

*"We Care About Our Customers"*



DIABLO  
WATER  
DISTRICT

[www.DiabloWater.org](http://www.DiabloWater.org)

## *Customer Guide*

Please take a few minutes to review the important information contained here about:

- Customer Service
- Water Bills
- Water Supply
- Water Conservation
- Water Quality
- And More



# WELCOME TO OUR CUSTOMERS

## WE ARE HERE TO SERVE

Welcome to the Diablo Water District. It is our pleasure to serve you. We strive to provide you with the highest quality water and the best possible customer service.

### We Would Like To Hear From You

Please let us know how we can serve you better. You are encouraged to contact our staff anytime with questions or comments. Or come to one of our Board meetings — they are all open to the public. The District Board typically meets on the fourth Wednesday of each month at 7:30 p.m. at the District Office, 2107 Main St., Oakley (Raley's shopping center). Call ahead for date and time.

Phone: 925-625-3798. Office hours: Monday-Friday, 8 a.m.-noon and 1-5 p.m. Web: [DiabloWater.org](http://DiabloWater.org)

— Board of Directors and District Staff

**Quick Tip!**

### Protect Water Pipes in Winter — Anyone Can Do It!

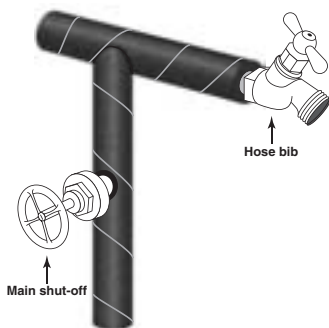
When temperatures drop quickly in winter, exposed water pipes can freeze and burst, causing severe damage and requiring expensive repairs.

You can avoid this problem by wrapping the pipes.

1. Measure the outside diameter of your pipe to determine the foam size.
2. Trim the foam to the right length.
3. Straight cuts with a serrated kitchen knife work fine.
4. Or, try the following:



- Cut two diagonals to make a turn .
- Cut out two V notches like this where two pipes intersect.



5. Wrap with electrical tape, duct tape or copper wire.

## HOW IT ALL STARTED

Diablo Water District is a self-governing local public agency created on May 7, 1953, under the County Water District Law of California. The District is governed by an elected five-member Board of Directors.

The District, with a staff of 13 employees, obtains, treats and supplies water for about 34,000 people and the parks, schools and businesses throughout a 21 square-mile area consisting of Oakley, Cypress Corridor and Hotchkis Tract, as well as the Summer Lakes Development, east of Oakley.

The District is committed to quality, thoroughness, and personal service. The latest technology is used to ensure that we meet our commitment to you.



*Water has always been critical to our community's development and economy. Here, Ernest and Ruth Crockett are paving Live Oak A venue around the turn of the 20th century using water from their own well.*

## OUR MISSION

The mission of Diablo Water District is to provide a safe, dependable and adequate supply of high quality potable water to meet the requirements of the residents, and businesses in our service area.

The District seeks to operate in an environmentally responsible manner following principles of good business and sound engineering to provide the best possible service at the lowest reasonable cost. We are committed to treating all customers and employees fairly.

# WHAT YOU SHOULD KNOW ABOUT WATER RATES AND BILLS

## HOW WE SET WATER RATES

The principal factor involved in rate setting is the premise that those who use the service should pay their fair share of the cost.

Diablo Water District follows a policy of in-depth review coupled with public participation in determining rates.

The rate-setting process involves staff proposals to cover actual costs, public involvement, and a final decision by the Board of Directors.

## HOW WE DETERMINE CHARGES

### Basic Charge

The basic water bill consists of a Water Charge based on the amount of water you use, plus a Service Charge to pay the fixed costs of the water system.

**Effective: February 1, 2010**

**Water Charge:** \$2.53 per 100 cubic feet (748 gallons)

**Monthly Service Charge:**

- 5/8-inch meter: \$9.13 (typical home)
- 1-inch meter: \$22.54
- 1 1/2-inch meter: \$45.00

### Other Charges

**Check Valve Charge:** Monthly charge based on the size of the device being checked:

- 3/4 to 2 inch: \$4.08

**Late Charge:** 5% of balance not paid by delinquent date.

**Trip Charge:** \$20 per trip to notify customer of disconnection, or disconnect service for non-payment, or to reinstate service.

