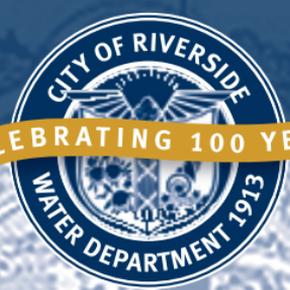


VICTORIA PLACE
Gas Property
(demolished)

WELLS

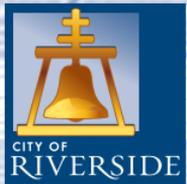
WATER ANNUAL REPORT



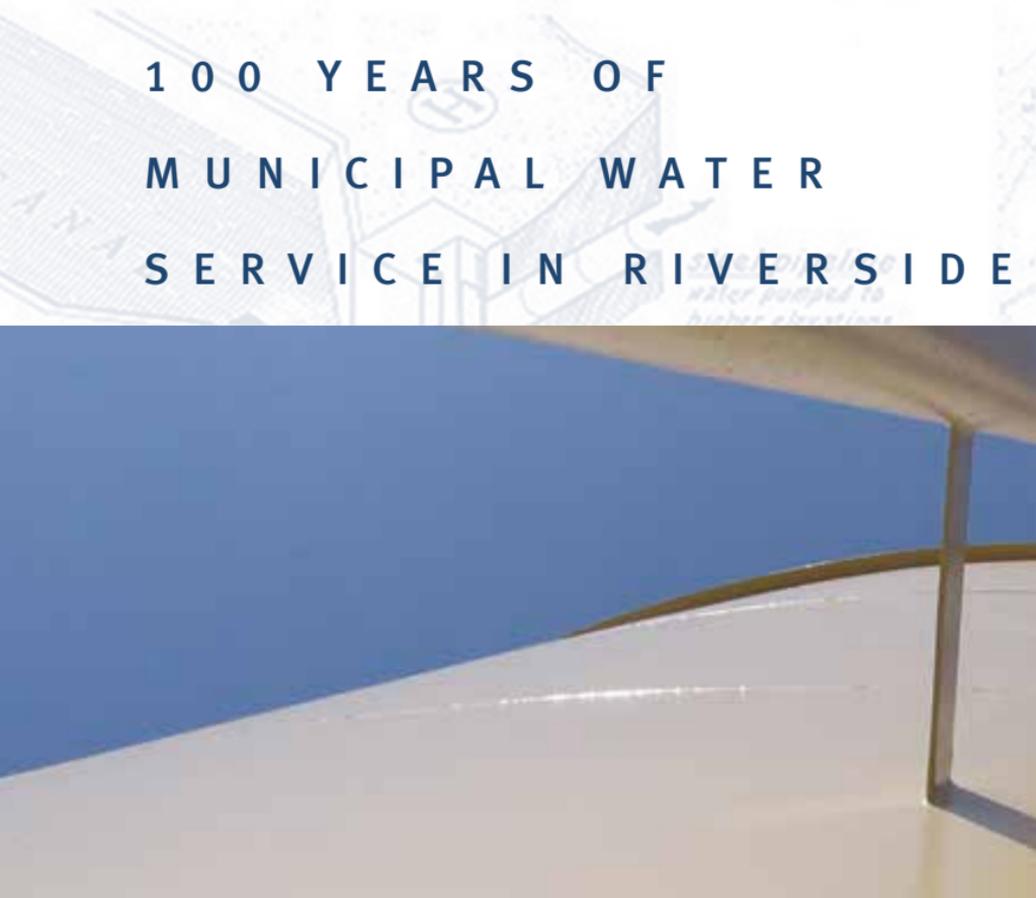
CELEBRATING 100 YEARS

RiversidePublicUtilities.com

WATER | ENERGY | LIFE



PUBLIC UTILITIES



100 YEARS OF MUNICIPAL WATER SERVICE IN RIVERSIDE

For 100 years, Riverside Public Utilities (RPU) has been providing water services to the City of Riverside. And during this time, one thing has not changed – our commitment to provide the customer-owners of our public water utility with only safe, high quality, and reliable water services.

As the City of Riverside grew throughout the years, so too did its water systems. First serving a pioneering community, then a rapidly expanding hub of the nation's citrus industry, and today serving the 12th largest city in California.

Since taking over many of the city's first water distribution systems in 1913, RPU has worked hard to maintain its water rights, construct infrastructure projects to meet growing demands, and maintain service commitments that provide our customers with water that meets or surpasses all state and federal guidelines for drinking water quality.



