoid excessive evaporation rather than a fine mist. Sprinklers that send droplets out on a low angle also help control evaporation. You can prevent misting by using the correct water pressure by adjusting the control valve or pressure regulator. Adjust sprinkler head arc and radius as necessary, to avoid waste, runoff and ensure proper coverage.
- **Water Infrequently.** Set automatic sprinkler systems to provide thorough, but infrequent watering to encourage roots to look for water deeper in the soil.
- **Pressure-regulating devices**should be set to design specifications. Rain shut-off devices can prevent watering during or shortly following a rain event.

- **Use drip irrigation systems**for bedded plants, trees, or shrubs This along with the application of mulch will help avoid evaporation.
- **Water slowly** for better infiltration and avoid sprinkler irrigation during windy conditions.
- **Forget about watering the streets** or walks or driveways Use a broom or blower instead
- **Condition the soil** with compost before planting grass or flowerbeds to improve infiltration so that water will soak in rather than run off, then top planted soil with several inches of mulch to minimize evaporation.
- **Use mulch.** Top planted soil with several inches of mulch to minimize evaporation
- **Do not over-fertilize.** Fertilize lawns at least twice a year for root stimulation, but do not over-fertilize. Grass with a good root system makes better use of less water and is more drought-tolerant.
- **Do not scalp lawns** when mowing during hot weather Taller grass holds moisture better Grass should be cut fairly often, so that only 1/2 to 3/4 inch is trimmed off. A better looking lawn will result.
- **Adjust sprinkler nozzles** or hand water small areas of the lawn that need more frequent watering (those near walks or driveways or in especially hot, sunny spots) rather than overwater all other areas by running the entire sprinkler zone.
- **Use native and drought tolerant plants** for landscaping. Learn what types of grass, shrubbery, and plants do best in the area and then plant accordingly Choose plants that have low water requirements, are drought and heat tolerant and adapted to the area and region where they are to be planted. Group plants with like watering need together to prevent over and under watering.
- **Use other materials.** Consider decorating some areas of the landscape with wood chips, rocks, gravel, or other materials now available that require no water at all.
- **Use a shut off nozzle.** When washing the car, use a bucket of soapy water and use a shut off nozzle on the hose only for rinsing.
- **Check outdoor faucets.** We're more likely to notice leaks indoors, but don't forget to check outdoor faucets, sprinklers and hoses for leaks.

In The Kitchen

- **Fill sink with water.** When washing dishes by hand, don't let the water run while rinsing. Fill one sink with wash water and the other with rinse water.
- **Consider upgrading with air cooled appliances for significant water savings.** Some refrigerators, air conditioners and ice makers are cooled with wasted flows of water.
- **Run the dishwasher with a full load.** This practice will save water, energy, detergent, and money.
- **Use the garbage disposal sparingly.** Compost vegetable food waste instead and save gallons every time

- **Keep a pitcher of water in the refrigerator** for cold drinks instead of running the tap This way, every drop goes down you and not the drain.
- **Use a small pan of cold water when cleaning vegetables**, rather than letting the water run over them. Then, collect the water you use for rinsing fruits and vegetables, and reuse it to water house plants.
- **Use only a little water in the pot and put a lid on it** for cooking most food. Not only does this method save water, but food is more nutritious since vitamins and minerals are not poured down the drain with the extra cooking water
- **Designate one glass for your drinking water** each day or refill a water bottle. This will cut down on the number of glasses to wash.
- **Don't use running water to thaw food.** Defrost food in the refrigerator for water efficiency and food safety
- **Cut back on rinsing,** if your dishwasher is new. Newer models clean more thoroughly than older ones.
- **Dump ice on a plant.** If you accidentally drop ice cubes when filling your glass from the freezer or when you have ice left in your cup from a take out restaurant, don't throw it in the trash, dump it on a plant, instead

  Keep water conservation in mind and think of other ways to save in the kitchen. Making too much coffee or letting ice cubes melt in the sink can add up over time. By making these small changes in the kitchen, you can count on bigger savings on your yearly water bill.

In The Bathroom

- **Take shorter showers.** Shorten your shower by a minute or two and you'll save up to 150 gallons per month.
- **Turn off the water while brushing your teeth** and save 25 gallons a month.
- **Take a shower instead of taking a bath.** Showers with low-flow shower heads use less water than taking a bath.
- **Turn off the water while you wash your hair** to save up to 150 gallons a month
- **Reduce the level of the bath water** being used in a bathtub by one or two inches if a shower is not available.
- **Use low-volume toilets.** When remodeling a bathroom, install a new low-volume flush toilet that uses only 1.6 gallons per flush.
- **Test toilets for leaks.** Add a few drops of food coloring or a dye tablet to the water in the tank, but do not flush the toilet. Watch to see if the coloring appears in the bowl within a few minutes. If it does, the toilet has a silent leak that needs to be repaired.
- **Use a toilet tank displacement device** such as a toilet dam or bag. Another alternative is filling a plastic bottle with stones or water, recapped, and placed in the toilet tank These devices will reduce the volume of water in the tank but will still provide enough for flushing. Displacement devices are not recommended with new low-volume flush toilets.

- **Never use the toilet to dispose of trash**, cleansing tissues, or cigarette butts This wastes a great deal of water and also places an unnecessary load on the sewage treatment plant or septic tank.
- **Do not use hot water when cold will do**. Water and energy can be saved by washing hands with soap and cold water. Hot water should be added only when hands are especially dirty.
- **Do not let the water run when washing hands**. Water should be turned off while washing and scrubbing and be turned on again to rinse A cutoff valve may be installed on the faucet
- **Fill the lavatory basin with hot water** when shaving, instead of letting the water run continuously.
- **Place water-saving aerators on all of your faucets.**

In The Laundry

- **Use your washer when it is full**. This will save up to 1,000 gallons a month.
- **Washing dark clothes in cold water** saves both water and energy while it helps your clothes to keep their colors.
- **Match the water level to the size of the load** when doing laundry

Plumbing and Appliances

- **Check water requirements** of various models and brands when considering purchasing any new appliances Some use less water than others.
- **Check all waterline connections and faucets for leaks.** A slow drip can waste as much as 170 gallons of water EACH DAY, or 5,000 gallons per month, and will add to the water bill.
- **Learn to repair faucets** so that drips can be corrected promptly. It is easy to do, costs very little, and can mean a substantial savings in plumbing and water bills
- **Check for hidden water leakage** such as a leak between the water meter and the house. To check, turn off all indoor and outdoor faucets and water-using appliances. The water meter should be read at 10 to 20 minute intervals. If it continues to run or turn, a leak probably exists and needs to be located.
- **Insulate all hot water pipes** to reduce the delays (and wasted water) experienced while waiting for the water to "run hot."
- **Be sure the water heater thermostat is not set too high.** Extremely hot settings waste water and energy because the water often has to be cooled with cold water before it can be used.

- **Use a moisture meter** to determine when house plants need water. More plants die from over-watering than from being on the dry side.
- **Winterize outdoor spigots and faucets** when cold temperatures arrive to prevent pipes from freezing and bursting.

For Additional Ideas Visit Save Our Water

Relevant Documents

Landscape Irrigation Evaluation *(PDF / 749 KB)*

ATTACHMENT I.4

LANDSCAPE IRRIGATION AUDIT INVITATION AND EXAMPLE REPORT

BELLA VISTA WATER DISTRICT
11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

LANDSCAPE IRRIGATION EVALUATION

Discover how to improve the look of your landscape while saving water. Reduce water waste with a FREE landscape irrigation evaluation. Bella Vista Water District's Landscape Irrigation Evaluation will provide homeowners with advice on landscape design, plant selection, landscape irrigation system improvements and irrigation scheduling.

