



Ventura Water Holiday Schedule

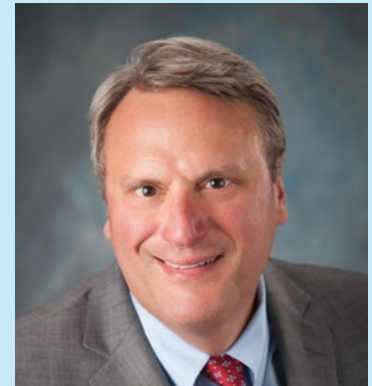
Ventura Water's office will be closed Thursday Nov. 22 and Friday Nov. 23. For questions, please call Customer Care at 805-667-6500.



Simple Ways to Save Water this Holiday Season

- Let it thaw, let it thaw, let it thaw. Thaw foods rather than running hot water over them.

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Dear Valued Customer -

The Ventura Water staff responsible for keeping the City's sewer system clean and flowing is a hardworking, award winning crew, known as the Collection System Team. The team cleans and inspects the sewer system daily in order to maintain over 300 miles of sewer line every 18 months. This ambitious work schedule has reduced Sanitary Sewer Overflows (SSOs) in the City, helped to identify and prioritize sewer repairs and upgrades, and has ultimately prevented costly fines and cleanups.

Since the collection crew has been so good this year, they have a few items to share from their holiday wish list.

- **Do not flush "flushable" wipes.** Although a large amount of personal care products, including wipes, may say "flushable" on the package, none of them break down in the sewer system and instead

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- Not the time to lighten the load. Be sure to have a full load before running the dishwasher.
- Scrape your scraps. Scrape food scraps into the compost bin or trash instead of rinsing them down the garbage disposal.
- 'Tis the season to adjust irrigation systems to account for Fall's shorter days and cooler weather.



Water Wise Thanksgiving

In the spirit of giving, Ventura Water is raffling off a Shower Flower to the first person who responds to the question: ***How will you save water during the holidays?***

Click [HERE](#) to enter.

Instructions for the Shower Flower:

1. Place the Shower Flower in your shower with the umbrella open
2. Collect water while your shower is heating up
3. Collapse the umbrella and repurpose the water for your plants
4. Collect and Save!

Must be a Ventura Water customer to win.

COMING SOON



get caught up on pipe joints or debris and clog up pumping equipment that can cause SSOs. Please dispose of these products in the trash.

- **Do not pour any fats, oils, and grease (FOG) down sink drains, garbage disposals or toilets.** Although hot grease and oil may be in liquid form while disposing at the kitchen drain, it quickly hardens in the pipe and starts to coat the pipe. It can cause the sewer to back up and lead to an unwanted SSO. The United States Environmental Protection Agency states that 65 percent of all sewer backups and spills are FOG related. Pour grease into a non-recyclable container (like a coffee can) and let it harden before disposing in the trash. Remember, pipes are made for liquids, not solids!

- **Do not plant trees near sewer infrastructure.** Roots can cause major problems for not only the City's sewer system, but for your private sewer lateral. Before your plumber performs the work to clear roots from your line, please let the City Sewer Collection Team know by calling 805-677-4118. Our crew will check the City's main sewer line downstream of your connection to ensure you do not push roots and/or debris into the main line causing an SSO or a blockage in your neighbor's line.

- **Our final wish is for everyone in the City of Ventura to care for our Collection System as much as we do.** Please remember, the sewer system is not a trash receptacle. It conveys wastewater from your home to the Ventura Water Reclamation Facility to be cleaned and reused. Thank you for your partnership in keeping our sewer system flowing in the right direction!

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VENTURA WATER SUPPLY PROJECTS RELEASE OF DRAFT EIR & PUBLIC WORKSHOP



In the upcoming months, Ventura Water will be releasing Draft Environmental Impact Reports (EIRs) for 1) the proposed Ventura Water Supply Projects, including the VenturaWaterPure Project, and 2) the proposed State Water Interconnection Project.

