

3RD QUARTER NEWS

SEPTEMBER 2023



HELLO FALL



Air valves located through the effluent line at the wastewater plant are monitored on a monthly basis. Some will need replacing.



Closed

October 9th - Columbus Day
November 23rd & 24th - Thanksgiving
December 25th & 26th - Christmas



Wastewater Treatment Plant

Around this time of season, stabilization ponds at the wastewater plant are pumped, so accumulated sludge can move to the middle of the pond. Purpose: No algae growth on side on ponds during the hot season.

Clear Lake is 4.8 feet higher this year than last year. The current rumsey level is 2.66 ft. up from -2.14 last year. This summer was not as hot as previous years. With a possibly wet winter we hope for a full lake again!

Sign up for eBill



Go Paperless! Sign up to receive your monthly statement via email the same day it's processed!



Communication boxes throughout the effluent line were replaced due to damage. These boxes contain communication wires that begin at Clearlake Oaks waste plant and end up at South East Wastewater Plant.



Pay your bill 24/7 with our Dial-By-Phone option, simply call (707) 216-2006

Sign Up for Automatic Bill Pay

Avoid the worry of potentially missing a due date by signing up today. Enrollment is quick, easy, and without a service fee or charge. For more information, please call our office or visit <https://www.clocwd.org/bill-payment>



UPCOMING BOARD MEETINGS

October 19, 2023
November 16, 2023
December 21, 2023
January 18, 2024

BOARD OF DIRECTORS

- President Stanley Archacki
- V. President Michael Herman
- Director Samuel Boucher
- Director James Burton
- Director William McHugh

TALK TO US

(707) 998-3322
Customerservice@clocwd.org
www.clocwd.org
12952 E. Highway 20
P.O. Box 709
Clearlake Oaks, CA 95423
Office Hours M-W
8:00 AM-3:30 PM



Don't allow water theft in your neighborhood, this is a crime! Report any attempts of water theft 24/7 to (707) 998-3322



CLEARLAKE OAKS COUNTY WATER DISTRICT WATER & SEWER NEWS



With the summer months coming to an end, Fall is in the air which leaves us facing the last quarter of 2023 already. It feels like I just took down my Christmas decorations and here we are again heading into the holiday season.

I would like to take this time to discuss back flow devices. Back flow devices are required by the State of California when a customer has access to any second source of water, these sources include, however, not limited to a lake or creek, wells, and pools. These devices protect the District's distribution system from back syphoning when water pressure drops quickly due to a main break. Please read the below article for more clarification. What most people don't know is, if you have a back flow device, most devices come equipped with a 'shut off valve'. This allows the customer to shut off their water if they are leaving on vacation or to repair a leak without having to call the District, this saving the customer time and money.

Now, as everyone should know, customers are not allowed to shut off their water at the meter, the meter is the property of the District and should never be touched by the customer. This is why the District is installing locks on all meters, and when the locks are cut, the customer will receive a tampering fee of \$350.00. In order to prevent these charges, might I suggest that everyone who does not have a back flow device, hire a plumber and have a 'customer shutoff valve' installed, this will probably save the customer money in the long run.

The District takes tampering very serious and over the years it has cost the District thousands in broken meters and broken curb stops, not to mention the man hours to replace these items. Even plumbers are not allowed to turn water on or off at the meter, only an Operator from the District has the authority to do so.

Our Customer Service Staff is trained to have answers to your questions and explain this in more detail. They are always willing to assist our customers. I hope everyone has an amazing Fall season and enjoys the cooler weather, we will talk again in December.



Annual Backflow Testing is Required by the State of California!

CLOCWD would like to remind residents and local business owners that the State of California requires the installation and annual testing of backflow devices. This compliance testing must be performed by a certified backflow tester. The annual deadline for test compliance submission is December 31, 2023. You are required to have a backflow device should you have: secondary source of water supply (IE: Lake, river, stream), fire lines, in-ground swimming pool, or a private well that is interconnected with the public water supply.

What is a backflow device? Backflow devices are mechanical doublecheck valves that prevent the water flow from reversing during a loss of water pressure. This loss can be caused by firefighter use or a water main break. These devices must be tested annually to make certain they are functioning properly. Backflow devices protect against potential contamination of the public water supply during times of fluctuating pressure. The District encourages residents to arrange for a AWWA certified backflow tester to conduct their annual backflow test and avoid any penalties for noncompliance. Residents must submit a copy of the backflow report to the District. CLOCWD keeps an up-to-date list of local California licensed backflow testers, which is included in the annual testing reminder. Please contact CLOCWD at (707) 998-3322 with any questions you may have regarding backflow.



A reduced pressure zone device typically installed at commercial properties.



A double-check valve device typically installed at residential properties.