

Tahoe Swiss Village Utility, Inc.  
 Post Office Box 102  
 Homewood, California, 96141  
 Phone (530) 525-6659

# Statement of Account

**PUBLIC UTILITIES COMMISS**

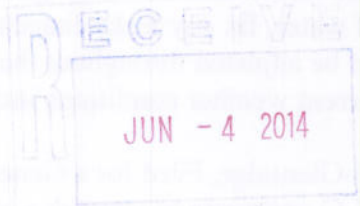
Water & Audits/ Attn. Ms. Carmen Rocha  
 505 VAN NESS AVENUE  
 SAN FRANCISCO, CA 94102

STATEMENT DATE
05/17/14
ACCOUNT NO.
CALPUC

STATEMENT FOR WATER SERVICE 2014

DATE	INVOICE	DESCRIPTION	CHARGES	CREDITS	AMOUNT DUE	BALANCE
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*Your Copy of C.C.R.*



If you have any questions Please Call Steven M. Glazer at (530) 525-6659

**RULES AND REGULATIONS**

Should this bill be questioned, an explanation should be requested from the utility. If the explanation is not satisfactory, you may deposit with the California Public Utilities Commission CONSUMER AFFAIRS BRANCH, 505 Van Ness Avenue, San Francisco, California 94102. Telephone Number is (public) 1-800-649-7570, 415-703-1170 and (hearing impaired – TTD) 415-703-2032, the amount of the bill to avoid discontinuance of service. Make remittance payable to “California Public Utilities Commission” and attach the bill and a statement setting forth the basis for the dispute. The Commission will review the basis of the billed amount and disburse the deposit in accordance with its findings.

The Commission will NOT, however, accept deposit when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility’s service, general level of rates, pending rate applications and sources of fuel or power.

**RATES**

Bills are due upon presentation. If this bill is not paid within 19 days service may be discontinued. A cash deposit and a reconnection fee may be required to re-establish service.

The annual water bill is payable on January 1 and July 1 in equal installments.

Current 0.00	1 to 30 0.00	31 to 49 0.00	50 to 148 0.00	Over 148 0.00	<b>TOTAL</b>	0.00
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# 2014 Consumer Confidence Report (CCR)

Dear Tahoe Pines, Tahoe Swiss Village and Glenridge Customers,

TSVU, Inc. is pleased to present to you the 2013 CCR. This report will summarize what we hope to accomplish this year.

Monthly bacteriological samples and current sample results for all groundwater sources are included in charts on pages 2 and 3. California Cooperative Snow Surveys measurement for April 1, 2014, the central sierra snowpack measured at 21% with snow water equivalent 6.2". View the webpage: [www.cdec.water.ca.gov/cdecapp/snowapp](http://www.cdec.water.ca.gov/cdecapp/snowapp)

A most important utility function is to educate customers about **water conservation**.

Presently, TSVU has a voluntary request to conserve water. The Environmental Protection Agency's Office of Water's Municipal Support Division Sheila Frace said:

*"As much as half of the water we use on our landscapes goes to waste due to evaporation, wind, and improperly scheduled irrigation systems."*

WaterSense label make irrigation controllers operate like a thermostat for home sprinkle systems. They may provide home and building owners the ability to save 110 billion gallons of water and roughly \$410,000,000 per year on utility bills.

More information can be found at: <http://www.epa.gov/watersence>

You can reduce 20% of your Water Use, which is state-mandated by 2020, with a few very easy tips: Run the dishwasher & washing machine only when full, rinse dishes while filling up sink then dip dishes in the sink full of water, fix any leaky faucets or water valves, water your yard before 8 am or after 5pm, Your irrigation system should be adjusted throughout the spring-fall, or upgrade to a "smart irrigation controller" that automatically adjusts for current weather conditions including rain.

TSVU-Glenridge, Filed for a General Rate Adjustment. A remedy to the existing 100,000 tank will be discussed. TSVU-G continues to research a cost-effective radio telemetry system.

TSVU is requesting a voluntarily conservation of water to every homeowner all summer long! TSVU will provide an outside water schedule for the Tahoe Swiss Village Simplon Pass zone. That flyer requests: During 4<sup>th</sup> of July Week.

**TSVU is requesting to all customers in both water systems an Even/ Odd house numbers per calendar day for outside landscape watering & No outside watering should occur between 10am-4pm.  
Thank you in advance for your voluntary cooperation!**

TSVU is always available to personally meet with you. Please do not hesitate to contact me at 530.525.6659 or [glazerwest@att.net](mailto:glazerwest@att.net). We can discuss the contents of this report or any other water company subject about which you would like further information. I thank all of you that call me with information or questions.

