

FREE SERVICES THAT HELP YOU SAVE

Go to www.diablowater.org to Sign Up for Online Access: It's Fast, Free, Secure and Available 24/7

Over 2,000 of our customers are using Online Bill Pay and over 1,100 have gone green with Paperless Billing.

Online Bill Pay: Go online, set it up once and that's it! Your bill can be paid securely with a credit or bank/debit card with a Visa or MasterCard logo.

Auto Withdrawal: To sign up, download the form from our website to have your bill deducted monthly from your checking account. This option helps you to avoid late fees from mailed checks while saving on postage too!



Paperless Billing: Go green and instead of paper, receive an e-mail notification when your water bill is ready to view online.

Online Bill Pay and E-Billing help to keep our administrative costs low and help to reduce future rate increases.

BY REGISTERING ONLINE, YOU CAN:

- Review your current balance
- See up to 12 months of water bills, water usage, and payment history
- **GO GREEN** by signing up for Paperless Billing
- Setup recurring or one time payments

"Online Bill Pay is easy to use. I like the E-Bill feature that sends me an e-mail when my bill is ready, giving me plenty of time to make a payment before it's due."

— Meghan Paris, Diablo Water District Customer

Get Free Water Conservation Surveys and Rebates:

Our imported water supplier, Contra Costa Water District (CCWD), provides **FREE** water conservation services for **Diablo Water District (DWD) customers**. You can cash-in through any of the following actions:

Rebates For:

- Residential high-efficiency clothes washers.
- Residential, multi-family, and commercial high-efficiency toilets.
- Residential and commercial smart sprinkler timers.
- Commercial water saving devices and irrigation equipment.
- Water efficient landscapes.

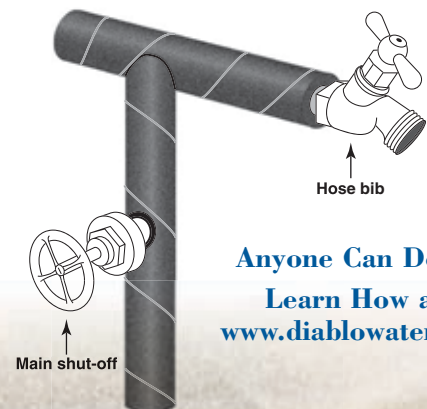
Take Advantage of FREE Home Water Use Surveys:

Trained conservation experts help you check for leaks, program your sprinklers and other water saving tips.

Visit www.ccwater.com/consERVE to learn more.

QUICK TIP

Protect Water Pipes from Winter Freezes



Anyone Can Do It
Learn How at
www.diablowater.org

Diablo Water District is a local government agency called a Special District. What makes us special? We are 100% local with the sole job of providing quality and reliable service to our customers. We are governed by a publicly elected Board of Directors who are all local residents just like you.

Below are samples of ways we keep rates low and provide high-quality service.

Local Water Wells Save Money And Increase Water Independence

The District has built two large groundwater wells in recent years that provide many benefits:

- **Backup Supply** if our primary imported supply is cut off due to an emergency or drought.
- **Costs Savings** of over \$450,000 per year of imported water costs.
- **Fire and Earthquake Protection** providing a local controlled source of supply in emergencies.
- **Greater Local Water Independence** from more costly imported supplies. Even if Randall Bold Treatment Plant were to shut down we would still meet up to 30% of our needs from groundwater.

Randall-Bold Water Treatment Plant



Diablo Water District staff use a vacuum trailer/valve turner to provide several specialized maintenance services-cost effectively.

Refinancing Treatment Plant Loan with CCWD to Save \$2.1 Million

Refinancing the loan that paid for construction of the District's water treatment plant will save about \$2.1 million over the remaining eight years of the loan. Savings like these help keep District rates below the rate of inflation.

Reserve Funds Provide Stability and Reliability

Everyone knows how the current economic crisis has harmed residents and government finances, too. Your Water District, on the other hand, maintains adequate reserves to ensure we can keep rates stable, purchase what we need to maintain the water system properly and operate sustainably.