When we see broken pipes or water gushing out into the street we do not need an expert to tell us there is a problem with the irrigation system. However, sprinkler systems can waste a tremendous amount of water if they are not working properly, and it is often difficult for someone not trained in this field to detect the problems. That is why Bella Vista Water District offers customers a free Landscape Irrigation Evaluation. These Evaluations feature a visit to your property from a Qualified Water Efficient Landscaper (QWEL), who is specially trained and committed to efficient water use management.

What is involved in an irrigation evaluation? The QWEL specialist will assist customers in learning about their soil profile, plant material, irrigation control clock system, and current irrigation scheduling methods – all critical factors in controlling overall water use. They can also address many other concerns that may exist in one's particular landscape.

The exterior survey will involve a test run of the irrigation system to identify any maintenance issues, and if needed, the evaluator will also spend time explaining how to adjust the irrigation control timer.

Based upon the plants and soil moisture index provided by a quick soil probe sample, an annual irrigation schedule can be created that will meet the property's watering needs while reducing irrigation cycles, potentially saving you water and money.

Sign up today!

Landscape Irrigation Evaluations are available to all customers: residential, commercial, multi-family, homeowner associations, schools and any other local institutions. To schedule an appointment contact the District office at info@bvwd.org or call **(530) 241-1085** and a staff member will schedule an appointment for you.

Agricultural customers are eligible for free irrigation assessments provided by the Tehama County Resource Conservation District. For additional information contact the Mobile Irrigation Lab at tcrcd@tehamacountyrcd.org or call (530) 517-3013 x 102.

Use Broom to Clean Outdoor Areas

Use Drought Resistant Trees & Plants

Use Mulch

Install Drip Irrigation

Set Mower Blades to 3"

Adjust sprinkler Heads

DIRECTORS
TED BAMBINO BOB NASH
JIM SMITH LEIMONE WAITE
FRANK SCHABARUM

DAVID J. COXEY
Secretary/Treasurer/General Manager

BELLA VISTA WATER DISTRICT

11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

October 12, 2017

[redacted]
P.O. Box[redacted]
Bella Vista, CA 96008

Subject: Free Irrigation Assessment

Dear[redacted]

As one of the District's customers, you have been selected for a free onsite landscape irrigation assessment. This program is currently offered free of charge for a limited time to select customers through a WaterSMART grant awarded to the District by the U.S. Bureau of Reclamation in order to improve water use efficiency.

The program's objective is to improve water use efficiency by providing customers with assistance to determine their irrigation system application rate, distribution uniformity, develop an appropriate irrigation schedule as well as identifying any system deficiency, and cost effective improvements.

The irrigation assessment will be performed by a certified Landscape Irrigation Assessor and a Bella Vista Water District staff member. Access and assistance to operate the irrigation system will be necessary and require your cooperation. The assessor will review the irrigation system equipment, observe and verify system operation, operating pressures, identify system deficiencies, and determine application rates and uniformity. The assessor will then provide you with a written report detailing the findings, recommendations and develop a customized irrigation schedule based on your system application rates. The information will be strictly confidential and only used to assist the customer in improving water use efficiency.

The goal is to provide you with information and "tools" to improve your water use efficiency that can save you money on subsequent water bills. You have no obligation to make any changes or upgrades to your system.

We are an equal opportunity employer and provider.

This program is offered for a limited time on a first-come, first-served basis and is limited to one assessment per customer/account. If interested, please contact Patty Breedlove, at 241-1085, Ext. 110, at the District office to schedule an appointment.

Sincerely,

Wayne Ohlin, P.E.
District Engineer

DIRECTORS
TED BAMBINO BOB NASH
JIM SMITH LEIMONE WAITE
FRANK SCHABARUM

DAVID J. COXEY
Secretary/Treasurer/General Manager

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TELEPHONE (530) 241-1085 • FAX (530) 241-8354

April 17, 2019

[redacted]
Palo Cedro, CA 96073

Subject: Landscape Irrigation Evaluation; Customer No. [redacted] Property No. [redacted]

Dear Mr. [redacted]

We appreciate you allowing us to do a Landscape Irrigation Evaluation on your property on April 8, 2019.

Attached please find a report of our findings and recommendations.

Sincerely

Wayne Ohlin, P.E.
District Engineer

Enclosure: Landscape Irrigation Evaluation Report

We are an equal opportunity employer and provider.

BELLA VISTA WATER DISTRICT

11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

Landscape Irrigation Evaluation Report

Customer: [redacted]

[redacted]

Property Size: 5.0 Acres

Water Source: Bella Vista Water

Meter Type: 1.5" BADGER

Evaluators:

- Ren Rosin - rrosin@bvwd.org
- Alex Shannon - ashannon@bvwd.org

Evaluation Date: April 8, 2019

We are an equal opportunity employer and provider.

System Description:

- Pressure: 90 PSI
- Layout:
    - Approx. 0.75 acres mixed planting, trees and shrubs
- Soils:
    - Landscape beds and turf – sandy loam over clay loam.

- Irrigation Controllers – Hunter Smart Water Controller.

Findings

- Irrigation system was installed by the owner.
- Landscape beds –are irrigated with drip irrigation resulting in high efficiency and low water usage. The layout is excellent with appropriate irrigation products i.e. 700 series (5/8 inch) drip irrigation pipe with flag and adjustable emitters.
- Landscape beds are covered with mulch keeping plant roots cool in the summer and allowing the soil to retain water.
- Lawn area is lush and green and appears healthy, addressing the factors causing the low DU rate will help use water more efficiently resulting in a cost saving.

Figure 2.0 Misting caused by high water pressure

Recommendations

1. Emitters on the drip systems need to be regularly checked for malfunctions, a blocked or malfunctioning emitter will not be immediately evident but will result in plants dying if not addressed during the hot summer months.
2. Group planting according to the water needs for the plants chosen. Trees and shrubs should have longer less frequent waterings than herbatious plants and groundcovers. Drip irrigation is the most efficient way to water trees and shrubs. As the trees mature and increase in girth, emmiter spacing needs to be adjusted to ensure the entire root area is watered.
3. Using catch cans, the distribution uniformity (DU) test determined that the front lawn had a DU rate of 48%. The distribution uniformity (DU) represents how evenly the applied water is being distributed over the entire area. The higher the DU, the more uniformly the water is being applied. A high DU i.e. 80% is desirable because it allows the entire root zone to be irrigated sufficiently and evenly.

Figure 1-1 Excessive watering with low DU

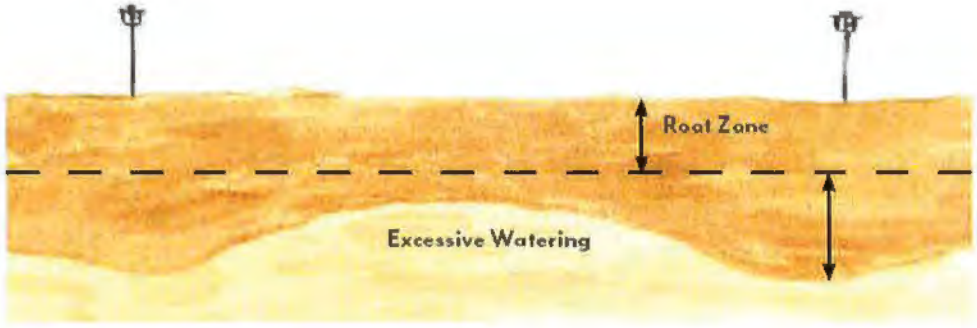
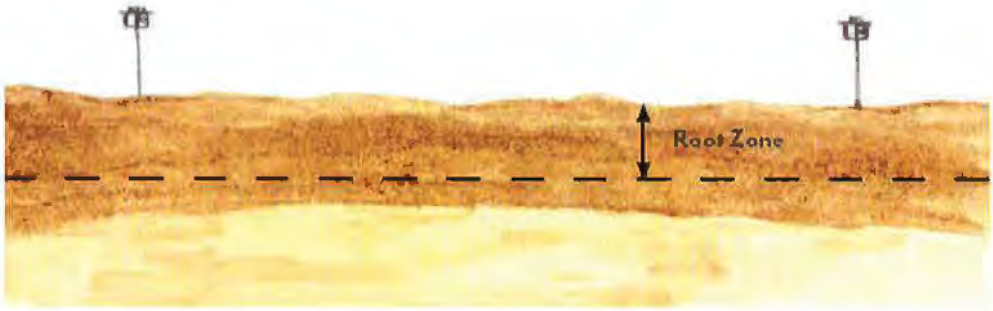


Figure 1-2 Good DU



Your low DU rate can be due to the following factors;

- Missing popup head
- Popup head below vegetation
- Misting caused by high water pressure
- Plants that have overgrown their planting area
- The Lilac shrub in the middle of the lawn blocks the flow of the central sprayer, preventing the water from reaching the far side, and overwatering on the sprayer side.