Sincerely,



Steven M. Glazer,  
Tahoe Swiss Village Utility, Inc.  
P.O. Box 102  
Homewood, California 96141

# Tahoe Swiss Village Utility

## 2014 Consumer Confidence Report

### Water Quality Data Table

The tables below and on the following page provide important information about contaminants and a total mineral analyses that were reported in the water. TSVU samples for numerous constituents in water that were non-detectable and not reported. Lead and Copper samples were taken 9/09 and 12/10-1/11. Nitrate and Nitrite samples were taken 1/13/11. Additionally, monthly bacteriological samples are taken in the distribution system. All recent samples were in compliance with the MCL. You may be unfamiliar with the terms and abbreviations so here are some definitions to help you understand the water quality summary.

#### Important Drinking Water Definitions:

**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (USEPA).

**Public Health Goal (PHG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

**Maximum Residual Disinfectant Level (MRDL):** The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

**Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs are set by the U.S. Environmental Protection Agency.

**Primary Drinking Water Standards (PDWS):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

**Secondary Drinking Water Standards (SDWS):** MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWS do not affect the health at the MCL levels.

**Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.

**Regulatory Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

**Variance and Exemptions:** Department permission to exceed an MCL or not comply with a treatment technique under certain conditions.

**ND:** not detectable at testing limit

**ppm:** parts per million or milligrams per liter (mg/L)

**ppb:** parts per billion or micrograms per liter (ug/L)

**ppt:** parts per trillion or nanograms per liter (ng/L)

**pCi/L:** picocuries per liter (a measure of radiation)

The sources of drinking water (both tap water and bottle water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

*Microbial contaminants*, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

*Inorganic contaminants*, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

*Pesticides and herbicides*, that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

*Organic chemical contaminants*, including synthetic and volatile organic chemicals, that are by products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.

*Radioactive contaminants*, that can be naturally-occurring or be the result of oil and gas production and mining activities

In order to ensure that tap water is safe to drink, the USEPA and the State Department of Public Health (Department) prescribe regulations that limit the amount of certain contaminants in water provided by the public water systems. Department regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

**PRIMARY STANDARDS**

Mandatory-health related:

Contaminants (units)	MCL	Grand Well/1 Groundwater	St. Michael 2 Groundwater	TS Lake inlet	Glenridge 3 Groundwater	Typical Source
Arsenic (mg/l)	0.01	<0.0050	<0.0050	<0.005	<.0025	Erosion of natural deposits; Runoff from orchards; Runoff from glass & electronics production wastes
Barium	1.0	0.014	0.060			
Iron (mg/l)	0.3	0.011	<0.050	20	<100	
Lead (mg/l)	50	<0.010	<0.010	<8	0.55	

**General Mineral, Physical & Inorganic Analysis**

Other constituents in treated water:

Chemical	Reporting Units	Grand Well/1 Groundwater	St. Michael 2 Groundwater	TS Lake inlet	Glenridge 3 Groundwater
Total Hardness CaCO3	mg/L	80	240	32	25
Calcium	mg/L	19	46	8.9	8.06
Magnesium	mg/L	7.8	31	2.3	1.07
Sodium	mg/l	6.5	13	6.2	6.12
Potassium	mg/L		3.1	1.9	0.94
Total Alkalinity (as CaCO3)	mg/L	86	270	44	40
Carbonate (CO3)	mg/L	<1.0	<1.0	<0.5	<1
Bicarbonate(HCO3)	mg/l	100	330	52	48.9
Sulfate	mg/L	4.4	1.8	1.8	0.14
Fluoride	mg/l	<0.10	< 0.010	0.1	0.1
Chloride	mg/L	3.5	3.3	1.9	0.23
Total Cyanide	mg/l	<0.010	<0.010		
*Nitrate as NO3	mg/L	<4.4	<4.4	<0.044	<1.0
*Nitrite as N	mg/l	<0.025	<0.025	<0.010	<0.010
PH (laboratory)	sts. units	7.15	7.6	8.3	6.23
Color (unfiltered)	units	0-5	<3	1	<3
Odor Threshold at 60 C	Ton	no odor	<1	12	3
Lab Turbidity	ntu	0.12	<0.10	.38	<0.10
Total Dissolved Solids	mg/L	120	350	n/a	65

1,2 Tahoe Swiss Groundwater Samples taken: February 7, 2013, April 26,2011, September 20, 2005 & January 13, 2011

3 Glenridge Park Groundwater Samples taken: July 23,2007

**Do I need to take special precautions?**

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Water Drinking Hotline (800-426-4791).

