



Rio Alto Water District

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January 23, 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.

Wastewater Treatment Plant Updates: 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. These items can cause costly lateral plugs for the homeowner as well as serious plugs and mechanical failures at our lift stations and wastewater treatment plant.

Billing Updates: In accordance with SB998, unpaid billings for the period 9/3/23 through 11/3/23 will become subject to **lock-offs** scheduled for **February 6, 2024**. New billings for the period 11/3/23 through 01/3/24 are due and payable by 02/07/24 to avoid delinquent charges. Availability lot payments are due and payable by 02/05/24 to avoid delinquent charges. 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 January 21, 2024, the new season to date totals compare with the previous two years as follows:

Year	January 21 Precipitation Received	Average Precipitation to Date	Percent of Average	Shasta Lake feet from Crest
23/24	14.08	15.89	89%	48.85
22/23	20.04	15.30	131%	88.20
21/22	14.77	14.12	104%	140.64

Consumption for the period 11/3/23 - 1/3/24 is 41.3% lower than 2013 consumption for the same period. Year-to-date consumption is 28.81% lower than the year-to-date for 2013. As of January 22, 2024, the statewide average percentage of snow water equivalents is 55% of the normal.

Board Meeting Date: The Board Meeting for February has been canceled. If a time sensitive matter should arise, a special meeting will be called. 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.