

## THANK YOU FOR USING WATER WISELY TAKE ADVANTAGE OF THESE WATER CONSERVATION REBATES

We want to thank our customers for conserving water during last year's drought.

To help you conserve even more and save money this spring, we encourage you to take advantage of the water conservation rebates available through the District's imported water supplier, Contra Costa Water District:



*District employee  
Matt Seeno reviews  
drip irrigation with  
homeowner Ken Lassiter*

### RESIDENTIAL, MULTI-FAMILY AND COMMERCIAL HIGH-EFFICIENCY TOILET REBATES

\$175 instant or mail-in rebates when you purchase a high efficiency toilet to replace an older high volume toilet.

### SMART SPRINKLER TIMER REBATES FOR RESIDENTIAL & COMMERCIAL CUSTOMERS

Rebates on select smart sprinkler timers are offered for a limited time only. Smart timers adjust the watering schedule automatically based on changes in the weather.

### COMMERCIAL IRRIGATION EQUIPMENT REBATES

Rebates are available for selected irrigation equipment on commercial, homeowner association and public agency sites.

### RESIDENTIAL HIGH-EFFICIENCY CLOTHES WASHER REBATES

Rebates of up to \$100 to customers who purchase new qualifying high-efficiency clothes washers.

### COMMERCIAL HIGH-EFFICIENCY CLOTHES WASHER REBATES

Rebates of up to \$220 are offered to install high-efficiency commercial clothes washers in laundromats and apartment common laundry facilities.

**FOR INFORMATION ABOUT THE  
REBATES, INCLUDING HOW TO  
APPLY FOR THEM OR A FREE  
HOME WATER USE SURVEY:**

**VISIT: [www.ccwater.com/conserve](http://www.ccwater.com/conserve)  
OR CALL: 925-688-8320**



# SECOND WATER

THE NEW WELL WILL IMPROVE

## EXAMPLES OF WAYS WE KEEP COSTS DOWN

Diablo Water District constantly seeks new ways of improving service and lowering costs. Below are some examples:

### Electronic Meter Reading

It used to take almost 1.5 minutes per meter to manually read 7,000 meters several years ago. By using radio-read technology, the District has cut that time to 30 seconds per meter to read 11,000 meters, saving \$93,000 in labor annually, while reducing injuries, and increasing accuracy.

### Support for Good Local Careers

The District is utilizing interns and providing an opportunity for residents to receive valuable on the job work experience while *lowering costs* for the District. This program is backed up by the District's support for a Solano Community College program that provides training for careers in water and wastewater treatment and operations that can lead to steady jobs with great benefits. Visit [www.BACWWE.ORG](http://www.BACWWE.ORG) for more information.

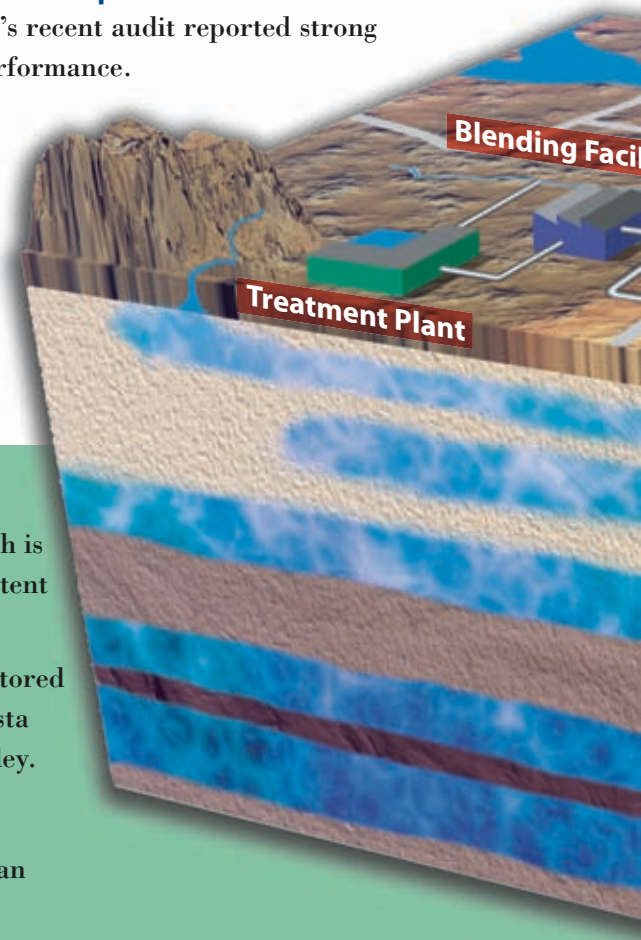
### Good Financial Management Helps Minimize Rate Increases

