

H2O!

IN THE KNOW

SAN BERNARDINO MUNICIPAL WATER
DEPARTMENT (SBMWD) NEWSLETTER



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REGIONAL INVESTMENT IN THE CLEAN WATER FACTORY

The City of San Bernardino Municipal Water Department is pleased to announce that the San Bernardino Valley Municipal Water District is investing in our recycled water project, the Clean Water Factory. The project will provide new and sustainable sources of water for our region. As the region's State Water Project Contractor and Watermaster, Valley District supports the development of additional water supplies in the region.

The Clean Water Factory is a critical component in SBMWD's effort to secure sustainable water supplies able to withstand drought and other challenges, such as increased demand with population growth. Once complete, the Clean Water Factory will capture and recycle up to 5 million gallons of wastewater per day, providing over 5,600 acre-feet of clean water to the San Bernardino Valley.

The recycled water produced will supplement supplies needed for SBMWD's operational use, and will also replenish our local groundwater basin, establishing a new dependable source of water for the region.

Through Valley District's Local Resource Investment Program, SBMWD's Clean Water Factory can receive up to \$970,000 per year for a period of twenty years, beginning in 2021 when the Clean Water Factory becomes operational. Please visit SBMWD.org for more information on the Clean Water Factory.

SBMWD's Clean Water Factory will treat and recycle up to 5 million gallons of wastewater per day

Photo: SBMWD Water Reclamation Plant, future site of the Clean Water Factory



TRUSTED, QUALITY SERVICE SINCE 1905

WHAT'S HAPPENING AT SBMWD



SBMWD'S NEW AND IMPROVED WEBSITE HAS ARRIVED!

SBMWD.ORG

We are pleased to announce the launch of the City of San Bernardino Municipal Water Department's redesigned website. The website features enhanced navigation, clearer graphics, and easier accessibility for our customers.

A NEW PAYMENT OPTION IS HERE!



A new convenient way to pay your water bill has arrived. Introducing the FREE E-Check payment option.

Make a one-time payment with no fee using your checking or savings account. It's quick, easy and saves you money. Put aside your checkbook and stamps and visit the SBMWD Online eBiller at **Onlinebiller.com/sbmwd** today.



EXCELLENCE IN FINANCIAL REPORTING

For the third year in a row, SBMWD received the Certificate of Achievement for Excellence in Financial Reporting by the Government of Finance Officers of the United States and Canada. This certificate is the highest form of recognition in the area of governmental accounting and financial reporting. Kudos to our Finance staff for this outstanding achievement!

EMPLOYEE RECOGNITION

Mayor John Valdivia and Water Board commissioners joined together at the annual Employee Appreciation Breakfast to recognize staff and enjoy good food and great company. Thank you SBMWD employees for your hard work and commitment to provide "Trusted, Quality Service" every day.



CONGRATULATIONS TO THE WINNERS OF THE 2019 WATER CONSERVATION POSTER CONTEST!

The Water Conservation Poster Contest is held each year for Kindergarten through Eighth Grade students throughout the City. Record participation this year resulted in over 1,300 poster entries from local schools for the SBMWD calendar. We appreciate students and teachers supporting the important message of water conservation through creativity and imagination.

The SBMWD calendar was mailed in December, and copies are available in our Customer Service lobby at 1350 South "E" Street while supplies last.



STRATEGIC PLANNING

SBMWD's mission statement and key value statements were last updated over a decade ago. While those core values and mission still mostly apply, there have been significant changes to SBMWD's make-up over the years that have prompted an organizational review and revamping of those statements.

In early 2019, SBMWD embarked in a strategic planning effort with the goal to update its mission statement and key value statements and to develop a strategic plan that represents the Water Board's assessment of SBMWD's current state and captures the vision of an enhanced Department.

The Strategic Plan, adopted by the Water Board in August 2019, is derived from SBMWD's commitment to provide trusted, quality service. The finished plan provides a clear road map for SBMWD's future development and achievements.

GUIDING TARGETS

Organizational
Development

Relationships
and
Partnerships

Customer Service
and
Public Relations

Infrastructure
and
Efficiencies

Fiscal
Responsibility

For the complete Strategic Plan, including details on the process and action item specifics, please visit us online at **SBMWD.org**

COMMUNITY SPOTLIGHT

COLLABORATING WITH LOCAL EDUCATION LEADERS TO FORM CAREER PATHWAYS

The demand for certified and trained professionals is increasing in the water and wastewater fields as a significant number of experienced workers are predicted to retire within the next decade.

Water Technology programs like the one offered by San Bernardino Valley College (SBVC) are invaluable to the water and wastewater industries and the community that benefits from opportunities in a great career path.

As part of the Department's commitment to local water education programs, SBMWD has collaborated to provide internships, scholarships and career pathways for students in the community. For more information about SBVC Applied Technology Programs please visit **ValleyCollege.edu** or **SBMWD.org**





FALL LANDSCAPE CLASS

Did you know that fall is California's best planting season? SBMWD held its Fall Water-Saving Garden workshop on composting and efficient plant selection on November 9th. Thank you to everyone who joined us for a fun day and congratulations to our prize winners!

Our FREE conservation workshops are offered every spring and fall and include prizes, refreshments, and great information. Be sure to join us for the next workshop to learn how you can transform your garden into a beautiful, functional, and more water efficient space.

HARD WORK IN EVERY DROP: SBMWD SECTION HIGHLIGHT

FIELD AND METER SERVICES

Say hello to our friendly Field and Meter Services crew. The Field and Meter Services section consists of twelve staff members responsible for the timely and accurate monthly water meter readings and recordings.

Field Service staff also performs meter installations and removals, turn on/turn off services, and assists over 40,000 customers with any meter related issues.



SBMWD EMPLOYEES GIVE BACK FOR THE HOLIDAYS

In 2019, the San Bernardino Water Department Employees' Association and Department staff donated 64 Thanksgiving baskets to the Childhood Cancer Foundation of Southern California in addition to over 250 toys and gifts to local families in need.

Thank you for your generosity!



We want to connect with you!

Follow us at @SBCityWater



1350 South E Street, San Bernardino, CA 92408

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SBMWD.org

CUSTOMER SERVICE OFFICE HOURS:

MON - THURS 8:00 A.M. to 5:00 P.M.

FRI 8:00 A.M. to 4:30 P.M.