



NUMBER 73

NEWSLETTER

JUNE 2024

CONSUMER CONFIDENCE REPORT ANNUAL DRINKING WATER QUALITY REPORT *Monitoring Data & Test Results from Calendar Year 2023*

A message from the United States Environmental Protection Agency (USEPA) and State Water Resources Control Board, (State Water Board): In order to ensure that tap water is safe to drink, the USEPA and the State Water Board prescribe regulations that limit the amounts of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California Law also establish limits for contaminants in bottled water that provide the same protection for public health.

While Fern Valley Water District (FVWD) works hard to ensure that our water is safe and pleasing for our customers, all drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's Safe Drinking Water Hotline 1-800-426-4791.

This yearly report describes where your water comes from, what is in it, and how its quality compares with the regulatory standards set by the State Water Board's Division of Drinking Water.

OUR PRECIOUS WATER SUPPLY is a function of the amount of precipitation that falls locally in the watershed. The water that you receive from your tap is a blend of both surface water and groundwater. The ratio changes depending on availability of each source. A water source assessment was completed in 2002 for ground water and 2012 for surface water. The District produced a total of 42.9 million gallons of water from our surface water and groundwater supplies. Under licenses issued by the California State Water Resources Control Board, 32.4 million gallons or approximately 75.6% of the water delivered to you last year was obtained from Tahquitz Creek; and none was obtained from Strawberry Creek. These diversion sites are located at elevations high above Fern Valley. We filter this water through our surface water treatment system, and then the filtered water enters a granular activated carbon adsorption system, further removing a wide variety of potential contaminants. Chlorine disinfectant is added to protect you against microbial contaminants. The combination of these different systems comprise our surface water treatment plant.

Groundwater supplies (Wells): When there is insufficient surface water supply, the District supplements your water supply from a combination of 10 vertical groundwater wells. Last year 10.5 million gallons or approximately 24.4% of the water delivered to you was from wells. This deep well water is obtained from fractured rock, not from a large underground aquifer. The sources are most vulnerable to the following activities not associated with any detected contaminants: low density septic systems, campgrounds/recreational areas, and surface water streams. Copies of both assessments are available at the District office. You may also request a summary of the assessments be sent to you by contacting Assistant General Manager, Jessica Priefer at (951) 659-2200.

The well water is aerated to remove carbon dioxide (CO₂), a corrosive gas naturally present in groundwater. The aeration process removes the CO₂, which in turn elevates the pH, producing water that is less corrosive to the District's water system and your household plumbing. This reduces the risk of lead and copper from leaching into the water from your plumbing. Elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The District is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>

Why You Should Read This Years Drinking Water Quality Report

- Examines how FVWD ensures your drinking water is safe, high quality, and reliable.
- Provides science-based data and facts about the sources, quality, and safety of your drinking water.

How are constituents measured and reported in the CCR?

Constituents are measured and reported in extremely small quantities such as parts per million (ppm or mg/L), parts per billion (ppb or ug/L), and in some cases, parts per trillion (ppt or ng/L). The “units” column of the CCR tables identifies the unit of measurement for each individual constituent detected. All analyses are performed by state-certified laboratories that meet minimum reporting requirements for each constituent analyzed. If these measurements are difficult to imagine, think about these comparisons:

| Parts per million: | Parts per billion: | Parts per trillion: |
|---|--|--|
| 1 drop in 14 gallons 1 second in 12 days 1 inch in 16 miles 1 cent in \$10,000 | 1 drop in 14,000 gallons 1 second in 32 years 1 inch in 16,000 miles 1 cent in \$10 million | 10 drops in enough water to fill the Rose Bowl 1 second in 32,000 years 1 inch in 16 million miles 1 cent in \$10 billion |

A large bathtub holds about 42 gallons and an average swimming pool holds about 14,000 gallons.

Water Industry Facts

- The EPA requires all community water systems in the U.S. to report drinking water quality systems to its customers annually. This includes details on where the water comes from, what contaminants have been found in the water, and potential health effects. That is why you are receiving this report.
- How much water is there in the world? Water covers about 71 percent of the earth, 96.5 percent of that is ocean water.
- How much of the water in the world is drinkable? Only 2.5 percent of all the water on the planet is freshwater that is drinkable.
- How much of the water in the world is drinkable right now? Only 1 percent of all freshwater is easily accessible in rivers, lakes and streams. The rest of it is stuck in glaciers and snowfields.
- How many people in the world have access to clean water? Out of around 7.8 billion people in the world, only about 6 billion of them have access to clean water.
- How many people in the world do not have access to clean water? Approximately 785 million people in the world lack access to clean water. That is approximately 1 in 10 without access to safe water .
- The majority of Americans (almost 300 million people) get their tap water from public water systems. The other 15% receive water from private water systems not subject to government regulation.
- Americans now use 127% more water than in 1950, and about 95% of the water entering our homes goes down the drain.
- Some old water pipes still contain lead, a poisonous metal. Lead may cause a range of health effects including behavioral problems and learning disabilities. Children six years old and under are most at risk because this is when the brain is developing.
- Americans drink more than a billion glasses of tap water per day.
- There is no “new” water: whether our source water is a stream, river, lake, spring, or well, we are using the same water that the dinosaurs used.

