



# Water Currents

Fair Oaks Water District

## Take Control of Your Water Bill Fair Oaks Water District Prepares for Metered Billing

The Fair Oaks Water District (FOWD) is required to install meters on all service connections and charge customers based on actual water usage. In order to meet this requirement, FOWD is diligently preparing for **the transition of all customers to metered billing starting January 2012.**

How does this affect you as a FOWD customer?

Fair Oaks Water District staff members are currently installing water meters on the last of more than 14,000 service connections. Meters enable the District to


provide a billing statement that shows water usage information specific to each customer.

In order to help prepare customers for metered billing, the District is introducing the following changes to your current water bill:

- **A new, easy-to-read billing statement** will arrive in FOWD customer mailboxes by March 2011. While still a flat rate statement, the bill will include new meter reading and consumption data. This information will provide

customers a chance to make water use adjustments prior to actually paying for water based on a metered rate. The mandated conversion of all customers from flat to metered billing will occur in January 2012.

*continued on page 2*



**Fair Oaks Water District**  
10326 FAIR OAKS BLVD  
FAIR OAKS, CA 95628  
(916) 967-5723  
custserve@fowd.com  
http://www.fowd.com

### Water Statement

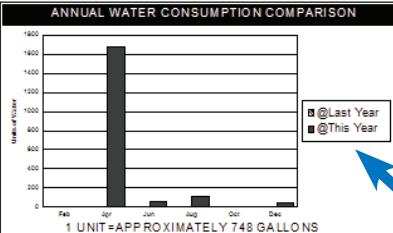
JOHN DOE  
123 FAIR OAKS WAY  
FAIR OAKS, CA 95628

ACCOUNT INFORMATION  
Account Number: 101 - 500089  
Statement #: 282185  
Bill Date: 12/08/2010  
Due Date: 12/28/2010  
Service Address: 123 FAIR OAKS WAY  
Billing Period: 01/01/2011 - 02/28/2011

SPECIAL MESSAGE  
The District is now displaying meter consumption information on your water statement. As more consumption information is recorded it will be displayed on future water statements in 2011.

SERVICE TYPE	SERVICE DATES	METER NUMBER	CURRENT READ	PREVIOUS READ	UNITS	CHARGE
Up to .50 Acre Flat Rate	01/01/2011 - 02/28/2011		1890	1844	\$	86.67
1" Meter (65.10 + usage @ .33/unit)	10/22/2010 - 12/07/2010	49557881			46	\$
<b>Current Water Charges</b>						<b>\$ 86.67</b>

ANNUAL WATER CONSUMPTION COMPARISON



1 UNIT = APPROXIMATELY 748 GALLONS

If you were on metered billing your bill would be \$ 66.17

ACCOUNT ACTIVITY

Previous Balance	\$ 86.67
Payments Received - Thank you	\$ -86.67
<b>Total Water Charges</b>	<b>\$ 86.67</b>

**TOTAL DUE** \$ 86.67  
10% Late fee will be added to the current water charge if not paid by the due date

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

<b>TOTAL DUE</b>	<b>AMOUNT ENCLOSED</b>
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## Winter 2010 Edition



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## Take Control of Your Water Bill (from page 1)

- **Bi-monthly Billing:** Beginning in December 2010, customers will receive a billing statement every two months. Customers that were billed semi-annually will be switched to bi-monthly billing. This change is necessary to provide meter data on your billing statement in 2011 and to prepare for meter billing in 2012.
- **Billing Zones:** In order to establish manageable and efficient billing groups, the FOWD service area has been divided into 16 billing zones. The District will bill two zones every week so that the billing and corresponding work load is spread evenly over a two-month period.

In order to move each customer into the appropriate billing group, FOWD will mail the next billing statements in December 2010. Customers in Zones 1-8 will only be billed for one month of service on

the December billing statement. These customers will receive a regular bill in January 2011.

To learn the reading and billing schedule for your water meter, contact the FOWD at (916) 967-5723.

## NEW OFFICE HOURS Beginning January 1, 2011

The Fair Oaks Water District office hours will be 8 a.m. - 4:30 p.m.

## Read Any Good Meters Lately?

In 2011, the District will provide our customers a flat rate water statement that includes meter reading and consumption data. We recommend that you begin reading your water meter regularly and record your meter readings along with us. Over a period of time, you will be able to predict your family's average monthly water use.

