

H2!

IN THE KNOW



SAN BERNARDINO MUNICIPAL WATER DEPARTMENT NEWSLETTER

SBMWD EMPLOYEES PARTICIPATE IN BREAST CANCER AWARENESS MONTH

This October, San Bernardino Municipal Water Department (SBMWD) employees showed their support for breast cancer awareness by wearing pink attire, decorating pink pumpkins and by collecting out-of-pocket employee donations of hats, scarves, socks and blankets for the San Antonio Regional Hospital's breast cancer imaging center.

Thank you to SBMWD staff for your generosity and for helping raise breast cancer awareness throughout the Department.

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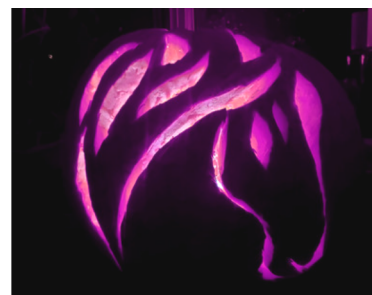
- Department Projects and Accomplishments
- Fall Water-Saving Landscape Webinar
- 2020 Water Conservation Poster Contest
- Customer Service Satisfaction Survey
- New Water Pressure Webpage
- SBMWD Hosts Conservation Station at Jones Elementary



Employee Jessica Carlos dropping off donations collected by SBMWD staff at the San Antonio Regional Hospital's breast cancer imaging center.



SBMWD staff showed off their creativity for the Pink Pumpkin Contest during breast cancer awareness month.



TRUSTED, QUALITY SERVICE SINCE 1905

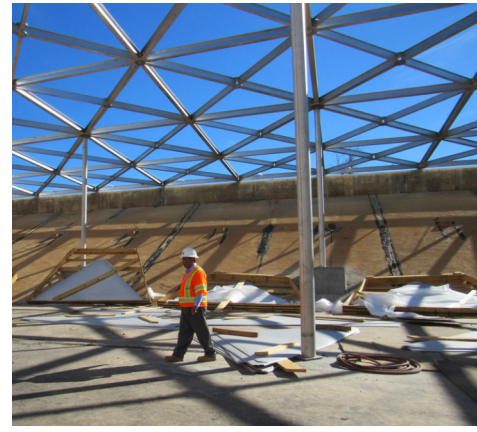
WHAT'S HAPPENING AT SBMWD

RENOVATIONS AT THE ELECTRIC AVENUE RESERVOIR

The Electric Avenue Reservoir can store up to 8 million gallons of water and plays a critical role in water distribution. The original redwood roof sustained irreparable damage during a high wind event and was replaced in 2019 with a more durable, structurally sound aluminum roof which meets seismic safety standards.

In 2020, the reservoir site received much needed landscape improvements. Newly installed drought tolerant landscaping composed of hardscapes and artificial turf provides a clean aesthetic and conserves thousands of gallons of irrigation water per day!

The Water Department's proud history of service to San Bernardino is also on display through restored components of the original signage from the reservoir's construction in 1937 located just outside of the reservoir.



SBMWD RECOGNIZED FOR EXCELLENCE IN FINANCIAL REPORTING

SBMWD has been awarded the Certificate of Achievement for Financial Reporting by the Government Finance Officers Association (GFOA) for the fourth year in a row.

This prestigious award recognizes the Department's Comprehensive Annual Financial Report (CAFR) and is the highest form of recognition in the area of governmental accounting and financial reporting. SBMWD is dedicated to demonstrating fiscal transparency, accountability and leadership. To view SBMWD's award-winning CAFR visit the transparency page at [SBMWD.org](https://www.sbmwd.org)



AQMD COMPLIANCE THROUGH FUEL CELL TECHNOLOGY

SBMWD is finding innovative ways to implement green technologies to meet environmental standards.