Following the release of the documents, Ventura Water will be holding a stakeholder workshop for each project to solicit public comments. Announcements and updates regarding workshop dates will be provided as soon as available at www.venturawater.net.

Have a safe and wonderful holiday season.

Sincerely,

Kevin Brown,
Ventura Water General
Manager



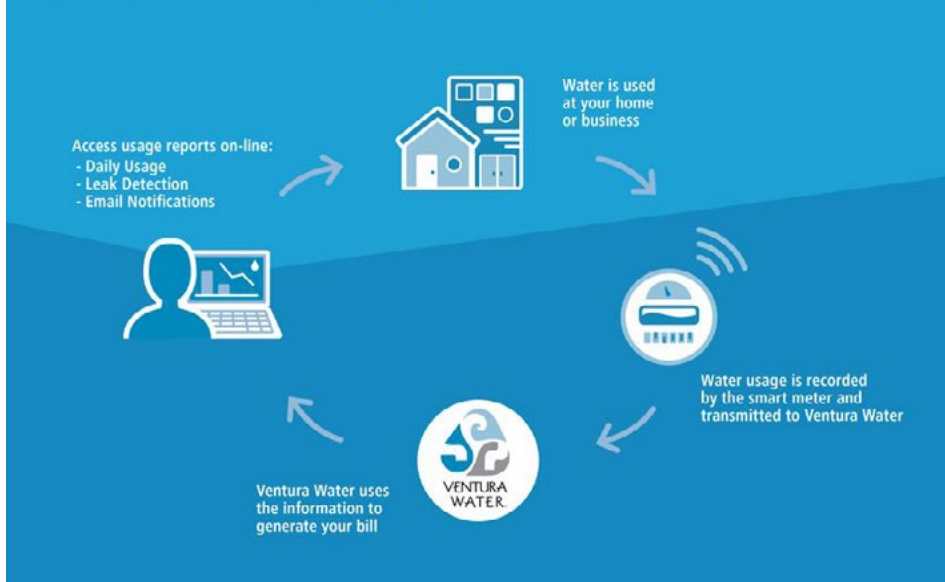
Water Wise
INCENTIVE PROGRAM 2.0

**REPLACE YOUR
LAWN WITH
WATER WISE
LANDSCAPING**

**RESIDENTIAL
Recycled Water
Mobile Reuse Program**

**USE RECYCLED
WATER TO
IRRIGATE YOUR
LANDSCAPE**

SMART WATER METER



Meter Upgrade Project

Ventura Water's Meter Upgrade Project to replace all 32,000 manually read water meters with meters that will automatically relay customers' water usage through a secured network is well on its way, with more than 1,800 meters installed since October 1, 2018. During the next three months (December-February 2019), Professional Meters Inc. (PMI), the City's meter installation contractor, will be in the Midtown and College areas. (See [interactive map](#) for more details.)

Water meter upgrades take place from 8 a.m. to 4 p.m., Monday through Friday. Customers will receive a notification in the mail 1-2 weeks prior to their scheduled upgrade. Prior to installation, PMI will knock on the door to notify residents that the water will be shut off for up to 30 minutes while the new meter is being replaced. Customers do not have to be at home for the replacement to occur. For local businesses, PMI will personally reach out to schedule your meter upgrade during a time that does not impact your business hours. Once the exchange is complete, customers will receive a door hanger

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detailing the work performed and additional contact information. For questions relating to meter installation scheduling, please contact the PMI call center at 866-270-9629.

A new online water tracker, Home Connect, will allow customers to view their daily water usage and be notified if a leak is detected at their home. HomeConnect will be available to all Ventura Water customers in early 2019. Be prepared to access your personal water use data by setting up an account through the [My Ventura Water](#) online billing system. Once available, the new Home Connect feature will be accessed through this account.

View more information on the project [here](#).



Ventura Water



Ventura Water CA



YouTube Channel



Ventura Water Website



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WATER™

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**FREE HIGH
EFFICIENCY
SPRINKLER
NOZZLES**



**FREE SMART
SPRINKLER
CONTROLLER**