



# Rio Alto Water District

22099 River View Drive • Cottonwood, CA 96022

Phone: (530) 347-3835 • Fax: (530) 347-1007 • Website: [www.rawd.org](http://www.rawd.org)

November 16, 2017

## **December Board Meeting Change:**

Our Board Meeting for December will be moved up a week and held on Wednesday December 13, 2017 to avoid the holiday rush.

## **New Billing System Updates:**

The graphs on our new billing system are not working the way they were intended. The 2013 bar graphs remained stationary while the current year bar graphs moved with the meter reads. We have contacted the software company and they are attempting to correct this. We may end up having two different graphs if they cannot get them to work in tandem. Currently 73 customers have signed up for E-statements and 38 customers have signed up for automatic bank drafts.

## **Drought, Dams and Groundwater Levels:**

Current water consumption was down 13% from the same period in 2013 and the year to date consumption was 22% lower than 2013. However, many customers had high meter reads in our last billing cycle. October remained unseasonably dry, but the rains are here now so if you haven't already done so, please turn off your outdoor watering to conserve water and save money. As a courtesy, we attempted to call over 70 customers that had extremely high consumption to remind them to reduce their outdoor watering and/or check for leaks. We found that we do not have many current phone numbers so we added a line requesting current phone numbers on our bills that went out in November. Please provide the District with a valid phone number as soon as possible so that the District can reach you in case of an emergency. For those interested, the District has purchased leak detection dye tabs for checking your toilets for leaks. In addition, we have purchased drip gauges that can assist consumers in evaluating how much water loss is attributed to a leak. Phase I of the repair on the Oroville Dam was completed as projected on November 1<sup>st</sup>. The Shasta Lake level is currently 1014.67 feet and 52.33 feet from the crest.

## **Wetlands:**

Representatives from the Wintu Audubon Society toured the wetlands yesterday and were very pleased with the facility. The General Manager will be giving a presentation on the wetlands at their January meeting. We have placed calls to Evergreen and Cottonwood School Districts to encourage field trips to the wastewater treatment plant and wetlands. It is predicted that when the current baby boomer generation retires there will be a major deficit in certified operators statewide. We would like to expose the next generation to the water/wastewater fields for future career opportunities. Classes are offered at Shasta College and it is a great field to pursue. Just as a reminder, please do not ride bikes on the trails during and after rain events and always keep your dogs on a leash. We heard an otter was enjoying the pond! Soon the migrating birds should be joining us. We would love to see more pictures!

**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.

Rio Alto Water District Staff and Directors wish you all safe and happy holidays!