

HHIA - Utility Report for Meeting on 2020.Next

Main San Gabriel Key Water Well Level updates:

Current: (As of 2020.03.27), 207.7 ft. (70.34% to High).

** **Historic Low: 169.4 ft. (on 2018.11.21)**

Historic High: 295.30 ft. on 1983.07.20 (Since entry of judgment in 1973)

CA State Water Boards Press Releases

The Public Advised to NOT Flush Disinfecting Wipes, Paper Towels down Toilet – Throw Them Away instead

State's Wastewater Treatment Plants May get Overwhelmed, Consumers may face In-home Plumbing backups and Blockages

March 17, 2020

Contact: George Kostyrko

George.Kostyrko@waterboards.ca.gov

SACRAMENTO – While the State Water Board and other public agencies encourage Californians to follow the [Centers for Disease Control recommendations](#) to clean surfaces with disinfecting wipes to reduce the spread of COVID-19, **it is important to discard those items in the trash, not the toilet.**

Flushing wipes, paper towels and similar products down toilets will clog sewers and cause backups and overflows at wastewater treatment facilities, creating an additional public health risk in the midst of the coronavirus pandemic. Even wipes labeled “flushable” will clog pipes and interfere with sewage collection and treatment throughout the state.

Wastewater treatment facilities around the state already are reporting issues with their sewer management collection systems. These facilities are asking state residents to not discard wipes in the toilet, but instead to throw them in the trash to avoid backups and overflow. A majority of urban centers are on centralized sewage collection systems depend on gravity and enough water flow to move along human waste and biodegradable toilet paper. The systems were not designed for individual nylon wipes and paper towels. **The wipes and paper towels do not break down like toilet paper, and therefore clog systems very quickly.**

Wipes are among the leading causes of sewer system backups, impacting sewer system and treatment plant pumps and treatment systems. Many spills go to our lakes, rivers, and oceans where they have broad ranging impacts on public-health and the environment. Preventing sewer spills is important, especially during this COVID-19 emergency, for the protection of public health and the environment.

Please do not flush disinfectant wipes or paper towels down the toilet.

Related link:

https://www.waterboards.ca.gov/press_room/press_releases/2020.html

Rowland Water District

Rowland Water District Temporarily Suspends Water Shutoffs

Measure aims to help customers struggling financially during coronavirus outbreak

March 17, 2020 – To assist our customers trying to cope with a loss or reduction of income during this unprecedented public health crisis, Rowland Water District will temporarily suspend water shutoffs due to non-payment and late payment fees.

Rowland Water District provides a safe and reliable supply of water for drinking and for sanitation. Frequent hand washing is a key part of preventing the transmission of coronavirus (COVID-19) and Rowland Water District will ensure all customers continue to have access to this vital resource. Water shutoffs and late payment fees are suspended until further notice.

Customers who have fallen behind on water bills are encouraged to call Rowland Water District at (562) 697-1726 for information on how to set up a payment plan.

To further protect the health of our community, Rowland Water District is encouraging customers to pay bills online at <https://ipn.paymentus.com/rotp/rowd?lang=en> or via phone (855) 288-0679 to limit interactions and person-to-person contact with employees and other members of the public.

Coronavirus transfers from person to person through respiratory droplets produced when an infected person coughs or sneezes. There is no evidence that coronavirus transfers through drinking water. Rowland Water District consistently tests water supplies to ensure customers receive a safe and steady supply of water that meets or exceeds all state and federal standards.

Rowland Water District will continue to monitor the situation and provides updates as necessary. Additional information can be found on our website at www.RowlandWater.com or by calling (562) 697-1726 during regular business hours.

Related link:

<https://www.rowlandwater.com/rowland-water-district-temporarily-suspends-water-shutoffs/>

**CUSTOMERS BECOME LEAK DETECTORS AS PART OF ANNUAL ‘FIX A LEAK’ WEEK
Nationwide Conservation Program
Shows Home and Business Owners How to Save Money, Drop by Drop**

March 11, 2020– Rowland Water District is once again a proud partner with the U.S. Environmental Protection Agency’s (EPA) WaterSense® program for ‘Fix a Leak’ Week (FALW), which will be observed March 16-22, 2020. The District will join the nationwide community conservation effort as it has since 2013. The ‘Fix a Leak’ Week outreach program provides conservation tips and leak detection strategies for customers to help them detect potentially costly water emergencies before they occur.

