




GET HELP ON OUR NEW WEBSITE

Diablo Water District's new website at www.diablowater.org offers a wealth of information at your fingertips in a user-friendly format.

You will find information about the District, its history, Board of Directors, services and staff. Board meeting agendas and minutes and previous newsletters are posted.

There also is information about the District's water supply and water quality, rates and bills, how to start and stop service, and other useful information.

 Printed on recycled paper. Each ton of recycled paper saves 7,000 gallons of water

Great Careers in Water

Local water and wastewater agencies are working with Solano Community College to provide training for careers in water and wastewater treatment and operations.

The training program, to be held at Central Contra Costa Sanitary District in Martinez and Solano College, provides students with an opportunity to gain AA degrees, leading to good steady jobs with great benefits. Entry level pay is about \$50,000 per year.

Diablo Water District is one of the sponsors of the program, with the goal of creating a continuing pool of qualified applicants for job openings. For more information about the training program, contact Solano Community College in Fairfield at 707-864-7000 or www.solano.edu. You may also contact Central Contra Costa Sanitary District at 925-335-7728 or class@centralsan.dst.ca.us.

DID YOU KNOW?
GREAT WATER QUALITY
 Testing of your water is so advanced that it can detect the presence of a substance that is only 1/10th of 1 part in a billion. That is like detecting one drop of a substance in 10 backyard swimming pools!

WE ARE MEETING TODAY'S WATER SUPPLY CHALLENGES

New Wells Improve the Water Supply

Diablo Water District's new Glen Park well is producing about 326 million gallons a year, or about one-fifth of total customer water need.

The well actually has twice as much capacity, which allows for a backup water supply in the event of drought or an emergency.

Currently, the well saves about \$500,000 each year because of the decreased purchase of imported water.

To further increase local water supplies and reduce costs, a second well site at the Stone Creek subdivision on Sellers Avenue in Oakley has been selected. The Environmental studies are about to begin.

The one year process will allow ample opportunity for the public to provide input. We will keep you updated as the project advances.




You may have heard news about water supply shortages across the state and nation due to drought, global warming, and Delta problems.

Of special concern locally are the Delta's weakened levee system, declining fish populations and inability to keep pace with California's growing water demand.

The Contra Costa Water District, which provides 80 percent of Diablo Water District's supply from the Delta, is urging action to address some of the Delta's most pressing problems.

This includes: strengthening levees, erecting barriers so fish are directed away from pumps, installing state-of-the-art fish screens, stockpiling materials to make quick repairs if a levee breaks, expanding LosVaqueros Reservoir, and more.

These projects would benefit water quality, supply reliability and the environment. Learn more at www.cewater.com.

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WORKING TO PROVIDE BETTER SERVICE AND LOWER COSTS

District Creates Costs Savings

Besides saving a half-million dollars a year by developing the District's Glen Park water well, the District has also achieved operational savings with electronic meter reading and other cost-saving steps.

Electronic Meter Reading

Since the Early 1990s the District has required that all new and replacement meters utilize electronic reading. That process was recently completed.

Before the advent of electronic meter reading, meter readers had to go to each property, lift a heavy cement lid, bend down and read the meter. Now, they either drive by with a laptop computer and a radio transmitter, or drive by in a scooter and touch a wand to the meter lid to read it.

Compared to old fashioned hand reading, electronic meter reading allowed the District to avoid hiring an additional full time worker. It also lowers workers compensation costs because there has not been an injury to a meter reader since 2002.

Economies of Scale Help Keep Rates Low

As the District expands with new development, it is experiencing economies of scale that help keep the cost of water down and allows us to maintain our current rates.

Also, the District follows a fairness policy that developers pay all costs to expand the water system, so that current customers are not affected by the costs of growth.



The Staff and Board of Diablo Water District constantly seek better ways of working to improve service and lower costs.

No Rate Increase

Improved efficiency is allowing the District to continue to maintain current rates for our customers. The last rate increase was in 1999. The District is pleased to announce that it has no plans to raise water rates in 2008.

Billing Improvements Serve Our Customers Better

You may have noticed that you are receiving your monthly water bill earlier in the month. This allows more time before late charges are assessed on unpaid balances.

We also will be implementing a new procedure for accounts that are turned off for non-payment. If a service has been turned off, payment of the total amount due—not just the delinquent amount—will be required before service will be reinstated.

By making these changes, we hope to help customers avoid additional charges and escape the delinquent pattern that some people find themselves in. If you have any questions or concerns, contact our office at 925-625-3798.

WATER—IT'S A BARGAIN

- Store-bought water costs about \$1 or more per gallon.
- Tap water costs about one-third of a penny per gallon.

Making It More Convenient to Pay Your Bill

We provide a variety of bill payment options to make it as convenient as possible for customers.

Mail: Send in your check.

Phone: Pay by credit card. (delinquent accounts only)

In Person: Pay by cash, check, credit card or bank debit card at the District Office. Visa and MasterCard, as well as debit cards with Visa and MasterCard logos are accepted.



At Your Bank: Arrange with your bank to make direct payments to us. Please call us before doing this so we may give you the necessary information to set up your account for proper credit.

Auto Withdrawal: We can withdraw the amount of your last bill from your bank account on the 5th of each month. Call to get the information to enroll.

In Advance: You may pay as many months in advance as you wish, and your credit balance will be reflected on each monthly statement.