



Rio Alto Water District

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May 19, 2020

Covid-19 Updates: The District has opened the doors to the lobby and has 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. The staff has the option to work remotely if we see a resurgence of the virus or if they feel uncomfortable in the office. Any sick employees will be sent home. In response to the inevitable economic hardships, the District has suspended delinquent charges and lock offs for nonpayment until further notice. If you are currently out of work and need a payment deferral plan, please call the District to set up payment arrangements. Please stay safe, we are all in this together.

Water Quality: It has come to our attention that customers are reporting that the District water contains arsenic and lead. On average, the District's wells contain arsenic at a concentration of 2.75 parts per billion. The maximum contaminant level set by the State of California for arsenic is 10 parts per billion. Arsenic in groundwater is caused by erosion of natural deposits. All of the District's wells have tested ND (not detectable at testing limit) for lead. Lead in drinking water is primarily associated with service lines and household plumbing. The District is responsible for providing high quality drinking water, but cannot control the variety of materials used in household plumbing components. The District is one of the few water providers left that is not subject to treatment due to the high quality of our drinking water. Our potable water is strictly groundwater extracted from very deep wells. The consumer confidence report (CCR) is available on the website and the new CCR will be mailed out by July 1, 2020. If you ever have a question regarding the water quality, please do not hesitate to contact the District.

Billing Updates: Metered billings for the period 3/3/20-5/4/20 were mailed out on May 5, 2020 and are due by June 8, 2020. 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 May 18, 2020, the season to date precipitation was 23.03 inches with a normal average season being 32.43 inches (29% below the average). Lake Shasta level is 35.54 feet from the crest, down 6.93 feet from what was reported last month. The consumption for billing period of 3/3/20 – 5/4/20 was 41.3% greater than the consumption for the same period in 2013. This is the first year since water conservation was implemented that the community increased its consumption. This is plausible because we received almost no rain in March and April and the shelter in place order has been in place since the middle of March. We have received some unexpected rain in May so please remember to turn off your irrigation systems during rain events. Testing your sprinklers can save you costly water bills and unnecessary water waste.

District Elections: Three Directors seats will be up for election in the General Election held in November. Directors Suggs, Brubaker and Vice-President Wilkinson's terms all expire in December of 2020. Candidate packets will be available at the District and at the Elections Department in Red Bluff on July 13, 2020. Applications must be filed with Tehama County by August 7th.

Board Meeting Date: The June Board Meeting will be held on Wednesday, June 17, 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.