

HHIA – Water & Utility Report for 2022.11.21 Meeting

Main San Gabriel Key Water Well Level updates:

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

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

Current: (As of 2022.11.18), **179.7 ft.** (60.85% to High).

Related link:

<http://www.watermaster.org/>

**** As of now, Hacienda Heights residents are still under Level 2 water conservation guideline. For information please refer to our website in July report.**

Rowland Water District

Payment Assistance Now Available for Low-Income Customers

Low-income customers of Rowland Water District (RWD) who are struggling to pay their water bills may qualify for monthly assistance grants.

The Low-Income Assistance Fund helps those below the federal poverty level who are not current on their payments due to financial challenges. Customers who qualify for the program will receive a monthly \$10 credit on their water bills for up to 12 months.

“Many families impacted financially by the coronavirus pandemic never fully recovered and now struggle to overcome inflation and rising interest rates,” said Rowland Water District General Manager Tom Coleman. “We understand their challenges, and that’s why we are dedicating non-rate revenue to help those who need it most.”

The fund is financed by lease payments from telecommunications companies utilizing space on District property for cell towers. The Board of Directors voted to use the money to benefit customers directly.

To qualify for the monthly bill credits, customers must demonstrate that they are currently enrolled in the California Alternate Rates for Energy (CARE) program through Southern California Edison or Southern California Gas. Help through the Low-Income Assistance Fund is available on a first-come, first-served basis. For continued consideration in the program, a new application must be submitted prior to the fiscal year end every year thereafter.

For more information about the Low-Income Assistance Fund or to apply, please visit rwd.org/low-income-assistance; or call RWD Customer Service at 562.697.1726.

Southern California Gas

SoCalGas Provides Resources to Help Customers Save Money Ahead of Winter

Nov 14, 2022

SoCalGas partners with Google Nest, Southeast Community Development Corporation, Alma Family Services, and All Peoples Community Center to prepare customers for rising costs, also donating 500 energy efficient smart thermostats

LOS ANGELES, Nov. 14, 2022 /PRNewswire/ -- In anticipation of cooler winter temperatures, Southern California Gas Company (SoCalGas) is preparing customers with energy-saving tips, customer assistance programs and additional resources to help manage energy usage and utility costs.

"Having access to valuable educational resources and tools provides our community an opportunity to learn how to manage their energy usage and lower monthly costs," said City of Bell Mayor Monica Arroyo. "It's wonderful to see organizations take the lead towards a more sustainable future."

With the support of Southeast Community Development Corporation's (SCDC) Mobile Technology Center, SoCalGas helped seniors sign up for SoCalGas' Ways to Save Tool. The partnership focused on ensuring customers are better equipped to effectively manage their energy usage and harness cost-savings measures as winter approaches.

The Ways to Save Tool provides customers with:

Personalized recommendations with individual customers' unique energy-saving opportunities,
Rebate and incentive information,
Bill comparisons to allow customers to analyze their gas usage over time, and
Energy comparisons to determine how customers' energy use compares to that of homes in similar neighborhoods.

With the support of SCDC's Mobile Technology Center, a traveling mobile lab that features multimedia laptops and technology resources, SoCalGas staff was able to offer in-person step-by-step training for participating individuals to guide them through user-friendly online tools and resources like the Ways to Save Tool.

"SoCalGas is committed to helping customers prepare for and navigate the upcoming colder weather and the increasing cost of energy," said Don Widjaja, vice president of customer solutions. "It's important to make energy and cost savings easily accessible to everyone and our Ways to Save Tool is a free service designed to provide tips on how our customers can make minor behavioral adjustments, as well as maintain or upgrade equipment like installing a smart thermostat, that will equate to both energy and money savings."

As part of an ongoing commitment to sustainable and affordable energy, SoCalGas partnered with Google Nest to donate 500 ENERGY STAR® certified smart thermostats to families and individuals served by SCDC, Alma Family Services, and All Peoples Community Center. Smart thermostats are one of the simplest, most affordable ways to reduce energy consumption. Nest Thermostats are easy to use and have proven energy-saving features, like helping you create an energy-efficient temperature schedule.

"Our commitment towards sustainability can be seen throughout our operations and across our products and services. We are focused on implementing innovative features into our products to provide our customers with easy and accessible sustainable choices in their daily lives," said Aaron Berndt, head of energy industry partnerships at Google. "We are happy to partner with SoCalGas and local non-profit organizations to make sure individuals in need are provided with an easy and accessible choice to conserve energy."

While savings may vary depending on climate and personal preferences, among other factors, on average Google Nest thermostats can reduce an average of 10% to 12% on heating and 15% on cooling bills.

"Many individuals and families within our community struggle with enormous educational and financial barriers," said Emma Hernandez, executive director at SCDC. "I'm grateful to partner with organizations like SoCalGas and Google who have provided us with resources and materials to help overcome those barriers."

SoCalGas encourages customers to take advantage of energy-saving tips, customer assistance programs and additional resources, such as rebates and no-cost energy efficiency kits, to help manage utility costs this winter.

Tutorial Videos:

English: <https://www.youtube.com/watch?v=WFkF5F8Ws5M>

Spanish: <https://www.youtube.com/watch?v=riQ7XAdICv4&t=1s>

*Independent studies showed that Nest thermostats saved people an average of 10% to 12% on heating and 15% on cooling. Individual savings are not guaranteed. Learn More.

Related link:

<https://newsroom.socalgas.com/press-release/socalgas-provides-resources-to-help-customers-save-money-ahead-of-winter>

Report by ***Ted Chang***

HHIA Board Director, Water & Utility