



As of February 27, 2014, Valencia Water Company (VWC) is no longer subject to regulation by the California Public Utilities Commission (CPUC).

VWC remains committed to providing our customers and our community with safe, reliable, and affordable water service. VWC is a strong company with a great team of employees who remain dedicated to providing you excellent customer service.

We know you may have questions. Let us answer a few of them below.

Will my water rates change?

For the short term, there will be no increase in water rates. However, VWC did have a rate case pending for more than a year before the CPUC at the time of its decision. In preparation for this rate case, VWC had completed an exhaustive study of its future revenue needs. Like most water agencies, VWC has faced increased costs for such things as purchased water, power, maintenance programs, water quality testing and compliance, and supplies. VWC has identified and will continue to identify where we can improve operational efficiencies without impacting service or water quality. We will inform our customers about our future rate-setting process.

How does the CPUC decision affect VWC's operations?

Our customers will see no change in operations. VWC continues to be regulated by the California Department of Public Health and we must meet rigorous water quality standards. We will continue to provide our customers with our normal range of excellent services. We will continue to make investments in our operations to remain the same reliable provider of safe water – as we have been since 1965. We will continue to offer rebates and other services to help our customers become even more water efficient.

Does anything else change with the CPUC decision?

VWC may make some adjustments to its policies, procedures and website to reflect the CPUC's conclusion that it no longer has any jurisdiction over VWC. We appreciate your patience as we undertake this effort. Valencia Water Company remains committed to providing excellent service and water to our customers and is operated by a team of dedicated managers and staff.

We encourage you to check our website regularly for updates.

As always, our customer service representatives remain available to answer your questions. Please call us at: 661-294-0828.

We look forward to serving our valuable customers – just as we always have since 1965.