4. All heads on the pop up sprayers in the lawn area need arc and radius adjustment regularly as sprinkler heads become worn with age affecting the adjustments.
5. Sprinkler run time should be observed to identify time to run-off. Shorter more frequent run times may be necessary
6. Adjust water pressure to spray heads to prevent misting which results in evaporative losses. This can be done via the flow regulator on top of the spray nozzle, however to achieve consistent pressure to the landscape irrigation system, a pressure reducing valve should be installed upstream from the landscape valve and adjusted to an appropriate pressure.

Project Name	[redacted]	Date	4/8/2019
Address	[redacted]	Auditor	Ren & Alex
City, State	Redding, CA	Station	

Catchment #			
1	45	25	18
2	35	26	70
3	25	27	55
4	45	28	5
5	65	29	
6	60	30	
7	50	31	
8	50	32	
9	60	33	
10	40	34	
11	65	35	
12	30	36	
13	55	37	
14	70	38	
15	65	39	
16	72	40	
17	65	41	
18	75	42	
19	90	43	
20	55	44	
21	50	45	
22	60	46	
23	70	47	
24	45	48	
Sub tot	1342	Sub total	148

Total catch	1490
Average catch	53.2

LQ	
1	35
2	25
3	40
4	30
5	18
6	5
7	
8	
9	
10	
11	
12	
LQ total	153
LQ Avg	25.5

Meter start	
Meter stop	
Use	0
Gallons	0

Test Run Time	10	minutes

Distribution Uniformity	48%	
Precipitation Rate	1.18	in./hr

ATTACHMENT I.5

DOOR HANGERS

BELLA VISTA WATER DISTRICT

Date: _____ Time: _____

☐ Customer Request (Work Order No._____)

☐ Sorry I missed you. Will call again
on_____ at _____ AM/PM

☐ Please call the office at:
241-1085 - 8 a.m. to 5 p.m. Mon -Thur
241-1085 - 8 a.m. to 4 p.m. Fri
241-1085 - After 5 p.m. and holidays

☐ Could not turn water service
☐ ON ☐ OFF Please call office

☐ Water service is now ☐ ON ☐OFF

☐ Found leak on _____.

☐ Repair is required on your property and needs to be made by your plumber.

☐ Took pressure reading of _____PSI and is: normal / is not normal. Will be corrected.

☐ Water meter checked and found:
in good order / will be replaced. Please call office.

☐ Water will be turned OFF for repairs

on _____

From _____ AM/PM to _____AM/PM

☐ Other:_____

Comments: _____

_____

_____

_____

Service by _____
(Name)

PLEASE NOTIFY IF PROBLEM RECURS

Bella Vista Water District

Excessive outside water use reduces the District's precious water supply. We are asking water users to observe the following conservation tips:

☐ DO NOT allow water to run off into the gutter or onto down slope property.
☐ Avoid irrigating during the heat of the day. Schedule irrigation and timers for early morning (before 6 am) or late evening (after 9 pm) to reduce water waste through evaporation and to avoid peak water and energy use times.
☐ Do not water in one location longer than necessary to prevent runoff and deep percolation (below the root zone). If possible, use a timer and adjust irrigation duration seasonally.
☐ Use a shut-off nozzle on garden hoses to prevent waste.
☐ Periodically inspect irrigation system operation and repair and adjust sprinklers and components.
☐ Water crops and landscaping, not paved or concrete areas.
☐ Consult with a local irrigation, crop or landscape specialist to learn about water saving techniques and how to use less water while also improving plant health.
☐ Make sure hoses and faucets do not leak and connections are tight.
☐ Do not water out of habit, check soil moisture (dampness) first.
☐ Adjust irrigation time and timers seasonally.
☐ Please do your part to conserve water.

If you have questions or if we can be of assistance, call our office at (530) 241-1085 or visit our website at www.bvwd.org.

ATTACHMENT I.6

FREQUENTLY ASKED QUESTIONS

Bella Vista Water District
Committed to Providing Clean, Safe Water for All Our Customers. We are an Equal Opportunity Employer and Provider.
(530) 241-1085
Contact Us

Q & A

To serve you better, we've assembled a list of our customers' most frequently asked questions. If you don't find your answer here, feel free to contact us.

How do I get to the Bella Vista Water District Office?

You can get directions to our office on our Customer Service **Locations** page.

How do I read my meter?

For instructions on how to read your water meter, please read the fact sheet here. For digital e-series meter, please read the fact sheet here. Please visit the **Meter Reading Page**.

When is my meter read?

All meters within the District are currently read and billed on a bimontly schedule. Meter reading routes are grouped in "cycles". Your meter cycle is located on your bill, a bi-monthly schedule for the current year is located under the Customer Service tab, Meter Reading.

Many of the District's meters are equiped with automated meter reading (AMR) equipment that allows the meter to be read without phisically lifting the meter box lid and manually reading the meter. AMR improves our accuracy, efficiency and reduces accidents and injuries associated with manual meter reading.

How could I have used this much water?

Your meter may have been misread, or you may have a leak! A leaky toilet or irrigation valve is sometimes difficult to detect. If possible, obtain your current meter reading and then call the

office so we can verify the billing. Our Meter Reading Guide provides a detailed explanation on reading your meter and includes sections on how to monitor your water use and how to check for leaks to determine if a leak exists within your private plumbing system. It is easy and wise to check for leaks at least annually or whenever your water billing seems unusually high!

How do I read my bill and what are your fees?

The District's water rates are broken down as follows; a base charge, a water treatment and a usage charge. In some cases, there could be a cross-connection charge if you have a well on your property and a fire protection service fee. All activated services incur a base and water treatment charge. These charges are standard bimonthly fees which vary with the size of the meter and type of service, i.e., residential, rural, commercial, public institution and agricultural, etc. These base charges do not provide for any water. The charge is used to offset the cost of providing service and maintaining the service and the water system, irrespective of the amount of water delivered. Costs include planning; meeting regulatory requirements; maintaining the system in good repair; meter replacements, etc.

The District was mandated to upgrade its water treatment processes which resulted in a low interest rate loan obligation that is being repaid through the Water Treatment Fee.

The usage charge is a unit charge for the amount of water used. This charge is made to recover the direct costs of supplying water, which includes water purchases, treatment, pumping, and other costs attributable directly to the amount of water used.

The District's policy is to do a cost-based study once every five years to determine a goal for setting the rates. The rates are adjusted annually to reflect the costs.

The District is a **not for profit** entity formed under California law to provide water service. There is no profit. Every dollar collected goes into providing the water and operating and maintaining the system with a small amount set aside for emergencies.

See our Summary of Rates located on the Customer Service tab; How Do I Read My Water Bill, or How Do I Read My Agricultural Bill instructions.

Water Shut Off

If you have a leak on your side of the meter, a Customer shut-off valve is located immediately downstream of the meter to allow customers to shut off the supply of water to their property. Typically, a valve located at the water heater will allow the customer to only isolate the household plumbing. If the Customer shut off valve does not operate properly or shut the water off, you may contact the District’s on-call operator to respond to shut the water off by calling 530-241-1085 and speaking to the answering service (Direct call to after-hours answering service is 800-897-9880 or 866-509-9820). Applicable charges will apply for after-hours call-

outs.

