



Rio Alto Water District

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September 20, 2017

Preparation for Winter:

The North State set records on the duration of triple digit temperatures this year. Water demand and consumption was very high during this period. Now that the temperatures have left the triple digits it is time to consider reducing your outdoor watering schedules. Reducing your watering times will save water and reduce your water bills. Eventually when the rains start most customers can shut them off for the winter. With the rainy season around the corner, 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. All of these items can cause costly lateral plugs for the homeowner as well as serious plugs and mechanical failures at our lifts stations and wastewater treatment plant. Introduction of pharmaceuticals and chemicals into our collection system can seriously disrupt the biological processes at the Wastewater Treatment Plant. Please refrain from disposing of these items through your sewer system.

Upcoming Vacancies on the Rio Alto Water District Board:

The District received two applications for the Board vacancies. Applicants will be interviewed at tonight's meeting. Board President Mark Reese has submitted his resignation effective September 20, 2017 because he is moving out of the area. The two applicants will be interviewed tonight. We wish to thank President Reese for his devoted service to this District and wish him well in his new endeavors. Another Director will be moving from the area in early 2018 and we plan on lining up his appointment in advance.

New Billing System Updates:

Our availability statements which normally are mailed on the first of the third month of the quarter will now be billed on the last day of each quarter. This is necessary with our new system because we now have the capability of prorating bills. Your availability billing for the period 7/1/17 through 9/30/17 will be mailed on September 30th. In order for tenants, in residences, to receive delinquent notices it is necessary for them to receive a copy of the statement with our new system. These copies are being mailed to the property address as "current occupant" statements. The customer portal is now up and running. You can sign up and monitor your account through our website. We have had about 55 customers sign up for E-Statements and about 25 customers sign up for Automatic ACH Bank Drafts.

Passing of former Director:

Former Board Member Gerald F. Hotchkiss passed away this month. Gerry was a devoted Director of 24 years and a good friend to this District. Our condolences go out to his family.

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 under News & Notices.