“Fix a Leak Week is a great opportunity for customers to visit our District office, where we will provide water saving tools, a handy pocket leak guide, and details about our water footprint campaign,” says Tom Coleman, Rowland Water District General Manager. “Each customer that comes in will also receive a fun giveaway, and if they participate in a quick and easy survey, their name will be entered in a drawing for a smart irrigation controller.”

From family-fun runs, to leak detection contests, to WaterSense demonstrations, ‘Fix a Leak’ Week events happen from coast to coast and are geared towards teaching the consumer how to find and fix household leaks. The EPA estimates that more than 1 trillion gallons of water is wasted nationwide each year because of leaks that begin in the home, and average household leaks can account for nearly 10,000 gallons of water wasted every year.

Rowland Water District will also be participating in the national 2020 Fix a Leak Week Twitter Relay on Monday, March 16th at 2:40-3:00 PM (EST). During the relay, agencies from across the country flood twitter with #FixaLeak facts, conservation tips and some healthy competition!

Leaks that go undetected can cause severe damage to property and create costly financial problems for the consumer. Experts offer some common sense tips for customers to more effectively manage their water usage and detect leaks:

- Take a look at your water usage during a colder month. If a family of four exceeds 12,000 gallons per month, there are serious leaks.
- Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.
- Identify toilet leaks by placing a drop of food coloring in the toilet tank. If any color shows up in the bowl after 10 minutes, you have a leak. (Be sure to flush immediately after the experiment to avoid staining the tank.)
- Examine faucet gaskets and pipe fittings for any water on the outside of the pipe to check for surface leaks.

“We like to remind customers that home leaks are often easy to fix, requiring only a few tools and hardware that can save valuable water and money all year long,” adds Coleman. “Fixing easily corrected household water leaks can save homeowners about 10 percent on the average water bill.”

In January, Rowland Water launched an exciting, innovative website focused on providing customers with user-friendly information and resources related to water conservation. Interested consumers can visit <https://yourwaterfootprint.org> for tools needed to monitor their ‘water footprint’ and most importantly, how to immediately change their water use behaviors.

To learn more about ‘Fix a Leak’ week and everything Rowland Water is doing to help you save water, visit the District’s website at www.rowlandwater.com.

Related link:

<https://www.rowlandwater.com/customers-become-leak-detectors-as-part-of-annual-fix-a-leak-week/>

Upper San Gabriel Water District

SAFETY AND QUALITY OF YOUR LOCAL WATER IN THE MAIN SAN GABRIEL BASIN

Posted on March 18, 2020

Do you know where your water comes from? Most of our region’s water needs (80%) are supplied from local water sources stored right under our feet, while the other part is imported from Northern California through the State Water Project. Every time you turn on your faucet or take a shower, you are tapping into a complex and safe drinking water system. Your local water comes from snow and rain that flows naturally into the San Gabriel River Watershed and filters into the Main San Gabriel Basin known as groundwater. Both local groundwater and imported water sources undergo an extensive treatment process that makes it safe for your consumer use. Upper District’s mission is to consistently meet our region’s need for reliable, high quality and affordable water.

Drinking Water Standards and Water Quality

The novel coronavirus disease, COVID-19, does not impact the quality and supply of your local tap water. According to the Centers for Disease Control and Prevention, COVID-19 is transmitted person to person, not through water. Your water is both safe and available by turning on the tap. There is no

need to stockpile water bottles, for fear of restricted water supplies. Emergency preparedness encourages a 2-week supply in the case of a major disruption in water sources; however, in this situation emergency water supplies are not a concern.

Tap water is regulated for safety by the Environmental Protection Agency (EPA) and must meet stringent state and federal drinking water quality standards. Water treatment plants that provide water must be tested multiple times per day. Every water provider within our region and the country at large is required to provide customers with detailed water quality reports to assure EPA compliance.

