

Reminder of Water Rate Adjustment

In 2017, the San Juan Board of Directors approved a five-year rate structure which includes a rate change that went into effect January 1, 2020.

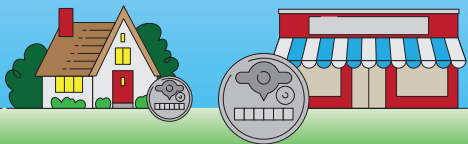
The new rate includes an increase in your fixed charge from \$1.83 per day to \$2.05 per day for a 1" meter. Your usage charge will remain unchanged at \$0.92 for every 748 gallons of water you use.

Learn more at sjwd.org/fees-and-rates or call (916) 791-0115.

Your Rates Consist of Two Charges

FIXED CHARGE

is based on your water meter size and intended to recover your share of the fixed costs of operating and maintaining the system.









USAGE CHARGE

is based on a uniform water rate multiplied by your water use and intended to cover the cost of obtaining, treating and delivering clean water to your home or business.



What Your Rates Fund

-  Maintaining, repairing and testing water quality in 210 miles of pipeline, 6 pump stations and hundreds of valves and fixtures
-  Providing metering, billing and administrative services for 10,708 business and residential accounts
-  Treating and delivering nearly 4 billion gallons per year of safe, reliable drinking water
-  Major infrastructure projects, such as replacing the cover and liner of our 62 million-gallon reservoir
-  Repaying \$14 million borrowed to fund infrastructure improvements
-  Saving money for future infrastructure replacement

New State-Mandated Disconnection of Water Service Changes Coming

A new law about disconnection of water service due to non-payment, SB 998, was passed into law September 2018 and becomes effective February 1. You will notice on your water bill that payment for water service will now be due upon presentation. However, your bill will not become delinquent until 60 days after the bill presentation date.

The District will continue to issue reminder notices and intent to disconnect service notices that clearly identify when any late charge or disconnection of service will occur. If you are enrolled in automatic payment through the District or your bank, you do not need to modify your payment unless you choose to do so. To review the District's Disconnection of Residential Water Service for Non-Payment Policy, please visit sjwd.org/rates-and-fees.

Fee Changes Coming in February

San Juan has conducted its first-ever User Fee Study. The District retained a consultant to provide a full cost analysis that provides a clear picture of the District's fee-for-service activities that are outside of services typically provided to, and supported by, utility customers through their water bills. Examples are: disconnection and reconnection fees, meter testing fees, meter box clearing fees, unauthorized hydrant connection fees, new development project fees, etc.

The study concludes that existing fees and charges are only recovering 51 percent of the fully burdened costs associated with applicable activities. That means ratepayers are subsidizing approximately \$116,000 of activities per year. As a result of the study, the District is adjusting fees to reflect full cost recovery.

For more information visit sjwd.org/fees-and-rates.

