

2021 brought opportunities to increase the resilience of both our water supply, and our employees. Below are some of the year's highlights.

PREPARED FOR THE LONG-TERM



Approved a unified retail **water rate structure** that ensures equitable and affordable rates for all customers.



Updated the **Urban Water Management Plan** which guarantees water supplies are available to meet future needs.



Developed the **Water Shortage Contingency Plan** which ensures a reliable water supply during a shortage (i.e. drought, fire or earthquake).

yourSCVwater.com/planning

PFAS

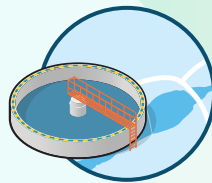
PFAS are a group of manmade chemicals that have found their way into our groundwater supplies.

TESTING



- Installed **new lab equipment** for faster in-house testing
- Became **1 of only 3 water agencies 1 in CA – and 25 labs nationwide** – to be certified for PFAS testing

TREATMENT



- Began construction on the next treatment facility at **Valley Center Well**
- Will restore **1,200 gallons per minute on average**, equal to the use by up to 1,000 families annually

yourSCVwater.com/pfas



DROUGHT IN THE SCV

SCV and the state are in the midst of a drought of epic proportions. We must all do our part to use water wisely.

RAINFALL

- 2021 driest water year* (3.38 inches)
- Followed by the wettest December on record since 1938 (11.85 inches)

Water year = Oct - Sept

- **Conservation goal:** save **15%** of our water use compared to 2020
- **Resources:** tips, rebates, and learning opportunities DroughtReadySCV.com



CUSTOMER CARE DURING COVID-19

We worked with customers who struggled due to unexpected financial hardships and past-due balances by offering payment plans and facilitating State funded utility bill payment assistance to renters. yourSCVwater.com/customer-care

WHO WE ARE

195 SQUARE MILES SERVICE AREA
286,300 Population Served
75,000 Service Connections



OUR INFRASTRUCTURE

101 WATER TANKS
169 MILLION GALLONS STORAGE CAPACITY
921 MILES OF PIPELINE



2021 CUSTOMER WATER USE

OVER **21.86** BILLION GALLONS (67,100 AF compared to 63,484 AF in 2020)



Groundwater
37% 25,600 AF



Importe
62% 47,200 AF



Recycled
1% 480 AF



Banked
117,000 AF in Kern County



Acre-foot (AF) of water

325,851 gallons of water, enough to cover a football field, one foot deep.

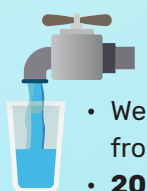
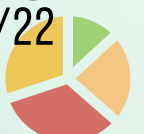
FINANCE FY 2021/22

TOTAL BUDGET

\$164.6 MILLION

CAPITAL IMPROVEMENT

\$84 MILLION



YOUR WATER IS SAFE TO DRINK

- Weekly samples collected from **276** locations
- **20,000** water quality tests conducted per year



CONSERVATION PROGRAMS

More than 1,614 customers participated in water efficiency programs to save water & money

- **486** residential, business and landscape check-ups
- **417** residential home water efficiency kits distributed
- **388** WaterSMART Workshop completions (online)
- **256** Smart Controllers rebated (2,241 stations)

conserve.yourSCVwater.com

2021 EPA WATERSENSE EXCELLENCE AWARD RECIPIENT
 (2nd year in a row)