The FuelCell Energy system currently under construction at the Water Reclamation Plant will allow SBMWD to continue to beneficially use digester gas, a byproduct of wastewater treatment, to convert into electricity and heat to fuel water reclamation plant processes.

The energy produced from the fuel cell will come at a lower cost than converting from full cogeneration to full utility power from the electric utility and will help SBMWD meet stringent air quality regulations recently enacted by the South Coast Air Quality Management District.





SBMWD INSTALLS LOW-EMISSIONS EQUIPMENT FOR THE DIGESTER GAS BENEFICIAL USE PROGRAM

The Digester Gas Beneficial Use Program at SBMWD's Water Reclamation Plant produces over 420 cubic feet of digester gas per day. Approximately 70% of the gas produced is used to power cogeneration, engines, pumps, and other wastewater treatment processes, however, the remaining 30% must be combusted safely through a flare tower to meet air quality emissions standards.

The new low-emissions flare pictured here was stored in place at the Water Reclamation Plant in November 2020. The flare stands 50 feet tall and will be an environmentally friendly method to dispose of excess gasses produced in digester tanks which cannot be beneficially reused.

Fall Water-Saving Landscape Webinar

Did you know fall is California's best planting season?

Check out SBMWD's fall Water-Saving Landscape Workshop. This **FREE** webinar covers principles of design, water-efficient and native plant types, irrigation techniques, seasonal landscape maintenance, and more!

The fall workshop is available to view online in English and in Spanish on the Department's YouTube channel. More water-saving webinars are on the way! Follow us on social media to participate in the next live webinar event.

View the Fall Landscape Webinar at:

<https://bit.ly/YouTubeSBWater>

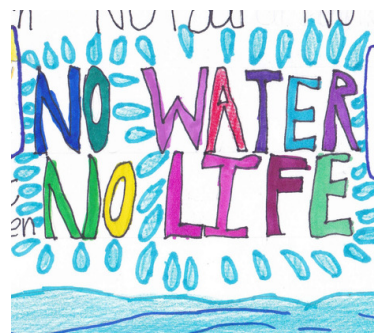


CONGRATULATIONS TO THE 2020 WATER CONSERVATION POSTER CONTEST WINNERS!

The SBMWD Water Conservation Poster Contest is held each year for students throughout the San Bernardino City Unified School District. This year, SBMWD held the first ever virtual poster contest for students in kindergarten through 12th grade.

The winning posters will be featured in SBMWD's 2021 water conservation calendar set for release in December.

Thank you to the students and teachers for participating and for spreading the important message of water conservation to your community.



HARD WORK IN EVERY DROP

HOW ARE WE DOING?

We want to hear from you! SBMWD strives to deliver exceptional customer service and promote community engagement. Your feedback helps the department provide the highest level of customer service possible.

Tell us how we can improve your customer service experience. Take the customer service satisfaction survey at **SBMWD.org**



CHECK OUT OUR NEW WATER PRESSURE WEBPAGE

Do you have high water pressure? Is your water pressure too low? Do you know if your home has a pressure regulator device?

SBMWD has created an interactive map to help customers locate the average water pressure for properties. Learn about the common causes of high or low water pressure and check the average water pressure for your neighborhood on SBMWD's new Water Pressure webpage at **SBMWD.org/WaterPressure**

SBMWD HOSTS WATER CONSERVATION STATION AT JONES ELEMENTARY

SBMWD recently joined the Inland Empire Resource Conservation District and other community partners to share the message of conservation with local kindergarten students. The 'drive-thru' education event held at Jones Elementary School offered several conservation stations where students learned about saving water, composting food-scrap, gardening and finding locally sourced fruits and vegetables. These young conservationists were happy to visit with their teachers and eager to learn more about sustainable resources.

Thank you to all the community partners who participated. A special thanks goes to the teachers of Jones Elementary and the Inland Empire Resource Conservation District for coordinating this safe and fun event.



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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.

We want to connect with you!
Follow us at @SBCityWater