During the last economic boom, there were as many as

600 new homes being built annually and the District was receiving developer fees for each of them. That number plummeted to 72 last year, causing a drop in annual developer fees from \$6,000,000 to \$750,000. These fees are used to pay for capital improvement projects rather than indebting the existing rate payers. During those better economic times, the District built up reserves, which are being used now to help fund the District and keep rates low.

### Positive Audit Report

The District's recent audit reported strong financial performance.



## WELLS PROVIDE IMPORTANT BENEFITS

The District's groundwater wells provide a *drought supply*, part of which is pumped into the water system and blended with surface water for consistent taste and quality.

Most of the District's water supply comes from rivers of the Delta. It is stored in the Los Vaqueros Reservoir, blended with the water in the Contra Costa Canal and delivered to the Randall-Bold Water Treatment Plant in Oakley.

### EMERGENCY BACKUP SUPPLY

In the event that surface water supplies are cut off, the District's wells can meet basic water needs

# ER WELL NEARLY COMPLETE-

E THE WATER SUPPLY AND HELP KEEP DOWN COSTS

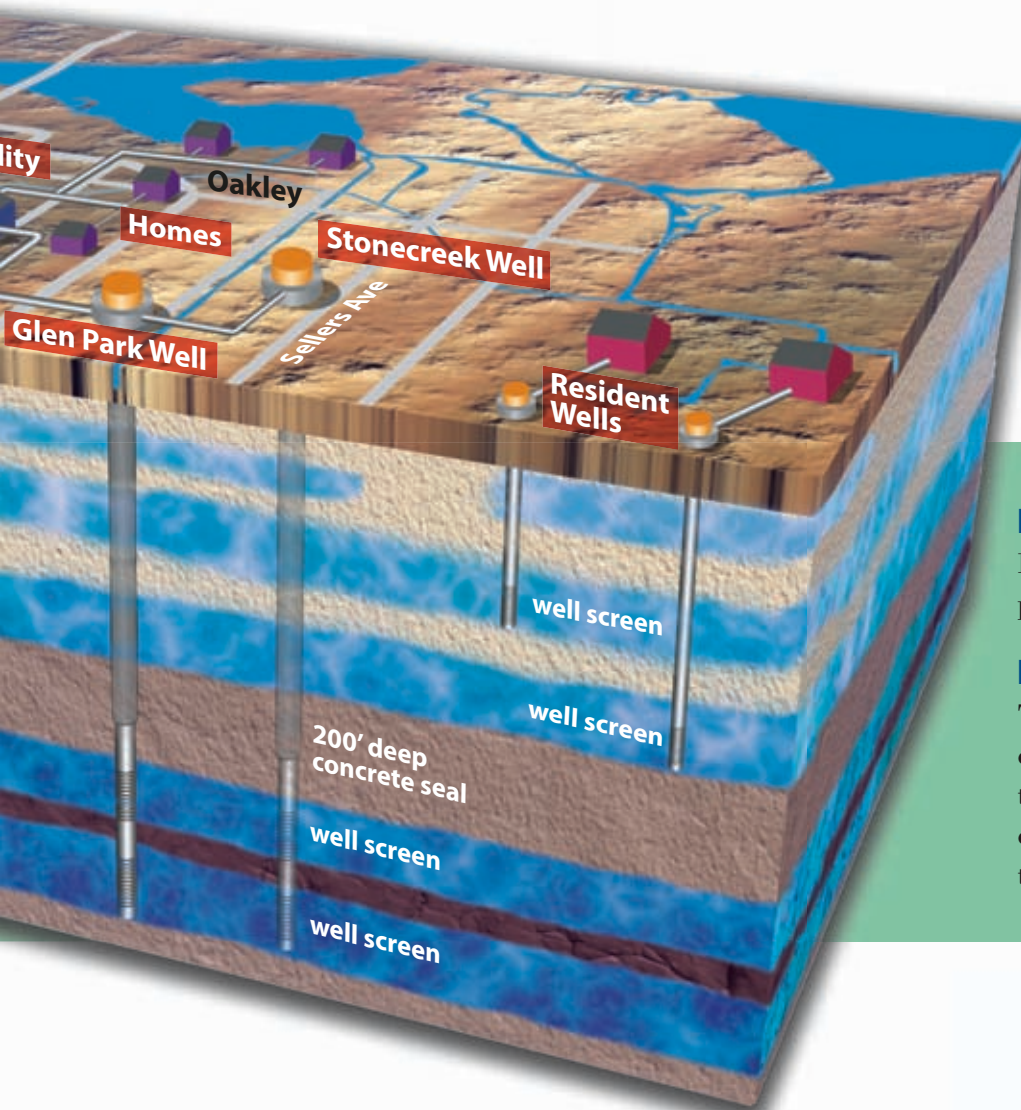
## HOW WE ARE HOLDING THE LINE ON WATER RATES

Between 2000 and 2011 the cost of the water we must buy from Contra Costa Water District has increased by 31%, but Diablo Water District has increased its water rates by only 4% during this same time period.

The Glen Park Well, which the District built and put online in 2006, allows us to buy 15% less water from Contra Costa Water District, saving about \$450,000 per year, a total of \$2 million since 2006. A second well, named Stonecreek, is under construction and will go on line this spring, providing more drought protection as well as additional savings each year.

*WE PRIDE OURSELVES ON OUR LOW RATES, BUT ARE JUST AS PROUD OF OUR PERSONALIZED, CARING SERVICE.*