Never attempt to work on the meter or plumbing upstream of the meter! Only the District's Certified Water Distribution System Operators are permitted to operate valves upstream of the meter and operate the public water system.

Additional information can be found here on how to shut your service off.

Water Emergencies

Water Emergencies should be reported promptly. Detailed information can be located here. https://www.bvwd.org/documents/503/Water_Emergencies.pdf

What chemicals does our water district add to the water?

Chlorine is added as a disinfectant in amounts sufficient to destroy disease causing bacteria. A coagulant is used to coagulate particles to form larger particles that are trapped by filters during the filtration process. The coagulant and trapped particles are then backwashed out of the filters.

The District continuously monitors source and finished water quality to ensure it meets all state and federal drinking water regulations. The District's Drinking Water Quality Report (Consumer Confidence Report) details the results of laboratory analysis and is located under the Resource tab as Water Quality Report section.

Why do I have a previous balance when I know I sent in my payment?

We may have received your payment after the due date or we may not have received it at all. If your are using your bank's online payment program, payments take 7-10 days to receive. The District offers its own I-Cloud program for online payments. Please call our office and we will help you solve the problem.

Special Assessments

The assessment rate is set at approximately $0.37 per $100 of land value only, and for the following purposes: 1. The purchase of water from the U.S. Bureau of Reclamation; 2. To operate and maintain the system and, 3. To maintain a contingency reserve. More information regarding this can be read on the fact sheet.

I have low water pressure, or no water

- If possible, check with your neighbors to see if they are experiencing the same problem. If your neighbors are having a problem too, please call the office immediately at 241-1085.
- If your neighbors are okay, the problem is most likely within your plumbing system. Check to see if the problem is isolated to a specific fixture of section within your home/facility.
- If you have low water pressure to your entire home/facility, check to see if you have good pressure on your sprinkler system and only low pressure in the house. Most pressure regulating valves are plumbed to protect the house from high pressure, but maintain system pressure to the sprinklers. If you have normal pressure outside, but not inside check your pressure regulator for adjustment, maintenance or replacement.
- Pressure regulators have screens that need to be routinely cleaned; if they get plugged they will prevent water from reaching your house/facility. Pressure regulators have a disk that can break off and wedge itself in the orifice restricting flow to varying degrees. This seems to be the most common failure on a direct acting pressure regulating valve, which is the type most commonly used in a residential application
- If water pressure is okay when you first open a valve but quickly drops off, you probably have an obstruction within your plumbing system.

My water tastes, looks, or smells funny. Is it safe to drink?

A slight chlorine residual smell is normal. A small chlorine residual is required throughout the distribution system to maintain a disinfection residual to ensure bacteria free water to our customers. All public water systems are required to maintain a chlorine residual. Our disinfectant levels are tested continuously to ensure safety.

When switching from the District's main source of supply, the Sacramento River to our groundwater wells, customers may notice a slight taste and odor difference. Groundwater is slightly warmer, has a higher mineral content and somewhat different taste.

If you smell anything other than chlorine, there might be a cross connection or stagnant water that should be flushed out immediately. If the problem returns or continues, contact our office at 241-1085.

Why does debris come out of the faucet when running hot water?

Debris in the water could be dissolved minerals caused from heated water in your hot water tank. These minerals are usually white and accumulate at the bottom of the tank and should be flushed periodically.

CAUTION: Many manufacturers recommend hiring a professional to flush your water heater. If you plan on doing this yourself, read the owner's manual to keep from being hurt and/or damaging the water heater.

What is a backflow and/or cross connection?

The District's public water system is designed for water to flow from the supplier to the user, not in reverse! A cross-connection or backflow condition is the unwanted reversal of flow through either back-pressure or back-siphonage into the potable water supply. This will occur whenever the pressure of the public water system becomes lower than the customer's system beyond the water meter. These conditions may be caused by elevation changes, surges, and pressure differentials generated by booster and injection pumps. Back-siphonage may occur from pressure differentials caused by reduced pressure within the potable water system and may occur as a result of power outages or excessive supply line demands caused by a pipeline break or firefighting. Please contact the District office if you are planning to inject any chemicals into your irrigation system so that we can assist you in complying with our requirements, prevent any potential contamination of the public water system, and protect public health and safety.

For more information see our cross-connection (backflow) control program Fact Sheet and Article XI of the District's Policy Manual located under our Resources tab.

Bella Vista Water District

11368 East Stillwater Way
Redding, CA 96003
(530) 241-1085
View Map

Send Us a Message

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Admin

ATTACHMENT I.7

EDUCATOR TRAINING OPPORTUNITY

DIRECTORS
TED BAMBINO BOB NASH
JIM SMITH LEIMONE WAITE
FRANK SCHABARUM

DAVID J. COXEY
Secretary/Treasurer/General Manager

BELLA VISTA WATER DISTRICT

11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

April 4, 2019

Bella Vista School District
22661 Old Alturas Road
Bella Vista, CA 96008-9792

Re: Project "Wet" Educator Training Opportunity

To Whom It May Concern:

The Bella Vista Water District is a proud supporting member of the Water Education Foundation and their ongoing "Project Wet" Water Education for Teachers. This program provides integrated curriculum, resources and trainings for educators. This is a unique training opportunity for formal and informal educators who teach students ages 3-13.

The District is attempting to ascertain whether or not there is an interest for a training in October-November of this year. The training would be held locally in the Redding area. The District has a budget to sponsor up to ten educators at a cost of $75.00 each. The educators must be from schools within our District. If you would like to attend this program, please contact Debbie Dias to reserve a space at (530) 241-1085, Ext. 105, or ddias@bvwd.org. on or before May 15, 2019.

If you have any questions regarding the training itself, please contact Allison L. Breedveld at 530-722-7373 or allison@springrivers.org.

Sincerely,

Wayne Ohlin, P.E.
District Engineer

We are an equal opportunity employer and provider.

DIRECTORS
TED BAMBINO BOB NASH
JIM SMITH LEIMONE WAITE
FRANK SCHABARUM

DAVID J. COXEY
Secretary/Treasurer/General Manager

BELLA VISTA WATER DISTRICT

11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

April 4, 2019

Boulder Creek School
Enterprise Elementary School District
1155 Mistletoe Lane
Redding, CA 96002

Re: Project "Wet" Educator Training Opportunity

To Whom It May Concern:

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FRANK SCHABARUM

DAVID J. COXEY
Secretary/Treasurer/General Manager

BELLA VISTA WATER DISTRICT

11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

April 4, 2019

Columbia Elementary School District
10140 Old Oregon Trail
Redding, CA 96003

Re: Project "Wet" Educator Training Opportunity

To Whom It May Concern:

The Bella Vista Water District is a proud supporting member of the Water Education Foundation and their ongoing "Project Wet" Water Education for Teachers. This program provides integrated curriculum, resources and trainings for educators. This is a unique training opportunity for formal and informal educators who teach students ages 3-13.