**Return Check Charge:** \$20 per unpaid check returned from bank.

**Call Out Charge:** \$100 to connect or disconnect water service after 4 p.m. and on weekends.

**Tampering With Locked Service:** \$150 plus damages

**Security Deposit:** \$100 or twice the estimated monthly bill, which will be credited to a customer's account after 12 months with not more than 1 past due notice.

## NEW: PAY YOUR WATER BILL ONLINE

Go to [DiabloWater.org](http://DiabloWater.org) to Learn How

## HOW TO READ YOUR WATER METER

You are billed for full units only. When reading your meter to calculate billing amounts, remember the last four numbers (usually a different color) represent less than full units and are not included in the billing.

## REDUCE SUMMER BILLS

1. Once your system is set for the watering your landscaping needs, read your water meter. Ignore the four numbers at the far right.
2. Turn the system on manually and let the system go through the full cycle. When the cycle is complete, read your meter again.
3. Subtract the first reading from the last one. Multiply this number by the number of times per day you water.
4. Multiply the number from step #3 times the number of days in a 30-day period that you have set the system to water.
5. Your total will be the total units your irrigation system will use during one billing period. Multiply that by \$2.53, and you will know about how much of the summer water service bill will be for outside watering.

Our staff is happy to help you with this calculation. If your bill is more than what fits in your budget, remember you can decrease it by reducing water use. See the next page for great money-saving conservation ideas.

## WATER—IT'S A BARGAIN

Store-bought water costs about \$1 per gallon.



Tap water costs about 1/3 of a penny per gallon.



# The Water Story...

## Where Your Water Comes From and How It Is Delivered to You

Diablo Water District is able to deliver water to you each time you turn on your faucet for a fraction of a penny per gallon.



# THE WATER QUALITY STORY

## Our Intensive Water Quality Process

Diablo Water District buys raw water from the Contra Costa Canal that originates from Rock Slough, Old River, Middle River, and the Los Vaqueros Reservoir.

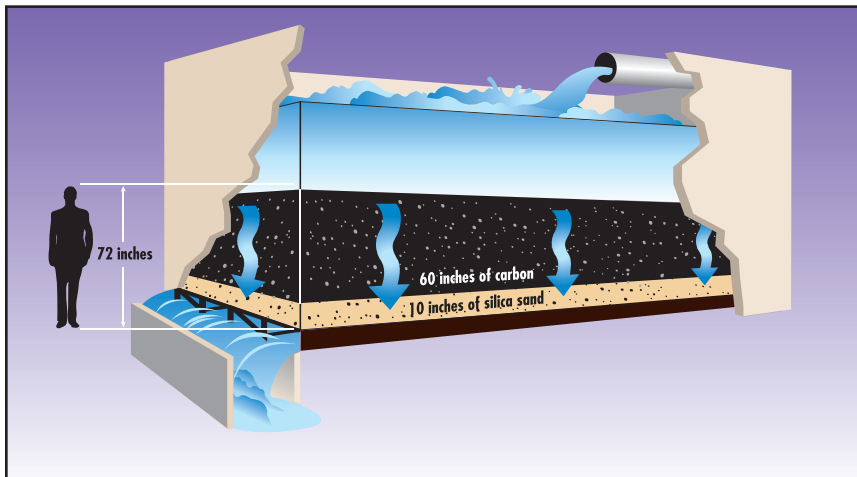
Water is treated at our modern treatment plant using the best available technology and includes many innovations to ensure reliability and high quality drinking water.

- **Removal of particles** through sedimentation.
- **Disinfection with ozone**, which is more effective in eliminating bacteria than chlorine
- **Filtration** through granular activated carbon and sand.
- **Chloramination** in minute quantities to continually disinfect the water in the pipeline until it reaches your home.

- **Supervision around-the-clock** by state-certified professionals using computer-controlled monitoring system.
- **Thorough Security.** Diablo Water District has increased security with new physical barriers, alarms, patrols, ozone disinfection and additional water quality testing.