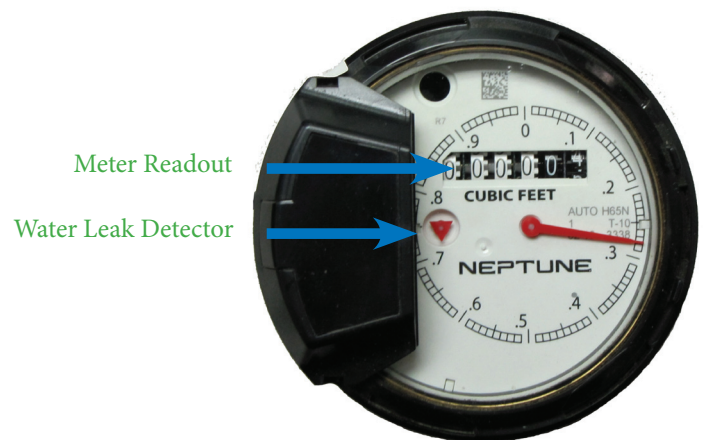
Most water meters are located in the front of the house, usually near the curb or sidewalk. The meter is located inside of a box that lies flush with the ground. It is important to keep landscaping and other obstructions clear of the meter box.

Here is how to read the meter:

1. Using a screwdriver, remove the lid to your meter box carefully. The meter reading sensor in the lid is connected to the water meter by a wire.
2. Locate the dial on the meter. Read the meter from left to right, ignoring the two digits on the far right with black background. Your water meter measures in hundred cubic feet (CCF). CCF is the billing unit used by the District.
3. Record the number.

4. In two months (or next scheduled read date), read the meter and record the number again. Subtract the first reading from the second to determine your water consumption over the two month period. To translate your readings into gallons, multiply the water consumption (CCFs) by 748.

Contact us at (916) 967-5723 and we can let you know the reading and billing schedule for your water meter.



Meter Readout

Water Leak Detector

Water Meter Dial

## FOWD Moves into New Building

In April 2010, FOWD staff moved into the new customer service and administration building located directly across the street from the former office. The District's field operations now occupy the old property. The new building was designed to be constructed and operated in an environmentally sensitive manner resulting in Leadership in Energy and Environmental Design (LEED) certification.

The total cost of the new building project, including property acquisition, was approximately \$3.7 million dollars. An accounting of the financial details of the completed project was provided at the July 2010 public meeting of the Board of Directors. FOWD did not increase rates or borrow money during the



design and construction of this new building project. FOWD owns the new building and land without debt.

### WATER CONSERVATION

“Say it, don’t spray it”

Five ways FOWD can help you save water...and money!

1. **Water Wise House calls** – We will look at your sprinklers and give you pointers to conserve water.
2. **Internal Water Saving Devices** - The District offers low-flow shower heads, faucet aerators and other water saving devices.
3. **Toilet Rebate Program** - We offer up to \$175 for the installation of an HET toilet. Call Customer Service for details.
4. **Washing Machine Rebate Program** - Call Customer Service for details
5. **Educational Programs** - We offer Conservation Presentations for schools and organizations.

For information, call FOWD Customer Service at (916) 967-5723

“The Board of Directors and staff of the District are extremely proud of the new building and what it adds to the local community,” said Tom Gray, General Manager. “We believe that the District has a great story to tell about completing the new building project without raising rates or borrowing money. However, the timing for a grand opening event did not seem appropriate considering the financial hardship many of our customers are experiencing.”

Without the formalities of a big event, the FOWD staff invites all customers to stop by and visit the new home of the Fair Oaks Water District at 10326 Fair Oaks Boulevard in Fair Oaks.

### COMING IN 2011

- New Board Director
- Bi-monthly billing
- New look water statement
- Washing machine rebates
- Updated website
- Water waste patrol

Tom R. Gray, General Manager  
Lonny Gossett (Director Elect)  
Timothy Healey  
Daniel Gilliam  
Randy Marx, Vice President  
Misha Sarkovich, President  
Board of Directors

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Fair Oaks Water District

# Water Currents



## State of the Fair Oaks Water District 2010

A Message from General Manager, Tom R. Gray

The Fair Oaks Water District is entering 2011 with approximately \$3.6 million in reserves, zero direct debt, and no projected rate increase for the sixth consecutive year. At the November 2010 Board of Directors meeting, the District's 2011 budget was approved with the following objectives:

- No rate increase
- No debt increase
- Minimize operating expenses
- Complete meter installations and metered rate policies
- Complete a five-year financial plan



General Manager  
Tom R. Gray

While much of the District's budget is controlled by external forces, FOWD management has made a significant impact on operating expenses. Since 2005, the District's operating budget has only increased at a rate of one percent annually while uncontrollable costs, such as purchased water, have increased dramatically.

After six years of no rate increases, and with an estimated \$2.9 million dollars remaining in cash at the end of 2011, it is projected that the District will enter 2012 with the following:

- Meter program construction complete
- New administration building complete
- Two new water supply wells
- All district service lines upgraded
- Zero direct debt
- Revenues of ± \$8.2 million
- Operating expenses of ± \$6.4 m
- **Approximately \$1.8 million in projected revenues for investment in Capital or Reserves prior to considering a rate increase.**