



# EAST VALLEY WATER DISTRICT

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## NEWS RELEASE

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### **EVWD RECEIVES AWARD OF DISTINCTION FOR COMMUNITY OUTREACH** *California Association of Public Information Officers recognized the District for transition to budget based rates*

**Highland, Calif., (May 16, 2016)** – In 2015, East Valley Water District (District) set out to educate the community on budget based rates with a user-friendly handout, public workshops, website content, and a well-trained staff. This effort allowed for a streamlined transition to the industry best practice rate structure and now has been recognized by the California Association of Public Information Officers, also known as CAPIO. The District was awarded the Special Purpose Publication Award of Distinction for transitioning to budget based rates by CAPIO at the Excellence in Communication Awards Gala in April.

“The District went to great lengths to inform our residents throughout the transition to budget based rates,” said Board Chairman Ron Coats. “We are honored to be recognized for our commitment to the important process of community engagement.”

The District’s new rate structure took effect June 1, 2015, and is designed to consider the water needs of each customer, and to allow the lowest cost water to be utilized for essential use indoors. Water budgets take a variety of factors into account, treating all customers fairly while also encouraging conservation.

“It has been nearly one year since the transition to the new rate structure,” said John Mura, General Manager/CEO. “In that time, the District has achieved what it set out to do with increased customer dialogue, improved water use efficiency and conservation standards, funded necessary infrastructure projects, and secured the District’s long-term financial stability. These achievements have earned us industry recognition, but most importantly have provided an enhanced level of service to our ratepayers.”

CAPIO awards are presented annually to honor outstanding public agency information and communication programs. These programs represent standards of excellence and creativity that stand as inspiration for those in the public information profession. CAPIO is a membership organization serving more than 400 professionals throughout the public sector who engage communities through honest and transparent communication. They provide California-focused education and networking that helps members and their agencies to develop and advance.

For more information on District projects and programs, visit [www.eastvalley.org](http://www.eastvalley.org).

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*East Valley Water District was formed in 1954 and provides water and wastewater services to 101,733 residents within the City of Highland and portions of both the City and County of San Bernardino. EVWD operates under the direction of a 5-member elected Board. More information is available at [www.eastvalley.org](http://www.eastvalley.org).*