



Winter 2011

WATER NEWS

NEW WATER WELL — A WINNER FOR CUSTOMERS

*THE DISTRICT'S NEW LOCAL WATER WELL WINS ON ALL COUNTS:
GREATER WATER SUPPLY, LOWER COSTS, AND A SECOND LOCAL GROUNDWATER SOURCE.*

NOW COMPLETE AND IN OPERATION, THE NEW WELL BRINGS AN ARRAY OF BENEFITS:

1. Backup for Imported Water

If imported water supplies are cut off, water wells can meet our basic water needs.

2. Drought Protection

Increases our water supply by up to 30% – a substantial drought buffer.

3. Cost Savings:

Over \$700,000 Per Year

Our two local wells reduce the use of costly imported river water, and reduce the need for new treatment plant capacity. The savings pay for the projects and help us keep rate increases low.

4. Fire and Earthquake Protection

Local wells with backup power can provide vital water supplies during emergencies.

5. Greater Water Independence

Local water under local control makes us less dependent on imported river water supplies.

OUR COMMUNITY DEPENDS ON WATER... ALL DAY, EVERY DAY

High Volume, High Pressure
Water for **FIRE FIGHTING**



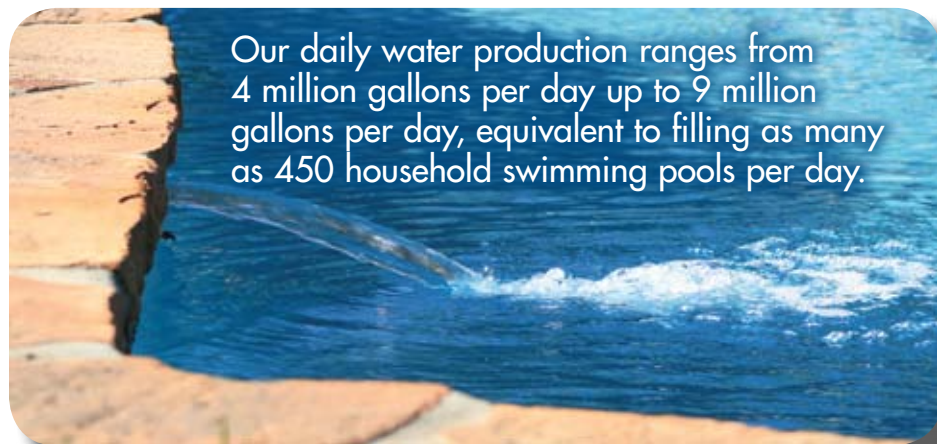
Clean Water
for **DRINKING**
and **HYGIENE**