PUBLIC PARTICIPATION

The general public is welcome to attend the regularly scheduled FVWD’s Board of Director’s meetings, scheduled for the third Thursday of each month at 9:00 a.m. The meetings are held at the Fern Valley Water District Boardroom at 55790 South Circle Drive, Idyllwild, CA 92549, and currently via teleconference and electronically. For meeting agendas, or if you have a topic that you would like to put on the Agenda, please contact Assistant General Manager, Jessica Priefer at (951) 659-2200.

Contaminants that may be present in source water include:

- ◆ *Microbial contaminants*, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- ◆ *Inorganic contaminants*, such as salts and metals, that can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- ◆ *Pesticides and herbicides*, that may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- ◆ *Organic chemical contaminants*, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, agricultural application, and septic systems.
- ◆ *Radioactive contaminants*, that can be naturally occurring or be the result of oil and gas production and mining activities.

Informational Statement

The sources of drinking water in both tap water and bottled water include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Water industry professionals are dedicated to removing any materials that might prove harmful to customers. FVWD uses effective, multi-barrier treatment processes to ensure our water continues to meet state and federal standards.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer that are undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

The following are definitions and notations used in this report:

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Secondary Maximum Contaminant Level (SMCL): Non-enforceable guidelines regarding chemicals that may cause cosmetic or aesthetic effects in drinking water.

Primary Drinking Water Standards (PDWS): MCLs and MRDLs for contaminants that affect health, along with their monitoring and reporting requirements, and water treatment requirements.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency (CAL EPA).

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (USEPA).

Regulatory Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Maximum Residual Disinfection Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfection Level Goal (MRDLG): The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

LRAA: Locational Running Annual Average

N/A: Not applicable

None: The USEPA and CAL EPA, have not set a Public Health Goal or Maximum Contaminant Level for this substance.

(ND) Not detectable: At testing limit.

Nephelometric Turbidity Units (NTU): A measurement of the cloudiness of water.

Parts per million (ppm): Or milligrams per liter (mg/L).

Parts per billion (ppb): Or micrograms per liter (ug/L).

Picocuries per liter (pCi/L): A measure of radiation.

Locational Running Annual Average (LRAA): Disinfection Byproducts locational annual running average.

FERN VALLEY WATER DISTRICT

Monitoring Data & Test Results from Calendar Year 2023

All water produced and delivered by the Fern Valley Water District meets or exceeds standards for public drinking water established by the State Water Board and the USEPA.

In the following tables, you will find detailed information about the water that comes from your tap. Your water is regularly tested for more than 120 chemicals and other substances, as well as radioactivity. Only substances that were detected are listed in the tables. Unless otherwise noted, the data presented in the table is from testing done January 1 through December 31, 2023. The state allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, may be from more than one year of sample results.

If you have additional questions or concerns regarding the quality of your water, please contact Victor Jimenez, Fern Valley Water District General Manager at (951) 659-2200.

DISTRIBUTION SYSTEM

| MICROBIOLOGICAL CONTAMINANTS | | | | | |
|------------------------------|--|------|--|-----------------------|--------------------------------------|
| CONSTITUENT | MCL | MCLG | HIGHEST # OF DETECTIONS (in one month) | # MONTHS IN VIOLATION | TYPICAL SOURCES IN DRINKING WATER |
| TOTAL COLIFORM BACTERIA | 1 Positive monthly sample | 0 | 0 | 0 | Naturally present in the environment |
| FECAL OR E.COLI BACTERIA | A routine sample & repeat sample are total coliform positive, and one of these is also fecal coliform or E.coli positive | 0 | 0 | 0 | Human and animal fecal waste |

