



# Pine Cove Water District

## Customer Care Information

January 2025

Dear Valued PCWD Customer,

We at the Pine Cove Water District want you to know that we are here to serve you with your water needs and that we are thoroughly prepared, as we understand the anxiety and uncertainty of these difficult times and the dangers presented.

### PLEASE BE ASSURED THAT PCWD...

- ◆ Will be operational during wind events.
  - ⇒ Our water delivery system is *gravity fed*. It requires no pumps, no electricity. Thank you Mother Nature!
  - ⇒ Our facilities, including the office, will be able to operate with installed generators when necessary
- ◆ Is in excellent condition!
  - ⇒ At this moment, our water storage tanks are at 99.5% capacity
  - ⇒ Our water storage tanks are regularly at 96% to 98% capacity
- ◆ Is proactive, doing our best to defend our community during fires.
  - ⇒ At Dutch Flats, there is one permanent water dip tank for firefighting helicopters
  - ⇒ We also have one portable tank.
  - ⇒ These tanks have been tested and used by Cal Fire / Riverside County Fire air operations

### PCWD IS CONTINUALLY CARING FOR ITS COMMUNITY

- ◆ Currently, there are 191 fire hydrants in Pine Cove.
  - ⇒ These hydrants are regularly inspected to ensure they are operational and function properly
  - ⇒ Smaller sized hydrants are systematically being upgraded

### PCWD WEBSITE IS AVAILABLE

- ◆ Water district information is easily accessible at [pcwd.org](http://pcwd.org). This site includes:
  - ⇒ Explanation of billing rates
  - ⇒ Transparency information including PCWD rules and regulations, Board Members, Laws, Service Area, Election Calendar
  - ⇒ Water Conservation and Winterizing information, Safety Tips
  - ⇒ Board Meetings
  - ⇒ Current events, including a regularly updated BLOG

Rest assured that PCWD is *here for YOU*.

Please do not hesitate to email us with questions or concerns at [pcwd@pcwd.org](mailto:pcwd@pcwd.org).