



## *Water conservation, let's make it a way of life.*

Los Angeles County Waterworks Districts is dedicated to raising awareness and promoting the conservation and protection of our vital water resources.

### UPDATED WATERING RESTRICTIONS AND RECOMMENDATIONS

This season's rain and snowfall have provided much-needed relief to water supply, but next year could bring back exceptionally dry conditions. With that balance in mind, Los Angeles County Waterworks Districts (LACWD) has relaxed outdoor mandatory watering restrictions, but encourages customers to **continue conserving precious water resources** to ensure enough water for the coming years.

Please note that **the following restrictions are still in place until further notice:**

- Watering of nonfunctional grass remains prohibited per State Governor Executive Order.
- Outdoor watering must not flow onto the street, sidewalk, or gutters.
- Using potable water for decorative fountains, ponds, lakes, or other similar aesthetic structures remains prohibited.
- Washing hard surfaces such as concrete sidewalks or roadways with potable water is prohibited except for human health and safety exceptions.
- Hoses used for car washing and outdoor hand watering of plants and trees must have automatic shutoff nozzles.

From fighting fires to staying hydrated, water remains a precious resource vital to everyday life. Conservation actions go a long way towards protecting the water supply for the future (and lowering your water bill)!

For information on rebates and ways to reduce your water use, please visit [LACWaterWorks.org](http://LACWaterWorks.org).



### OUR MISSION

To provide reliable, high-quality water and responsive customer care in a cost effective, sustainable, and environmentally responsible manner.

### Owen Tank Improvement Project (Topanga)

The Owen Tank Improvement Project aims to replace a 100,000-gallon water tank with a 500,000 gallon tank. This upgrade will enhance water supply reliability, water system resiliency, and provide fire protection for District customers. Construction for improvements began May 2023, and is estimated to be completed by Spring 2024.



For updates on this project, please contact, Abid Chowdhry, Project Manager, at (626) 975-3752 or at [achowdhry@dpw.lacounty.gov](mailto:achowdhry@dpw.lacounty.gov)

### Rebate and Incentive Programs

**A great way to save water and capture the savings in your wallet.**

SoCalWaterSmart offers Malibu, Topanga, and Marina del Rey customers rebates for high efficiency clothes washers, weather-based irrigation controllers, and rotating sprinkler nozzles. For more information, visit [SoCalWatersmart.com](http://SoCalWatersmart.com).



### MY WATERWORKS Account Manager MyWAM ([lacwaterworks.org](http://lacwaterworks.org)):

MyWAM allows you to manage your LA County Waterworks District account online — view your account balance, pay bills, monitor water consumption and more. Register today at [dpw.lacounty.gov/mywam](http://dpw.lacounty.gov/mywam)

## Bridging the Gap: Low-Income Water Assistance Program

LACWD is leading the way in its efforts to build equity through outreach for disadvantaged communities. These efforts include the Low-Income Water Assistance Program (LIHWAP). LIHWAP is an emergency program that assists low-income families with past-due water bills (up to \$15,000). This one-time grant does not have to be repaid.

A webinar (available in English and Spanish) was hosted in June to inform customers of LIHWAP. This webinar can be viewed at [pw.lacounty.gov/wwd/web/Publications/Videos.aspx](http://pw.lacounty.gov/wwd/web/Publications/Videos.aspx), if you'd like to learn more.

For more information on the LIHWAP, please visit [Maravilla.org](http://Maravilla.org) or contact Maravilla Foundation at (323) 721-4162 to request an application.



## What is a water infrastructure?

The assets that make up Waterworks' infrastructure include: water mains, pumps, reservoirs and more. All Waterworks' infrastructure has an expected service life of approximately 40-80 years, depending on the type of infrastructure and construction materials. As the infrastructure ages, the maintenance for leaks and breaks is expected to increase. Our staff work around the clock to ensure uninterrupted safe, clean water. This include: routine maintenance, customer service, monitoring water quality, and more.

We have made substantial investments in modernizing our system, which have resulted in more efficient operations. We are implementing a comprehensive Asset Management Program to evaluate risk and prioritize investments, while re-evaluating maintenance procedures to optimize use of staffing time. Our Capital Improvement Projects for the Districts include new water mains, storage reservoirs, and pump stations. We are actively

pursuing grant funding and other means to support critical projects.

Thank you for your continued support and involvement. We are your water district, and our mission is to provide your community with safe, clean water resources.



### LET US KNOW

To report water leaks or water theft, please call Los Angeles County's 24-hour Dispatch Center at **(800) 675-HELP**.



The Los Angeles County Waterworks District Newsletter is a quarterly publication produced by Los Angeles County Public Works to provide news, resources and information about the communities we serve.