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FRANK SCHABARUM

DAVID J. COXEY
Secretary/Treasurer/General Manager

BELLA VISTA WATER DISTRICT

11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

April 4, 2019

Little Country Church
873 Canby Road
Redding, CA 96003-3920

Re: Project "Wet" Educator Training Opportunity

To Whom It May Concern:

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District Engineer

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DIRECTORS
TED BAMBINO BOB NASH
JIM SMITH LEIMONE WAITE
FRANK SCHABARUM

DAVID J. COXEY
Secretary/Treasurer/General Manager

BELLA VISTA WATER DISTRICT

11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

April 4, 2019

Redding School of Arts
800 Shasta View Drive
Redding, CA 96003

Re: Project "Wet" Educator Training Opportunity

To Whom It May Concern:

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Sincerely,

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District Engineer

DIRECTORS
TED BAMBINO BOB NASH
JIM SMITH LEIMONE WAITE
FRANK SCHABARUM

DAVID J. COXEY
Secretary/Treasurer/General Manager

BELLA VISTA WATER DISTRICT

11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

April 4, 2019

Mt. View Middle School
10142 Old Oregon Trail
Redding, CA 96003

Re: Project "Wet" Educator Training Opportunity

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FRANK SCHABARUM

DAVID J. COXEY
Secretary/Treasurer/General Manager

BELLA VISTA WATER DISTRICT

11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

April 4, 2019

Redding Christian School
21945 Old 44 Drive
Palo Cedro, CA 96073

Re: Project "Wet" Educator Training Opportunity

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DIRECTORS
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FRANK SCHABARUM

DAVID J. COXEY
Secretary/Treasurer/General Manager

BELLA VISTA WATER DISTRICT

11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

April 4, 2019

Chrysalis Charter School
P.O. Box 709
Palo Cedro, CA 96073

Re: Project "Wet" Educator Training Opportunity

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BELLA VISTA WATER DISTRICT

11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354

April 4, 2019

North Cow Creek Elementary School
10619 Swede Creek Road
Palo Cedro, CA 96073

Re: Project "Wet" Educator Training Opportunity

To Whom It May Concern:

The Bella Vista Water District is a proud supporting member of the Water Education Foundation and their ongoing "Project Wet" Water Education for Teachers. This program provides integrated curriculum, resources and trainings for educators. This is a unique training opportunity for formal and informal educators who teach students ages 3-13.

The District is attempting to ascertain whether or not there is an interest for a training in October-November of this year. The training would be held locally in the Redding area. The District has a budget to sponsor up to ten educators at a cost of $75.00 each. The educators must be from schools within our District. If you would like to attend this program, please contact Debbie Dias to reserve a space at (530) 241-1085, Ext. 105, or ddias@bvwd.org. on or before May 15, 2019.

If you have any questions regarding the training itself, please contact Allison L. Breedveld at 530-722-7373 or allison@springrivers.org.

Sincerely,

Wayne Ohlin, P.E.
District Engineer

We are an equal opportunity employer and provider.

ATTACHMENT I.8

BVWD DEMONSTRATION GARDEN


Demonstration
Garden

	Scientific Name	Common Name
	*Acanthus mollis*	Bears breeches
	*Achilea millefolium*	Western Yarrow
	*Arctostaphylos densiflora*	Howard McMinn Manzanita
	*Arctostaphylos uva-ursi*	Point Reyes Manzanita
	*Artemesia 'Powis Castle'*	Sage Brush / Mugwort / Wormwood
	*Berberis aquifolium 'Compacta'*	Compacta Oregon Grape

Camelia japonica Camelia

Cercis candensis Eastern Redbud

Cercis occidentalis Western Redbud

Coreopsis grandiflora Sunray Tickseed

Cotoneaster horizontalis Rock Cottoneaster

Epilobium californicum California Fuschia

Eschscholzia californica Callfornia Poppy

Euonymous fortunei — Winter Creeper

Festuca idahoensis — Idaho Fescue

Hemerocallis fulva — Day Lily

Lantana camara — Lantana

Myrtus communis — Common Myrtle

Muhlenbergia rigens — Deer Grass

Nandina domestica — Heavenly Bamboo

Penstemon heterophyllus Margarita BOP

Perovskia atriplicifolia Russian Sage

Phyla nodiflora Lippia

Sisyrinchium bellum Blue-eyed grass

	Scientific Name	Common Name
	*Acanthus mollis*	Bears breeches
	*Achilea millefolium*	Western Yarrow
	*Arctostaphylos densiflora*	Howard McMinn Manzanita
	*Arctostaphylos uva-ursi*	Point Reyes Manzanita
	*Artemesia 'Powis Castle'*	Sage Brush / Mugwort / Wormwood
	*Berberis aquifolium 'Compacta'*	Compacta Oregon Grape

Camelia japonica Camelia

Cercis candensis Eastern Redbud

Cercis occidentalis Western Redbud

Coreopsis grandiflora Sunray Tickseed

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Epilobium californicum California Fuschia

