



A Message from the PHWD Board President

Dear Neighbors,

I trust you all had a happy and restful holiday season. It is a time when we collectively reflect on the milestones of the past year and chart a course for the year ahead.

Despite the growth of our district, our guaranteed allotment of water from SFPUC has remained unchanged. With the latest zoning changes in town, we anticipate rapid growth in our district population. In past years, we looked at procuring additional supply as a means to make us more drought-resilient. While this continues to be a priority, we also want to find sources of supply that are permanent and augment our existing supply from SFPUC so we are better equipped for the influx of new residents. In the last year, the board and staff have evaluated multiple options and will continue to pursue all viable opportunities.

Recent years have exemplified a feast-famine cycle of water supply. Scientists warn us that such cycles are likely to become the norm in the future. The twin crises of higher local water demand and unreliable water supply call for a focus on conservation. We need action at all societal levels — residents adapting landscapes to suit the changing climate, district and town leadership pursuing new and innovative water conservation strategies, and the state reassessing the allocation and utilization of its diminishing water resources. During 2023 we used less water as a district than we did in 2022, a drought year. Thank you and keep up the

good work! Let's aim for even lower usage in 2024.

While tackling these long-term challenges are high on our list of priorities, we are continuing to invest in the maintenance of our existing infrastructure, some of which date back to the establishment of our district. The rates and fees we pay directly fund these improvements, and over the last few years we have laid about a mile of pipe every year. We expect to continue this rate of investment. We are continuing to invest in leak detection and are working with the fire district to install systems that will alert us to leaks as soon as they occur underground. Finally, we are working with the town on our plans to rebuild our McCann Operation Center. The current building is over 50 years old and is sorely in need of an extensive rebuild.

None of this would be possible without our exceptional staff. We have a tiny but dedicated team who have to wear multiple hats. Each of them juggles multiple roles, first a customer support person, now a conservation specialist, and later a field engineer. Ensuring that our families and homes have uninterrupted access to the best drinking water is as thankless a job as it is ceaseless. We owe them an immeasurable debt of gratitude.

I wish you all a happy new year and look forward to meeting you around town.

Cheers, Anand Ranganathan ■



Backflow Prevention Device Testing Fees will be starting January 1, 2024. See the PHWD website for more details.



PHWD's Customer Pay Portal

Take advantage of 24/7 online access to your customer account management and payments with PHWD's Pay Portal at PurissimaWater.org/billpay or scan the QR code at right with your mobile device.



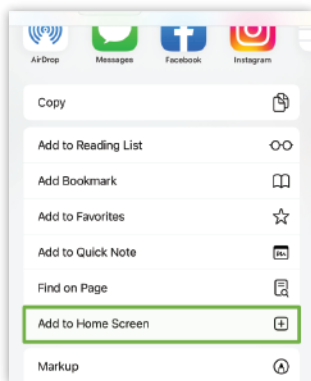
- Online card payment***
- View payment history**
- View usage history**
- Sign up for e-billing**

* Service fee of 2.25%



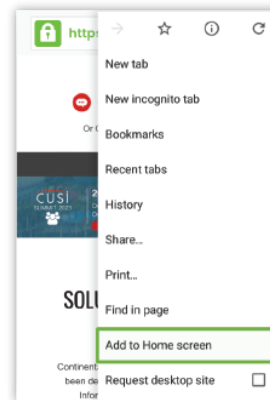
ONE TOUCH ACCESS ON YOUR PHONE

To make it easier to access your customer pay portal from your mobile phone, you can now create a mobile bookmark that will allow one-click access from your phone's home screen!



iPhone

1. Open Safari and go to PurissimaWater.org/billpay
2. Open the nav bar on the bottom of the screen and click the icon.
3. When the submenu opens, scroll down and click **Add to Home Screen**.
4. Enter a custom name for your bookmark.
5. Click **Add**.



Android

1. Open Google Chrome and go to PurissimaWater.org/billpay
2. Open the nav bar on the top of the screen and click the icon.
3. When the submenu opens, scroll down and click **Add to Home Screen**.
4. Enter a custom name for your bookmark.
5. Click **Add**.



New Billing Adjustment Policy



Effective January 1, 2024, billing adjustments may be made for water lost as a result of a leak on the customer's side of the meter and/or malfunctioning irrigation equipment. Water lost from leaking irrigation systems, service lines, and toilets, or from a malfunctioning irrigation controller will qualify for a billing credit upon determination by District personnel that the customer had no control over the circumstances of the loss of water. To read more about how you can qualify please visit PurissimaWater.org/adjust ■

One of the qualifications for a billing adjustment is having an EyeOnWater account. No billing adjustments will be granted if you do not have EyeOnWater at the time of the leak. Please sign up for EyeOnWater if you think you may need a billing adjustment in the future.



WINTER REMINDER: Please reduce your irrigation schedules as we are in the cooler months. Let the rain do the watering.