**Customer Service Clerk, La Vonda Castor reviews conservation information with customers Tom and Sue Lester.**



### DROUGHT PROTECTION

Increase our water supply by 30%, providing a substantial drought buffer.

### BIG COST SAVINGS

The wells allow decreased importing of costly surface water and delay the need to spend money for new treatment plant capacity. Savings total \$2 million to-date with much more to come.



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 Each ton of recycled paper saves 7,000 gallons of water

# DID YOU KNOW?

DIABLO WATER DISTRICT

## OUR CUSTOMERS PAY ONE OF THE LOWEST WATER RATES AROUND

As a result of the cost-saving successes described on the previous pages, the District is able to hold down water rates. Our water rates are among the lowest in the region as noted below:

<u>AREA</u>	<u>Average Monthly Bill*</u>
Martinez	\$86.36
Bay Point	\$83.45
Pittsburg	\$82.50
Concord (CCWD)	\$75.19
Brentwood	\$61.50
<b>Diablo Water District</b>	<b>\$59.67</b>
Antioch	\$49.88

\*The bills listed are for customers averaging 480 gallons per day.

## ONLINE BILL PAY NOW AVAILABLE

Check out the District's website [www.diablowater.org](http://www.diablowater.org) and try our newest convenient, free service—online bill pay. It is secure and can help prevent delays and possible late fees from mailed checks, or bank bill pay. Later this year you will be able to log into your account and see your water use history, charges and more.

## CHECK OUT OUR WEBSITE

In addition to paying online, there is extensive information on water supply, water conservation, how to start or stop water service and much, much more.

*Board Meetings typically occur on the fourth Wednesday of each month at 7:30 PM at the District's Office. Check our web site for more information on board meetings and copies of meeting agendas and minutes.*



**HOLD DOWN RATES**

**DROUGHT PROTECTION**

**CONSERVATION HELPS CUSTOMERS SAVE MONEY**

**RELIABLE WATER SYSTEM**

**CONVENIENT ONLINE SERVICES**