Eschscholzia californica Callfornia Poppy

Euonymous fortunei — Winter Creeper

Festuca idahoensis — Idaho Fescue

Hemerocallis fulva — Day Lily

Lantana camara — Lantana

Myrtus communis — Common Myrtle

Muhlenbergia rigens — Deer Grass

Nandina domestica — Heavenly Bamboo

Penstemon heterophyllus Margarita BOP

Perovskia atriplicifolia Russian Sage

Phyla nodiflora Lippia

Sisyrinchium bellum Blue-eyed grass

ATTACHMENT J

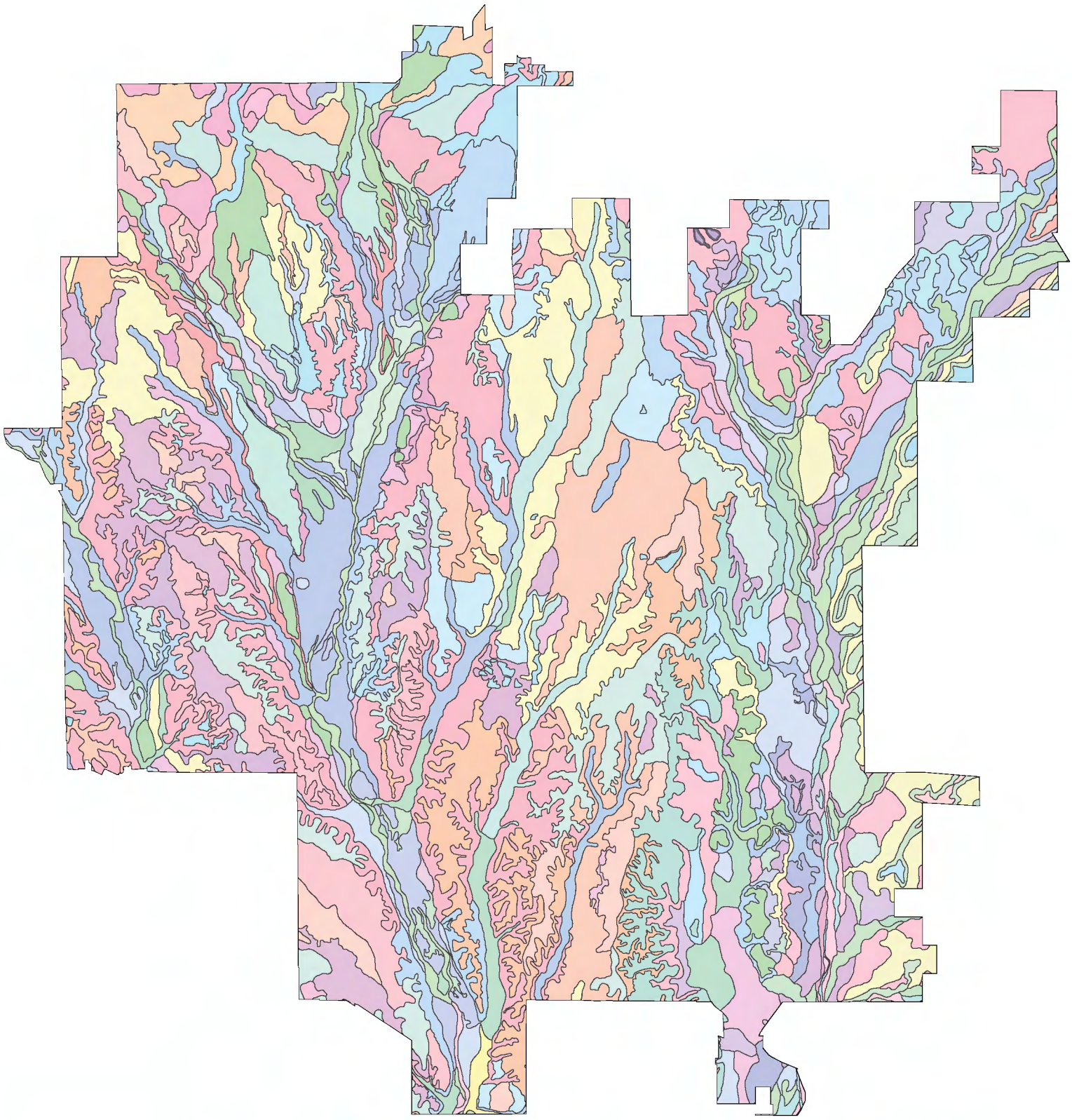
WATER ORDER FORM

Not Applicable

ATTACHMENT K

DISTRICT SOILS MAP

BVWD SOIL MAP



SoilMap_BVWD											
Ad	Ae	AnB	ArD	AsD2	AtE2	BkD	BkE	CcA	CdA	CeA	CeB
CfA	CfB	CgB	Ck	GbD	GdD	Gp	Hb	Hd	He	Hf	HgA
HgB	HhA	IaB	IbD	IeD	IeE	LcA	LcB	LeB	LfA	MeD	MfE2
MgA	MkB	Mm	Mn	Mo	NeC	NeD	NeE2	NfE2	PfF	PlA	PmA
PmB	PmC	PmD	PoA	PoB	RbA	RbB	RcA	RcB	RdA	RdB	ReA
ReB	Rw	RxF	SeD	SrA	SrB	StC	StD	StE	TbA	TbB	TcE
TeD	ThA	ThB	VeA	VfA	W						

K-1

Code	Name
Ad	Anderson gravelly sandy loam
Ae	Anderson gravelly sandy loam, moderately deep
AnB	Auburn loam, 0 to 8 percent slopes
ArD	Auburn very stony loam, 8 to 30 percent slopes
AsD2	Auburn clay loam, 8 to 30 percent slopes, eroded
AtE2	Auburn very stony clay loam, 30 to 50 percent slopes, eroded
BkD	Boomer gravelly loam, 15 to 30 percent slopes
BkE	Boomer gravelly loam, 30 to 50 percent slopes
CcA	Churn loam, 0 to 3 percent
CdA	Churn loam, slightly wet, 0 to 3 percent slopes
CeA	Churn gravelly loam, 0 to 3 percent slopes
CeB	Churn gravelly loam, 3 to 8 percent slopes
CfA	Churn gravelly loam, deep, 0 to 3 percent slopes
CfB	Churn gravelly loam, deep, 3 to 8 percent slopes
CgB	Clough gravelly loam, 3 to 8 percent slopes
Ck	Cobbly alluvial land, frequently flooded
GbD	Gaviota very rocky sandy loam, 0 to 30 percent slopes
GdD	Goulding very stony loam, 10 to 30 percent slopes
Gp	Gravel pits
Hb	Hillgate loam
Hd	Honcut loam
He	Honcut gravelly loam
Hf	Honcut gravelly loam, deep
HgA	Honn fine sandy loam, 0 to 3 percent slopes
HgB	Honn fine sandy loam, 3 to 8 percent slopes
HhA	Honn gravelly sandy loam, 0 to 3 percent slopes
IaB	Igo gravelly loam, 0 to 8 percent slopes
IbD	Inks gravelly loam, 8 to 30 percent slopes
IeD	Inks-Pentz complex, 5 to 30 percent slopes
IeE	Inks-Pentz complex, 30 to 50 percent slopes
LcA	Los Robles loam, 0 to 3 percent slopes
LcB	Los Robles loam, 3 to 8 percent
LeB	Los Robles loam, moderately deep, 0 to 5 percent slopes
LfA	Los Robles gravelly loam, 0 to 3 percent slopes
MeD	Millsholm gravelly loam, 3 to 30 percent slopes
MfE2	Millsholm very rocky loam, 30 to 50 percent slopes, eroded
MgA	Moda loam, 0 to 3 percent slopes
MkB	Moda loam, shallow, 0 to 5 percent slopes
Mm	Molinos sandy loam, channeled
Mn	Molinos fine sandy loam
Mo	Molinos fine sandy loam, seeped
NeC	Newtown gravelly loam, 8 to 15 percent slopes
NeD	Newtown gravelly loam, 15 to 30 percent slopes
NeE2	Newtown gravelly loam, 30 to 50 percent slopes, eroded
NfE2	Newtown stony loam, 8 to 50 percent slopes, eroded
PfF	Pentz-Supan complex, 50 to 70 percent slopes

PlA	Perkins loam, 0 to 3 percent slopes
PmA	Perkins gravelly loam, 0 to 3 percent slopes
PmB	Perkins gravelly loam, 3 to 8 percent slopes
PmC	Perkins gravelly loam, 8 to 15 percent slopes
PmD	Perkins gravelly loam, 15 to 30 percent slopes
PoA	Perkins gravelly loam, moderately deep, 0 to 3 percent slopes
PoB	Perkins gravelly loam, moderately deep, 3 to 8 percent slopes
RbA	Red Bluff loam, 0 to 3 percent slopes
RbB	Red Bluff loam, 3 to 8 percent slopes
RcA	Red Bluff gravelly loam, moderately deep, 0 to 3 percent slopes
RcB	Red Bluff gravelly loam, moderately deep, 3 to 8 percent slopes
RdA	Redding gravelly loam, 0 to 3 percent slopes
RdB	Redding gravelly loam, 3 to 8 percent slopes
ReA	Redding-Red Bluff gravelly loams, 0 to 3 percent slopes
ReB	Redding-Red Bluff gravelly loams, 3 to 8 percent slopes
Rw	Riverwash
RxF	Rockland
SeD	Sehorn silty clay, moderately deep, 8 to 30 percent slopes
SrA	Spreckels sandy loam, 0 to 3 percent slopes
SrB	Spreckels sandy loam, 3 to 8 percent slopes
StC	Supan gravelly loam, 5 to 15 percent slopes
StD	Supan gravelly loam, 15 to 30 percent slopes
StE	Supan gravelly loam, 30 to 50 percent slopes
TbA	Tehama loam, 0 to 3 percent slopes
TbB	Tehama loam, 3 to 8 percent slopes
TeD	Toomes very stony loam, 0 to 30 percent slopes
ThA	Tuscan cobbly loam, 0 to 3 percent slopes
ThB	Tuscan cobbly loam, 3 to 8 percent slopes
VeA	Vina loam, 0 to 3 percent slopes
VfA	Vina loam, seeped, 0 to 3 percent slopes
W	Water

ATTACHMENT L

DRAINAGE PROBLEM REPORT

Not Applicable

ATTACHMENT M

OTHER

M.1 BVWD Records Retention Policy
M.2 BVWD Urban Water Management Plan Crosswalk Table

ATTACHMENT M.1

BVWD Records Retention Policy

BELLA VISTA WATER DISTRICT

RECORDS RETENTION POLICY

Adopted October 8, 1996

Amended March 11, 1997

Amended September 24, 2007

Bella Vista Water District
Records Retention Policy

1. Automatic Data Processing
   - A. Automatic Data Processing Records
   - B. Program Documentation

2. General Accounting Records
   - A. General Ledgers
   - B. Journal and Journal entries
   - C. Cash books
   - D. Purchase Orders
   - E. Accounts Receivables
   - F. Accounts Payables

3. Personnel
   - A. Payroll Records
   - B. Personnel Records
   - C. Employee Benefit Records
   - D. Employee Information
   - E. Employee Health and Safety Records
   - F. Employee DMV and Drug Test Records

4. Insurance
   - A. Insurance Records

5. Inventory
   - A. Inventory Records

6. Customer Service Information and Billing Data
   - A. Customer Service Applications and Contracts
   - B. Applications in Lieu of Contracts
   - C. Rate Schedules
   - D. Deposits
   - E. Meter Reading Information
   - F. Miscellaneous Billing Data
   - G. Revenue Summaries
   - H. Collection Reports & Uncollectible Accounts

7. Tax
   - A. Income Tax Returns

8. Miscellaneous
   - A. Bank Records
   - B. Financial Reports - Monthly
   - C. Financial Reports - Annually
   - D. Budget Information
   - E. Federal & State Regulatory Reports

F. Board Minutes
G. Correspondence
H. Conflict of Interest - Disclosure Statement
I. Elections
J. Reclamation Reform Act Landholder Forms

9. Water Treatment
   A. Complaints
   B. Bacteriological Analysis
   C. Chemical Analysis
   D. Records & Corrective Action
   E. Sanitary Surveys
   F. Variances & Exemptions

10. Operations and Maintenance
   A. Production Water Supply
   B. Transmission and Distribution
   C. Customer Service
   D. Maintenance Work Orders

1. Automatic Data Processing

Description	Reference Citation	Retention
A. Magnetic tapes, disks, etc, or other media records used to store information relating to the accounting records.	NARUC 9(a)	Reserved. (To be determined if being used as disk storage rather than paper storage of records - 50 years).
B. Program documentation and revisions thereto (information received from Apollo indicating program changes to the AS400 system.	NARUC 9(b)	Retain for as long as the system is in place.

