



Rio Alto Water District

22099 River View Drive • Cottonwood, CA 96022

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

April 23, 2020

Covid-19 Updates: As an essential service provider, Rio Alto Water District is open during the Shelter in Place Order to provide water and sewer services to our customers. We have locked the doors to our lobby to provide social distancing for the safety of our customers and staff. Shifts are staggered to provide distancing and when not in the office, the personnel are working remotely. Payments will be accepted through the mail slot in the door, at the website from your computer or phone, or through the mail. Office personnel and field crew can be reached by phone. Effective immediately and in response to the inevitable economic hardships, the District will be suspending delinquent charges and lock offs for nonpayment until further notice. If you are currently out of work and need assistance, please call the District to set up payment arrangements. Please stay safe, we are all in this together.

PLEASE DO NOT FLUSH ANYTHING OTHER THAN TOILET PAPER DOWN YOUR TOILETS. BABY WIPES AND PAPER TOWELS CAN CAUSE SEWER LATERAL PLUGS AND CLOG OUR PUMPS LEADING TO SEWER OVERFLOWS AND COSTLY REPAIRS TO THE HOMEOWNER AND THE DISTRICT! IF YOUR SEWER LATERAL GETS PLUGGED, THE BURDEN OF COST FALLS ON THE HOMEOWNER AND THIS CAN COST THOUSANDS OF DOLLARS TO REPAIR. We have already had one lift station plugged which required field personnel to manually remove the plug. The Covid-19 virus has been found in fecal matter and this increases the health risk to our field crew.

Billing Updates: Availability lot billings for the quarter ending March 31, 2020 were mailed out March 31st and are due by May 5th. Metered billings for the period 3/3/20-5/3/20 will be mailed out the first week in May. Payments can be made by check or cash and credit card payments can be made on our website at www.RAWD.org. Customers can also sign up for auto draft payments by completing the form found on our website or at the District office.

Drought: The new water year begins October 1st every year. As of April 22, 2020, the season to date precipitation was 19.35 inches with a normal average season being 30.74 inches (37% below the average). Lake Shasta level is 28.61 feet from the crest, up 8.17 feet from what was reported last month. Customers are beginning to turn their irrigation systems back on. Testing your system for leaks can save you costly water bills and unnecessary water waste.

Wetlands: The District Board is still evaluating whether to continue the practice of allowing dogs on leash at the wetlands. **Sadly, it just takes a few offenders to spoil a good thing for all the wetlands visitors.**

Board Meeting Date: The May Board Meeting will be held on Wednesday, May 20, 2020 at 6:30 p.m. at the District Board Room. During the Covid-19 Pandemic we are inviting customers to attend via audio. Instructions on how to access to the audio presentation will be printed on the Agenda. 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.