



MADERA VALLEY WATER COMPANY

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ANNUAL SHAREHOLDER REPORT FOR FISCAL YEAR 2020

(November 1, 2019 to October 31,2020)

Esta información está disponible en español en: <https://maderavalleywater.com/>

Goals and Objectives: The goals of the Board of Directors, Officers, and Staff of Madera Valley Water Company were to ensure fiscal responsibility by managing spending and prioritizing capital expenditures. Our philosophy was to accomplish system improvements within our budget.

The California Department of Drinking Water reviewed the Water Company's operations over the past fiscal year. Our system is in good overall condition and is capable of continuously supplying safe, potable water to our Shareholders. The maintenance programs and capital projects have ensured a viable water delivery system. The water quality produced by the five existing wells (#1, #4, #5, #6, and #10) meets the State Water Resources Control Board Division of Drinking Water primary and secondary water standards.

Madera Valley Water Company has secured a planning grant for \$474,000 from the State Water Resources Control Board to continue the planning process to prepare an application for a construction grant to construct a new well and replace aging pipelines within the area served by the Company. As part of the planning grant, we will also be analyzing the feasibility of extending the Company's pipelines to include several streets south of Greentree Avenue and west of Road 27.

Over the past fiscal-year the Company was able to achieve savings on energy costs by filling the new storage tank during PG&E off-peak hours and then turning off the wells and delivering the water in the tank to the residents during hours when PG&E charges peak rates. Essentially, utilizing the water storage tank as a battery, storing water pumped using low cost energy and using gravity to provide water when energy rates are high.

This past fiscal year the necessary maintenance and repairs were made to Well #10 located on Fonda Avenue. This included the repair of a crack in the well casing caused by ground subsidence, installation of a sand sensor to help mitigate sand getting into the water system pipelines which can occur when there is a break in the well casing, replacement of the pump and lowering the pump by 240 feet due to the lower pumping water level. A sand sensor was also installed at Well #5 located on Road 27. Pipeline repair and replacement continues to be performed as needed throughout the water system.

Field personnel responded to more than 840 individual service calls during the past fiscal year and will continue to serve your water system with dedication and personal pride. The employees of Madera Valley Water Company are committed to serving the vested interest of the Shareholders and will continue to strive for accuracy and professionalism. We have accomplished a great deal in the past and will continue to improve our water system in a responsible manner, striving to ensure the delivery of safe and reliable water to you and your families and to keeping our water system on the cutting edge of excellence. Madera Valley Water Company has always strived to maintain the highest standards while also working to operate the water system in a cost effective manner for the shareholders.

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"Water conservation saves \$ and resources!"

The watering schedule hours will be changing in 2021. This is due to the change in the PG&E Time of Use schedule. You will be receiving a flyer in the mail with the new schedule and it will also be posted on our web site: www.maderavalleywater.com in March of 2021.

HELP CONSERVE OUTDOOR WATER USE DURING THE SUMMER

Outdoor watering, especially the grass lawns accounts for much of the water use and energy costs in our water system. Every drop saved by each of you makes a big difference. **Information on efficient landscaping and water use can be found at the following links:**

<https://www.installitdirect.com/learn/drought-landscape-design/>

<https://www.epa.gov/watersense/landscaping-tips>

<https://water.ca.gov/Water-Basics/Conservation-Tips/Plant-and-Landscape-Guide>

<https://www.calwater.com/conservation/low-water-drought-resistant-plants/>

<https://www.california.com/drought-tolerant-landscaping-california/>

CONTACT USA NORTH 2 WORKING DAYS BEFORE YOU DIG Phone 811 OR www.usanorth.org

If you are a homeowner planning to put in a pool or a deck; if you are a contractor who needs to dig, bore, or trench; if you are going to dig anywhere for any reason, you must call 811. Our homes, our schools, our businesses, our livelihoods depend on essential public services provided by buried gas, electric, water, cable, sewer, and telephone lines. The law requires homeowners and excavators to call two working days prior to an excavation. USA NORTH is a non-profit mutual benefit organization set-up for your protection and the protection of buried facilities.

Madera Valley Water Company will locate our main distribution water lines and your service line shut off valve. This is a free service if done during normal business hours. We require a minimum of 24 hours notice prior to this service. Madera Valley Water Company property will be marked with paint on the ground or a painted stake. A 24-inch margin on either side of the mark will be recognized by the shareholder/contractor. Charges will be imposed when work performed has damaged Madera Valley Water Company property within that 24-inch margin. If you damage the main distribution lines or the service line shut off valve you are responsible for the cost of repairs.

UTILITY EASEMENT/RIGHT OF WAY POLICY

Do not put any type of building, fence, trees, concrete, asphalt, or any other type of permanent structure within the utility easement. Do not park vehicles or store items within the utility easement. A significant portion of the Company's water mains and pipelines are located on Shareholder property within easements or other rights-of-way in favor of the Company. In the event that Company must perform maintenance or repairs on such pipelines located within easements or other rights-of-way on Shareholder property, Company shall, except in the case of an emergency, attempt to contact the Shareholder at least seven (7) days prior to any work being performed on Shareholders property. In the event of an emergency, Company will provide Shareholder with as much notice possible that work will be performed on Shareholder's property. When performing maintenance or repairs on the Company's distribution system or other facilities located within a right-of-way or easement located on Shareholder's property the Company will make a reasonable effort to return the property to the condition it was in prior to the Company performing work, however, Company shall not be responsible for damage to any improvements made within the right-of-way by Shareholders which includes, but is not limited to, walls, fences, trees, landscaping, sheds, driveways, or any other improvements made within the Company easement or right-of-way. This includes improvements that must be removed by the Company to access its pipeline or facilities."

Visit us at <https://maderavalleywater.com/>

Financial statements for the FY2020 will be available following the completion of our annual audit.

Respectfully,

Gregory E. Rodgers
General Manager