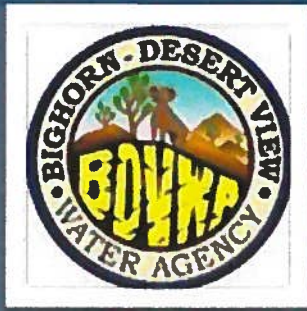


# BIGHORN-DESERT VIEW WATER AGENCY

## Winter 2012 Newsletter



### *BDVWA Welcomes A New Family Member!*

*We would like to introduce to you our new Customer Service Representative Lily Shelton. Lily recently completed an internship through Copper Mountain College and is looking forward to applying her recently acquired skills to help with all of your*



### *A New Look At The Office*

*The Agency has installed a partition and security glass at the front counter to help reduce exposure to and transmission of germs, enhance productivity and to provide a safer work environment to our staff.*

### **New Option for Bill Pay!**

*In a continuing effort to provide exceptional customer service the Agency is now offering the Automatic Clearing House or ACH system for processing payments. ACH will allow our customers to authorize payment of their water bill directly through the bank much like automatic paycheck deposits work. If you are interested please call our office at 760-364-2315*



Bighorn-Desert View Water Agency 622 S. Jemez Trail, Yucca Valley CA 92284

Phone 760-364-2315

Website overhaul coming soon!

[www.bdvwa.org](http://www.bdvwa.org)



## WATER THEFT: WHAT CAN YOU DO?

Bighorn-Desert View Agency is launching a campaign to reduce theft of water through the Agency fire hydrants. The stealing of water is not only wrong; it poses a risk of water contamination to your water supply. If someone attaches a hose to a hydrant and fills a contaminated water container the impurities from that container can flow back into our water supply if the pressure suddenly drops. The dirty water is now in the system and could be consumed by your family. Furthermore lost revenue from theft is ultimately reflected in the cost of service to all other customers.

Report suspected theft to the Sheriff's Department or Agency staff at 760-364-2315. Hydrants should only be used by fire department personnel and Bighorn-Desert View Water Agency workers. Vehicle descriptions and license plate numbers are useful but do not put yourself in harm's way.



We support our Marine Corps by hosting a "Toys for Tots" Drop Off Site. Please drop off your new unwrapped toy today. The donation box is located in the lobby of our office at 622 S. Jemez Trail, Yucca Valley CA. Final day to donate a new toy is December 14, 2012.

## The 2013 Calendar is here!

This year's calendar was created by Agency staff and is available for \$1.00

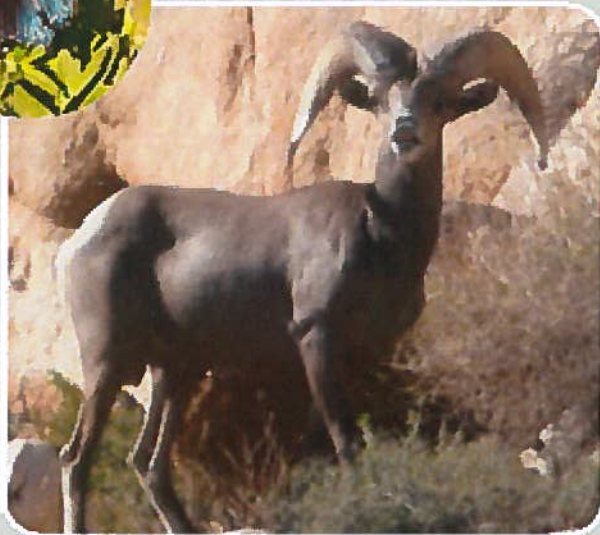


## Update on the LAFCO Sphere of Influence

In 2012, the Local Area Formation Commission (LAFCO) completed a Service Review and Sphere of Influence update for the Bighorn-Desert View Water Agency. Through this process LAFCO has determined that "reorganization" with County Service Area 70/Zone W-1 (Landers/Goat Mountain) is a logical step for BDVWA since we already serve properties within that service area. Zone W-1 customers are essentially located east of Gibraltar Lane to Border Avenue.

### Why could this change be good for Customers of BDVWA?

The properties served by County Special Districts reside in the same community as you. Consolidation would add an additional 8 square miles to existing Agency territory comprising of 43 square miles. We believe that, based simply on "economy of scale", reorganization with Zone W-1 will result in more efficient and effective service, at a lower overall cost, to all customers as time goes on. Currently Zone W-1 is represented by the County Board of Supervisors who preside over all issues concerning the entire county which reduces overall transparency and access to the elected body. In contrast, the Agency Board of Directors is focused solely on the water service needs of this community. Agency directors are elected from and must reside within the boundaries of the Agency, they are accessible and meetings are held locally.



# HOW TO CHECK



Leaks are wasters of both water and money. You may have a leak inside or outside your home without even knowing it. Some properties have long service lines that exist off the property where leaks can go undetected. Even a small leak can waste hundreds of gallons of water each day. Check toilets, pipes, hoses, faucets and connections both indoors and outdoors at least once a year. The following are tips to help you determine if you have a leak.

### Checking Your Water Meter for Leaks

Your water meter is usually located wherever the waterline enters your property.

- Turn off all the water inside and outside.
- The face of the meter has several dials and pointers. Note their positions.
- Wait 10 minutes or more and look at the position of the dials and pointers.
- If any of them have moved and you can't account for the difference by a swamp cooler, toilet flush, ice-cube maker or other use, you probably have a leak.
- For further assistance please call our office.

When the temperature drops pipes freeze! Make sure all exposed pipes are properly insulated.



2 0 1 2 Y E A R E N D

HAVE A WONDERFUL NEW YEAR!



**BIGHORN-DESERT VIEW WATER AGENCY**  
622 S. Jemez Trail  
Yucca Valley CA 92284