



ROWLAND QUARTERLY



Coming Soon TO A METER NEAR YOU

Rowland Water District is upgrading to smart meters, which will reduce operating costs, increase efficiency and improve customer service.

The new **Advanced Metering Infrastructure (AMI)** system uses a low-powered communication device on the meter to transmit water use information over a secure network. The meters do not transmit customer account numbers, names or other personal identifying information.

The new meters can be read remotely, saving on costs of reading meters manually, and save water by helping the District quickly identify – and address – leaks in the system.

The District will convert all of its **13,500 service connections** to smart meters over the next three years.

Here's what to expect:

- ◆ The installation will be handled by our staff. YOU don't need to worry about anything.
- ◆ Your water will be shut off for about 10 minutes while we install the meter.



For details about Rowland Water District's smart meter program, check out this video at www.rowlandwater.com/educational-videos.



Rowland Water District | 3021 Fullerton Road, Rowland Heights, CA 91748 | www.RowlandWater.com

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Anthony J. Lima - Division II
Director

John E. Bellah - Division III
Director

Vanessa Hsu - Division I
Director

Tom Coleman
General Manager

Question Corner

Curious about Rowland Water District operations or policies? Do you have a question about water service, customer service or education programs?

Just Ask Brittnie!

Brittnie Van De Car, our Education & Community Outreach Coordinator, will track down the information and publish the answer in the next Rowland Quarterly.



Send your questions to bvandecar@rowlandwater.com.



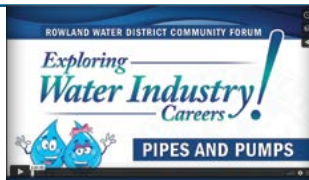
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Spring Issue 2021



Community Forum: Work in the Water Industry

A two-evening, virtual community forum provided an up-close look at water industry careers, from field work to office jobs – all critical to serving tens of thousands of people 24 hours a day, seven days a week.



More than **30 people** joined the webinars featuring the District's water utility professionals. Participants learned about the types of jobs available, what it's like to work in the water world, opportunities for advancement and the friendly working environment.

The *Inside the District* session featured the office positions that are vital to keeping water flowing, including general manager, senior water systems operator, customer service, finance, and education and outreach. In a second session, *Pipes and Pumps*, the maintenance and operations staff shared stories of working in the field to protect water quality and keep the delivery system operating smoothly.

The forum included information on how to apply for a Rowland Water District internship and attendees were sent a giveaway for participating. Videos of the February sessions are available online to watch anytime at www.rowlandwater.com/careers-in-water.



INTERESTED IN LEARNING MORE ABOUT CAREERS IN WATER?

Log on to view the forum videos and hear first-hand at www.rowlandwater.com/careers-in-water.



Strengthening our Community

Rowland Water District employees are working together to give back to local communities with the launch of a new program, "**RWD – Our Community, Our Family.**"

The campaign will support District staff in various ways, including opportunities to make contributions and participate in volunteer activities that help local residents.

"Our employees have long been dedicated to helping our neighborhoods thrive and giving back where they can," said Rowland Water District General Manager Tom Coleman. "We are excited to offer an official Rowland Water program, where staff can join forces to have an even bigger community impact."

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Count how many you can find!



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#DiscoverRWD

www.RowlandWater.com

Science Challenge and STEM Learning Go Virtual

More than 500 students from local schools are participating in Rowland Water District's virtual Mini Science Challenge, which takes place over a five-month period.



Designed with distance learning in mind, the free program gives students in 4th through 6th grade classrooms an opportunity to compete in a new challenge each month.

The challenges are aimed at providing hands-on learning to students in Science, Technology, Engineering and Math (STEM). Students can complete the challenges at home and have the chance to win prizes monthly.

The participating students are from 15 different classrooms that represent four local schools, including Rowland Elementary, Northam Elementary, Telesis Academy of Science & Math and Jellick Elementary.



RWD is also expanding its free virtual education tools to continue providing resources to teachers and students during the COVID-19 pandemic. Virtual tours, presentations, activities, videos and a Water Education At-Home Toolkit are available at www.rowlandwater.com/education.



Virtual Landscape Series

Join us to learn about gardening, irrigation, conservation and more! Rowland Water District's free 2021 Landscape Series can help answer your questions about saving water and creating a thriving landscape.

UPCOMING WORKSHOPS ON ZOOM:

-  Composting for a Healthy Garden – Thursday, April 22, 5-6 p.m.
-  Landscaping Tips for Fire Prevention – Wednesday, May 26, 5-6 p.m.

The series is available thanks to a partnership between RWD and Metropolitan Water District of Southern California (MWD), Three Valleys Municipal Water District (TVMWD) and Green Media Creations Inc.

Space is limited. Go to www.rowlandwater.com/classes to register today!



WHERE ARE WALLY & WENDY?

Count how many times you can find Wally and Wendy!



Rowland Water District Welcomes New Board Member

Long-time local resident Vanessa Hsu was selected by the Rowland Water District Board of Directors to fill the Division I vacancy. Hsu was appointed to the position with a 4-0 vote during a special meeting on March 2, 2021.



"I am truly humbled by this opportunity to serve my neighbors and help protect this essential commodity," said Hsu. "We need to work together to preserve our water supply, as our survival depends on it."

Getting the message out to customers on water use efficiency will be a top priority for Hsu. She fosters a strong interest in developing practices and policies that will help customers save water at home and at work. A senior project manager for Abbott, she plans to use her skills in team building and collaboration, stakeholder management, risk management and process improvement to serve Rowland Water District.

The Division I board seat will be on the ballot on November 3, 2022, when voters will decide who will fill the remainder of the term that expires in 2024.

Hsu succeeds Board President Teresa Rios, who passed away in January due to complications from COVID-19. Rios represented Division I since 2011 and had most recently won re-election in November. Ms. Rios, a loving mother of two children, was an active member of the community who was always ready to help others and made an impact on everyone who knew her.

Learn more at www.rowlandwater.com/category/press-releases



Expanded Program Offers Water-Related Fun

Young residents, including at-risk youth, will soon have the opportunity to participate in hands-on, water-related fun through a new collaboration between Rowland Water District and the Walnut-Diamond Bar Sheriff's Station.



The two organizations are joining forces to support the Rowland Heights Youth Activity League (YAL). The YAL, part of the Sherriff's Youth Foundation, is designed to provide free services and activities to youth in the community, while building mentoring relationships and providing support to young people.

The partnership will expand the program to include water treatment facility tours, hiking through local watersheds, assessing water quality with District-provided testing kits, and more.

To learn more about the program, call Deputy Louis Denver at 909-859-2840