| HOUSEHOLD LEAD AND COPPER TAP SAMPLING (2022) | | | | | | | |
|---|------|-----|------------|---------------------|------------------------|------------------------|-----------------------------------|
| CONSTITUENT | UNIT | AL | PHG (MCLG) | # SAMPLES COLLECTED | 90TH PERCENTILE RESULT | # SAMPLES EXCEEDING AL | TYPICAL SOURCES IN DRINKING WATER |
| LEAD | UG/L | 15 | 0.2 | 10 | 9.2 | 0 | Naturally-occurring |
| COPPER | MG/L | 1.3 | 0.3 | 10 | 0.15 | 0 | Naturally-occurring |

| DISINFECTION BY-PRODUCTS | | | | | | | |
|------------------------------|------|-----------------------------|-----------------------------|------|------------|----------|---|
| DISINFECTION BYPRODUCTS | UNIT | MCL [MRDL] | MCLG [MRDLG] | DATE | RANGE | AVERAGE* | TYPICAL SOURCES IN DRINKING WATER |
| CHLORINE | MG/L | [4.0 (as Cl ₂)] | [4.0 (as Cl ₂)] | 2023 | .55 - .725 | 0.70 | Drinking water disinfectant added for treatment |
| TOTAL TRIHALOMETHANES (TTHM) | UG/L | 80 | N/A | 2023 | 8.1 - 33 | 29.5 | By-product of drinking water disinfection |
| HALOACETIC ACIDS (HAA5) | UG/L | 60 | N/A | 2023 | 8.8 - 35 | 21.3 | By-product of drinking water disinfection |

*AVERAGE LISTED FOR TTHM AND HAA5 REPRESENT HIGHEST LRAA

| GROUNDWATER SOURCES - PRIMARY STANDARDS | | | | | | | |
|---|-------|-------|------------|-----------|-----------|---------|---|
| CONSTITUENT | UNIT | MCL | PHG (MCLG) | DATE | RANGE | AVERAGE | TYPICAL SOURCES IN DRINKING WATER |
| GROSS ALPHA | PCI/L | 15 | 0 | 2015-2022 | .119-5.69 | 2.81 | Erosion of natural deposits |
| URANIUM | PCI/L | 20 | 0.43 | 2020-2023 | ND-4.86 | 2.21 | Erosion of natural deposits |
| GROUNDWATER SOURCES - SECONDARY STANDARDS | | | | | | | |
| CONSTITUENT | UNIT | SMCL | PHG (MCLG) | DATE | RANGE | AVERAGE | TYPICAL SOURCES IN DRINKING WATER |
| BICARBONATE ALKALINITY | MG/L | ----- | N/A | 2021 | 32-72 | 56.14 | Naturally occurring |
| CALCIUM | MG/L | ----- | N/A | 2021 | 5.8-17 | 12.4 | Naturally occurring |
| CHLORIDE | MG/L | 500 | N/A | 2021 | 2.5-5.3 | 3.66 | Runoff/ leaching from natural deposits |
| HARDNESS (TOTAL) AS CaCO ₃ | MG/L | ----- | N/A | 2021 | 18-51 | 37.57 | Naturally occurring |
| MAGNESIUM | MG/L | ----- | N/A | 2021 | 1.4-2.4 | 1.73 | Naturally occurring |
| PH, LABORATORY | UNITS | ----- | N/A | 2021 | 6.8-7.2 | 7.01 | Measure of the acidity of the water |
| SODIUM | MG/L | ----- | N/A | 2021 | 8.3-12 | 10.19 | Salt present in the water that is generally naturally occurring |
| SPECIFIC CONDUCTANCE | US | 1600 | N/A | 2021 | 78-160 | 119.71 | Substances that form ions when in water |
| SULFATE | MG/L | 500 | N/A | 2021 | 0.63-0.79 | 0.67 | Runoff/ leaching from natural deposits |
| ZINC | MG/L | 5 | N/A | 2021 | ND-18 | .03 | Runoff/ leaching from natural deposits |
| TOTAL DISSOLVED SOLIDS | MG/L | 1000 | N/A | 2021 | 68-110 | 91.71 | Runoff/ leaching from natural deposits |
| TURBIDITY, LABORATORY | NTU | 5 | N/A | 2021 | 0.16-0.36 | 0.26 | Soil runoff |

