



Rio Alto Water District

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October 23, 2023

Income Survey: Thank you to all residents who responded to the Income Survey by RCAC. Last week the Utility Project Manager stated that she had received enough responses to complete the survey. She is preparing the report now and we hope to have more information in a couple of weeks. Thank you again for your responses.

Wastewater Treatment Plant: Winter rains increase the flows to our wastewater treatment plant. The District would like to remind customers **not to flush anything down the toilet other than human waste and toilet paper**. This includes feminine hygiene products, diapers, paper towels, the new toilet cleaning (flushable) pads and baby wipes (**even if they state they are biodegradable**). Fats and oils from cooking should never be disposed of through home plumbing systems. These items can cause costly lateral plugs for the homeowner as well as serious plugs and mechanical failures at our lift stations and wastewater treatment plant.

Save Money- Turn your sprinklers down or off. Please take a moment to reduce your sprinkler timers in response to the shorter, cooler days and in anticipation of the rains.

Billing Updates: In accordance with SB998, unpaid billings for the period 7/3/23 through 9/5/23 will become subject to lock-offs scheduled for December 11, 2023. New billings for the period 9/5/23 through 11/3/23 will be mailed out on 11/3/23 and will be due on or before December 7th to avoid delinquent charges. Unpaid quarterly lot billings for the period 6/30/23 through 9/30/23 need to be paid on or before November 7, 2023, to avoid delinquent charges. Payments can be made by check or cash, and credit card payments can be made on our website at www.RAWD.org. If paying in person remember to bring your billing stub with you for quick and accurate posting to your account. If you pay using auto bill pay through your bank, be advised that they issue a check to Rio Alto which can take over 10 days to be received by the District. With this in mind, please allow adequate days to avoid a delinquent charge. Customers can also sign up for auto draft payments by completing the form found on our website or at the District office. This service is free and will ensure payment is received before delinquent charges are assessed.

Drought: The new water year began October 1, 2023. We finished last water year at 7 inches above the average. As of October 22, 2023 the new season to date totals compare with the previous two years as follows:

Year	October 22 Precipitation Received	Average Precipitation to Date	Percent of Average	Shasta Lake feet from Crest
23/24	0.34	1.17	29%	50.36
22/23	0.00	0.48	0%	143.17
21/22	0.00	0.60	0%	181.01

Rate Studies and 10-Year Capital Plan: The District will be devoting the first hour of our November and December Board Meetings for public education on our 2023 Rate Studies prepared by Bartle Wells Associates and a public outreach meeting will be held early in January at the Lake Club. A notice will be included in your January billings. Plan on attending one of the meetings for a better understanding of Proposition 218 requirements and the District's capital needs.

Board Meeting Date: The Board Meeting for November will be held on November 15, 2023, at 6:30 p.m. at the District Board Room. Public Information on the Rate Studies and Capital Plan will be addressed from 6:30 pm to 7:30 pm and the regular Board meeting will begin at 7:30p.m. Agendas, Minutes and Resolutions can be accessed at www.RAWD.org "Agendas" and under News & Notices.

Rio Alto Water District is a Special District governed by California Water Code and not affiliated with the Property Owners Association.