Western Hills Water District

November 20, 2026

Public Customer Service Notice

The Western Hills Water District (WHWD) Board of Directors approved an important expenditure of approximately **$800,000 to repair and rehabilitate the District's aging, multi-stage water filtration system** at our treatment facility.

This system has experienced significant deterioration, including extensive rust and corrosion, following more than 15 years without the level of maintenance necessary to preserve its condition. Maintaining this critical infrastructure is essential to ensuring the continued delivery of safe, reliable, and regulatory-compliant drinking water to our community.

Unfortunately, this maintenance was not adequately addressed during the previous management of the District under World International. The District is evaluating the costs associated with these necessary repairs as part of its ongoing civil litigation involving World International. Regardless of the circumstances that brought us to this point, our responsibility is to address these infrastructure needs and protect the community's water system.

Repair and Maintenance Schedule

The project will be completed in stages. The treatment facility has two filtration systems, allowing us to take one system offline at a time while maintaining operation of the other. We anticipate that the overall project will take approximately five months or longer to complete.

The Board determined that beginning this work during the cooler months would help reduce seasonal water demand and minimize the impact on treatment capacity.

During this period, we respectfully ask all customers to conserve water whenever possible. Your cooperation will help reduce demand on the remaining operational filtration system while this important work is underway.

This project also underscores why the District must establish and maintain adequate financial reserves. Water infrastructure requires ongoing investment, preventative maintenance, and the financial resources to address unexpected repairs. Revenues collected following last year's rate adjustment will help fund this necessary work.

Water Bill Payments and Customer Responsibility

I would also like to address an ongoing financial concern: customers who have fallen significantly behind on their water bills.

When customers do not pay for water services, the resulting financial burden affects the District's ability to meet its operating obligations, maintain infrastructure, and provide reliable service. Ultimately, these costs place additional pressure on customers who consistently pay their bills on time.

Consequently, the District must enforce its established water service discontinuation policy in accordance with applicable California law.

Our Goal:

Our long-term objective is straightforward: restore the District to a position of operational and financial stability.

To accomplish this, we must focus on several priorities:

1. **Operational Health:** Maintain, repair, and improve our water and wastewater infrastructure.
2. **Financial Health:** Establish responsible financial management and long-term fiscal stability.
3. **Adequate Financial Reserves:** Build reserves to address emergencies, major repairs, and future infrastructure requirements.
4. **Customer Accountability:** Ensure that all customers fulfill their responsibility to pay for the water services they receive.
5. **Legal Accountability:** Continue pursuing the District's civil litigation to protect its interests and seek appropriate recovery of damages. These cases require continued legal representation and associated expenditures.
6. **Community Development:** Support responsible residential development that brings additional customers and revenue to the District, helping distribute operating costs across a larger customer base.

This is simply more than just a moratorium on water bills and reducing the monthly base rate. Implementing substantial rate reductions or payment moratoriums without identifying a reliable replacement for the lost revenue could seriously jeopardize the District's financial stability and its ability to provide essential water services, not to mention putting the Community in serious jeopardy.

The District's operational financial expenditures and available financial information are disclosed through its website and public reporting. With only approximately 500 customers currently paying their water bills, the District must establish rates sufficient to support its operating costs, infrastructure maintenance, debt obligations, and financial reserves.

Our commitment remains the same: Protect our water supply, maintain our infrastructure, strengthen our financial position, and work toward a more affordable and sustainable future for the Western Hills Water District community.

Respectfully,

Mark Kovich – Homeowner/Resident/Volunteer
President, Board of Directors
Western Hills Water District