In the San Gabriel Valley, your water providers monitor water quality every step of the way, from source to tap. They are committed to providing its customers with safe and reliable water. They have used several treatment techniques to eliminate pathogens, which include viruses. This ensures safe drinking water for all residents and customers.

With the coordination of local water agencies and partners – [San Gabriel Basin Water Quality Authority](#), [Main San Gabriel Basin Watermaster](#), and [Upper San Gabriel Valley Municipal Water District](#) – these considerable measures have been effective in providing water services that meet and exceed drinking water standards for the region.

The California State Water Resources Board warned the public to not discard “flushable” wipes, facial tissues, baby wipes, sanitation wipes, paper towels and similar products in the toilet. Only the 3p’s, pee, poo & toilet paper belong in the toilet. Wastewater treatment facilities around California may get overwhelmed and have already reported issues with their collection systems and in-home plumbing blockages.

Related link:

<https://upperdistrict.org/safety-and-quality-of-your-local-water-in-the-main-san-gabriel-basin/>

FREQUENTLY ASKED QUESTIONS ABOUT COVID-19 AND WATER SUPPLY

Posted on March 17, 2020

COVID-19_FAQ

Can the COVID-19 coronavirus get into my water?

The novel coronavirus disease, COVID-19, does not present a threat to the safety of Metropolitan’s treated water supplies. Metropolitan’s multi-step treatment process includes filtration and disinfection using ozone and chlorine. This advanced process removes and kills viruses, including coronaviruses, as well as bacteria and other pathogens. Ongoing monitoring demonstrates that Metropolitan’s treated water meets or surpasses all federal and state drinking water standards and regulations, which require removal of over 99.99% of viruses. COVID-19 is transmitted person-to-person, not through water, according to the Centers for Disease Control and Prevention.

Can Metropolitan continue treating and delivering water if COVID-19 spreads?

Metropolitan maintains an extensive system of reservoirs, water treatment plants, canals and pipelines to deliver safe and reliable water supplies to communities across Southern California. This system includes multiple layers of redundancy to ensure continued deliveries, even during a disruption. Metropolitan also maintains frequently tested plans and systems for emergency response and business continuity to guide operations, including responding to pandemic outbreaks.

To address the concerns about COVID-19, Metropolitan has taken several steps to protect the health of its employees, minimize potential exposure and avoid widespread impacts to our workforce.

Metropolitan has also ensured it has the necessary backup equipment, supplies and treatment chemicals in the event of disruptions to the supply chain for these items. Metropolitan also continues to build its already robust supply of water in storage.

So why are people stockpiling bottled water?

General emergency preparedness encourages a two-week supply of bottled water in the event of a supply disruption. While other emergencies may necessitate backup water sources, water supplies are not a concern in this particular situation.

Where can I learn more about COVID-19 and water?

EPA: “Americans can continue to use and drink water from their tap as usual.”

<https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>

CDC: “The COVID-19 virus has not been detected in drinking water. Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19.”

<https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>

Related link:

<https://upperdistrict.org/frequently-asked-questions-about-covid-19-and-water-supply/>

Southern California Gas

SoCalGas Warns Customers About the Rise of Utility Scams During COVID-19 Utility provides tips for identifying suspicious behavior

Mar 27, 2020

LOS ANGELES, March 27, 2020 /PRNewswire/ -- Southern California Gas Co. (SoCalGas) today reminded customers to be on alert for potential scams targeting utility customers during the COVID-19 outbreak. One common scam involves telling customers they must pay their gas bill immediately or their natural gas service will be disconnected. SoCalGas does not call customers seeking payment. Additionally, on March 13, the utility announced it had suspended service disconnections for customers who are struggling to pay their bills until further notice. This decision was made to support the health, safety and wellness of our customers during this crisis. SoCalGas is providing the following tips on how to recognize and respond to these scams:

Be on the lookout for these common scam tactics:

- Caller ID spoofing with calls that appear to be coming from SoCalGas. The caller may try to sell products, collect personal information, or collect payment on your gas bill. Please note that SoCalGas will never ask for payment through the phone.
- Phishing emails, texts and social media posts with malicious attachments asking you to send personal information or money to another entity.
- Utility imposters appearing at your place of residence or business demanding payment.

