



MADERA VALLEY WATER COMPANY

18454 ROAD 26, MADERA, CALIFORNIA 93638-0299

OFFICE (559) 674 -2407 • FAX (559) 674-3633

WEB [WWW.MADERAVALLEYWATER.COM](http://www.maderavalleywater.com) • EMAIL maderavalleywater@mvwc.net

ANNUAL SHAREHOLDER REPORT FOR FISCAL YEAR 2022

(November 1, 2021 to October 31, 2022)

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

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 and maintenance throughout the system. 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.

The following projects are part of a funding agreement between Madera Valley Water Company and the State Water Resources Control Board.

- Preliminary Engineering Study for pipeline replacement
- Preliminary Engineering Study for installation of water meters
- Preliminary Engineering Study for connection of neighboring properties to our system
- *Test well
- Water rate study
- Application for construction funding

*The first test well was completed in April of 2022. This test well did not have acceptable water quality results. We have requested an amendment to the funding agreement for a second test well. Once approval is received from the State Water Resources Control Board we will begin the process of the second test well.

- Pipeline repair and replacement continues to be performed as needed throughout the water system.
- Annual hydrant flushing will begin in the spring of 2023. We will be posting the flushing schedule when available. You can check on our website for updates at <https://maderavalleywater.com/current-news/>.
- For continued safety our office is close to the public. Payments can be made by check or money order. There is a mail slot next to the front door of our office for payment drop-off. Please do not use cash. Payments can also be made by phone or over the internet. There is a service fee for these types of payments. You can set up ACH auto pay and there is no service fee for this. You can find information on the payment options on our website at <https://maderavalleywater.com/pay-bill/>.
- We will be implementing new billing software later this year. The new software will allow customers to go online to manage their account including, make payments, retrieve statements, view/update account information.

Field personnel responded to 1,120 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.

(continued on back of page)

"Water conservation saves \$ and resources!"

The watering schedule for 2023 has not changed from 2022. If you do not know your schedule, contact our office or go to www.maderavalleywater.com.

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 Shareholder's 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 FY2022 will be available following the completion of our annual audit.

Respectfully,

Gregory E. Rodgers
General Manager