



# Rio Alto Water District

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## NEWS FROM RIO ALTO WATER DISTRICT

November 18, 2016

### **Water Conservation:**

Cumulative water conservation remains at 29% after the November meter reads. This community has done an incredible job. Keep up the good work! Phone calls were placed to customers with excessive water consumption to alert them to check for leaks and/or remind them to turn their outdoor irrigation off for the winter. The State Water Board will be reviewing the mandatory drought conservation restrictions in December and we should know if we have to reinstate the restrictions by January.

### **Elections:**

The Tehama County Elections Department does not certify the election results until 28 days after the close of the election, but it appears the incumbent board members have been re-elected.

### **Wetlands Update:**

You may have noticed a little backhoe work at the wetlands. The discharge pipe to pond #2 was not large enough to handle the rain and discharge. We will be installing three 12" pipes from pond #1 to ponds 2, 3 and 4. This will more than adequately handle future rain and discharge. We would like to keep the walking trails open while we accomplish this, and ask that you stay away from the equipment and trenching while the work is being done. We apologize for the inconvenience.

### **Valve Exercising:**

When weather permits, the field crew will resume the valve exercising program. The valves are located in the middle of the street and will require traffic control at times. Please use caution when passing field personnel working in the streets.

### **Rate Increase Questions:**

As a reminder, water rate adjustments were effective July 1, 2016. All customers and homeowners were noticed 45 days prior to the public hearing. A rate study was prepared by Bartle Wells & Associates, a town hall meeting was held to explain the adjustments and a public hearing was held on May 19, 2016. The District received 2 formal protests and the rate adjustments were made effective July 1, 2016. Please do not hesitate to stop by the office if you have further questions or need assistance.

### **New Billing Software:**

The District is currently converting to a new billing software package. The new software will allow customers to set up a portal to view their account history, will support e-billing and should allow for more payment options. We hope to be up and running in January 2017.

### **Reminder:**

Rio Alto Water District holds its Board Meetings on the third Wednesday of each month at 6:30 pm at the District Boardroom. Agendas, Minutes and Resolutions can be accessed @ [www.rawd.org](http://www.rawd.org) under News & Notices.