How to protect yourself:

- Never provide your personal information such as social security numbers, credit card numbers, bank account numbers, or share names and passwords with anyone claiming to be a utility representative.

- Always ask to see a SoCalGas photo ID badge before letting someone inside your home. All SoCalGas employees on company business are required to carry a badge.
- Customers are encouraged to verify the employee's uniform and identification. Most of our authorized employees will always be in a uniform with our company logo, carry an official employee badge, and drive a company car. SoCalGas employees will always be happy to wait while the customer confirms their identity.
- Customers can always check the status of their SoCalGas account or pay their latest bill by logging on to My Account.

Customers who have questions about their experience with a SoCalGas representative should immediately contact SoCalGas customer service at 800-427-2200. Our customer service representatives are available 24 hours a day, seven days a week. Visit socialgas.com/scam-alert for additional tips and information about scams.

We understand this is a challenging time for us all. Rest assured, your natural gas service will be there for your community. We will continue to make safety and emergency service appointments, including reports of suspected natural gas leaks, carbon monoxide checks, gas meter turn-ons, natural gas outage and pilot re-lights. SoCalGas will also continue work needed to safely and reliably maintain our infrastructure so we can continue to provide you with safe and essential energy services.

Related link:

<https://sempra.mediaroom.com/2020-03-27-SoCalGas-Warns-Customers-About-the-Rise-of-Utility-Scams-During-COVID-19>

COVID-19 Readiness: SoCalGas Shares Ways to Stay Safe and Save Money on Energy Bills While Spending More Time at Home

Home heating accounts for the largest natural gas use in most homes; here's how to keep the thermostat low while you work or study from home due to Coronavirus concerns

Mar 17, 2020

LOS ANGELES, March 17, 2020 /PRNewswire/ -- With thousands of its customers working or doing schoolwork from home due to Coronavirus precautions, Southern California Gas Co. (SoCalGas) today offered tips for staying safe and keeping utility bills low while still keeping comfortably warm during this late-winter cold snap.

SoCalGas offers customers the following tips to regulate their natural gas usage and keep energy costs low during this time:

Home Heating:

- Remember that lowering your furnace thermostat by three to five degrees, health permitting, can save up to 10 percent on heating costs.
- Set your thermostat to 68 degrees or lower and dress in layers. If you do go out, take the opportunity to set your thermostat even lower.
- Keep blinds open to let in natural light which can serve as a supplement to your home heating system.
- For safety and efficiency keep all heating vents and furnace registers free of dirt lint and obstructions.

Laundry:

- Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely, per Centers for Disease Control and Prevention recommendation.
- Dry full loads, but don't overload or over dry. Separate lightweight and heavy clothes for more energy-efficient drying.
- Dry two or more loads in a row to take advantage of the heat still in the dryer.

Water Heating:

- Turn down the temperature on your water heater.
- Take shorter showers to reduce your natural gas use.

Cooking:

- Don't open the oven door while food is cooking. You can lose up to 50 degrees in temperature and waste energy.
- Cover pots when cooking and cook by time and temperature guides.
- Cook several meals at the same time.
- Never use the natural gas range for room heating. It is not designed for this purpose and can create a hazardous situation.

Staying Safe

The health, safety and wellness of its customers and employees is foundational to SoCalGas, and staying safe is more important than ever during the Coronavirus pandemic. SoCalGas technicians remain available to respond promptly to customers if they smell natural gas or think they might have a leak. As always, customers should call 800-427-2200 in the event they suspect a gas leak. SoCalGas customer service representatives will be asking customers a few health-based questions before SoCalGas technicians enter the home. Technicians will take precautionary measures such as wearing eye protection and gloves in homes to protect our employees and limit any potential spread of the virus.

More energy saving and safety tips can be found at socalgas.com as well as additional information about SoCalGas' response to COVID-19. Customers can call 800-427-2200 for any questions related to their natural gas bills.

