

WATER CONSERVATION ASKED OF ALL CUSTOMERS

Is Your Landscaping
**USING TOO
MUCH WATER?**

Use Less Water To Maintain Your Landscape
WE CAN HELP!
See Inside Pages for Tips and Rebates

Only Minimal Drought Reductions Are Needed Due to Good Water Planning

The State of California is asking for everyone to cut back on outdoor water use due to the severe Statewide drought.

Fortunately, our water supply is stable, due to substantial groundwater reserves and large wells that can pump that water. There is also drought storage that we helped pay for when Los Vaqueros Reservoir was expanded several years ago by our wholesale supplier, Contra Costa Water District. Nonetheless, the Governor is asking every water agency and all citizens to conserve during this difficult drought.

Our Technology and Customer Service Is Helping Customers Save Water

Cost Effective Advanced Meters and Personalized Customer Service. Many District customers have Advanced meters that read water use every hour. Others are read monthly. The meters can alert our customer service team to excessive use—often indicating a leak, or sprinklers running too often. In those cases, staff makes up to 100 calls per month to customers to alert them to possible leaks and waste. This service is just one benefit of our customer service approach and smart use of cost-saving technology.



GOVERNOR BROWN CALLS ON ALL CALIFORNIANS TO REDUCE WATER USE BY 20%

Most Water is Used Outdoors, So Focus Water Saving Efforts on Your Landscape

- **Check for Irrigation System Problems:** leaks, overspray, and broken sprinkler heads.
- **Water Shorter and More Frequently.** Oakley soil is mostly sand. Landscaping in sandy soil usually responds best to shorter, more frequent watering (5 minutes once or twice a day, for example).
- **Try Landscaping with Drought Tolerant Plants.** They use less water than grass, are often easier to maintain, and save water.

DUE TO MANDATORY STATE REQUIREMENTS:

To help you meet the Governor's request, look at the current period on your water bill. If it is over the District's summertime average of 750 gallons per day, reduce outdoor water use 30% by reducing sprinkler time 30% per station.

Visit www.saveourH2O.org and www.diablowater.org for ways to conserve water.

Customers May Be Contacted by District Personnel for Violations of the Following State Mandated Prohibitions.

- Watering outdoor landscapes so heavily that it causes runoff.
- Washing vehicles with a hose not fitted with a shut-off nozzle.
- Washing sidewalks and driveways except for health and safety purposes.
- Using potable water in a fountain that does not have a recirculation system.



TAKE ADVANTAGE OF WATER SAVING REBATES

Rebates are available to all our customers through our imported water supplier, Contra Costa Water District.

RESIDENTIAL REBATES AND SURVEYS

High Efficiency Clothes Washer Rebates – Up to \$150 per washer.

Home Water Use Surveys – A water conservation professional will help you save water without charge.

LOSE A LAWN—Lawn to Garden Rebate Program

Residents can earn rebates up to \$1,000.

Commercial and multi-family homes can earn up to \$10,000 per account.

Rebates are available to customers who replace their front yard lawn and other publicly accessible lawns with water-efficient Landscaping. Restrictions apply.

For Information About the Rebates and Surveys

VISIT: www.ccwater.com/conserves CALL: 925-688-8320

TO HELP YOU SAVE WATER AND MONEY

YOU CUT USE 20% DURING THE DROUGHT

ANSWERS TO QUESTIONS CUSTOMERS ARE ASKING

What is the Monthly Service Charge?

The monthly service charge covers fixed costs of operating the water system, such as fixing broken pipes, meter reading, water quality testing, and much more. It is based on the size of your water meter.

25% Discount on the Monthly Service Charge Available To Seniors and Permanently Disabled With Annual Income Of \$46,000 Or Less. Call (925) 625-3798 for details and application information.

How Can I Reduce Higher Summer Water Bills?

The water charge on your bill is based on the amount of water you use; the less you use, the less you pay. See the Water Conservation Tips found on this newsletter and visit www.diablowater.org and www.saveourH2O.org

DROUGHT NOT EXPECTED TO IMPACT RATES THANKS TO GOOD FINANCIAL PLANNING

When customers conserve water it reduces sales, forcing many water providers to raise rates. Diablo Water District planned ahead for this by setting aside reserves that can be used to make up for lost revenue. The good news for customers is despite lower sales no additional rate increase is expected to be needed due to increased conservation and lower water sales.



NEW OFFICE WILL LOWER LONG-TERM COSTS

With its current office lease coming to an end, the District determined that it could save money over the long run by building its own office at 87 Carol Lane.

The District found a plot of land across from its current office at below market cost and obtained an excellent construction bid. The Building should be complete by summer of 2015.



BENEFITS OF THE NEW OFFICE

Lower Costs. The building will be paid off in less than eight years, eliminating over \$100,000 per year in leasing expenses at that time.

Larger Public Area. The Board room will accommodate more members of the public than the current small room.

Water Saving Demonstration Garden. The new garden will help customers visualize different drought tolerant plants and learn about them.

Extra Space for Growth. The building can accommodate future growth and the extra area may be able to be leased to offset costs until the space is needed.




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

D I A B L O W A T E R D I S T R I C T

HELP US HELP YOU

Please Provide Your Updated Phone Numbers and Mailing Address

Please contact us at 925-625-3798 if your contact information changes. We make up to 500 calls per month notifying customers of possible leaks, emergency shut-offs, and how to avoid being turned-off for non-payment. This can help customers avoid high water bills and/or additional charges.



Our dedicated Directors and Staff are here to help you.

Online Bill Pay and Other Convenient Pay Options

ONLINE BILL PAY. It's easy, available 24-7 and can help you avoid late fees. Visa and MasterCard accepted. Go to www.diablowater.org

MAIL. Send in your check.

PHONE. Delinquent accounts can pay by credit card.

IN PERSON. Pay by cash, check, credit, or bank debit at our office.

AUTO WITHDRAWAL. Contact our office or visit our website to sign up.

IN ADVANCE. You may pay as many months in advance as you desire.

**STRUGGLING TO
 PAY YOUR WATER
 BILL ON TIME?**
 Call Us at 925-625-3798

**GET BUDGET BILLING
 AND PAY THE SAME
 AMOUNT EVERY MONTH**
 This may be a good solution for you. We will review your history and calculate a payment that is the same every month to keep your bills steady. Give us a call, we are here to help.

