



Rio Alto Water District

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April 25, 2024

Metered Water & Wastewater Rate Increases Effective 3/3/24: In accordance with the Public Hearing held on January 17, 2024, and in the absence of a majority written protest the District will move forward with the proposed 5 year rate increases for water and wastewater as proposed in the Water & Wastewater Rate Study 2023 prepared by Bartle Wells Associates. The first-year effective date will remain as March 3, 2024, with the following year increases effective January 1st each year. The approved rates and effective dates can be found on our website at Rawd.org under Customers Service/Rates & Policies/Relevant Documents. We are currently reviewing our connection fees and expect they will be increasing in August. If you plan to build in the near future, we recommend that you come in and apply and pay before July 1, 2024.

Recent Vandalism: If you have any information that could lead to the prosecution of the offenders who painted graffiti on our tank, please contact the District.

Billing Updates: Metered billings for the period 3/3/24 through 5/3/24 will be mailed on May 3rd and be subject to delinquent charges if not paid by June 10, 2024. In accordance with SB998, unpaid billings for the period 1/3/24 through 03/3/24 will become subject to **lock-offs** scheduled for **June 11, 2024**. 24-hour notices will be posted on June 10th, 2024 and lock offs will be proceed at noon on **June 11, 2024** if payments are not received. 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. As of April 24, 2024, the new season to date totals compare with the previous two years as follows:

Year	April 24th Precipitation Received	Average Precipitation to Date	Percent of Average	Shasta Lake feet from Crest
23/24	29.72	30.08	99%	5.94
22/23	36.30	29.06	124%	17.10
21/22	11.74	26.10	45%	93.32

As of April 1, 2024, the statewide average snow level is reported at 106% of the average.

Cell Tower Updates: Be advised that T-Mobile will be installing an antenna on the Verizon cell tower located near our tanks in tract#1017. The tentative date for completion will be July 1, 2024. This will provide an additional carrier with coverage in our area.

Spring Is Just Around The Corner: Before turning your outdoor irrigation back on, please test your systems for possible leaks and adjust your timers to weather appropriate times.

Board Meeting Date: The Board Meeting for May will be held on May 15, 2024, at 6:30 p.m. at the District Board Room. 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.