



H₂O Pipeline

A PUBLICATION OF LA HABRA HEIGHTS COUNTY WATER DISTRICT TO EDUCATE AND INFORM

We are excited to share a refreshed District newsletter for 2026, designed to better connect with the La Habra Heights community and reinforce our commitment to providing clean, reliable water for generations to come. You will find timely updates on water quality, conservation, and customer services.

Save Time, Pay Online



Pay your LHHCWD water bill easily and securely anytime, from anywhere, using our online payment portal. Manage your account at your convenience, from a computer or mobile device. **Benefits of paying online include:**

- 24/7 account access on the go
- Enroll in auto-pay to avoid late fees
- Faster payment processing
- No checks or postage

Payments can be made online using a debit or credit card, or automatically drafted from your bank account to avoid processing fees.



SIGN UP TODAY!

Visit www.lhhcwd.com and click 'Online Bill Pay' to get started. If you have questions or need assistance setting up your account, please contact the District office at (562) 697-6769 or by emailing customer@lhhcwd.com.

Protecting Our Community's Water An update on PFAS testing and treatment

What Customers Need to Know

Recent testing of our water system showed levels of perfluorooctanoic acid (PFOA) above the state's response level at two District wells. **There is no emergency, and customers do not need to take any immediate action**, such as using bottled water. In other words, your tap water remains safe to use.

According to the U.S. Centers for Disease Control and Prevention, the impact of PFAS varies based on individual health and exposure levels. While long-term exposure to PFOA over many years may be linked to certain health effects, these results are not considered a high-level exposure. We understand that water quality is personal, and customers with individual health concerns may wish to talk with their healthcare provider.



PFOA is one of a larger group of chemicals known as PFAS, or per- and polyfluoroalkyl substances. These chemicals were commonly used for many years in everyday items like nonstick cookware and other household and industrial products. Because PFAS do not break down easily and have been found in water sources across the country, federal and state agencies have taken steps to regulate certain PFAS compounds more closely.

In April 2024, the U.S. Environmental Protection Agency set a new limit for how much PFOA can be in drinking water, with California's Division of Drinking Water adopting the same standard. The new limit of 4 parts per trillion (ppt) is very small and can be hard to picture. To put it simply, one part per trillion is like one drop of water in 20 Olympic-size swimming pools. Water systems across the country have been given time to complete monitoring and put solutions in place where needed.



How the District Is Responding

The District is focused on staying ahead of these requirements. We continue to test for PFAS every quarter and are working closely with an engineering firm to plan long-term treatment solutions.

Providing safe, reliable water to our community is the top priority, and we are committed to keeping customers informed as this work moves forward.

For the latest information, visit www.lhhcwd.com.

Kick Off 2026 With These Water-Saving Habits

Small choices made at home can have a big impact on our community's water supply. La Habra Heights relies on careful water management, and every customer plays an important role in using water wisely. The good news is that conserving water does not require major changes. **A few simple habits can help reduce demand, protect local resources, and support long-term reliability.**



Use the checklists below to keep track of your water-saving habits throughout the year.

How many can you check off? Small habits add up!

INDOOR CHECKLIST

- Turn off the faucet when brushing teeth, shaving, or washing dishes by hand
- Run the dishwasher and washing machine only with full loads
- Take shorter showers (even by a minute or two)
- Check for and fix leaky toilets and faucets
- Reuse rinse water from fruits and vegetables to water houseplants

OUTDOOR CHECKLIST

- Reset watering schedules for the cooler season to avoid over-watering
- Water early in the morning to reduce evaporation
- Check irrigation systems for leaks or broken sprinkler heads
- Use a broom (instead of a hose) to clean driveways and sidewalks
- Adjust sprinklers so water stays on plants, not pavement



DID YOU KNOW?

Even small leaks can waste hundreds of gallons of water each month. Checking fixtures regularly helps save money and protect our water supply.

Every gallon saved helps reduce strain on our water system and supports reliable service for La Habra Heights and communities throughout California. Thank you for doing your part in 2026.

For additional water conservation tips, scan the QR code.



Keeping Drinking Water Safe With Cross-Connection Control



La Habra Heights County Water District is committed to protecting the quality and safety of our community's drinking water. Preventing cross connections and backflow is an important part of that effort, helping ensure clean, reliable water while meeting State of California regulations. Backflow can occur when water pressure drops on the District's side of the meter, allowing water from a customer's plumbing system to flow backward into the public water supply. Preventing this risk helps protect public health and the safety of our entire water system.

To support this program, the District provides a Residential Cross Connection Hazard Assessment Survey, which allows customers to complete a simple self-inspection when starting new water service. Completing and returning this form is required to receive water service and helps prevent accidental contamination. To fill out the survey, visit <https://qrco.de/bgZEVG> or scan the QR



The District also conducts follow-up inspections when needed, coordinates inspections for all non-residential properties, and requires testing of installed backflow prevention assemblies within the service area. **Learn more about cross-connection control and backflow prevention at:** <https://qrco.de/bgZEWS>

District Mission

To provide high-quality potable water service at a reasonable cost to the public residing within the District boundaries.

Board of Directors:

Brad Cooke, President
Pam McVicar, Vice President
Karen Baroldi, Director
Mark Perumean, Director
James Crabb, Director



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Call: (562) 697-6769

Monday through Friday:
7:30 a.m. – 5:00 p.m.

www.lhchwd.com