| SURFACE WATER SOURCES - PRIMARY STANDARDS | | | | | | | |
|---|-------|-------|------------|------|---------|---------|---|
| CONSTITUENT | UNIT | MCL | PHG (MCLG) | DATE | RANGE | AVERAGE | TYPICAL SOURCES IN DRINKING WATER |
| BARIUM | MG/L | 1 | 2 | 2023 | ND | ND | Erosion of natural deposits |
| SURFACE WATER SOURCES - SECONDARY STANDARDS | | | | | | | |
| CONSTITUENT | UNIT | SMCL | PHG (MCLG) | DATE | RANGE | AVERAGE | TYPICAL SOURCES IN DRINKING WATER |
| BICARBONATE ALKALINITY | MG/L | ----- | N/A | 2023 | 28 | 28 | Naturally occurring |
| CALCIUM | MG/L | ----- | N/A | 2023 | 3.8-4.1 | 3.95 | Naturally occurring |
| CHLORIDE | MG/L | 500 | N/A | 2023 | 1.8-2.6 | 2.2 | Runoff/ leaching from natural deposits |
| HARDNESS (TOTAL) AS CaCO ₃ | MG/L | ----- | N/A | 2023 | 12-13 | 12.5 | Naturally occurring |
| MAGNESIUM | MG/L | ----- | N/A | 2023 | ND | ND | Naturally occurring |
| PH, LABORATORY | UNITS | ----- | N/A | 2023 | 6.7-6.8 | 6.75 | Measure of the acidity of the water |
| SODIUM | MG/L | ----- | N/A | 2023 | 4-5.3 | 4.65 | Salt present in the water that is generally naturally occurring |
| SPECIFIC CONDUCTANCE | US | 1600 | N/A | 2023 | 49-51 | 50 | Substances that form ions when in water |
| TOTAL DISSOLVED SOLIDS | MG/L | 1000 | N/A | 2023 | 40-66 | 53 | Runoff/ leaching from natural deposits |

| SURFACE WATER TREATMENT | | | | | | | |
|-------------------------|------|---------------------------|-----|------|-------------|-----------|-----------------------------------|
| CONTAMINANT | UNIT | MCL | PHG | DATE | LEVEL FOUND | VIOLATION | TYPICAL SOURCES IN DRINKING WATER |
| TURBIDITY | NTU | TT = 1 | N/A | 2023 | 0.0 | NO | Soil runoff |
| | | TT = 95% OF SAMPLES ≤ 0.2 | N/A | | 0.0 | NO | |

Sampling Results Showing Treatment of Surface Water Sources

| | |
|--|--|
| Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our surface water filtration system. | |
| Treatment Technique ^(a) Alternative Technology Filtration | EPD (Environmental Products Division) two stage pressure filter |
| Turbidity Performance Standards ^(b) (that must be met through the water treatment process) | Turbidity of the filtered water must: 1 – Be less than or equal to 0.2 NTU in 95% of measurements in a month. 2 – Not exceed 1.0 NTU for more than eight consecutive hours. 3 – Not exceed 5.0 NTU at any time. |
| Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1. | 100% |
| Highest single turbidity measurement during the year | 0.186 NTU |
| Number of violations of any surface water treatment requirements | 0 |

- (a) A required process intended to reduce the level of a contaminant in drinking water.
- (b) Turbidity (measured in NTU) is a measurement of the cloudiness of water and is a good indicator of water quality and filtration performance. Turbidity results which meet performance standards are considered to be in compliance with filtration

IMPORTANT NOTICE– PLEASE READ!

It is very important that you do your very best to shut-off the water at the customer valve located near the meter, not a valve located near the house, whenever leaving the property for any extended periods. Although a valve near the house may protect you if there are leaks in the house, these valves will not protect your main service line between the meter and the house and these lines can be very prone to freezing if not installed deep enough. All water that passes through the meter is your responsibility and the District no longer has the ability to offer any form of forgiveness in the event that your property suffers any form of leak for any reason. We continue to have customers receive very expensive bills due to unfortunate leaks that run undetected and would have been prevented by shutting off the customer valve. We do our best to notify all customers of any irregular usage that we detect as quickly as possible, but unless we see a leak or a neighbor reports a leak to us, reading the meters is our only method of detection. We read the meters bi-monthly and a water leak can add up to a large amount of usage in a two month time frame, so please remember to shut-off your water at the customer valve. If you forget to turn off your water, or for whatever reason are unable to return to your property, call the office and we will do our best to assist you in getting it shut-off as a one-time courtesy. Additional calls will result in call-out fees being assessed and these calls will only be addressed on a first come first served basis and only as workload and operator availability allow.

PLEASE MAKE THIS A PRIORITY!

