

FREQUENTLY ASKED QUESTIONS

Why are rate adjustments necessary?

The Jurupa Community Services District (JCSD) proactively reviews our water and wastewater rates to ensure we are maintaining and upgrading infrastructure to provide a local and reliable water supply in a financially sustainable manner that supports our community and its growth while also funding the development of future water reliability projects for our customers.

The rate adjustments are proposed to cover the increase of costs that are outside of JCSD's control:

- The increase in the cost of water purchased from third parties.
- JCSD collects but does not treat wastewater flow. There are significant increases in costs of treating wastewater flow at third party wastewater treatment plants.
- Other inflationary pressures resulting in adjustments in operating costs including electricity and chemicals used to operate our water and wastewater systems.
- New and more stringent state and federal regulations.

The rate increase will enable JCSD to:

- Make important investments in our water and wastewater systems over the next several years, while also addressing the effects of inflation on the costs of operating the systems.
- Leverage technology for water and wastewater delivery and treatment, which will directly benefit our customers.
- Comply with increasing regulatory requirements such as new water treatment for emerging contaminants.
- Provide safe and secure water and wastewater service to our customers 24/7.
- Satisfy ongoing demand in the community while managing prudent financial reserves.

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

In October 2023, JCSD commissioned Robert D. Niehaus, Inc. ("RDN"), a firm that specializes in water and wastewater rate studies, to conduct a comprehensive cost-of-service study that examined water and wastewater rates in comparison to the actual cost to provide water and wastewater services. This rate study is exclusive to water and wastewater services and does not include other services provided by JCSD, such as Parks and Recreation programs.

The goals of this comprehensive study are to:

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

JCSD has transparently communicated to our customers the proposed rate adjustments through:

- Direct mail of a "Notice of Public Hearing" to each customer – which included information on how to protest the proposed increase.
- Conducting two public Rate Workshop meetings to explain the study's results and proposed impacts to the customers.

How much is my rate adjustment?

For 2025, the average residential customers rates will be adjusted for water and wastewater combined to an increase of approximately \$3.95/month or 3.3%. Actual bill changes will vary by customer.

For the years 2026 through 2029, the combined annual water and wastewater increase for residential customers is approximately \$5.20/month or 4.2%.

What is the Fixed Service Charge?

The Fixed Service Charge remains constant on each monthly bill without regard to the amount of water usage and is intended to recover a proportionate share of the fixed costs associated with providing water and wastewater service thereby ensuring equitable distribution of costs of continued maintenance, repair and replacement of our water system and facilities, customer service and administration.

The charge is determined by the size of the water meter installed at your property. Most single-family residences are served by $\frac{3}{4}$ " meters, which are the least expensive sized meters available.

What is the Variable Charge?

The Variable Charge on each monthly bill is based on a tiered rate multiplied by the amount of water usage during the month and is intended to recover the variable costs associated with providing water and wastewater service such as water supply, distribution, and water treatment.

Why were the Tiers changed for the Variable Charge?

The tier structure for the variable water charge was adjusted to reflect actual customer water usage patterns more accurately:

