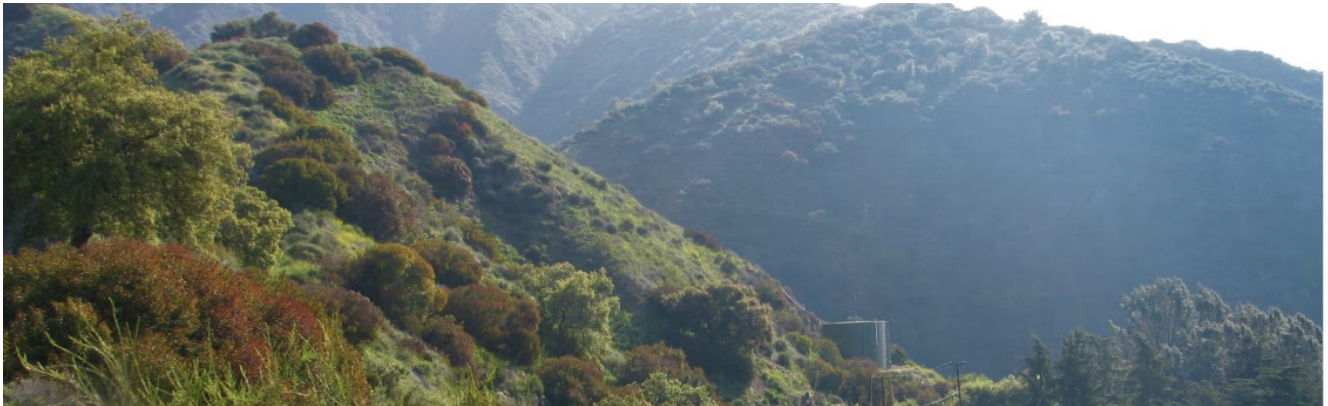




Spring 2022



## Cost-cutting measures means no new rates for customers!

Through careful efforts to control costs and responsibly manage revenue, Kinneloa Irrigation District can meet its 2022 budget without raising water rates. In addition, repairs to old water tunnels in the San Gabriel Mountains are paying off for customers by providing additional free water.

Since water rates are calculated based on the cost to provide service, Kinneloa Irrigation District strives to keep expenses as low as possible.

Over the past year, the Board of Directors paused several projects to consider the costs and benefits of each one. The reviews allowed the District to evaluate how well the projects will fit current and future needs. The extra time spent up front will ensure these are wise long-term investments.

The additional evaluations benefited our customers by prioritizing essential projects and adding money to our reserve fund. By carefully managing our finances through these and other steps, we can deliver the clean water and quality service you've come to expect without raising rates.

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***Water is one of the best bargains available, delivered directly to your home for less than a penny per gallon.***

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*Kinneloa crews install a new water main.*

## **Pipeline project builds a safer community**

Our customers depend on us to deliver water around the clock, and that reliability is even more important during emergencies.

The recently completed Sierra Madre Villa Avenue and Villa Heights Road Pipeline Improvement Projects will enhance water pressure and flow for firefighting. Fire hydrants were added in the areas and new, 12-inch pipelines increased capacity.

The two projects are part of the District's Water System Master Plan, developed after the Kinneloa wildfire in 1993. With these improvements, the entire community is a safer place to live.



*Newly installed fire hydrants enhance public safety.*

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*Crews work inside the House Tunnel to restore water service.*

## Tapping into a free water source

Thanks to the extraordinary efforts of two Kinneloa Irrigation District employees, customers can utilize millions of gallons of water each year that otherwise would have been wasted.

Most of the water we serve customers comes from groundwater. We also have access to a unique source developed more than a century ago – tunnels that collect mountain runoff and snowmelt.

The District owns 15 tunnels in the San Gabriel Mountains that were dug in the 1870s and 1880s. The water flows through pipes into our water system. Over the years, the tunnels have slowly deteriorated and only five remain active.

***There are several advantages to using water from these tunnels. This supply needs minimal treatment and because it is fed by gravity, we do not need to operate pumps to access it.***

Kinneloa Irrigation District began a multi-year effort in 2021 to visit each tunnel site, determine conditions, and make repairs as needed.

The effort began with the House Tunnel, which was inactive at the time. Facilities Operators Michele Ferrell and Juan Tello made repeated trips to the site, working in cramped conditions to restore the tunnel. Thanks to their dedication and hard work, this one tunnel provides an estimated 5 million gallons of water each year. Michele and Juan expect to repeat this process at the other tunnels over the next several years.

By utilizing these historic water tunnels, Kinneloa Irrigation District will be able to meet the needs of our customers now and into the future. This is an additional opportunity for us to control costs and keep water rates as low as possible.



*The restored House Tunnel provides a steady stream of water.*

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## Help us better serve you!

Here at Kinneloa Irrigation District, we pride ourselves on delivering high-quality water and excellent customer service. Your questions and feedback are welcome! Our office hours are Monday through Friday from 8:00 am to 5:00 pm. Call us at 626-797-6295 or send an email to [customerservice@kinneloairrigationdistrict.info](mailto:customerservice@kinneloairrigationdistrict.info). District staff are available 24/7 in the event of an emergency. Call 626-797-6295 and press "0" to be connected to our answering service.

Additional information on the Kinneloa Irrigation District and your water service is available on our website at <https://www.kinneloairrigationdistrict.info>.

To receive important information and alert notifications via text on your mobile phone:

Opt-In: text *ALERT* to 22300

Opt-Out: text *STOP* to 22300

For Help: text *HELP* to 22300

(Message and data rates may apply.)

To receive this newsletter and other non-emergency information via email contact us at [customerservice@kinneloairrigationdistrict.info](mailto:customerservice@kinneloairrigationdistrict.info).

**AUTOMATIC PAYMENT:** Sign-up for e-debit direct deduction and your payment will always be on time. Go to:

<https://www.kinneloairrigationdistrict.info/my-account> for an application.

**CREDIT CARD PAYMENT:** Available online only at the above address.

**COURTESY PAYMENT DROP BOXES:** Three locations as shown on payment stub.

**PAPERLESS EMAIL BILLING:** Contact our office at (626) 797-6295 or email [customerservice@outlook.com](mailto:customerservice@outlook.com).