As we celebrate our first century of water service to Riverside, we have created this informative booklet to provide you with information on where your water comes from; what we are doing to maintain our water systems, supplies, and water quality; and how we will continue to provide these services at the lowest possible rates to benefit the entire community for the next 100 years and beyond.

Water for growth.

Water for life.

Water for Riverside.

David H. Wright

David H. Wright
General Manager,
Riverside Public Utilities

Scan this code with your smartphone or go to BlueRiverside.com for more information.



S O U R C E &

S U P P L Y



Riverside's water begins as rain and snow that touches down in our local foothills and mountains and flows down through the earth into underground aquifers.

With every storm, these water sources, located throughout the Riverside and San Bernardino basins, receive new water that is filtered through percolation, a naturally occurring purification process.

By maintaining our historic water rights, Riverside Public Utilities remains "water independent" – free of having to purchase higher cost imported water supplies – which helps us maintain lower water rates than surrounding communities.

With our many wells, treatment plants, reservoirs, and pumping stations, we are able to provide more than 26 billion gallons of water to meet our commercial and residential customers' needs each year.

S Y S T E M

I N V E S T M E N T S



We remain dedicated to strengthening the reliability of our water delivery systems throughout our service territory. Each year, the water utility actively replaces old and leaking water mains, service connections, fire hydrants, valves, and more, which help to ensure water will be there when it is needed.

Some of our latest investments in Riverside's water future include:

Evans Reservoir Replacement – The original, leaking, and unsafe reservoir near J.W. North High School built in 1968, was torn down and replaced with a new, state-of-the-art 16 million gallon reservoir completed in early 2012.

Victoria Avenue Water Main & Valve Replacement – This project replaced over 6,700 feet of water mains in the historic street that were 85 years old, and fitted new valves on the system to improve system reliability.

Gage 31-1R Well – This new well site in the Bunker Hill Basin replaces two older, less efficient wells, and will provide 3,250 gallons per minute, helping RPU remain water independent.

STANDARDS & SAFETY

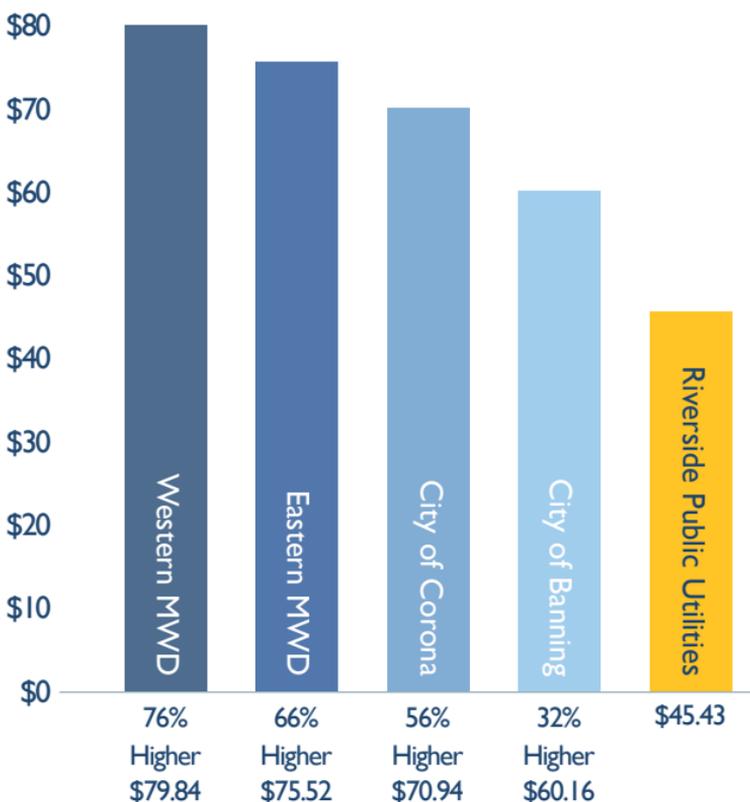
California's drinking water standards are among the highest in the United States. The Safe Drinking Water Act, which was passed by Congress in 1974, requires all states to carry out rigorous testing to ensure that the nation's drinking water is free of harmful chemicals. This law ensures that the water you receive from a water provider is safe for you and your family.

Our testing procedures meet or surpass all standards. We know this because we conduct more than 17,000 lab tests each year, which are carried out daily by a team of certified laboratory technicians, as well as utility staff.

Test results are reported to the California Department of Public Health. With these procedures in place, you can be confident that the water you receive from Riverside Public Utilities is safe to drink.

For more information on water quality and conservation visit BlueRiverside.com or call 951.826.5485.

