



# Rio Alto Water District

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**!HAPPY HOLIDAYS FROM THE STAFF AT RIO ALTO WATER DISTRICT!**

November 21, 2024

**Billing Updates:** In accordance with SB998, **unpaid accounts for the billing period 7/3/24 through 9/3/24** will be subject to **24 Hour Notices on December 9, 2024**, and shutoffs on **December 10, 2024**. Metered billings for the period 9/3/24 through 11/4/24 mailed out on November 4<sup>th</sup> are due on or before December 11th 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](http://www.RAWD.org). We continually receive many calls from customers who pay their bills through bill pay and don't understand why they have received a delinquent charge. Be advised when you go through your bank and use bill-pay they deduct it from your account and a third party issues the checks which are mailed to us. That third party often holds on to those checks until they have enough to warrant sending through the mail. **The check that they issue to Rio Alto can take over 10 days to be received by the District. Please allow adequate time 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, 2024. As of Nov. 19, 2024, the new season to date totals compare with the previous two years as follows:

Year	Nov. 19th Precipitation Received	Average Precipitation to Date	Percent of Average	Shasta Lake feet from Crest
24/25	1.62	3.81	42%	81.48
23/24	2.40	3.69	65%	54.50
22/23	0.61	2.17	28%	148.05

We are currently experiencing a period of extended rain so possibly we will be above average precipitation by December.

**District Elections:** Election results will be certified on December 3<sup>rd</sup> and Directors will be sworn in at our December 11, 2024 meeting.

**Maintenance Issues:** If you see District personnel working out in the road, please use caution when passing them. We will be doing some sewer patch repairs on Rio Alto Drive. While doing your annual pruning, remember it is the homeowner's responsibility to keep the meter boxes free from landscape encroachments.

**Save Money!!!:** Please take a moment to make sure your outdoor irrigation is turned off for the winter. State law prohibits outdoor watering within 48 hours of a significant rain. Another savings can be found by checking your toilets for leaks. You can get free tablets at the Water District to assist in this process. Recently a customer's normal usage increased by over 12,000 cubic feet in a two-month period due to a constantly running toilet. This will save you money and conserve water as well.

**Board Meeting Date:** The Board Meeting for December will be held a week early, on December 11th at 6:30 p.m., in the District Board Room. Agendas, Minutes and Resolutions can be accessed at [www.RAWD.org](http://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.