

February 22, 2024



California Water Service Begins Infrastructure Upgrade to Improve Water Supply Reliability and Fire Protection in Mountain View

MOUNTAIN VIEW, Calif.—California Water Service (Cal Water) has begun work on a water infrastructure upgrade that will improve water supply reliability and fire protection in Mountain View. The project, which will include installation of about 3,720 feet of new eight-inch water main along Starr Way, started in February and is estimated to be complete in May.

“Infrastructure improvements like this ensure that Cal Water maintains a reliable water supply for both everyday and emergency needs,” said Dawn Smithson, Cal Water’s Los Altos District Manager.

Installation will take place in the following three phases, with construction expected to take three months:

- Phase One: Starr Way to Barbara Avenue
- Phase Two: Barbara Avenue to Permanente Creek
- Phase Three: Cuesta Drive from Permanente Creek

The majority of the work will be performed between 7:30 a.m. and 4 p.m., Monday through Friday; however, some work may be performed at night or during the weekends to help alleviate traffic issues.

“We will make every effort to minimize traffic delays during construction, and we will notify customers in advance in those instances when after-hours work is needed,” said Smithson, noting that customers can visit www.calwater.com to ensure that their contact information is up to date, along with their preferences on how they would like to be notified.

Temporary asphalt will be applied until permanent paving is completed.

About California Water Service

California Water Service provides high-quality, reliable water utility services to about 70,175 people through 18,526 service connections in Los Altos, and about 2 million people statewide through 496,400 service connections. What sets Cal Water apart is its commitment to enhancing the quality of life for its customers and communities. Guided daily by their promise to provide quality, service, and value, the utility’s employees lead the way in working to protect the planet, care for people, and operate with the utmost integrity. Integral to Cal Water’s strategy is investing responsibly in infrastructure, sustainability initiatives, and community well-being. The utility has also been named one of “America’s Most Responsible Companies” and the “World’s Most Trustworthy Companies” by *Newsweek* and a Great

Place to Work®, and is No. 1 in Customer Satisfaction Among Large Water Utilities in the West Region* by J.D. Power. More information is available at www.calwater.com.

*California Water Service received the highest score in the West Large segment of the J.D. Power 2023 U.S. Water Utility Residential Customer Satisfaction Study of customers' satisfaction nationally among water customers in the US. Visit jdpower.com/awards for more details.