



Rio Alto Water District

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August 24, 2020

Covid-19 Updates: In compliance with the Governor's mandate, customers will be required to wear masks if they enter the facility. The District has opened the doors to the lobby and installed a safety barrier on the counter for staff and customers. We would still prefer that customers drop their payments through the door to minimize contact. A box of envelopes has been placed outside for your convenience. In response to the inevitable economic hardships, the District has suspended delinquent charges and lock offs for nonpayment until further notice. **Customers deferring payments NEED TO CONTACT THE DISTRICT AND SET UP PAYMENT ARRANGEMENTS.** Unless an arrangement is on file, we will assume you are not having financial difficulties. We are concerned that some customers may get so far behind that it will become very difficult to get caught up. Please stay safe, we are all in this together.

PG&E Public Safety Power Shutoffs (PSPS): Fall is approaching, and the probability of PG&E Public Safety Power Shutoffs will increase. Be prepared, have a plan, keep emergency supplies on hand and always look out for that neighbor who may need assistance. The District is prepared and now has adequate generator backup to service both water and sewer facilities.

Billing Updates: Metered billings for the period 5/3/20-7/3/20 were due on August 10, 2020 and are now delinquent if they remain unpaid. New metered billings for the period 7/3/20 through 9/3/20 will be mailed out the 1st week in September. Availability lots were billed on June 30, 2020, were due on August 5, 2020, and are now delinquent if unpaid. 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 August 24, 2020, the season to date precipitation is 23.70 inches with the normal average season to date being 34.16 inches (31% below the average). Lake Shasta level is 86.87 feet from the crest, down 20.72 feet from the level reported last month. Last year at this time the lake level was 25 feet from the crest.

District Elections: The District will not be holding an election this year. The only Candidate Packets received by the Tehama County Elections Department were the three incumbents; Directors Suggs, Brubaker and Vice-President Wilkinson.

Board Meeting Date: The September Board Meeting will be moved up a week and held on Wednesday, September 9, 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 which is posted to the website. 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.