BRIEF SYSTEM DESCRIPTION

Fern Valley Water District was established in 1958 as a California Water District under Section 34000, Division 13 of the California Water Code. The District employs a staff of five, the General Manager, Assistant General Manager and three field operators. Our system consists of approximately 22 miles of pipeline ranging in size from 4 to 12 inches in diameter. We currently have 1,179 service connections, ten groundwater wells with a total pumping capacity of 320-gpm (gallons per minute), four aeration plants to treat the well water, one 250-gpm surface water treatment plant, and a 250-gpm surface water granular activated carbon adsorption system. Water storage includes five storage reservoirs with a capacity of 4,289,431 gallons for finished water, and three reservoirs with a capacity of 2,340,000 gallons for raw or untreated water; for a total water storage capacity of 6,629,431 gallons. Because our system is "gravity-feed", we can provide continued service even during short-term power outages and disruptions in power supply.

MESSAGE FROM THE DISTRICT

The Fern Valley Water District is dedicated to providing the finest customer service and water quality possible. The District's Assistant General Manager, Jessica Priefer, has been with the District almost 18 years and is dedicated to providing the best customer service possible to all of the District's customers.

The District wants to assure our customers that your water service is provided by certified professionals that far exceed the minimum State of California standards. The Fern Valley Water District has been classified as a T2/D2 system which requires a minimum of T2/D2 certifications for Chief Operator and T1/D1 certifications for Shift Operators. Currently the General Manager, Victor Jimenez, holds a T3 in water treatment and a D4 in water distribution and over 28 years of experience in the water industry. The veteran operator, James Nutter, holds a T3 in water treatment and a D3 in water distribution and over 28 years of experience in the water industry. Cam Clark holds T2 and D2 certifications with over 7 years experience and Tony White holds T2 and D2 certifications and over 8 years of experience. In addition, Staff is certified in cross connection control and the District has a very comprehensive cross-connection control program.

WHAT'S HAPPENED?

- The District replaced the water mains on Cougar, and Silver Tip, as well as portions of Howland and Glen. In total, approximately 3100 feet of ductile iron pipe was installed with all new 6-inch hydrants to further enhance the fire fighting capabilities of the system.

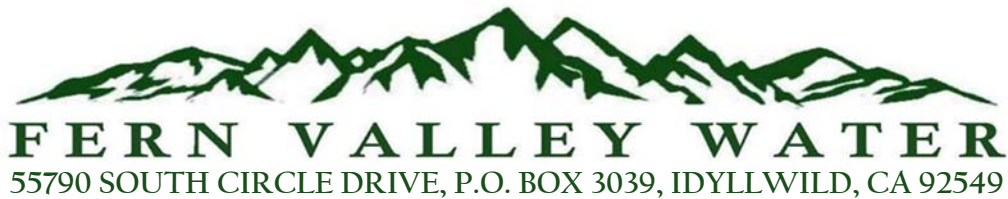
WHAT'S COMING?

- The District is planning on replacing approximately 700 feet of pipe on an above-ground pipeline from Wayne to Tahquitz View, due to an increasing number of failures on this particular line. This line is mostly a cross-country line so it will involve very minimal paving or traffic control to complete the project.
- We are planning on expanding the office to allow for the expansion of the undersized board room, the addition of a file/plan room and relocation of the General Manager's office. This project will be constructed in-house by District staff, again affording the District a significant savings and substantial increase in property value to the District's office building.
- The capital improvement plan includes the replacement of several of the District's vehicles this year. The vehicles are being replaced now to maximize the District's fleet budget. Three of the vehicles being replaced will be replaced with half ton diesel pick-up trucks that will reduce the fuel consumption for these three vehicles by half resulting in a significant savings for the District. The dump truck will be replaced and an additional used backhoe/loader will be purchased to enhance operations.
- We will continue the augmentation of equipment to enhance the vehicle and equipment maintenance program, which saves the District a significant amount of money by performing vehicle maintenance and repairs in-house.
- An additional 10 hydrants will be upgraded from small post hydrants to commercial six-inch hydrants to further enhance fire fighting capabilities.

The District continually evaluates the capital improvement plan and prioritizes projects to optimize the District's operation. The 10 year capital improvement plan is being updated according to pipeline age and pipeline failures over the recent past to ensure a safe and reliable supply of water to our customers.

LEAKS

The District is very proactive in identifying, repairing, and whenever possible preventing leaks. If you ever see water coming out of the ground or a street, please give us a call or email us and let us know where you saw this. We will do our best to immediately dispatch someone to investigate and repair any and all leaks as quickly as possible.



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*This report contains important information about your drinking water. Translate it, or speak with someone who understands it.
Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.
Favor de comunicarse con Fern Valley Water District, 55790 South Circle Drive, Idyllwild, CA 92549, 951-659-2200 para
asistirlo en español.*

FERN VALLEY WATER DISTRICT

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*It is our policy to be responsive to our customers' needs, and we are available for
emergency assistance 24 hours a day. Our emergency phone number is (951) 659-2200.*