**Why are there contaminants in my drinking water?**

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

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June 1, 2014

VERY IMPORTANT PLEASE READ  
JULY 4<sup>TH</sup> WEEKEND

TSVU has experienced problems in the past with peak summer demands and remain in compliance with the Safe Drinking Water Act. In order to achieve that goal the utility requests that you voluntarily adhere to the following nonessential water uses in accordance with California Public Utility Commission Tariff Rule 14.1:

No customer shall use utility-supplied water for nonessential or unauthorized uses as defined below:

1. Use of water through any connection when the utility has notified the customer in writing to repair a broken or defective plumbing, sprinkler, watering or irrigation system.
2. Use of water, which results in flooding or run-off in gutters, waterways, patios, driveways, or streets.
3. Use of water for washing aircraft, cars, buses, boats, trailers or other vehicles without a positive shutoff nozzle on the outlet end of the hose.
4. Use of water through a hose or washing buildings, structures, sidewalks, walkways, patios, parking lots, tennis courts, or other hard-surfaced areas in a manner, which results in excessive run-off or waste.
5. Use of water for watering streets with trucks, except for initial wash-down for construction purposes (if street sweeping is not feasible), or to protect the health and safety of the public.
6. Use of water for construction purposes, such as consolidation of backfill, dust control, or other uses unless no other source of water or other method can be used.
7. Use of water for more than minimal landscaping in connection with any new construction.
8. Use of water for outside plants, lawn, landscape and turf areas more often than every other day, which even numbered addresses watering on even numbered days of the month and odd numbered addresses watering on odd numbered days of the month, except that this provision shall not apply to commercial nurseries, golf courses and other water-dependent industries.
9. Use of water for outside plants, lawn, landscape and turn areas during certain hours if and when specified in Tariff Schedule No. 14.1 when the schedule is in effect.
10. Use of water for watering outside plants and turf areas using a hand held hose without a positive shut-off valve.

11. Use of water for decorative fountains or the filling or topping off of decorative lakes or ponds. Exceptions area made for those decorative fountains, lakes, or ponds which utilize recycled water.
12. Use of water for the filling or refilling of swimming pools.
13. Service of water by any restaurant except under the request of a patron.

If the Voluntary Conservation plans above are insufficient to alleviate the water shortage, if voluntary Conservation Plans are still insufficient, TSVU, upon Commission approval, may impose Mandatory Conservation and Rationing of water usage.

If you feel the need that you have to water:

**VOLUNTARY WATER CONSERVATION PLAN**

For outside watering of your gardens

Recognize that native trees do not need additional watering!

Please consult the North Tahoe Fire Protection District for proper defensible space issues.

The following names are in the Upper Tahoe Swiss Village Zone

Upper Cherry, Simpon Pass & Furka

**PLEASE OBSERVE ODD AND EVEN STREET ADDRESSES ITEM 8 ABOVE**

5 am – 6 am	Maurice & Miriam Storch, Aaron Feigin & Betty Amini, Tim & Cheryl Yee
6 am - 7 am	Gwyneth Sheldon, Jacquelyn Schmid, Katie Gilchrest
7 am – 8 am	Nancy Cunningham, Giles Douglas/Shannon Madison, Deryl & Donna Moses
9am – 10 am	Herbert & Francis Pierce, Carol Butler, Vicki & Kris Govaars
10 am - 4 pm	no watering
4 pm – 5 pm	Rosalie Ferrante & Tina Lally, Millie Hoertling, Steve Levinson
5 pm – 6 pm	Cindy Palffy, Alfred & Celia Quezada, Heidi Sanders
7 pm- 8 pm	Richard Reese, Al Cacela, Stephen Williams, Michael & Dierdre Dolphin
8 pm – 9 pm	Mike Henman, George & Janice Nickelson, Stephen & Constance Lovette
9 pm- 10 pm	Knud & Kirsten Jacobs, Les Lyman, Dan & Dianne Boyle

If you do not have automatic sprinklers, please call me or if you have any questions.

Yours truly,

Steven M. Glazer

Cc: California Department of Health Services  
California Public Utilities Commission