



# SAWCO WATERWORKS

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## Drought – A New Way of Life

Welcome to our fifth year of drought. We all anticipated a powerful El Nino this year which is an atmospheric event that allows for a warmer Pacific Ocean and a potential for above average rain. “But so far, it gives Southern California a 35% chance of above average precipitation...and we can expect a hot and dry summer.”

It may be a new way of life as we embrace the idea that there will be more frequent droughts that accentuates the adage that “we don’t live in a wet climate frequented by drought, but we live in a dry climate with periods of wetness.” Living like we live in a dry climate with limited water supplies is the new normal as the State prepares for the Governor’s recent executive order that will make current conservation measures permanent.

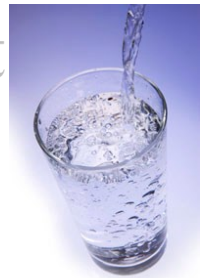


## RAINFALL DATA

	2014	2015	2016
Jan	.43	.82	5.44
Feb	2.39	1.61	.62
Mar.	.57	.32	2.54
April	1.05	.41	.86
May	.01	1.59	.06
June	.00	.01	
July	.00	.79	
Aug.	.79	.00	
Sept.	.01	1.20	
Oct.	.07	1.07	
Nov	1.18	.41	
Dec	4.65	1.30	
TOTAL	11.15	9.53	9.52

1958-2013 Annual rainfall average: 22.40”  
 Rainfall data collected from  
[www.sbcounty.gov](http://www.sbcounty.gov). & [www.usace.army](http://www.usace.army)

## Consumer Confidence Report



The Consumer Confidence Rule requires public water suppliers to provide consumer confidence reports (CCR) to their customers. The report provides information about the quality of your water and en-

ables customers to make knowledgeable decisions about their health. To be environmentally friendly we are offering to email this report to our customers. This will help us reduce our costs to print and mail the report. If you would like to receive your report by email, please send us a request that you would like a copy of the CCR to [info@sawaterco.com](mailto:info@sawaterco.com).

The CCR will also be available on our website at:

[sawaterco.com/sites/default/files/archive/ccr/2015%20CCR.pdf](http://sawaterco.com/sites/default/files/archive/ccr/2015%20CCR.pdf)

Lastly, if you would like us to send you a copy by regular mail, you may request it by phoning our office at (909)982-4107.

## MANAGER'S MESSAGE

### Water is First Class



I am not a fan of cynicism, but it seems that thinking “water” is the number one priority in California is like thinking that boarding an airplane with a Group 1 boarding pass allows you to board first. I think you all know where I’m going with this and wondering what does this have to do with water.

Not to mention any specific airline, but if you were boarding an airplane for the first time, you may think that being in Group 1 actually puts you in front of the line. So when they announce priority boarding, you are puzzled as it begins not with Group 1 but with “first class” customers. Then boarding is followed by some ‘advantage customers’ at which point you feel somehow ‘disadvantaged’ as you gaze intently on your Group 1 boarding pass and that you may be in the wrong line.

Your patience is tested further as boarding is followed by of a host of “precious metal” customers beginning with platinum, gold, silver, copper, aluminum, stainless steel, iron ore, lead. Am I missing anything on the Atomic Scale? By the time you think that surely Group 1 would be next to board, they announce the ‘gem stones’ customers beginning with diamond, ruby, sapphire, garnet, cubic zirconia, granite, marble, slate, rock, decomposed granite, sand, which by that time you realize that being in group 1 seems to have lost its meaning. Finally when Group 1 is allowed to board you look back and find that you are actually one of the last to board. I don’t know, is it cynical to believe that water deserves a “First Class Ticket”?

*Charles Moorrees*



### New water use rates on the horizon

You may have read of other water agencies implementing a “loss of revenue” charge to mitigate their revenue gap due to reduced water supply and usage. With the drought and inability to produce water, it’s not hard to imagine the impact that the back to back reductions in entitlement (33%) has on the Water Company’s revenues from its shareholders. In addition, the Company’s fixed expenses has actually increased due to the drought. If you can imagine for example a fire hydrant with in your community. You pass by it every day as it sits passively in place like a sentinel. What you may not be aware of is all the things that your Water Company does to ensure that if there was a fire that there is sufficient water supply and pressure to be able to do its job when required. It’s the same way with your water service.

Fixed rates are generally designed to cover fixed expenses and are currently based on established meter connections and a “readiness to serve” charge; however, it seldom covers a water company’s fixed expenses. With less than 15% of shareholders on meters paying the “readiness to serve” charge, it’s not difficult to ascertain that it is not sufficient to cover fixed expenses and probably not equitable. Therefore the current commodity rate (water use rate) actually subsidizes current fixed expenses.

Accordingly, with a 33% drop in shareholder revenues and no relief in sight for increased water supplies, the Water Company will seek the help of rate consultants to help develop a more sustainable water rate and the way fees are allocated with respect to all shareholders active and inactive alike to carry us through dry periods. In doing so, we also recognize the need to meet and communicate the rate evaluation process with our shareholders. We are currently in the process of reviewing consultant proposals to prepare a rate study.

