

## FREQUENTLY ASKED QUESTIONS

### **Why do we need to raise rates?**

Jurupa Community Services District regularly reviews our water and wastewater rates to ensure we are maintaining a local, reliable water supply and infrastructure that supports our community as well as to develop future water reliability projects for our customers.

The rate increases will enable the District to:

- Make important investments in our water and wastewater systems over the next few years, while also keeping up with the impacts of inflation in the general operation of the system
- Leverage technology for water and wastewater delivery and treatment, which will benefit our customers
- Meeting increasing regulatory requirements – such as new water treatment for emerging contaminants
- Provide safe, secure water to our customers 24/7
- Satisfying a growing demand in the community

### **What type of analysis was done to validate a rate increase was necessary and how were customers notified?**

In August 2019, the District commissioned Raftelis Financial Consultants (Raftelis), a firm that specializes in water and wastewater rate studies, to conduct a comprehensive water and wastewater rate study. The rate study is not associated with other services provided by JCSD, including Parks and Recreation Department programs. The goals of this in-depth study are to:

- Develop a sound financial roadmap to guide the District's future water and wastewater needs
- Design a rate structure that supports providing a safe, reliable water and wastewater services to our customers

The District has transparently communicated to our customers on the proposed rate increases through:

- Direct mail of a "Notice of Public Hearing" to each customer – which included information on how to protest the proposed increase.
- Three public meetings (two workshops and one Board meeting) to explain the results and proposed impacts to the customers.

## How much did my bill increase?

For 2020, the average increase for residential customers for water and wastewater combined is approximately \$3.50/month or 3%. Actual bill increases or decreases will vary by customer.

For years 2021 through 2024, the combined annual water and wastewater increase for residential customers is approximately \$4.00/month or 3.5%. When compared to other regional water and wastewater providers, our rates are still some of the lowest.

## What is the Base Service Charge?

The Base Service Charge on your bill represent a fee that remains constant on each bill whether or not you use your water. This charge ensures equitable distribution of service costs and covers continued maintenance, repair and replacement of our water system and facilities, customer service, administration and staffing.

The fee is determined by the size of the water meter installed at your property. Most single family residences are served by ¾" meters, which are the least expensive sized meters available.

## Why were the Tiers changed for the water rates?

The Tiers for the variable portion of the water rate were adjusted to better reflect actual customer water usage trends.

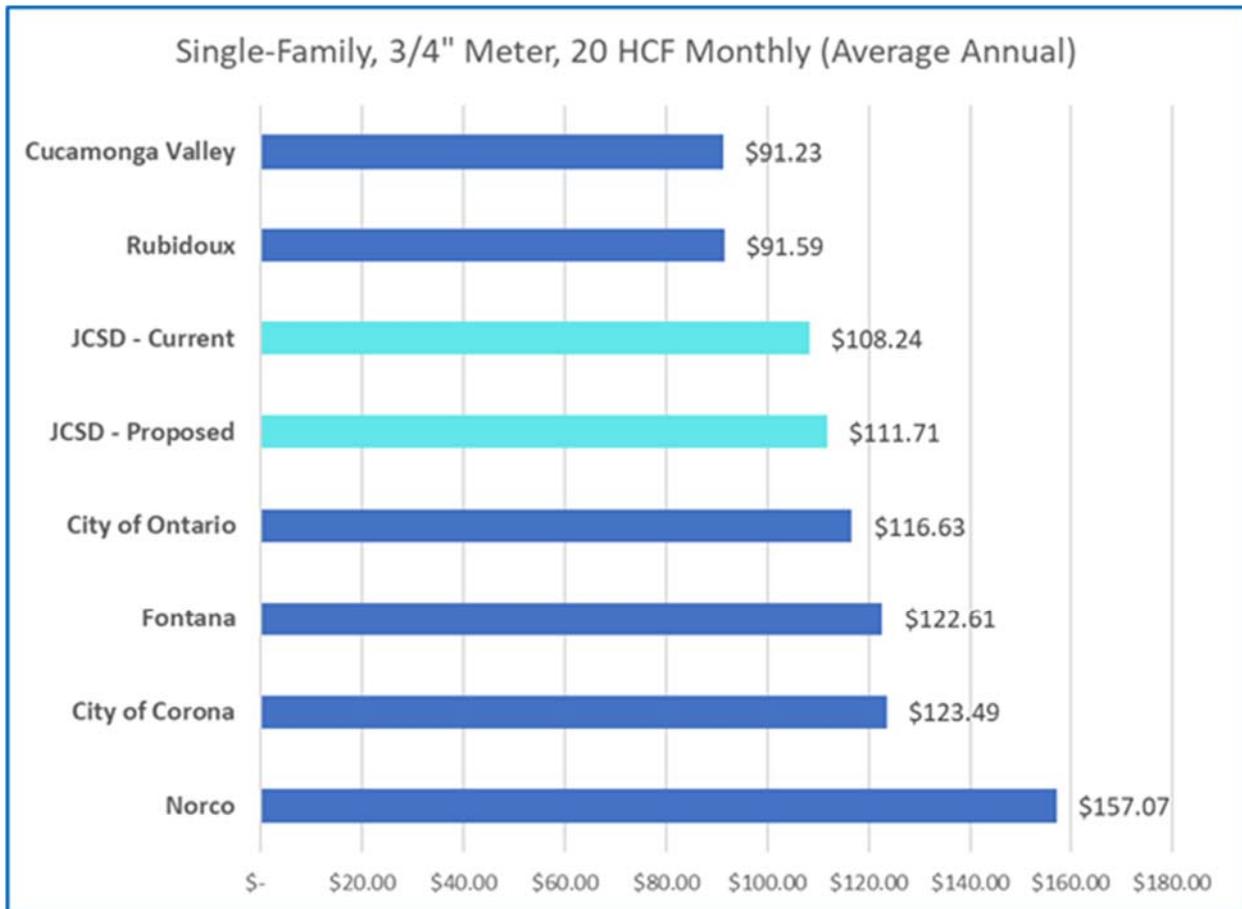
- Tier one, 12 hundred cubic feet (hcf) represents essential indoor usage
- Tier two, between 12 and 20 hcf represents efficient outdoor usage
- Tier three, between 20 and 30 hcf represents average peak summer usage
- Tier four represents all water usage greater than 30 hcf. Most residential customers fall into Tiers 1 and 2

