

PURISSIMA PIPELINE

Due to a programming error, the **conservation message** at the bottom of the April statements indicated that some customers' usage was in a higher percentile than it actually was. We apologize to those customers who received these incorrect messages. Please note that this error was for the April statements only and has been corrected. If you would like to see the corrected conservation messages for April, please visit our website at www.purissimawater.org.

Afterhours Emergencies Emergencies happen 24/7 and District personnel are available 24/7, as well. If you have an afterhours emergency, please call our regular District office number—650/948-1217—and you will be connected to our answering service. The on-call person will be notified of your problem and will either help you through a return phone call or visit. We would also appreciate customers letting us know if they see an unusual amount of water running down the street at any time.

Regular office hours for the District are Monday through Friday, 8:30 a.m. to 5:00 p.m. The office closes for lunch between noon and 1:00 p.m. (You may still call during lunch and leave a voicemail message.)

Rebates The Santa Clara Valley Water District has several substantial rebate programs to assist you in saving water, energy, and money! There are even a few free programs offered. Below is a list of rebate programs:

- ❖ Clothes Washer Rebate Program
- ❖ High Efficiency Toilet Rebate Program
- ❖ Water Efficient Landscape Rebate Program
- ❖ Weather Based Irrigation Controller Program
- ❖ Water Wise House Call Program (free)
- ❖ Low Flow Showerheads and More (free)
- ❖ Irrigation Technical Assistance Program (free)
- ❖ Classes Open to the Public

When applying for rebates on toilets, washing machines, irrigation controllers/hardware, or landscape turf replacement, be sure to contact the Purissima Hills Water District or the Santa Clara Valley Water District **before** you begin. A pre-installation report is required **prior** to any changes. Please contact Alexis Shields at 650/948-1217 or email ashields@purissimawater.org with any questions regarding rebates.

May 2008