Related link:

<https://sempra.mediaroom.com/2020-03-17-COVID-19-Readiness-SoCalGas-Shares-Ways-to-Stay-Safe-and-Save-Money-on-Energy-Bills-While-Spending-More-Time-at-Home>

SoCalGas Announces Suspension of Service Disconnections as Part of Company's COVID-19 Response

Utility committed to the continued safe and reliable delivery of natural gas to customers

Mar 13, 2020

LOS ANGELES, March 13, 2020 /PRNewswire/ -- Southern California Gas Co. (SoCalGas) today announced a suspension of service disconnections to any customers who are having a hard time paying their bill. This policy will remain in effect until further notice. Customers are encouraged to call 1-877-238-0092 to speak with a representative about their bill. SoCalGas customer service is available 24-hours a day, 7 days a week.

"We understand that our customers may be worried about paying their upcoming natural gas bill at this time," said Paul Goldstein, vice president of customer services at SoCalGas. "We want to help ease their concerns and continue to provide the reliable natural gas service they depend on to heat their homes and hot water and cook their food."

The health, safety and wellness of our employees and the customers we serve is foundational to our company. SoCalGas continues to closely monitor the COVID-19 situation with local, state and federal health agencies, as well as monitoring and implementing guidance from the Centers for Disease Control and Prevention.

In addition to the temporary suspension of service disconnections, SoCalGas is taking precautionary measures including:

- Asking customers a series a of health-based questions before entering the home
- Instructing employees to keep a safe distance from anyone self-quarantined or sick
- Reminding employees to stay home if they are sick and encouraging work from home and other social distancing practices.
- Implementing company travel, visitor, meeting and event restrictions
- Enhanced cleaning of SoCalGas facilities and personal hygiene practices
- Providing SoCalGas branch offices with hand sanitizer for customer use
- For customers who do not feel comfortable visiting SoCalGas Branch Payment Offices, we offer other payment options

Related link:

<https://sempra.mediaroom.com/2020-03-13-SoCalGas-Announces-Suspension-of-Service-Disconnections-as-Part-of-Companys-COVID-19-Response>

Minority- and Women-owned Businesses, Other Diverse Companies Get 42 Percent of SoCalGas Spending in 2019

For the 27th Consecutive Year, SoCalGas Breaks Record, Spending \$726 Million with Diverse Businesses, Once Again Exceeding Public Utilities Commission's Diversity Goal

Mar 11, 2020

LOS ANGELES, March 11, 2020 /PRNewswire/ -- Southern California Gas Co. (SoCalGas) today announced that the company achieved another record year of spending with over 550 diverse business enterprises in 2019 - at \$726 million, the highest in company history. SoCalGas exceeded the California Public Utilities Commission's (CPUC) goal to contract goods and services from women, minority, service-disabled veteran, and LGBT-owned businesses for the 27th consecutive year. Nearly 42 percent of the utility's contract spending went to women, minority, service-disabled veteran and LGBT-owned firms, nearly double the CPUC's goal of 21.5 percent.

"We are proud that SoCalGas has achieved yet another record year of spending with our diverse business enterprises and with over 91 percent of these suppliers being in California," said Denita Willoughby, vice president of supply management & support services at SoCalGas. "SoCalGas continues to invest in these businesses as we work toward a clean energy future. These diverse firms will play a key role in helping SoCalGas innovate and develop our 21st century energy system."

In addition to spending with diverse enterprises, SoCalGas also invests in the development of these firms. Development opportunities include business assessment programs, entrepreneurship courses,

organizational and operation strategy programs, mentorship and technical assistance. The programs are designed to help diverse suppliers enhance their operations and help ensure success in their business partnerships.

"SoCalGas has been a true champion in our development," said Albert Tene, co-owner of Access General Contracting, a SoCalGas diverse supplier. Tene attended the Smaller Contractor Opportunity Realization Effort (SCORE) boot camps and the UCLA Management Development for Entrepreneurs program sponsored by SoCalGas. "Attending those programs was very useful and led to the expansion of our federal construction and industrial divisions."

