Postal Customer and Water Consumer in Citrus Heights Water District

Thank you for your continued support of the Citrus Heights Water District (CHWD or District). We commit to balancing current needs with planning tomorrow’s water system.

Our commitment to you continues through responsive customer service, capital improvements, water efficiency programs, legislative advocacy and monitoring to protect the interests of you, our customer. In addition, we are planning for long-term reliability of our water supply through infrastructure replacements and expanded access to groundwater resources.

All owners and tenants of property receiving CHWD water service are invited to attend a Public Hearing on Monday, November 25, 2019 at 6:30 p.m. and comment on the proposed rate adjustment that would take effect on January 1, 2020. Proposition 218 allows property owners to file a written protest before or during the Public Hearing. If written protests are presented by a majority of the affected parcels, a rate adjustment will not be approved. Only one written protest per identified parcel or property will be counted to determine whether there is a majority protest. Protests must be received in writing prior to the close of the Public Hearing to be considered. Electronic delivery of protests by fax or e-mail will not be accepted.

Written protests can be mailed to:
District Secretary | Citrus Heights Water District
P.O. Box 286, Citrus Heights, CA 95611-0286

Written protests may also be hand-delivered to Citrus Heights Water District officials or staff at the District Office during regular business hours before or by 5:30 p.m. on Monday, November 25, 2019, or until the close of the Public Hearing on the night of the meeting, Monday, November 25, 2019, at the Board of Directors meeting location at the Rusch Park Community Center - Sunrise/Patio Room, 7801 Auburn Boulevard, Citrus Heights, California.

The CHWD Office is located at 6230 Sylvan Road, Citrus Heights, CA 95610. Office Hours are Monday through Thursday, 8 a.m. to 5:30 p.m. For the latest information from CHWD, and the proposed rate adjustment, please visit our website, chwd.org. Be sure to follow Citrus Heights Water District on Facebook and YouTube.

How to Protest the Proposed Rate Adjustment

Stay up-to-date by reading our Waterline newsletter, following our Facebook and YouTube pages, and visiting our website, chwd.org.

Delivering Today & Planning for the Future

- 3,850 feet of water mains installed or replaced in 2019
- 1,059 water system installations and repairs completed from September 2018 to August 2019
- Over 150 households assisted with water efficiency home audits and classes
- CHWD will request a rate adjustment for 2020 to ensure that the District can balance short-term demands and long-term needs. Paying as we go and maintaining contingency funding, instead of using debt financing, will save costs to our customers over time, and mitigate large and unexpected expenses in the future. Gradual rate adjustments also avoid significant and unplanned rate adjustments to respond to failing infrastructure.

Delivering Today & Planning for the Future

We strive to maximize value provided to our customers and keep our overhead low. With your help, we maintain and upgrade the facilities that deliver safe and reliable drinking water to over 19,900 service connections.

CHWD balances your daily needs with long-range planning. We are planning for three critical system improvements:
1) replacing aging water mains
2) replacing aging water meters
3) expanding groundwater supply

Delivering Today & Planning for the Future

Groundwater Wells

Pole Customer and Water Consumer in Citrus Heights Water District

Notice of Public Hearing on Proposed Water Rate Adjustments

Thank you for your continued support of the Citrus Heights Water District (CHWD or District). We commit to balancing current needs with planning tomorrow’s water system.

Our commitment to you continues through responsive customer service, capital improvements, water efficiency programs, legislative advocacy and monitoring to protect the interests of you, our customer. In addition, we are planning for long-term reliability of our water supply through infrastructure replacements and expanded access to groundwater resources.

CHWD will request a rate adjustment for 2020 to ensure that the District can balance short-term demands and long-term needs. Paying as we go and maintaining contingency funding, instead of using debt financing, will save costs to our customers over time, and mitigate large and unexpected expenses in the future. Gradual rate adjustments also avoid significant and unplanned rate adjustments to respond to failing infrastructure.

Delivering Today & Planning for the Future

- 3,850 feet of water mains installed or replaced in 2019
- 1,059 water system installations and repairs completed from September 2018 to August 2019
- Over 150 households assisted with water efficiency home audits and classes

Groundwater Wells

Delivering Today & Planning for the Future

Stay up-to-date by reading our Waterline newsletter, following our Facebook and YouTube pages, and visiting our website, chwd.org.

