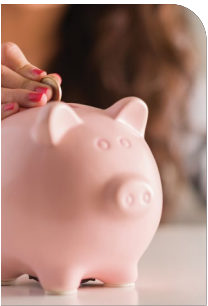


ROWLAND QUARTERLY

Fall Issue 2021



Bond Refinancing Brings Savings for Customers



Rowland Water District was able to refinance bonds in a move that ultimately will save money for customers by reducing expenses by more than \$4 million over the next 20 years.

The District took advantage of historically low interest rates and refinanced existing bonds. The revenue created by the move will be used to reduce the District's pension liabilities through the California Public Employees' Retirement System.

The District constantly looks for opportunities to reduce operating expenses.

The refinancing paid off older bonds used to fund the California Domestic Water Company interconnection project, which provided an additional source to access imported water and improve supply reliability. Other project bonds covered the 2008 expansion of the recycled water system and the La Habra Heights County Water District connection, which allows direct access to groundwater and reduced Rowland Water District's reliance on imported water by 20%.



Bill Assistance

Are you behind on your water bill? Help is available.

Many Rowland Water District customers have suffered financially due to direct or indirect impacts of COVID-19. Water bill delinquencies have been on the rise, particularly among renters, since a State of Emergency was declared in California in March 2020.

To support our customers, the District has teamed up with the California COVID-19 Rent Relief Program, which was created to help alleviate the financial challenges that past due payments place on tenants, landlords and utilities.

This program helps income-eligible households pay rent and utilities dating back to April 1, 2020, or for future payments.



Those who do not qualify for help under the California COVID-19 Rent Relief Program may qualify for other forms of assistance. Please contact us at **(562) 697-1726** for more information.

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Count how many you can find!



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Rowland Water District

3021 Fullerton Road
Rowland Heights, CA 91748

Phone

(562) 697-1726

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(562) 697-6149

Hours:

Monday - Friday 7:00 a.m. to 4:30 p.m.

Friday: 7:00 a.m. to 3:30 p.m.

Closed alternating Fridays

After Hours Emergencies:

(562) 697-1726



#DiscoverRWD

www.RowlandWater.com

Schools Benefit From Water Fill Station Program

Rowland Water District will replace existing drinking fountains at Northam Elementary and Jellick Elementary School with a filling station for reusable water bottles.

For the third year, the District selected two schools in its service area for the program, which promotes the value of tap water. The stations distribute cool, clean drinking water for students, teachers, staff and visitors and are installed at no cost to the schools.

The filling station features a ticker that displays the number of plastic water bottles saved.

Students, teachers and staff at the selected schools are also provided with a metal reusable water bottle and stickers to decorate their bottles.

To date, filling stations have been installed at Blandford, Rowland and Rorimer Elementary schools and Alvarado Intermediate School.

We look forward to offering this program to the remaining schools in our service area and to continue promoting our reliable tap water!



Mini Science Challenge Provides Hands-on STEM Learning

More than 520 students from elementary schools in the Rowland Water District service area are participating in this year's Mini Science Challenge, a free program that focuses on science, technology, engineering and math (STEM).

Over the next five months, students in 4th through 6th grade will compete in a new challenge each month against students in their grade from participating schools.

The participating students are from 16 different classes at Blandford, Jellick, Northam and Rowland elementary schools and Telesis Academy of Science & Math. Each classroom is provided all the supplies necessary to complete the monthly challenges.

The top three winners will be selected from the grade-level challenges and students will be awarded an Amazon gift card.



Good luck to all the students competing in the 2nd Annual Mini Science Challenge!



WHERE ARE WALLY & WENDY?

Count how many times you can find Wally and Wendy!





Conservation Fun for All Ages

When it comes to saving water, it's great to get the whole family involved! We have put together some activities for kids and adults to learn about water conservation and help us reduce our water use!

Rowland Water District has developed a fun, educational kids activity book filled with crosswords, mazes, word scrambles and more. It's a great way to teach them all about water with the help of Wendy, Wally and Trevor the Turtle!

