

JOSHUA BASIN WATER DISTRICT

# WATERLINE REPORT

**Happy  
Holidays  
from  
all of us  
at  
JBWD!**

## CONTACT INFORMATION

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The Board of Directors meets on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of each month at 7:00 p.m. at the JBWD Office. Some meetings are cancelled, please check with the District offices before planning to attend.



Joshua Basin Water District is an equal opportunity provider.

## 2010 Highlights

Joshua Basin Water District has had a busy year. We've been working hard to increase efficiency and keep costs low while still improving and expanding many areas of our operations. Here are just a few of the improvements we've made over the last year:

- added credit card "autopay" bill payment option and streamlined forms for improved customer service;
- replaced worn booster pumps using an improved design that will increase our water storage capacity and increase pumping efficiency;
- expanded water system maintenance programs and computerized maintenance records, streamlining these processes for the future
- increased emergency plans and continued our excellent safety record, winning the HR LaBounty Safety Award
- provided water conservation education for children and adults
- hosted a "Water and Land Use Forum" that provided objective expert information on water supply and development
- co-hosted the first Morongo Basin Water Agency Mini-Tour
- completed the *Water Wise Demonstration Garden*, a unique garden showing several options for beautiful drought-tolerant gardens - and the garden plans for your home use.

## Staff Spotlight: Lisa Thompson

Customer Service Representative Lisa Thompson has been with the District since 2006. She shows her commitment to our customers through her excellent customer service, and she has had many letters of appreciation from customers to show for it!

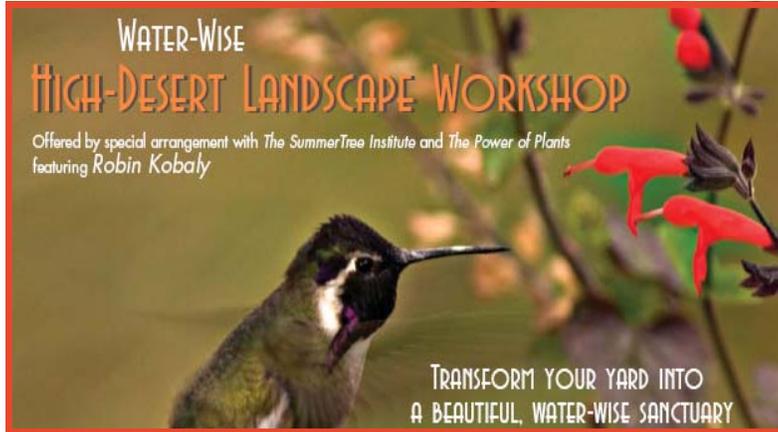
In addition to her great customer service and "people skills", Lisa has been instrumental in assisting with a changeover in our utility system software, and in the process has become an expert in helping to resolve system challenges. She has also taken the lead in updating and streamlining customer service forms to make them more user-friendly.



Lisa's upbeat, positive attitude brightens everyone's day. What keeps Lisa motivated in her work? She says, "I enjoy working with the public and putting their mind at ease when the need arises. I look forward to interacting with our customers, which is fulfilling and makes my job worthwhile."

## Mark your Calendar - Join Us for Our Next Landscape Workshop!

Saturday, February 12, 2011, 12 to 3 p.m. at the  
Joshua Tree Community Center



Robin Kobaly, botanist and executive director of the SummerTree Institute, and Mike Branning of Unique Garden Center will be presenting the workshop.



The workshop is sponsored by JBWD, the Alliance for Water Awareness and Conservation, Bighorn-Desert View Water Agency, SB County Special Districts and Hi-Desert Water District.

To reserve your space, call (760) 363-7229, or email [info@summertree.org](mailto:info@summertree.org)

**Bill Payment Options** Joshua Basin Water District offers several payment options for your convenience.

During this busy holiday season, choose the one that's best for you!

- Mail your payment using the remittance slip and envelope enclosed with your bill.
- Pay online or over the phone using your debit or credit card.
- Sign up for Autopay, an option that allows your water bill to be paid automatically from your checking or savings account, or your VISA or MasterCard.
- Pay your bill at the District office. You may see the Customer Service Representative, or
- save time by leaving your payment in the lobby "payment drop box".
- There is also a payment drop box located in the parking lot. Payments are collected at 8 am and then posted, so remember that if you use this drop box after 8 am, or on weekends or holidays, your payment will not be posted until the following business day.

**Did you know....**our water comes from underground, where it has been accumulating naturally for many thousands of years. *And did you know* that in our desert climate, nature does not replace the water we are using? That means the underground aquifer is being "mined", or overdrafted, and there is less water there each year.

The Recharge Basin and Pipeline project, when completed, will allow water to seep down through the earth to replace the water underground, just as nature would do if we had a wetter environment.

*Planning on going out of town for the holidays? You may want to turn the water off at the meter to avoid potential damage in case of freezing temperatures while you're away*

### **Holiday Reminder**

District offices will be closed on  
Friday December 24th, 2010 and  
on

Friday December 31, 2011  
in observance of the holidays