## What are the proposed rate increases and when will they go into effect?

The District's new rates will become effective March 10, 2020. Increases will be phased in over a five year period according to the table below:

DATE	WATER	WASTEWATER
March 9, 2020	0%	0%
January 1, 2021	3%	4%
January 1, 2022	3%	4%
January 1, 2023	3%	4%
January 1, 2024	3%	4%

## How does the District's Combined Water and Wastewater rates compare to other communities?



### What would happen if the rate increase is not approved?

Increasing our rates is essential to maintain our water and wastewater services and to ensure water is safely delivered to our customers without interruptions due to aging pipes and water systems.

JCSD maps out future water projects and investments in technology that our District needs years in advance. The rate increase was proposed specifically to meet these needs. If the District's Board of Directors choose not to approve the rate increase, some maintenance work and improvements cannot be funded. This could:

- Impact the reliability of the system, and water quality, reducing the level of service.
- Impede the District's ability to treat (clean) emerging contaminants in our water.
- Lead to issues such as discolored water, odors, and extended response times.
- Result in staff vacancies needed to operate water and wastewater facilities efficiently.
- Lead to greater risk and cost of unforeseen repairs as our water and wastewater systems age.

## **What are the District's Long Term Plans?**

JCSD is committed providing safe, reliable water and wastewater services to our customers.

We have many long-term water and wastewater projects planned, including:

- Water Reservoir Maintenance Projects
- Pipeline Replacement Projects
- Operations/Maintenance Projects
- Third Party Project Grade Separations
- Wastewater Lift Station and Force Mains

## **Is there assistance for low-income customers?**

The District maintains a Low Income Rate Assistance (LIRA) Program (Customer Care Program) which offers a monthly credit of \$10.00 for low-income residential water customers with a meter size of 1" or smaller. Currently we have more than 300 customers using this program and it can support up to 800 customers. This program is partially funded by JCSD staff donations.

## **What can I do to reduce my water consumption?**

Most water is used outdoors. Over irrigation is very common, most home landscapes irrigation times and frequencies can be reduced by 20 to 40 percent with little to no effects on landscaping.

Customers can also save water by installing efficient fixtures and fixing leaks. You can call the District's Conservation department on other ways to conserve and hear about rebate opportunities at (951) 685-7434.

## **What number do I call if I still have questions?**

You may call Customer Service at (951) 685-7434.