

A Message from the PHWD Board President



Dear Neighbors,

I'm welcoming 2025 by taking my first stint as President of the PHWD Board of Directors. The board members cycle through positions, so each year, a different Board member steps up as President. This year, it's my turn.

We have all been deluged with texts, emails, and exhortations over the past few months. So instead of telling you anything about what I think, or what you should think, I'll say only that I'm always happy to listen to anyone in the District about any District business.

I hope that you will pause a moment or two to think about what it is that Purissima Hills does, as a water district, and what it is that you know about our work. We have a small staff. They answer phones, dig trenches, plug holes, diagnose leaks, design flyers,

attend meetings, research billing questions, install new water service, investigate new technologies, and chat with customers at 2:00 a.m. when a water main breaks.

Board and staff work together to set policy, review rates, prioritize infrastructure projects, manage District finances, investigate strategies for conserving water, work with legal experts on changes in water law, and investigate possible additional sources of water.

Together, we do everything we can to ensure that each and every one of you has consistent access to superb drinking water. Water in the American West is an incredibly precious resource. We are doing our best to steward that resource on your behalf.

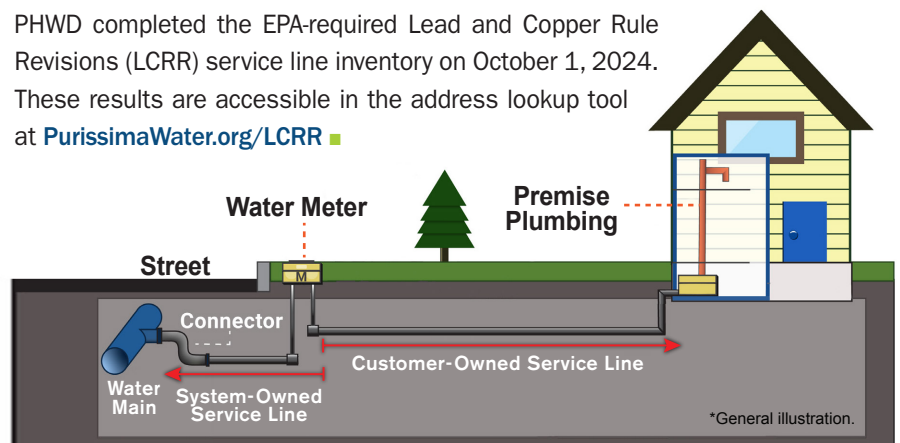
Cheers, Lucille Glassman ■



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

Lead and Copper Inventory Compliance

PHWD completed the EPA-required Lead and Copper Rule Revisions (LCRR) service line inventory on October 1, 2024. These results are accessible in the address lookup tool at PurissimaWater.org/LCRR ■





Capital Improvement Projects in Progress

The Christopher's Lane / Gerth Lane (CGLA) CGLA water main improvements project is progressing well! The water main, customer services, and fire hydrants in the Christopher's Lane and Gerth Lane areas have been installed. The new system in this area is now fully in service. Construction has now shifted to Arastradero Road / Liddicoat Drive area. Please expect minor traffic delays in the area while we work to improve your water system reliability. ■



Notice for Backflow Testing Fees: If you received a backflow testing invoice for 2024, the 2025 invoice will automatically be applied to your water bill moving forward.

Smarter Ways to Pay Your Bill

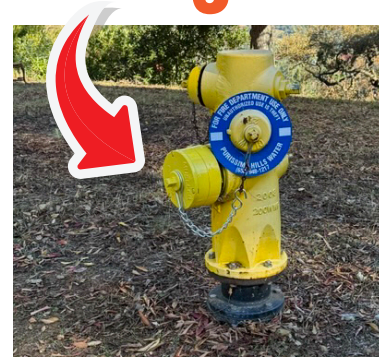
Take advantage of 24/7 online access to your customer account management and make bill payments* with PHWD's Pay Portal at PurissimaWater.org/billpay or scan the QR below.



* If paying by credit card or debit card, there is a 2.25% service fee.

Fire Hydrants Getting Acoustic Caps

PHWD has installed 464 acoustic hydrant caps on Los Altos Hills County fire district (LAHCFD) fire hydrants throughout the PHWD system, monitoring all 80 miles of water main pipeline. The acoustic hydrant caps will replace the existing fire hydrant caps and will detect leaks in the system. These detections will allow PHWD to provide a quicker response to smaller leaks in the system, preventing potential catastrophic pipeline failure. Undetected leaks can start small and gradually expand potentially causing large pipe bursts, greatly affecting the ability to maintain normal water delivery. Responsiveness to early leak detection will reduce the likelihood of pipe bursts and water losses while increasing supply reliability by maintaining uninterrupted water delivery. ■



Notice of Rate Increase

Just a reminder! A rate increase went into effect on January 1, 2025 as part of the 5-year rate increase approved at the March 2022 Board Meeting.