

IDYLLWILD WATER DISTRICT

SEPTEMBER NEWSLETTER

IWD Mission Statement: To provide reliable water & sewer service in a safe, cost effective & environmentally sound manner in accordance with the community needs

NEW RATES GOING INTO EFFECT: New water use allocations and sewer rates are going into effect which will show up on your October billing. With our lingering drought conditions, the empty Foster Lake, a necessity to pump from deeper well levels, and an increase in utility costs, we are unfortunately forced to decrease the amount of water included in our base rate and increase sewer rates. We want to thank our customers for all their continued conservation efforts. Previously, all properties received a liberal amount of water before we applied a consumption charge. We have reduced this amount of water due to a diminished amount of water resources. Our infrastructure is very old, and we are in need of repairing and replacing some of our deteriorated equipment. A priority is a sewer effluent line that extends from our sewer plant over one mile to our settling ponds. Below are pictures illustrating the deteriorated effluent pipe.



We plan on taking a very frugal approach to the repair of our infrastructure, first tackling the equipment that is in immediate risk of failure. Since we plan to minimize the rate impact to our customers, it will take several years to complete necessary repairs and upgrades to our water and sewer infrastructure. What does this mean for a typical single family home? You will see a modest hike in water bills, of approximately 5% to 10% per month depending on consumption. Those customers on sewer will see an increase of \$12.75 in their monthly charge. Our goal is to keep the water delivery system and sewer service in good condition and capital expenses in balance.

WATER METERS: There has been recent concern expressed regarding the accuracy of water meters. We want to assure all our customers that our meters are in fact very accurate. We have recently validated this accuracy by both bench testing and having an independent laboratory calibrate each meter that has been tested. The laboratory has certified that all tested meters have been at least 99.7% accurate. If any customer remains concerned about meter accuracy, we want to invite them to our next Board meeting scheduled for October 15, 2014 @ 6:00 pm. A representative of the meter manufacturer will be available to make a presentation and answer any questions.

WATER CONSERVATION: Again, we want to remind our customers to do their best in conserving water. The Governor has asked all households to reduce their water consumption by 20%. Here in Idyllwild most customers have complied, and we hope continued efforts will help get us through this extended drought period.