Delivering Today & Planning for the Future

Stay up-to-date by reading our Waterline newsletter, following our Facebook and YouTube pages, and visiting our website, chwd.org.
Regional Rate Comparison

Below the Regional Average

CHWD has a proven record of providing quality service at low rates. Even with the proposed rate adjustment, the average CHWD water bill will be 10% below the Sacramento regional average as shown to the right.

• Nearly all the District’s water meters were installed in the late 1990s and early 2000s and will soon approach the end of their lifespan.

• The District has partnered with 11 local water agencies to complete a regional Water Meter Planning Study that includes a review of existing meter inventory, meter testing options and future financial planning strategies.

• The Study will also review new meter technology options, which will be based on the District’s operational needs as well as valuable input from CHWD’s Customer Advisory Committee.

• Completing the Study with other agencies creates economies of scale, which allows the District to save money on the Study and potential bulk purchases and testing of meters in the future.

Summary of Rates

The proposed rate adjustment, based on average consumption for a family of four in a single family home with a one-inch water meter, is about $6.81 per month (22 cents per day).

Charges for Metered Rate Customer Accounts

<table>
<thead>
<tr>
<th>Type of Charge</th>
<th>Applied Basis or Frequency</th>
<th>2019 Adopted</th>
<th>2020 Proposed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Charge, Domestic, Commercial &amp; Irrigation Meters</td>
<td>bi-monthly, per meter</td>
<td>$51.38</td>
<td>$57.54</td>
</tr>
<tr>
<td>¾-inch meter</td>
<td>bi-monthly, per meter</td>
<td>$78.18</td>
<td>$87.29</td>
</tr>
<tr>
<td>1-inch meter</td>
<td>bi-monthly, per meter</td>
<td>$96.05</td>
<td>$136.86</td>
</tr>
<tr>
<td>1½-inch meter</td>
<td>bi-monthly, per meter</td>
<td>$185.37</td>
<td>$196.35</td>
</tr>
<tr>
<td>2-inch meter</td>
<td>bi-monthly, per meter</td>
<td>$292.58</td>
<td>$384.74</td>
</tr>
<tr>
<td>3-inch meter</td>
<td>bi-monthly, per meter</td>
<td>$578.47</td>
<td>$662.36</td>
</tr>
<tr>
<td>4-inch meter</td>
<td>bi-monthly, per meter</td>
<td>$1409.27</td>
<td>$2,119.86</td>
</tr>
<tr>
<td>Service Charge, Combination Meters</td>
<td>bi-monthly, per meter</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Low flow bypass meter</td>
<td>bi-monthly, per meter</td>
<td>$185.37</td>
<td>$196.35</td>
</tr>
<tr>
<td>4-inch meter</td>
<td>bi-monthly, per meter</td>
<td>$292.58</td>
<td>$384.74</td>
</tr>
<tr>
<td>6-inch meter</td>
<td>bi-monthly, per meter</td>
<td>$578.47</td>
<td>$662.36</td>
</tr>
<tr>
<td>8-inch meter</td>
<td>bi-monthly, per meter</td>
<td>$1409.27</td>
<td>$2,119.86</td>
</tr>
</tbody>
</table>

Usage Charges for Water Consumed (1 unit = 100 cubic feet = 748 gallons)

<table>
<thead>
<tr>
<th>Type of Charge</th>
<th>Rate per Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic, Commercial, Irrigation &amp; Combination Meter</td>
<td>per unit</td>
</tr>
<tr>
<td>All meter sizes</td>
<td>$1.0674</td>
</tr>
</tbody>
</table>

Groundwater Wells

• Diversifying our water supply gives CHWD the flexibility to obtain the highest quality water at the most affordable price, and minimizes the amount spent on water purchases from Folsom Lake through the San Juan Water District wholesale agency.

• Over the next decade, we plan to construct four new groundwater wells to help achieve this goal, and increase reliability and sustainability for our local water supply.

PROJECT 2030

WATER MAIN REPLACEMENT

• Project 2030 is a strategy to replace CHWD’s water mains.

• We currently operate and maintain over 250 miles of pipeline that convey water throughout the District’s 12 square-mile service area.

• Many water mains are nearing the end of their expected lifespan beginning in 2030.

• Project 2030 will reduce potential threats of catastrophic failure, service disruption, and long-term expenses associated with an aging water system.

What does it mean for me?

The proposed rate adjustment, based on average consumption for a family of four in a single family home with a one-inch water meter, is about 22 cents per day.