Extra Water for **FUN**
and **HOT SUMMER DAYS**

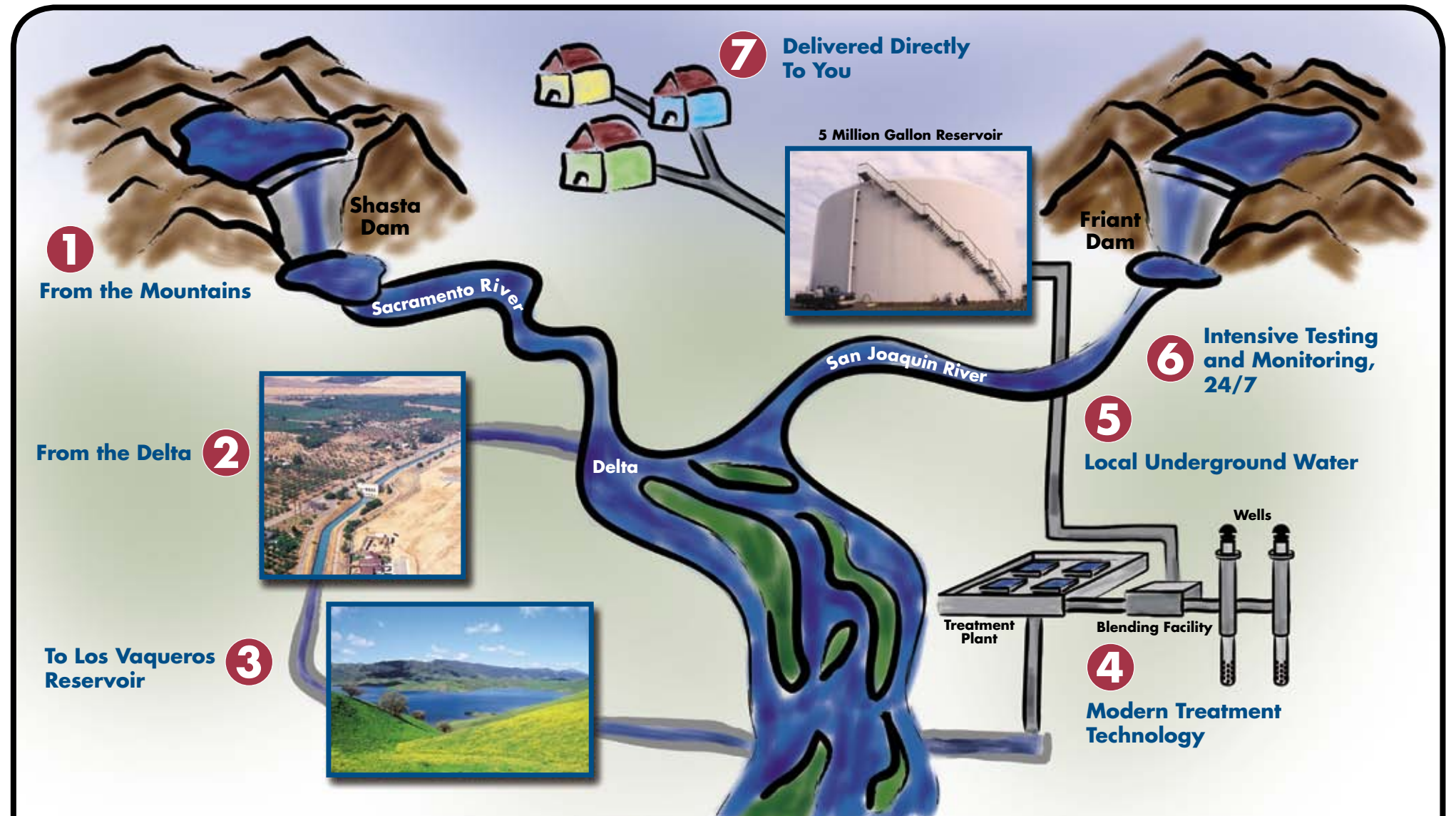


Plenty of Water for **PLANTS**
and **BEAUTIFUL LANDSCAPES**



Our daily water production ranges from 4 million gallons per day up to 9 million gallons per day, equivalent to filling as many as 450 household swimming pools per day.

HOW WE DELIVER WATER TO YOU



To begin with, imported water **FLOWS** hundreds of miles through **RIVERS, PIPELINES** and **CANALS** to us.

IMPORTED WATER IS STORED in the massive Los Vaqueros **RESERVOIR**.

IT FLOWS through **PIPELINES** and is **TREATED** in the modern Randall-Bold **TREATMENT PLANT**.

Groundwater is **PUMPED** from hundreds of feet underground through our **WELLS**.

GROUNDWATER and **TREATED WATER** are **BLENDED** for consistent flavor and **QUALITY**.

Your water is **MONITORED** and **TESTED** in **LABORATORIES** every day and around-the-clock; **SENT** to homes and **MEASURED** through **METERS, COUNTED, TRACKED,** and **BILLED**.




Diablo Water District
 2107 Main Street
 P.O. Box 127
 Oakley, CA 94561-0127
 Phone: 925-625-3798
 www.diablowater.org

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

DIABLO WATER DISTRICT

EASIER ONLINE BILL PAY

The District is improving its online bill pay system. After the first of the year you will have access to your account information anytime, day or night. It's fast and easy, and paying bills online at our website can help avoid delays and late fees from making payments through your bank's bill pay system.



Go to www.diablowater.org to pay your bill or for help and information. Visa and MasterCard are accepted.

You Can Still Pay Your Bill Online, but After the First of the Year You Will Also Be Able To...

- Look up your account balance
- See over 12 months of payment history
- Make automatic recurring payments
- Schedule when a payment is made
- Go green by eliminating paper bills
- Review prior 12 month water usage

OTHER CONVENIENT BILL PAY OPTIONS:

Mail: Send in your check.

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

In Person: Pay by cash, check, credit or bank debit card at the District office.

Visa, MasterCard and debit cards accepted.

Auto Withdrawal: Contact Diablo Water District to sign up and allow us to withdraw your payment directly from your checking account.

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



THANK YOU FOR CONSERVING!
WINTER CONSERVATION TIP:
TURN OFF AUTOMATIC SPRINKLERS.