



ALTADENA MUTUAL WATER COMPANIES POST-FIRE RECOVERY UPDATE 3/19/2025

*Thank
you*

FOR YOUR PATIENCE AND UNDERSTANDING

Dear Shareholders,

In the wake of the devastating wildfires, we want to take a moment to express our deepest gratitude for your patience, resilience, and unwavering strength. The past few months have tested us all in ways we never could have imagined. Each day, we wake up to navigate a new reality shaped by loss, uncertainty, and the immense challenge of rebuilding.

At Lincoln Avenue Water Company and Rubio Cañon Land and Water Association, we have been working tirelessly to restore full water service to everyone who has been able to return home. For those still rebuilding, please remember that we are here and ready to assist you when you return.

The firestorms that swept through Altadena placed extraordinary strain on our water systems and the agencies that oversee them in ways no one could have fully anticipated. As smaller, community-owned water providers, we faced these challenges with limited resources, yet we remained committed to restoring safe, reliable water as quickly as possible. Through our team's dedication and the collective efforts of our community, we made steady progress, keeping pace with some of the largest utilities as they also worked on their post-fire recovery efforts.

Recovery is ongoing, and we know that state regulators are adapting to these unprecedented challenges just as we are. We appreciate their collaboration and commitment to ensuring public health and safety along every step of the way. Most of all, we appreciate you—our community. Your patience, support, and resilience inspire us every day. It is our honor to serve you, and we will continue standing with you as we rebuild together.

With gratitude and commitment,

Jennifer Betancourt Torres
General Manager
Lincoln Avenue Water Company

Lisa Yamashita-Lopez
General Manager
Rubio Cañon Land and Water Association





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WATER ALERT UPDATES



RUBIO CAÑON LAND AND WATER ASSOCIATION

The unsafe water alert has been lifted by the State Water Resources Control Board on March 11, 2025 for the entire system. Residents may now safely resume using their tap water for drinking and all other purposes. Please read below for flushing information.



LINCOLN AVENUE WATER COMPANY

As of March 13, the Do Not Drink/ Do Not Boil order has been lifted for all areas served by Lincoln Avenue Water Company. Residents may now safely resume using their tap water for drinking and all other purposes. Please read below for flushing information.

RESIDENTS WITH RETURN TO WATER SERVICE SHOULD:

FLUSH YOUR WATER LINES

Run cold water from all taps for at least 5 minutes to remove stagnant water.

SANITIZE

Sanitize water-using appliances and fixtures like dishwashers by running an empty cycle with hot water and detergent, flushing water filters with at least one gallon of water, and discarding at least two batches of ice from ice makers as a precaution.

MONITOR FOR WATER QUALITY

A thorough flush will typically resolve any odor, color, or taste issues with your water. If any concern persists, report it immediately to your water provider.