2. General Accounting Records

Description	Reference Citation	Retention
A. General ledgers, ledgers subsidiary or auxiliary to general ledgers, indexes to general ledgers and subsidiary ledgers, and trial balance sheets.	NARUC 10(a), et seq.	50 years.
B. Journals: General and subsidiary which include disbursement journals and general journals and entries.	NARUC 11, et seq.	50 years.
C. Cash books.	NARUC 13(a)	10 years after close of fiscal year.
D. Purchase orders and material requisitions (customarily attached with accounts payable records).	NARUC 15(a)	6 years.
E. Accounts Receivables: See item 6 "Revenue Accounting and Collecting".		
F. Original bills and invoices for materials, services, paid checks and receipts for payment and authorizations for payment.	NARUC 15(a), et seq.	6 years.

3. **Personnel Records**

Description	Reference Citation	Retention
A. Payroll sheets or registers of payments of salaries and wages or records showing the distribution thereof. Time sheets showing hours worked used as a basis for payment of salaries and wages. Pay checks, employee status information, i.e., wage increases, records for authorizing deductions, etc.	NARUC 18(b)	3 years
B. Personnel records: 1. Employees' service record, personnel file, etc. 2. Job applications, requests for medical examination, medical reports and other miscellaneous records pertaining to the hiring of employees.	NARUC 21, et seq.	 3 years after termination of employment. 1 year.
C. Employee benefit information (includes medical retirement, savings, deferred comp plan, pension plan).	NARUC 27(a), et al.	7 years after termination of plans.
D. Employee bulletins or memorandums.	NARUC 29(c)	Destroy at option.
E. Employee health and safety records for each individual employee. (If these records are maintained within personnel files then this applies to personnel files also).	29CFR1902.2 et seq.	Employment + 30 years.
F. (a) Employee test results indicating a breath alcohol concentration of 0.02 or greater. Verified positive drug test results. Refusals to submit to required alcohol or drug tests. Substance abuse professional's evaluations and referrals. Annual calendar year summary. (b) Negative and canceled drug test results. Alcohol test results indicating a breath alcohol concentration less than 0.02.	JPIA JPIA	5 years. 1 year.

4. Insurance Records

Description	Reference Citation	Retention
A. Insurance Records: 1. Insurance policies, binders, etc., showing coverage, premiums paid and expiration dates.	NARUC 21	Destroy at option after expiration of policy.
2. Records of amounts recovered in connection with losses and of claims.		6 years.
3. Insurance records relating to injuries and damages.		3 years after settlement.
4. Worker compensation cases related to injuries.		5 years.

5. Inventory Records

Description	Reference Citation	Retention
A. General inventory accounting records are defined as Inventory Value Report, Monthly Inventory file kept by accounting department containing withdrawal slips, copies of inventory items purchased, adjustments, Inventory sheet deal (physical counts).	NARUC 44(a)	3 years.

6. Customer Service Information

Description	Reference Citation	Retention
A. Applications for utility service for which contracts have been executed.	NARUC 45(a)	3 years.
B. Applications for utility service used in lieu of contracts.	NARUC 45(b)	Destroy at Option
C. Rate schedules.	NARUC 46(a)	Retain until receipt of auditor's report or 2 years after auditor's exit conference, whichever occurs first.
D. Customers' deposit ledger or receipt.	NARUC 47(a)	3 years after termination of service or refund of deposit.

E. Meter Reading Information (sheet, re-read sheets, customers' reading card, connection and disconnection notices).	NARUC 48(a), et seq.	3 years.
F. Miscellaneous billing data which includes copies of customer contracts, inspection orders for which customers are billed, authorizations for charges, standard billing sheets or schedules.	NARUC 50(a), et seq.	3 years.
G. Revenue summaries showing monthly billings.	NARUC 51(a)	6 years.
H. Collection reports and records and/or uncollectible account information.	NARUC 54(a), et seq.	4 years.

7. Tax

Description	Reference Citation	Retention
A. Includes income tax returns, withholding returns, forms W-4 and W-E, Federal unemployment tax act records, property tax returns, sales and use taxes, gasoline tax returns, etc.	NARUC 57, et seq.	7 years after settlement

8. Miscellaneous

Description	Reference Citation	Retention
A. Bank records which include: copies of deposit slips, advice of deposit notices, bank statements, reconciliation of statements, notices of interest credits.	NARUC 59(a), et seq.	Destroy at option after completion of annual audit by independent accounts.
B. Financial and operating reports which are prepared **monthly** and stamped unaudited.	NARUC 61(b)	2 years.
C. Financial and operating reports which are prepared **annually** and stamped unaudited.	NARUC 61(b)	10 years.
D. Budget Information	NARUC 62	3 years.
E. Reports to Federal and State regulatory commissions (annual financial, operating and statistical reports).	NARUC 65(a)	Life of agency.
F. Board Minutes (includes all committee meetings).	NARUC 6(a)	50 years or termination of agencies existence, whichever comes first.

G. Correspondence not relating to an ongoing issues, secretarial notes and/or dictational recordings.	NARUC 63, et seq.	Destroy at Option
H. Conflict of Interest - Disclosure Statements.	FPPA	7 yrs. - Original Statements 4 yrs. - Copies of Statements
I. Election materials including voted polling place ballots, absent voter ballots, absent voter identification envelopes, spoiled ballots, canceled ballots, unused absent voter ballots and ballot receipts.	Elections Code 17302.	6 months from date of election.
J. Reclamation Reform Act landholder certification and reporting forms. Districts must retain superseded landholder certifications and reporting forms for 6 years; thereafter, districts may destroy such superseded forms, except: **1. Districts must keep on file the last fully completed standard certification or reporting form, in addition to the current verification form; or** **2. If Reclamation specifically requests a district to retain superseded forms beyond six years.**	**43 CFR 426.19(e)**	**6 years or upon Reclamation request, retain superseded forms beyond 6 years.**

9. <u>Water Treatment Records</u>

Description	Reference Citation	Retention
A. Water Quality and system water outage complaints and corrective action taken.	CCR, Title 22	5 years.
B. Bacteriological Analysis	CCR, Title 22	5 years.
C. Chemical Analysis	CCR, Title 22	10 years.
D. Records and corrective actions.	CCR, Title 22	3 years following final action to correct.
E. Sanitary survey reports, summaries or communications.	CCR, Title 22	10 years following completion.
F. Variances or exemptions.	CCR, Title 22	5 years following expiration.