To download a copy for your kids, visit www.rowlandwater.com.

Water conservation doesn't just have to be fun for kids! The District also created an innovative website focused on making valuable information accessible and providing water conservation resources. To learn more, visit YourWaterFootPrint.org



Fall in Love with Conservation

This fall, take time to find ways to reduce water use and lower your water bill!

OUTDOOR TIPS

Turn off sprinklers before and at least 48 hours after rain; irrigation should also be turned off when it's windy and cloudy

Be aware that the water needs for plants and grass are much less in the fall and winter

Avoid watering in the evening to prevent fungal problems

Did you know grass seed prices have significantly increased this year? To avoid dealing with this hassle, it might be time to look into our Landscape Transformation Program! Earn rebates starting at \$1 per square foot of grass replaced with California-friendly landscaping. For more information, visit SoCalWaterSmart.com or call **888.376.3314**.

Employee Spotlight

This Employee Spotlight features two long-time, valued employees at Rowland Water District who are retiring in December.



Dave Warren, Assistant General Manager

Years with District: 34 ½
 Number of positions held: 9
 Retirement activities: Scuba diving, golf, travel, and not using an alarm clock!

What will you miss most about Rowland Water District?
 The people. I've been fortunate to work with some wonderful people that make this place more of a family than a job. I'll miss the work itself too.

What's the most valuable lesson you learned from your co-workers? That a team makes better decisions than an individual. There are so many gifted people here, with so many great ideas, that when they are sharing those ideas, they can handle any situation that will come their way.

What makes your role at Rowland Water District so rewarding? It's providing a service that is so much bigger than any one individual. Without water, there is no community, no life as we know it. To quote Benjamin Franklin: "When the well is dry, we know the worth of water."



Rose Perea, Director of Administrative Services

Years at District: 23
 Number of positions held: 4
 Retirement activities: Spending more time with friends and family

What will you miss most about Rowland Water District? The people and the special relationships.

What's the most valuable lesson you learned from your co-workers? Being genuine and respectful is what is expected of you. If you can share your knowledge and be of assistance, it is sincerely appreciated.

What makes your role at Rowland Water District so rewarding? The fact that we provide safe, reliable drinking water to our customers.





ROWLAND QUARTERLY



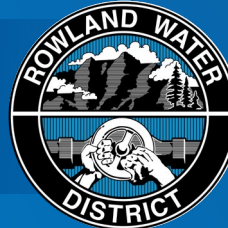
Careers in Water

There are so many different jobs needed to deliver water to the 58,000 customers Rowland Water District serves. From customer service representatives to technicians in the field, there are many opportunities.

Stay tuned for our upcoming Career Forum this Spring where we will showcase employment opportunities, provide hands-on experience and develop a deeper understanding of the importance of providing this vital resource to our community.

Interested in learning more about careers in water?

To hear first-hand from RWD staff, please visit www.rowlandwater.com/careers-in-water.



Holiday Office Closures

The office is closed **NOVEMBER 11TH** in observance of Veterans Day.

The office is closed **NOVEMBER 25TH AND 26TH** in observance of Thanksgiving.

The office is closed **DECEMBER 23RD AND 24TH** in observance of Christmas and will also be closed **DECEMBER 30TH AND 31ST** in observance of New Year's Day.

The District staff will be back in the office **MONDAY, JANUARY 3, 2022**.



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

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Director

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Director

Tom Coleman
General Manager

District Employees Step Up

Through the "RWD – Our Community, Our Family" program, our wonderful employees were able to present a check for \$1,173.96 to Shoes that Fit, an organization that outfits children in need with athletic shoes.

Staff raised the money through a "penny competition" that encouraged friendly rivalry between departments. The "RWD – Our Community, Our Family" program was created to provide staff with opportunities to make contributions and participate in volunteer activities that help others in the communities where they live and work.



As we navigate these challenging times, we are proud to see our employees step up to provide for those in need!

