



BELLA VISTA WATER DISTRICT

**11368 E. STILLWATER WAY • REDDING, CALIFORNIA 96003-9510
TELEPHONE (530) 241-1085 • FAX (530) 241-8354**

WELCOME TO BELLA VISTA WATER DISTRICT!

This document is intended to introduce you, the new customer, to the District. It discusses the District, how it operates, staffing information, where your water originates, and the water treatment methods utilized to insure the water you receive is of the highest quality.

If you have any questions after reading through this, please contact the District office located at:

11368 E. Stillwater Way
Redding, CA 96003-9510
Telephone: 530/241-1085.

The District

The Bella Vista Water District was formed on June 4, 1957, pursuant to California Water District Law, to provide agricultural and domestic water to the area northeast of the City of Redding.

The District encompasses over 33,000 acres (52 square miles) generally extending from Churn Creek Road on the west, Palo Cedro on the southeast, Mountain Gate on the northwest, and Salt Creek at Highway 299 on the northeast. Approximately one-third of the District is located within the City of Redding and serves City residents.

The District contains Shasta Community College and Simpson University, four elementary schools, Foothill High School, and Mountain View Middle School. In addition to about 5,700 residential, rural, and commercial customers, the District serves water to about 300 agricultural customers. The water is used for growing strawberries, grapes, fruit and nut trees, alfalfa, pasture and vegetables. The area has grown from one of primarily agricultural production to a District encompassing both agriculture and residential users, along with some commercial endeavors.

The District is run by its landowners who elect a five person Board of Directors to represent them. This is a "landowner voting" District in which each landowner is entitled to one vote per each acre of land owned within the District. If you own less than one acre, you are entitled to one vote.

Regular Board Meetings are held on the fourth Monday of each month at 5:30 p.m. at the District office. The meetings are open to the public and you are invited to attend.

The District presently has a staff of 28 full-time employees, which are organized into the following four departments: Administration, Engineering, Treatment and Distribution. The staff includes State

This institution is an equal opportunity provider.

Certified Water Treatment Operators, State Certified Water Distribution Operators, an electrician, a mechanic, two meter readers, an engineering technician, an engineer, office manager, two customer service representatives, accounting and administrative personnel, and a general manager.

Water Supply

Our raw water supply comes from two sources, the Sacramento River and deep groundwater wells. Sacramento River water is provided through a contract with the U.S. Bureau of Reclamation. The water is pumped from the river at the Wintu Pumping Plant on the north side of the river below Hilltop Drive. Groundwater comes from a series of five wells along the southerly boundary of the District.

System

The water system consists of over 200 miles of pipeline from 54" in diameter to 4", three storage tanks, and nine pumping plants in addition to the main treatment plant and five wells. All of our water is pumped at least once, and much of it is pumped through at least two pumping stations. For this reason our water is somewhat more costly than it would be otherwise since we have to pay for the operation and maintenance of the pumping stations and the power to pump the water. The District is constantly striving to increase the efficiency and reliability of our pumping plants.

Treatment

The river water is treated by adding chlorine at the Wintu Pumping Plant on the Sacramento River and filtering the water at the District's Treatment Plant located on Canby Road immediately northeast of the Mount Shasta Mall utilizing in-line pressure filters. Polymer is used at the Treatment Plant to aid the filtration process. Groundwater is treated at the District's five wells by adding chlorine and filtering the water to remove iron and manganese. The water meets all drinking water standards for bacteriological quality mandated by state health requirements.

The District has constructed a 10 million dollar upgrade to its Wintu Pump Station and Water Treatment Plant to improve water delivery reliability and meet current drinking water standards.

Billing

Your water meter will be read as nearly as possible on the same day bimonthly (every other month). You will be billed for water service bimonthly. The bills are due and payable on the date of receipt and become delinquent twenty (20) days thereafter. Payments can be made to the District office by mail or in person.

Additional Information

The District office has a number of District specific fact sheets on a variety of common subjects. A newsletter is mailed to customers along with their bimonthly billing. Newsletters typically mention staffing and other information updates, upcoming projects and issues as well as seasonal reminders. Additionally, the District annually publishes a Consumer Confidence Report (CCR) which summarizes water quality information and measurements for the previous year. Additionally, all current information is posted on our web site: www.bvwd.org

We are looking forward to serving you. Please let us know if you have any questions about our organization or your service.