

IMPORTANT NOTICE

Dear Fair Oaks Water District Customer:

As many of you know, federal regulations are requiring the installation of water meter meters on all customer water service connections in Fair Oaks. We will be installing residential water meters in your neighborhood between (date s to be announced) when our maintenance staff will install a water meter on the service line to your property.

Here's what you can expect:

- ◆ We will conduct a pressure and flow test on your service line and perform preliminary site evaluations one month before your meter installation.
- ◆ You will receive a door hanger indicating the anticipated date(s) that our crews will be in your area to commence meter installation. We generally notify you one week prior to the start of the installation process.
- ◆ We will let you know when your water will be turned off one day before the meter is installed.
- ◆ We will inform you of our arrival on the day your meter is to be installed.
- ◆ It will take approximately two to four hours to install your meter. We install several meters at one time (in batches) and generally shut the water off between the hours of 9 a.m. to 2 p.m.

Important information:

- ◆ Since the work will be conducted outside of your home, you do not need to be present.
- ◆ Before we turn off your water, we encourage you to keep a small amount of water on hand in case your water is shut off longer than anticipated.
- ◆ It may be up to 10 years (year 2010) until mandatory-metered rates for residential customers take effect. However, sometime after your meter is installed, you will begin receiving comparative billing data and have the option to voluntarily convert to metered billing rates.
- ◆ To help you use water more efficiently, we offer a free water assessment program. At your request, we will conduct an interior and exterior water use assessment and check for leaks, make small repairs, assess your irrigation system, and offer other valuable water saving tips.

Thank you in advance for your cooperation. We have attached a list of answers to frequently asked questions. If you have further questions or concerns about this notification, or the meter installation process, please contact me at (916) 967-5723 or adains@fowd.com.

Sincerely,
FAIR OAKS WATER DISTRICT

Allen Dains
Maintenance/Construction Supervisor

FREQUENTLY ASKED QUESTIONS

Why was my house chosen for meter installation?

Your neighborhood was chosen because it is in an area that already has meters installed at many of the residences. The service lines meet current District specifications, which makes meter installation relatively easy. The decision of where to install meters is based solely on efficiency.

Will my landscape be affected?

Depending on your landscape, we may need to relocate sensitive plants or vegetation away from existing water valves. If this is necessary, we will make a concerted effort to work with you on a win-win solution regarding replanting locations. We are fully aware of the importance of landscape restoration and will do our best to minimize the impact on your existing landscape. We will take before and after photos for difficult installation situations, and are committed to as good as or better landscape restorations.

Do I need to be home when the work is being done?

No. Preliminary flow and pressure tests will be conducted at your house through the nearest hose-bib where water enters your home. We will notify you in advance of any unusual circumstances that would require your presence.

How is the location of the meter determined?

Your meter will be installed in the same general vicinity of your existing water service valve (usually located near your property line). However, there may be special circumstances such as retaining walls or large trees, which prevent the meter from being installed in this location. We will make every effort to keep the meter as close to the original service valve location as possible.

Will I begin to be billed based on a metered rate?

No. You will still be billed based on a flat rate until all residential meters are installed. We anticipate completing the metering program sometime after 2010. Your flat rate billing method will change only if you request to be converted to a metered billing rate once this option is available.

Will my billing cycle change?

No. Depending on our customer's desires, we will continue to offer three payment options: once a year billing in November, twice a year billing in November and May or bi-monthly (every other month) billing. If you choose the every other month option, an additional \$3 service fee will be charged per bill to help offset production costs.

How much do I have to pay for the meter?

Nothing directly~ the cost of the meter setter, meter, pipes, installation work and labor are already included in your water charges.

What are the benefits of a water meter?

Water meters provide you with a tool for measuring water use, provide the district with water use data for long-term planning purposes, and also serve as excellent tools for detecting leaks. Eventually, water meters will help ensure that customers only pay for the water they actually use, once metered billing is in place.

Will my water pressure be affected once the meter is installed?

Your water pressure will not be noticeably affected. We use high quality meters that have very minimal amounts of pressure losses due to the design of the meter itself.

Will flow or volume be affected once a meter is installed?

Not usually. Most customers will have the same volume of water available to them after the meter is installed, as before the meter. Customers with new service lines typically report more available water volumes.

Will I have to change or modify my sprinkler system?

Not in most cases~ your outdoor sprinkler system should work just like it has in the past.

How can I read the meter myself to monitor water use?

Water meters are read just like electrical meters are read – from left to right. The meter face generally reads in increments of 100 cubic feet (equal to 748 gallons). While the water meter might look complicated, it really is very easy to read. We will be happy to leave separate information on reading your meter with you—or give us a call, we will be happy to help you.

How often will the meter be read?

After we install your meter, we will develop a reading route for your neighborhood. In the future, your water meter will be read bi-monthly (every other month). You do not need to be present for reading purposes.