

MAIN *the* HVLCS D line

PUBLISHED QUARTERLY BY HIDDEN VALLEY LAKE COMMUNITY SERVICES DISTRICT

OCTOBER 2026



THE MISSION OF THE HIDDEN
VALLEY LAKE COMMUNITY
SERVICES DISTRICT IS TO
PROVIDE, MAINTAIN AND
PROTECT OUR
COMMUNITY'S WATER.

OUR VISION IS TO PROVIDE
INNOVATIVE AND RELIABLE
SERVICES IN AN ENVIRONMENTALLY
CONSCIOUS MANNER THAT
PRODUCES A HIGH LEVEL OF
RATEPAYER SATISFACTION.

HIDDEN VALLEY LAKE
COMMUNITY SERVICES DISTRICT
19400 HARTMANN ROAD
HIDDEN VALLEY LAKE, CA 95467

P: 707.987.9201

F: 707.987.3237

www.hvlcsd.org



WELCOME!

Hidden Valley Lake Community Services District has some exciting updates and news to share! We continue to provide a concise report of important news and events and how they affect your water and wastewater system. If you have questions about items in this newsletter, please email us at info@hvlcsd.org; we will respond to your inquiries as soon as possible. In the meantime, we invite you to check out our website, www.hvlcsd.org, which contains a lot of helpful information, and follow us on our new and updated social media platforms **@HVLWater** on [Facebook](#), [Instagram](#), [Nextdoor](#) and [YouTube](#).

(Follow us on these platforms in October for a chance to win a \$25 gift card!)

DAY-TO-DAY-OPERATIONS

FIELD UPDATES

PREPARING TODAY FOR EMERGENCIES TOMORROW

When it comes to emergencies, an ounce of prevention really can be worth a pound of cure. That's why our field staff spend time preparing, planning and positioning what they may need before an emergency happens.

The District has two utility trailers ready to respond when they're needed. One is outfitted specifically for water and wastewater leak repairs, allowing our crews to get to a problem quickly with the tools and supplies needed to make repairs. Our newest trailer

serves a different purpose: it can support local fire agencies by providing access to mobile hydrants during firefighting operations.

That preparation proved valuable during the July 2026 Spruce Fire, when District staff were proud to assist our local fire agencies.

We hope we never need these capabilities—but having the right tools and support in place means we're in a much better position when we do. By planning ahead and working closely with our neighboring agencies, the District is helping build a safer, more resilient community.



CROSS-CONNECTION CONTROL SURVEY

Sometimes protecting our water supply means looking beyond the pipes, pumps and tanks you can see. That's the purpose of the District's upcoming Cross-Connection Control Survey, which is required by the State of California and will be arriving in your mailbox soon. A cross-connection can create a pathway for something that shouldn't be in the drinking-water system to flow back into it. The survey helps the District identify where those potential connections may exist so we can address them before they become a problem. Your participation is an important part of that effort. The information you provide will help us better understand potential risks throughout the community, improve

our backflow-prevention program and take preventative steps to protect the safety and reliability of our drinking water.

It's another example of the District's approach to maintaining our system: identify potential problems, address them early and keep them from becoming bigger problems down the road.

For more information about cross-connections and backflow prevention, visit www.hvlcscd.org/

Don't want to wait for the mail? Take the survey right now at arcg.is/1TvrSm3 or with the QR code!



PROJECTS

PREVENTIVE MAINTENANCE

STRENGTHENING INFRASTRUCTURE

Some of the most important work the District does is the work you may never notice—and that's exactly the point. Regular preventative maintenance helps us catch problems before they become expensive repairs, service interruptions or bigger headaches for our customers. It's also an important way we reinvest the rates you pay into keeping our water system safe, reliable and ready to serve the community for years to come. A recent example is the repainting of the Little Peak Water Tank. The fresh coating does more than make the tank look better—it helps protect the structure from the elements, extends its service life and keeps it working reliably.

Projects like this may not be especially exciting, but they're an important part of keeping Hidden Valley Lake's infrastructure in good shape. By taking care of things today, we can help prevent bigger problems tomorrow—and that's good for the District, our customers and the entire community.

WATER ISOLATION VALVE INSTALLATIONS

Another example of the District's focus on preventative maintenance is the recent installation of five Hydra-Stop isolation valves on Little Peak Road, Greenridge Road and Coyle Springs Road.

These valves may not be something most customers ever see, but they can make a big difference when a problem occurs. If a leak develops or maintenance is needed, the valves allow our operators to shut off a much smaller section of the water system—meaning fewer customers have to go without water while the work is completed.

There's another advantage: Hydra-Stop valves can be installed without interrupting water service in the first place. The District plans to install more in the future, continuing our approach of investing in infrastructure, planning ahead and taking care of potential problems before they become bigger—and more disruptive—ones.

FINANCIALS

July is always a bit of a milestone at the District. It marks the start of a new fiscal year—and the closing of the books on the one just completed. With the books closed, it's time for the District's annual financial audit. This year, Smith & Newell was back in early September to take a close look at the District's financial records and make sure everything is in order. Staff spent several weeks getting ready for the auditors' arrival, and all that preparation paid off. The on-site portion of the audit went smoothly, with everything the auditors needed ready to go.

The District has a long track record of favorable audit results, and we're hoping to keep that streak going. We'll share the results once the audit is complete.

ADMINISTRATIVE OFFICE

ONE CONVENIENT PAYMENT DROP BOX—RIGHT WHERE YOU NEED IT

On October 1, 2026, the standalone payment drop box near the District office entrance will be removed. This eliminates the need to choose between two drop boxes and makes paying your bill even simpler. Please use the convenient drive-up payment drop box located across the office. Simply pull up, place your payment through the slot, and you're on your way!

Thank you for helping us make things simpler and more convenient!

MY HVLCSD APP: WATER INFORMATION AT YOUR FINGERTIPS

Want an easier way to keep up with us? The My HVLCSD app puts useful information right at your fingertips—and it's free to download. The app provides important District notifications, emergency alerts and community news—all in one place. My HVLCSD can also direct you to your **EyeOnWater** account, which allows you to track your water usage and set leak alerts, preventing an unwelcome surprise on your bill.

Download the app from the Apple App Store or Google Play Store today! ▼



Download My HVLCSD

Access important information, pay your bill, receive service notifications, set leak alerts, and more!