*Your water is treated at the Randall-Bold Water Treatment Plant, which is jointly owned by Diablo Water District and Contra Costa Water District.*



*Filtration through 60 inches of granular activated carbon and 10 inches of sand is just one of many steps we take to assure the quality of your water supply.*

## NOTICE FOR FISH TANK OWNERS AND THOSE ON KIDNEY DIALYSIS

Diablo Water District uses chloramines to disinfect your drinking water supply and keep it safe.

Chloramines are a strong, safe disinfectant that is becoming increasingly popular across the county. While chloramines pose no health hazard to the general public, people undergoing home kidney dialysis

treatment should consult their physician before using the water in the dialysis unit.

Chloramines are toxic for fish. So if you are putting fish into tap water, you should assure that the fish are properly protected. Local pet shops can advise you on the best measures to neutralize chloraminated water.

# WATER CONSERVATION: A SMART WAY TO SAVE

*Conservation Lowers Water Bills and Helps the Environment. Your water bill is regulated by the amount of water you use. When you conserve water you reduce your water usage bills, as well as help stretch the District's limited water supply. This will also benefit the environment by reducing the use of a precious natural resource.*

*We Are Here to Help. There are many things you can do to reduce water use and lower your water bill. We have free water conservation devices available in our office. Come by and ask for one. Meanwhile, for water conservation tips and information regarding rebates for washers and toilets see below or visit [www.ccwater.com/conserve/](http://www.ccwater.com/conserve/)*

## MOST WATER IS USED OUTDOORS

### Water Shorter, More Frequently

Oakley soil is mostly sand. Landscaping in sandy soil usually responds best to shorter, more-frequent watering (5 minutes once or twice a day, for example).



### Adjust Sprinkler Timers

Many landscapes are over-watered. If you are a new renter or homeowner, reset your lawn sprinkler timers to use less water and avoid large water bills.



### Healthier, Easier-to-Maintain Landscapes

Try landscaping with drought tolerant plants. They use less water than grass, are often easier to maintain, and save water.

## EASY INDOOR WATER-SAVING TIPS

### Leaky Toilets

A leaky toilet or one that runs can waste many gallons of water per minute. Check for leaks by placing a few drops of dark food coloring in the tank. If colored water appears in the bowl, you have a leak. Adjusting the float or replacing the flapper takes only a few minutes and can save a lot of water, and money.



### Stop Leaks!

A small leak can waste as much as 170 gallons of water in 24 hours, and much more if the leaks are larger. Generally, the problem can be easily solved by replacing the faucet washers. The back of your water bill has other tips for detecting leaks.

## YOU CAN LOWER TYPICAL WATER BILLS

**WINTER BILLS.** Typical water bills in winter, when water use is lower, range from \$30 to \$80 per month.

**SUMMER BILLS.** In summer, typical water bills range from as low as \$80 to \$300 per month. As much as 75% of your summer bill can be for outside watering!

## EASY BILL PAY OPTIONS

We provide a variety of bill payment options to make it as convenient as possible for customers.

**Mail:** Send in your check.

**Online:** Pay your bill online at [www.diablowater.org](http://www.diablowater.org) with a MasterCard or Visa credit or bank debit card.

**Phone:** Pay by credit card (delinquent status only).

**In Person:** Pay by cash, check, credit or bank debit card at the District Office. Visa and MasterCard and debit cards accepted.

**At Your Bank:** Arrange with your bank to make direct payments to Diablo Water District, or allow us to withdraw your payment directly from your account.

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



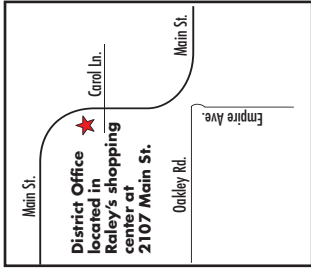
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### **Board of Directors:**

Howard Hobbs, President;  
Richard R. Head, Vice President;  
Kenneth L. Crockett; Edward Garcia;  
Enrico Cinquini

### **General Manager & Secretary:**

Mike Yeraka



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