RESIDENTIAL WATER RATE COMPARISON (EXCLUDING UTILITY USER'S TAX)



**Residential water rate comparison at 23 ccf per month usage as of 02/2013.*

FREQUENTLY ASKED QUESTIONS

Is my water safe to drink?

Yes. In fact your water meets or surpasses all state and federal standards set by the California Department of Public Health (CDPH) and the Environmental Protection Agency (EPA).

Do I need a water filter to make my water drinkable?

No. A safe amount of chlorine is used to purify your water and prevent harmful bacteria and viruses from growing in it. However, if you wish to remove the chlorine from your water, there are carbon filters designed for this purpose.

What helps make sure our water is safe?

Your water quality is regulated by both state and federal guidelines. With more than 17,000 lab tests carried out on your water each year, you can be sure that the water you receive from Riverside Public Utilities is safe to drink.

Who tests Riverside's water?

Riverside's water is rigorously tested by a private laboratory certified by the CDPH and evaluated annually to ensure its ability to effectively perform the testing.

Where can I find information on Riverside's water quality?

Information on Riverside's water quality is published in the Water Quality Annual Report (enclosed). Reports are also available to view online at BlueRiverside.com.

How do my water rates compare with those of other cities?

When compared to RPU, water rates are 32% higher in the City of Banning; 56% higher in the City of Corona, 66% higher for those served by the Eastern Municipal Water District; and 76% higher for those served by the Western Municipal Water District (based on a February 2013 residential water rate comparison at 23 ccf per month usage, excluding utility user tax).

W A T E R

S U P P L Y P L A N



Our dedicated effort to maintain reliable water services for our growing base of customer-owners was essential to our successes over the past century.

To be as successful in the future, we've got to have a plan – and we do.

Our *Water Supply Plan* is designed to expand our use of local water supplies in a cost effective and sustainable manner. Elements of this plan include:

Diversification of our water supply portfolio, including fully developing area groundwater basins and improving their management.

Increasing the use of recycled water by creating sources of direct delivery to offset potable (drinkable) supplies and recharge area groundwater basins.

Development of area surface water supplies, such as those at the Seven Oaks Dam, Mockingbird Canyon Dam, and the Santa Ana River.

W A T E R

S A V I N G T I P S



Indoor:

Turn off the water when you brush your teeth and save about 3 gallons per day

Shorten your showers by one or two minutes and save about 5 gallons per day

Fix leaky faucets and save about 20 gallons per day

Wash only full loads of laundry and save about 20 gallons per load

Outdoor:

Water your yard only before 8 a.m. to reduce evaporation and interference from wind, and save about 25 gallons per day

Get a rebate when you install a weather-based irrigation controller and save about 40 gallons per day

Use a broom instead of a hose to clean driveways and sidewalks and save about 150 gallons each time

Check your sprinkler system for leaks, overspray, and broken sprinkler heads and save about 500 gallons per month

1 0 0 Y E A R S

T I M E L I N E



1913

Fueled by growth due to agricultural prosperity, voters approve \$1.1 million bond to purchase the domestic service from Riverside Water Company and others.

1927

New 42-inch main from San Bernardino to the new 12 million gallon Linden Reservoir was laid along Iowa Avenue.

1937

University Heights 5 million gallon reservoir was constructed.

1941

Riverside is hard at work maintaining and expanding infrastructure.

1954

With foresight in response to post-WWII growth, Riverside residents voted to form a special district, Western Municipal Water District, to enable Riverside to import water from other sources if necessary.

1965

Gage Canal was acquired, which included only assets necessary for production, transport, and distribution of water.

*steel pipeline
water pumped to
higher elevations*

intake screens



1969

Judgement set basin-wide water rights for San Bernardino, Riverside, and Orange Counties. Riverside Public Utilities continues to operate under these regulations today.

1974

Riverside Public Utilities acquires Southwest Water Company and begins public water service to La Sierra neighborhoods.

1990

In response to five years of drought conditions, Riverside Public Utilities launches its first water awareness campaign.

2005

SAFEW.A.T.E.R. plan approved to accelerate infrastructure improvements such as pipeline replacement, well and booster station refurbishment, and construction of new reservoirs and treatment plants.

2008

Riverside Public Utilities declares water independence due to the completion of the J.W. North Treatment Plant, which adds nearly 10% more water to Riverside's supply.

2012

Completion of the new 16 million gallon Evans Reservoir.

*WELL PUMPED
TO 4000 FEET*

WATER | ENERGY | LIFE



PUBLIC UTILITIES

Riverside Public Utilities

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