Access General Contracting is a Hispanic-owned general engineering firm in Westminster, CA. The firm has over 30 years of experience working in the public, private and federal sectors. The firm specializes in construction for commercial and industrial properties. Access General Contracting has installed protective materials and the like around natural gas facilities and meters at commercial buildings.

In 2019, SoCalGas purchases with women-owned businesses were surpassed for the 31st consecutive year, totaling nearly \$219 million. The company also marked spend with 58 new diverse contractors as well as \$59 million in spend with disabled-veteran business enterprises. Other 2019 highlights include:

- \$447 million spent with minority-owned firms
- 552 diverse suppliers working with SoCalGas
- 42% total purchases with diverse suppliers
- 14 firms among the top 25 SoCalGas suppliers are diverse firms

In 2020, SoCalGas plans to continue its best practices in supplier diversity while anticipating new developments in the energy industry and identifying opportunities for diverse suppliers in new clean energy solutions as the company looks toward its part in a 21st century energy system. SoCalGas's vision is to be the cleanest gas utility in North America, and it has committed to replacing 20 percent of its traditional natural gas supply with renewable natural gas by 2030. Diverse suppliers will play a key role in moving the company forward as SoCalGas works to help California meet its ambitious climate goals.

To apply to the SoCalGas Supplier Diversity Program please visit socialgas.com/for-your-business/supplier-diversity.

Related link:

<https://sempra.mediaroom.com/2020-03-11-Minority-and-Women-owned-Businesses-Other-Diverse-Companies-Get-42-Percent-of-SoCalGas-Spending-in-2019>

Southern California Edison

**SCE Responds to COVID-19 Emergency, Suspends Service Disconnections
Announces additional initiatives to support customers, communities and employees**

March 13, 2020

Media Contact: David Song, (626) 302-2255

ROSEMEAD, Calif., March 13, 2020 — Southern California Edison announced that it is suspending service disconnections for nonpayment and waiving late fees, effective immediately, for residential and business customers impacted by the COVID-19 emergency.

“We know this is a difficult time for our communities, and we want SCE’s customers and employees to know we are here for them,” said Pedro Pizarro, president and CEO of Edison International, SCE’s parent company. “While SCE continues taking actions to maintain operations and provide reliable electric service to its 15 million customers, we also want to do our part to support communities in these challenging times.”

In addition, to help Californians who are facing economic hardships because of quarantines, illnesses or school closures, Edison International will make \$1 million in donations to community-based organizations, starting with a donation of \$150,000 to the California Community Foundation’s **COVID-19 LA County Response Fund**.

SCE encourages customers who are having trouble paying their bills to contact the SCE Customer Contact Center to discuss payment extensions or arrangements. SCE also has savings programs for income-qualified customers and follows requirements for customer protections from the California Public Utilities Commission. Details on these programs are available at [sce.com/billhelp](https://www.sce.com/billhelp) or by calling 1-800-950-2356.

The company is working to reduce COVID-19 exposure through actions that align with guidance from the World Health Organization and the Centers for Disease Control and Prevention. Actions include travel restrictions for workers, enhanced visitor screenings, increasing the frequency of cleaning and disinfecting company facilities and encouraging preventative hygiene.

To further reduce the risks posed by this virus, Edison International companies implemented programs for workers to conduct business remotely, where feasible and based on job function. Currently scheduled for Monday, March 16, through Monday, April 6, SCE’s telework guidelines are designed to allow about 8,000 workers to conduct company business with minimal interruption to operations and in accordance with SCE’s strict cybersecurity policies.

To ensure seamless customer service and operations, about 5,000 SCE workers will continue to work at SCE facilities or in the field, including workers in its Customer Contact Centers, troublemen and linemen. These workers will continue practicing social distancing and hygiene recommendations that will be coupled with enhanced cleaning of facilities.

This is a quickly evolving situation, and SCE emergency planning teams are focused daily on the continuity of its critical operations and managing potential impacts to its workers, customers and communities.

Related link:

<https://newsroom.edison.com/releases/sce-responds-to-covid-19-emergency-suspends-service-disconnections>

Report by *Ted Chang*
HHIA Board, Utility Director