



Rio Alto Water District

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November 20, 2023

Income Survey: The results are in! The income survey results confirmed our suspicions that the Household Median Income as reported by the Census did not accurately represent the community. The new Household Median Income was calculated at \$56,000 and returns the community to the disadvantaged status for the next 5 years. This will save the District money and assist in obtaining funding for our future infrastructure needs. Thank all of you for participating in the survey!

Water and Sewer Income Studies, 10 year Capital Plan and Proposed Rate Increases: Rate Studies for Water and Sewer have been prepared by Bartle Wells Associates. In accordance with Proposition 218, the District will be holding a Public Hearing on Proposed Rate Increases and the 10 year Capital Plan on January 17, 2024 at 6:30 p.m. The first hour of our next board meeting being held on December 13th at 6:30 p.m. will be dedicated to review and a question/answer period on the proposed rate increases. Also an informational meeting will be held on January 10, 2024 at the Lake Club.

Wastewater Treatment Plant Updates: Our on-call operator was called out for a malfunctioning check valve at Lift Station #6 on Freshwater Drive on the evening of November 18th. The field crew removed a golf ball and (believe it or not) this is the second golf ball that has been retrieved from this check valve. Please monitor what your children flush down the toilet. 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.

Save Money- Turn your sprinklers off. Please take a moment to make sure your outdoor irrigation is turned off for the winter.

Billing Updates: In accordance with SB998, unpaid billings for the period 7/3/23 through 9/5/23 will become subject to lock-offs scheduled for **December 11, 2023**. New billings for the period 9/5/23 through 11/3/23 were mailed out on 11/3/23 and are due on or before December 7th 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 November 18, 2023 the new season to date totals compare with the previous two years as follows:

Year	November 18 Precipitation Received	Average Precipitation to Date	Percent of Average	Shasta Lake feet from Crest
23/24	2.40	3.69	65%	54.50
22/23	0.61	2.17	28%	148.05
21/22	8.14	2.93	277%	175.88

Board Meeting Date: The Board Meeting for December will be held on December 13, 2023, at 6:30 p.m. at the District Board Room. Public Information on the Rate Studies and Capital Plan will be addressed from 6:30 pm to 7:30 pm and the regular Board meeting will begin at 7:30p.m. 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.