# Water Efficiency Corner

THE CITY OF POMONA, SAN ANTONIO WATER COMPANY AND CITY OF UPLAND HOST:

## SAN ANTONIO CANYON WATERSHED'S

12th Annual

## CLEAN-UP DAY



Help keep our  
Water Supply Clean

July 9, 2016  
9:00am - 11:00am

Meet at:  
Shinn Road - Mt. Baldy  
Across from Fire Station 25  
at 3000 N. Mountain Rd

- ❖ COMFORTABLE CLOTHING AND SHOES RECOMMENDED
- ❖ CLEAN-UP MATERIALS WILL BE PROVIDED
- ❖ REFRESHMENTS WILL BE SERVED



FOR ADDITIONAL INFORMATION:  
DANA DIAZ (909) 802-7422

### ANNUAL SHAREHOLDERS MEETING

Our Annual Shareholders' meeting took place on April 5, 2016. No election took place this year so the Board Directors will remain the same, until next year.

During this meeting Director Sue Sundell was appointed Secretary/CFO.

Many shareholders attended and 2 shareholders won composters and 1 shareholder won a Ultra High Efficient toilet w/installation for attending! Hopefully, we will see more shareholders next year and possibly more great giveaways!



### Pancake Breakfast

The 21st Annual & George Lee Memorial Pancake Breakfast was held on May 21, 2016. The smell of pancakes and sausages filled the air at the park and made for a delightful breakfast. The weather was a little chilly at times but turned out to be a nice day. Lots of folks came out and said hello and received a new Cold Water Catcher (bucket) and some other water conservation goods. As usual, great job done by all the volunteers.

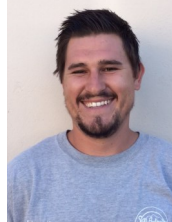
### Do you smell rotten eggs?



Why my water does smells like rotten eggs? Don't panic. It's almost certainly something you can fix on your own. If it's not emanating from your cold water, it most likely originates from the magnesium heating rod in your water heater. The magnesium rod used in heaters for corrosion control can chemically reduce sulfates to hydrogen sulfide which is the "rotten egg" smell.

Bacteria growing in your water heater can also produce a rotten egg or sewage smell. This may occur if water doesn't flow through your water heater often or it sits unused for a significant period of time or if you water heater is set too low. Generally, the bacteria that produce this problem are not a health threat because the chlorine residual in your water kills the bacteria; however, the taste and odor can be very unpleasant. One way to fix the problem is to shut off your water heater's cold water inlet valve, drain some of the water from your water heater or even do a full or partial flush.

Also, make sure it's actually the water that's causing the odor. If your shower, tub, sink, or floor drain dries out completely, you'll have a completely open pipe between your septic or sewer line and that drain. That's why you have a "trap" on your drain pipe that keeps water in the pipe so the smell from your septic or sewer does not come back into your home. Some of you may even have an automatic primer that adds water to the trap. In any case just run the water for 10 seconds to re-fill the drain, and maybe even pour in a little bit of chlorine bleach to help kill odor-causing bacteria near the top of your drain.



### Welcome Dean!

Please help us welcome our newest employee, Dean Campbell. Dean started with us in October as a Water Utility Trainee and has been working hard learning all about the Water company.

He has some experience in the water industry coming in from another water agency but was happy to be working closer to home. He's an Upland resident and has family in the Heights as well. In his spare time, he enjoys the outdoors, including boating and desert riding with family and friends. So if you see this young man around, tell him Hello and welcome aboard.

**SAWCo Waterworks**

is produced quarterly to keep San Antonio Water Company shareholders informed about water-related issues and upcoming events. If you have any questions or comments, please call the office at 909-982-4107.



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**BOARD OF DIRECTORS**

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- Glenn Bozar-Director
- Ken Willis -Director
- Bob Cable—Director
- John Gerardi-Director

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**GENERAL  
MANAGER**

Charles Moorrees

**DESIGNER/EDITOR**

Roberta Thomas



**Change for the Better**



Incorporated in October of 1882, the San Antonio Water Company (SAWCo) once shared an office with the Ontario Power Company in Ontario. Upon selling its interest in Ontario Power Company, The Water Company built its office at its current location in 1929, as it was once the center of the citrus industry on Euclid Avenue. This move was preceded by the constructing of the current yard facility on First Avenue.

Over the 134 years of operation, its service area changed as grove irrigators succumbed to land development. Currently the majority of SAWCo’s operating facilities are located in the northern part of Upland and the San Antonio Heights and separated from the office and yard facility.

In addition, the main office and yard facility situated apart from each other has brought about many challenges. The yard facility lacks storage and organization space and the office building has no ability for expansion and its customer parking is limited. There have also been a multitude of security issues involving vandalism and theft at both locations.

An Ad-Hoc committee was formed to determine if and where the office and yard facility should be located. With recommendations to the Board, two of SAWCo’s 5-acre sites were evaluated by the committee. The Water Company’s 5-acre site at Benson Avenue and 17<sup>th</sup> Street was selected due to its proximity to it’s facilities as well as its domestic service customers.

The process of relocating the Water Company’s office and yard facilities is still in the developing stages. The Water Company will keep its shareholders informed as the Ad-Hoc committee progresses with recommendations and direction from the Board.