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ING, LOW COSTS, QUALITY SERVICE AND RELIABILITY

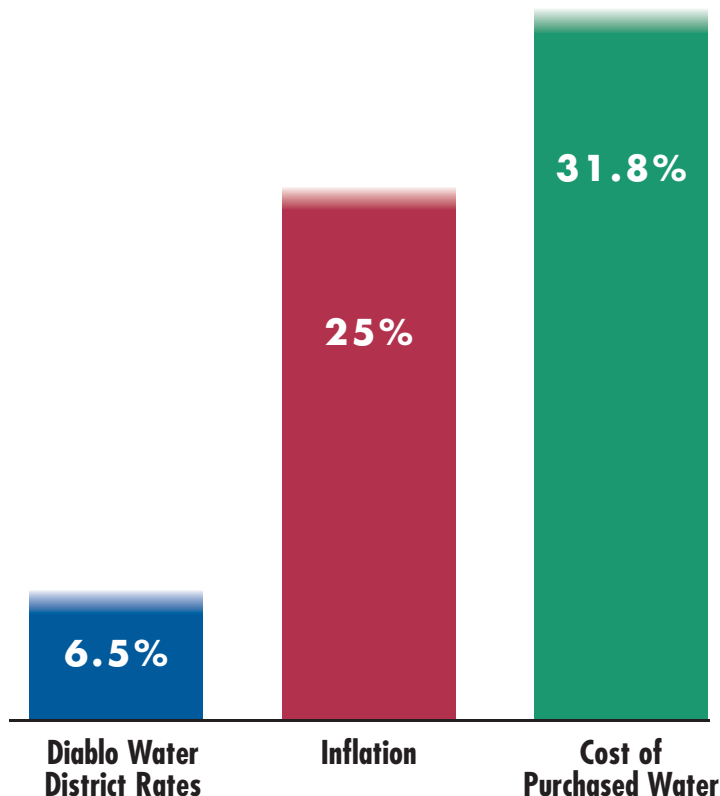
Lean Staff Gets the Job Done

We maintain a small, highly trained staff that can carry out basic system maintenance. For larger jobs, we contract out to specialized firms. That way we can provide top quality service without having to invest in costly equipment and additional staff.

Long Range Planning Keeps Our Rates Way Below Inflation

Our management staff and the Board of Directors look ahead ten years anticipating future costs and ways to minimize rate increases. Over the past ten years, our water rates have gone up a total of only 6.5% while inflation has increased by 25% and the cost of purchased water has increased by 31.8%. This is another indication that Diablo Water District is doing everything it can to keep water rates down for our customers.

Comparison of Rate Increases To Inflation Over Past 10 Years



LONG TIME EMPLOYEE RETIRES

Superintendent of Operations Paul Urenda retired after 22 years of service to the District. We wish him well and thank him for his contributions to providing plenty of clean, quality water to our customers.

DISTRICT REORGANIZES TO IMPROVE EFFECTIVENESS

The District has replaced Paul's former position and the Assistant Superintendent position with a Manager of Water Operations and another of Maintenance and Construction.

This will give us two people, each with strong experience in separate areas who can also back each other up.






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General Manager & Secretary:
Mike Yeraka

 Printed on recycled paper.
Each ton of recycled paper saves 7,000 gallons of water



DIABLO WATER DISTRICT

Updated Contact Information Allows Us To Call You If:

- A water emergency happens at your home.
- Possible leak resulting in high water bills.
- Issues with your account.

OUR CUSTOMER SERVICE STAFF MAKES ABOUT 400 PHONE CALLS EACH MONTH, HELPING CUSTOMERS TO AVOID TRIP CHARGES, ALERT THEM TO LEAKS AND MORE.

HELP US TO HELP YOU BY KEEPING YOUR CONTACT INFORMATION CURRENT.

Please Update Your Contact Information When it Changes

Do you have a *new* home, cellular, or work phone number, or a new mailing address?

Please call us to update your information: (925) 625-3798 so that when needed, we can contact you.

Note: if you update your phone number in Online Bill Pay, it does not update it in our office files, so please call.

OUR FRIENDLY CUSTOMER SERVICE STAFF IS HERE TO HELP.

PLEASE CALL US IF YOU ARE STRUGGLING TO PAY YOUR BILL OR FOR ANY OTHER WATER RELATED QUESTION OR NEED.

STRUGGLING TO PAY YOUR WATER BILL ON TIME?

Are your summer bills difficult to pay each month?

Call Us at (925) 625-3798... We Can Help!

Get Budget Billing And Pay The Same Amount Every Month. A budget payment program may be the solution for you. We will review your history and calculate a payment that is the same every month, whether summer or winter. This amount is reevaluated every 6 months to help you keep your bills low.

Reduce Water Usage and Lower Your Bill. Call us, we can suggest ways to reduce your water usage and reduce your bill. We are here to help.