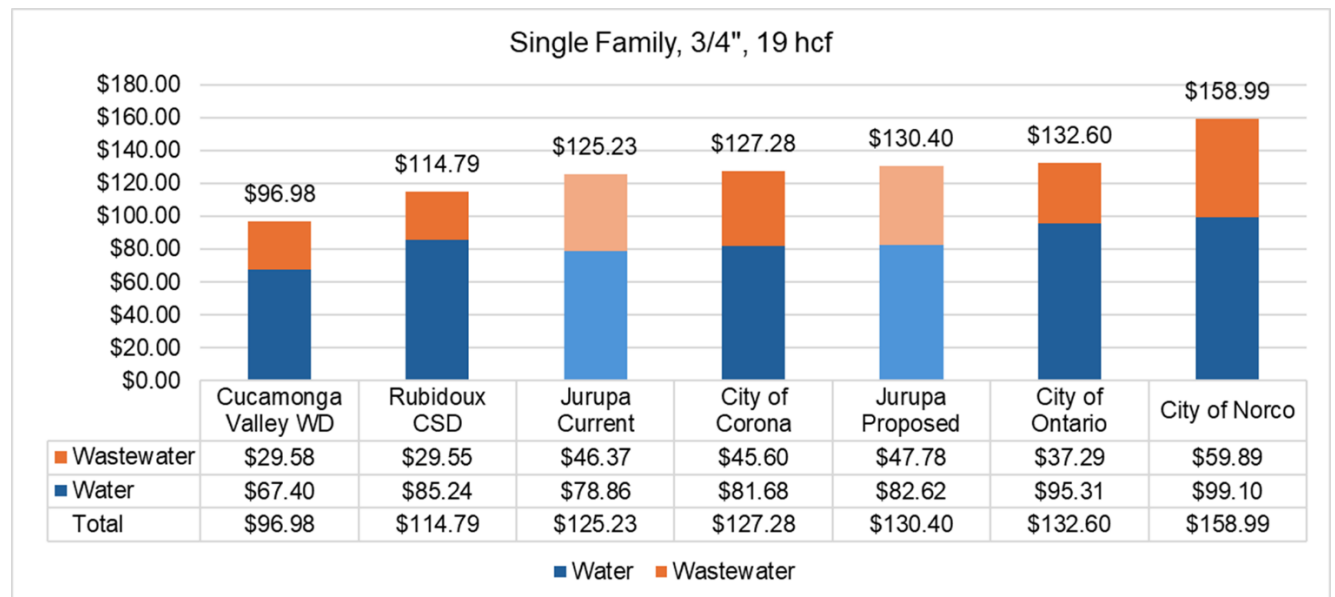
- Tier one, up to 11 hundred cubic feet (hcf) represents essential indoor usage.
- Tier two, between 11 and 17 hcf represents efficient outdoor usage.
- Tier three, between 17 and 26 hcf represents average peak summer usage.
- Tier four represents all water usage greater than 26 hcf. Most residential customers fall into Tiers 1 and 2.

What is the proposed rate adjustments and when will they go into effect?

JCSD's new rates will become effective January 1, 2025. Increases will be phased in over a five-year period according to the table below:

DATE	WATER	WASTEWATER	COMBINED AVERAGE ANNUAL
January 1, 2025	5%	3%	4.3%
January 1, 2026	5%	3%	4.3%
January 1, 2027	5%	3%	4.3%
January 1, 2028	5%	3%	4.3%
January 1, 2029	5%	3%	4.3%

How do JCSD's Combined Water and Wastewater rates compare to other communities?



What would happen if the rate adjustments were not approved?

Adjusting 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 infrastructure.

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

- Impede on JCSD's ability to treat and clean emerging contaminants in our water.
- Defer necessary investments causing equipment failures, inadequate system capacity, and costly repairs.
- Result in staff shortages, affecting the efficiency of water and wastewater facility operations.
- Affect the health and safety of the community by impacting the reliability of the system and reducing water quality and service.

What are JCSD's Long-Term Plans?

JCSD is committed to providing safe, reliable water and wastewater services to our customers by pursuing many planned long-term water and wastewater projects including:

- Sewer Line Rehabilitation and Replacement
- Water Pipeline Replacement
- Water Service Line Replacement Program
- Operations and Maintenance Improvements
- Service Line Upgrade Project
- Implementation of Advanced Metering Infrastructure
- Expansion of Water Supply Sources
- Well Development and Maintenance
- Construction and implementation of a Recycled Water System

Is there assistance for low-income customers?

To assist customers, JCSD maintains a Low-Income Rate Assistance (LIRA) Program called the "Customer Care Program" which currently offers a monthly credit of \$10.00 to eligible single-family residential water customers with a meter size of 1" or smaller. Currently we have more than 600 customers using this program. This program is partially funded by JCSD staff donations.

As part of the current rate study, staff is recommending that the \$10 monthly credit is increased to \$15/month.

What can I do to reduce my water consumption?

Most water is used outdoors. Excess irrigation is very common, and many homes' landscape irrigation times and frequencies can be reduced by 20 to 40 percent with little to no effect on landscaping.

Customers can lower their bills and save water by reducing water use, installing efficient fixtures, and fixing leaks. If you think your water bill is too high, JCSD also offers a water audit program to help you identify potential waste. Customers are encouraged to contact JCSD's Conservation team to learn about all the ways to conserve and learn about JCSD's rebate opportunities at (951) 727-8002 or by emailing SaveWater@jcsd.us.

What number do I call if I still have questions?

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