



P.O. Box 675 * 61750 Chollita Road * Joshua Tree * California 92252
Phone (760) 366-8438 * Fax (760) 366-9528
Website: www.jbwd.com * Customer Service: customerservice@jbwd.com

JBWD is under a 20% voluntary water conservation mandate. Reduce your water use and "Shed a Tier for JBWD!"

THE
TIER DROP
NEWSLETTER

SEPTEMBER 2017

JULY 2017 WATER SAVINGS: 17.97%

Cumulative conservation as of June 2017: 15.63 %

Visit Our Water Wise Demonstration Garden

SPECIAL EDITION:

September is "National Emergency Preparedness Month."

Are YOU prepared for a water emergency?



OUR MISSION IS TO PROVIDE:

a high standard of water quality and customer service at responsible cost; to protect the water resources of Joshua Basin Water District; to promote cooperation and respect with customers, employees, neighboring communities and public – private agencies.

Crews worked 18 hours around the clock repairing a damaged water mainline to restore water service to JBWD customers. Here's what we learned...

- ▶ To date, there is no absolute evidence for the cause of the mainline break in August.
- ▶ Water was restored for most all customers in short order, so water service WAS available. The precautionary boil order was to certify that the water was safe to drink. This requires testing for 48 hours to determine there are no pathogens present in the water. It is the State of California that declares the ending to a "Boil Order," to ensure public safety.
- ▶ Notifying the general public about their drinking water was not a simple task! We have over 5,500 customers—and only a few staff members. Multiple methods were used:
 - Radio alerts were aired at the top of the early morning local news hour, and twice an hour thereafter until the order was cancelled. We learned some customers do not listen to local news.
 - Press releases to all media (newspapers, on-line sources, Facebook, and the District's website): Often, it is the media outlets that determine whether or not to share the information. We learned some news outlets did not share this information, that some customers do not do Facebook, or have computers, or watch local TV.
 - District Robocall: We learned that many customers did not have a current phone number on file with us, or they *block* calls from phone numbers they are not familiar with. Also, that some landlords failed to notify their tenants, even though they received a call.
 - County (EAS) Emergency Alert System /Robocall: This was brand new to our area. It took hours to set it up, but for those who subscribe to the EAS system, it worked!
 - It took two staff members one hour to post notices on just 75 apartment doors.

Throughout the United States, waterlines can and will break! No matter where you live, you need to have an emergency water supply—and the desert is no exception! On the reverse side we offer guidelines to help you prepare and survive...

WHEN THE TAP WATER STOPS FLOWING!



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"Our Water, Our Community, Our Responsibility"

A Community Owned Water District

SPECIAL EDITION: SAVE THIS!

What to do when the tap water stops flowing...

THE
TIER DROP
NEWSLETTER

SEPTEMBER 2017

WHAT IF...suddenly, we had no phones, no power, and NO WATER? It could easily happen, especially with an earthquake. "STUFF HAPPENS"...and when it does, your survival may depend on what you do NOW. Don't wait, get prepared!

JOSHUA BASIN WATER DISTRICT Water for Emergencies



Before the Emergency Happens, Prepare Your Emergency Water Supply

Take the time NOW to review and restock your emergency water supply. Store a minimum of one gallon per person per day for three days. Consider storing more if you can - as much as you can.

Keep in mind our hot, dry weather and plan accordingly. You will need:

Water for drinking • Water for preparing food • Water for your pets • Water for hygiene

- For emergency supply, commercially bottled water is recommended.
- If you are preparing your own containers, you can purchase food-grade water containers from camping supply stores.
- If you want to re-use containers, two-liter plastic soft drink bottles are a good choice.
- Don't use containers that have been used for milk or fruit juice.
- Don't use glass containers - they are heavy and may break.
- Clean the plastic containers with dishwashing soap and water and rinse well.
- Then sanitize the bottles with a mix of 1 teaspoon unscented liquid household chlorine bleach to 1 quart of water; swish the bottles, then rinse thoroughly.
- Fill to the top with tap water and tightly twist on the original cap - avoid touching the inside of the cap before putting it on.
- Write the date on the container.
- Store water in a cool, dark place.
- FEMA (the Federal Emergency Management Agency) recommends replacing water every six months if not using commercially bottled water.

During an Emergency: Other Water in Your Home

- Water in your water heater
- Water in the Pipes
- Ice cubes in your freezer

Don't Use Water From

- Toilet tanks or bowls
- Swimming pools or spas
- Waterbeds

Again, keep our warm summers in mind. If your bottled emergency water supply has been exposed to high temperatures (in a warm garage, or the trunk of your car, for example) you may want to re-sanitize and re-fill bottles more often.

In an emergency, you might need to boil your tap water before drinking or using it. Consider how you can heat and boil water if utility services are interrupted.

Do you have:

- an outdoor barbecue?
- indoor or outdoor fireplace or firepit?
- a camp stove?



Plan ahead and be sure that you have fuel on hand in case the need arises.

"Boil Orders" involve boiling water for 1 minute before use. This kills harmful germs.

If you cannot boil your water, you can sanitize with chlorine bleach, but remember:

1. Use a fresh bottle. Chlorine weakens once exposed to the air.
2. Fresh regular chlorine bleach can be used to disinfect water: Use 8 drops per gallon of water.
3. The chlorine taste will diminish if you let it sit for a few hours, first.

Commonly Asked:

Can I use a water filter, instead? Most water filters are not 100% effective.

Do pets need sanitized water? While animals have a stronger resistance to germs, they benefit from clean water, just like humans. Disinfecting techniques for humans are safe for your pets, as well.

If you want to learn more about how your tap water flows, sign-up to take a FREE District Tour this fall! Call 760.821.5716, or email: kjradnich@jbwd.com

Join us for the next Citizens' Advisory Committee meeting on Tuesday, September 12th at 6PM, in the District Board room. Your input matters!