10. Operation and Maintenance

Description	Reference Citation	Retention
A. Production Water Supply		
1. Pump room logs including supporting data.	NARUC 22.4(c)	3 years.
2. Equipment failure reports.	NARUC 22.4(d)	3 years.
3. Pumping output logs with supporting data.	NARUC 22.4(e)	6 years.
4. Station output records.	NARUC 22.4(f)	6 years.
5. Water logs.	NARUC 22.4(h)	3 years.
6. Gauge-reading reports.	NARUC 22.4(i)	3 years.
7. Recording instrument charts.	NARUC 22.4(j)	3 years.
B. Transmission & Distribution		
1. Line logs	NARUC 23.1(a)	3 years.
2. Reports of operation.	NARUC 23.1(b)	3 years.
3. Apparatus failure reports.	NARUC 23.1(f)	6 years.
4. Records of meter tests.	NARUC 23.1(k)	Until superseding test but not less than 2 years.

C. Customer Service		
1. Reports of inspections of customers' premises.	NARUC 24(a)	3 years.
2. Records and reports of customers' service complaints.	NARUC 24(b)	3 years.
3. Survey of customers' premises to determine type of service and equipment to be installed.	NARUC 24(c)	3 years or until equipment is installed.
4. Records of installed customers' applicance.	NARUC 24(d)	50 years.
D. Maintenance Work Orders		
1. Authorization for expenditures for maintenance to be covered by work orders, including memoranda showing estimates of costs to be incurred.	NARUC 26(a)	6 years.
2. Work order sheets to which are posted in detail the entries for labor, material, and other charges in connection with maintenance and other work pertaining to utility operations.	NARUC 26(b)	6 years.
3. Summaries of expenditures on maintenance and job orders and clearances to operating and other accounts (exclusive of plant accounts).	NARUC 26(c)	6 years.

* NARUC – National Association of Regulatory Utility Commissioners
CFR - Code of Federal Regulations
CCR - California Code or Regulations
FPPC - Fair Political Practices Commission

ATTACHMENT M.2

BVWD Urban Water Management Plan Crosswalk Table

Urban Water Management Plan Crosswalk Table
2020 Criteria

Please fill in the boxes with the appropriate UWMP page or response. Response categories: page #, and S = Supplemental document, or E = exempt, or NA = not applicable. Each of the items listed below must contain a response to be considered consistent with Reclamation's Standard Criteria.

Section I: Description of the District

Contact information ..... WMP §I

A. History

1. Date district formed, first Reclamation contract, original size, current year ..... WMP §I.A.1
2. Current size, population, and irrigated acres ..... WMP §I.A.2
3. Water supplies received in current year ..... WMP §I.A.3/UWMP §4.2
4. Annual entitlement under each right and/or contract ..... WMP §I.A.4/UWMP §6
5. Anticipated land-use changes ..... WMP §I.A.5/UWMP §3.1.3

B. Location and Facilities

1. Incoming flow locations and measurement methods ..... WMP §I.B.1
2. Current year Agricultural Conveyance System ..... WMP §I.B.2
3. Current year Urban Distribution System ..... WMP §I.B.3/UWMP Fig. 3.2
4. List storage facilities ..... WMP §I.B.4
5. Restrictions on the District's water source(s) ..... WMP §I.B.7
6. Proposed changes or additions to facilities & operations (next 5 yrs) ..... WMP §I.B.8/UWMP §6.9

C. Topography and Soils

1. Topography of District and impacts on water operations & management ..... WMP §I.C.1

D. Climate

1. General climate of the District service area ..... WMP §I.D.1
   a. Period of record and weather station ID used ..... WMP §I.D.1
   b. Average precipitation (by month and annually) ..... WMP §I.D.1
   c. Average, maximum and minimum temperatures (by month and annual) ..... WMP §I.D.1
   d. Wind velocity and frost – free days ..... WMP §I.D.1
2. Impact of any microclimates on water management within the District ..... WMP §I.D.2

E. Natural and Cultural Resources

1. Identify natural resources within the District. ..... WMP §I.E.1
2. Describe mgmt of resources, past or present, by District ..... WMP §I.E.2
3. Identify recreational and/or cultural resources areas within the District..... WMP §I.E.3

F. Operating Rules and Regulations

1. Attach a copy of the District's operating rules and regulations ..... WMP Attch. B
2. Describe agricultural water allocation policy ..... WMP §I.F.2
3. Describe policies on transfers by District and its customers ..... WMP §I.F.5

G. Water Measurement, Pricing, and Billing

1. Urban Customer ..... WMP §I.G.2
   a. Total number of connections..... WMP §I.G.2.a/UWMP §2.1
   b. Number of metered connections ..... WMP §I.G.2.b/UWMP §2.1
   c. Number of connections not billed by quantity..... WMP §I.G.2.c
   d. Percent of water that was measured at delivery point ..... WMP §I.G.2.d
   e. Percent of water that was billed by quantity ..... WMP §I.G.2.e
   f. Measurement device table ..... WMP §I.G.2.f
2. Ag and Urban Customers ..... WMP §I.G.3
   a. Describe/attach current year water charges..... WMP §I.G.3.a &Attch. D
   b. Annual charges collected from customers (fixed and volumetric)..... WMP §I.G.3.b
   c. Describe or attach water-use data accounting procedures..... WMP §I.G.3.c

H. Water Shortage Allocation Policies

1a. Attach District's current year water shortage policies ..... WMP Attch. E.1/UWMP §8

1b. Describe how reduced water supplies are allocated ..... WMP §I.H.1/UWMP §8

2. Attach District's current year policies that address wasteful use of water and enforcement ..... WMP Attch. B.1

I. Evaluate Policies of Regulatory Agencies

1. Discuss modifications and solutions for improved water management..... WMP §I.I./UWMP §7.5

Section II: Inventory of Water Resources

A. Surface Water Supply

1. AF amounts of surface water delivered to the District by each of the Districts sources (see table 1) ..... WMP Table 1/UWMP Table 6.7
2. Historical amount of water delivered for the last 10 years (see table 8)..... WMP Table 8

B. Groundwater Supply

1. AF amounts of groundwater pumped and delivered (see table 2) ..... WMP Table 2/UWMP Table 6.7
2. Description of groundwater basin(s) that underlie the District..... WMP §II.B.2.
3. Map of District operated wells and groundwater recharge areas. ..... WMP Attch. A.2/UWMP Fig. 3-2
4. Description of conjunctive use of surface & groundwater ..... WMP §II.B.4
5. For managed ground water basins, attach groundwater mgmt plan..... NA
6. For participation in groundwater banking, attach water banking mgmt plan..... NA

C. Other Water Supplies

1. Long term water supplies not described above (see table 1)..... WMP §II.C

D. Source Water Quality Monitoring Practices

1. Potable Water Quality - attach current Water Quality Rpt (Urban only)..... WMP §II.D.1 &Attch. H

E. Water Uses Within the District

1. Urban use by customer type in current year..... WMP §II.E.3/UWMP §Table 4-2
2. Urban wastewater collection & treatment systems ..... WMP §II.E.4/UWMP §6.6.2
3. Groundwater recharge/management/banking..... WMP §II.E.5
4. Transfers and exchanges into or out of the service area..... WMP §II.E.6/UWMP §6.8
5. Trades, wheeling, wet/dry exchanges or other transactions ..... WMP §II.E.7
6. Any other uses of water..... WMP §II.E.8

F. Water Accounting (Authority)

1. Table 1, Surface Water Supply..... WMP Table 1
2. Table 2, Ground Water Supply ..... WMP Table 2
3. Table 3, Total Water Supply..... WMP Table 3
4. Table 4, Distribution System Losses..... WMP Table 4
5. Table 5, District Water Budget ..... WMP Table 5
6. Table 6, Annual Water Quantities Delivered Under Each Right or Contract..... WMP Table 6

Section IV: Best Management Practices for Urban Contractors

A. BMP Compliance Methodology..... WMP §IV.A/UWMP §9.1

B. Foundational BMPs..... WMP §IV.B

1. Utilities Operations ..... WMP §IV.B.1
   a. Operations Practices..... WMP §IV.B.1.1
   b. Water Loss Control..... WMP §IV.B.1.2
   c. Metering..... WMP §IV.B.1.3/UWMP §9.1.2