



HACIENDA HEIGHTS IMPROVEMENT ASSOCIATION, INC.

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## **2021 Annual Water and Utilities Committee report By Jeffrey Lin December 2021**

As the year of 2021 comes to an end, I would like to wish everyone resides in the Hacienda Heights area a very happy holiday season. This year marks an unfortunate continuation of the COVID-19 pandemic, while we as a community is haunted by this misfortune, I am pleased that through our collective preventive efforts, the pandemic has been refrained to a manageable degree in our community.

Water shortage and draught continues to be our top concern on utility services, not only in Hacienda Heights, but through out the entire State of California. Suburban Waters Systems, which serves part of our community, has implemented a Stage 1 Conservation Restrictions. In the past decade, drought conditions in both Northern and Southern California have strained California's water supplies. Water utilities, including Suburban Water Systems have imposed water use restrictions on customers to ensure there was adequate water for all customers. At this time Suburban adheres to the state mandated Stage 1 conservation restrictions listed below.

The following water use activities are still prohibited:

- Use of potable water for more than minimal landscaping
- Excessive use of water: when a utility has notified the customer in writing to repair a broken or defective plumbing, sprinkler, watering or irrigation system and the customer has failed to affect such repairs within five business days, the utility may install a flow restriction device
- Use of potable water which results in flooding or runoff in gutters or streets.
- Individual private washing of cars with a hose except with the use of a positive action shut-off nozzle.
- Use of potable water for washing buildings, structures, driveways, patios, parking lots, tennis courts, or other hard-surfaced areas
- Use of potable water to irrigate turf, lawns, gardens, or ornamental landscaping by means other than drip irrigation,
- Use of potable water for street cleaning with trucks,
- Use of potable water for construction purposes,
- Use of potable water for construction purposes unless no other source of water
- Use of potable water for street cleaning;

- Operation of commercial car washes without recycling at least 50% of the potable water used per cycle;
  - Use of potable water for watering outside plants, lawn, landscape and turf areas during certain hours
  - Use of potable water for decorative fountains or the filling or topping off of decorative lakes or ponds.
  - Use of potable water for the filling or refilling of swimming pools.
  - Service of water by any restaurant except upon the request of a patron; and
  - Use of potable water to flush hydrants,
- Suburban has a Drought Contingency Plan that limits irrigation of outside landscapes or turf with potable water to three days per week. If house number or business address ends in an even number, like 532 , 4298 or 8266, water on Mondays, Wednesdays and Saturdays; odd numbered addresses Tuesdays, Thursdays and Sundays. No watering on Friday. Yards will still have enough water to keep them healthy and attractive. For governmental entities irrigating parks, please make sure a station is watered only 3 times per week. There is currently not a time limit on how long you can water, Irrigating of landscape is prohibited between 8:00 a.m. and 6:00 p.m.

Utility customers fraud through telephone calls has intensified in recent years. We urge you to protect Yourself from Caller ID Spoofing. Caller ID Spoofing is a practice in which a caller deliberately falsifies the information on your caller ID display to disguise their identity. Recently, there has been an increase in caller ID ‘spoofing’ whereby third parties use SCE’s phone numbers to lead people to believe that the calls are legitimate. In many instances, the “spoofers” misrepresent themselves as SCE employees or partners.

- Common complaints related to spoofed phone calls:
  - Calls were made multiple times per day
  - Some calls were made outside of normal business hours (for example, 2 a.m.)
  - Callers asked about customer’s usage or meter information
  - Customers were provided recommendations for purchasing alternative energy products
  - Customers were asked to provide Social Security Numbers and other personal information
- Tips and Reminders:
  - SEC takes customer’s privacy seriously and make every effort to protect your information
  - SEC will not send solar representatives to your home, nor do they have solar companies contact anyone by phone
  - SEC does not sell energy-related home improvement products
  - SEC will never ask for credit card information or electric usage information over the phone
  - SEC will not call you outside the hours of 9 a.m. to 9 p.m., except to provide customer requested outage updates

- If you believe that you are the recipient of a spoofed call, please note the information related to the call, and contact us at [csinfogov@sce.com](mailto:csinfogov@sce.com), or fill out the [online fraud form](#)

Please note that your utility bill contains personal information such as your account number, address, energy usage and billed amount. This information, if not protected from unauthorized individuals, could be used by scammers to access your account. Unauthorized individuals can use your login information to access banking information, authorize others to access your data and even turn off service. It is recommended never providing any information from your bill, or allowing someone you do not know, to have a copy or take a picture of your bill.

The full committee Year-End Report will be posted on the HHIA website after the January meeting