

DIABLO WATER DISTRICT

"We Care About Our Customers"



DIABLO
WATER
DISTRICT

www.DiabloWater.org

Customer Guide

**Please take a few minutes
to review this important information:**

- Customer Service
- Water Supply
- Water Quality
- Water Bills
- Water Conservation
- 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, 87 Carol Lane, Oakley (next to Les Schwab). 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

— Board of Directors and District Staff

Quick Tip!

Protect Water Pipes in Winter — Anyone Can Do It!

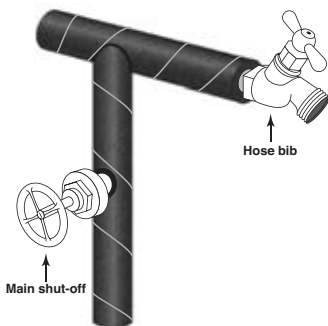
When temperatures drop quickly in winter, exposed water pipes can freeze and burst, causing severe damage and requiring expensive repairs.

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 36,000 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 Avenue 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

FOR MORE INFORMATION

www.diablowater.org

Online Bill Pay.

To set up a secure account and pay your bill online.

How to Read Your Meter.

Learn how to read your water meter.

Reduce Summertime Water Bills.

Find valuable tips on how to lower your summertime water bill and conserve water.

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.

HELP US PREVENT WATER THEFT

Obtaining water by illegal means, such as tampering with the water meter (District property), is subject to the following: a \$250 charge for tampering with the meter; the cost to repair any damages, and two times the estimated cost of the water stolen. Additionally, such theft may be reported to law enforcement for criminal prosecution. Please report any possible instances of water theft, thank you for helping to keep your water rates low.

WATER—IT'S A BARGAIN

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



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

WATER 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, 2017.

Water Charge: \$3.19 per Unit for first 8 Units
\$3.43 over 8 Units
(1 Unit is equal to 100 cubic feet (748 gallons))

Monthly Service Charge:

5/8-inch meter: \$11.05 (typical home)
1-inch meter: \$27.34

Other Charges

Check Valve Charge: The monthly charge is based on the size of the device being checked. For example, a 3/4" to 2" valve is \$4.24.

Penalty Charge: 5% of the past due balance will be added to your next bill if paid after the due date.

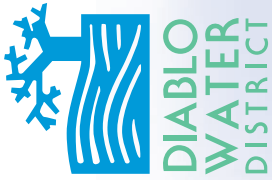
Trip Charge: \$30 per trip to notify customer of potential disconnection; to disconnect service for non-payment; or to reinstate service.

Emergency Repairs: The initial emergency turn off & turn on service for repairs is included with your service. Any additional trips during normal working hours over the course of seven consecutive days will be charged \$30 per trip. Any additional trips after normal working hours over the course of seven consecutive days will be charged \$100 per trip.

Charge for Insufficient Funds: If any attempted payment tendered to the District for water service is not honored by the bank or credit card company, a charge of \$25 shall be added to the customer's account.

Call Out Charge: Requests for new connection or disconnection of water service outside normal business hours will be assessed a \$100 service fee payable at the time of service.

Tampering With Locked Services: Will result in a \$150 fee plus damages.



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.



1

From the Mountains

Our water originates high in the mountains, is stored in Shasta and Friant dams, and flows through the San Joaquin and Sacramento Rivers to the Delta.

2

From the Delta

Water is pumped from the Delta into the Contra Costa Canal in an environmentally friendly manner.

3

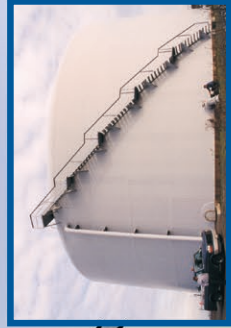
Los Vaqueros Reservoir

When the Sierra snow melts, this high quality water is stored in Los Vaqueros reservoir for use in the summer and during emergencies.

6

Delivered Directly To You

With Diablo Water District's main piping system, storage reservoirs, interconnections with neighboring cities and backup electrical generators we are able to provide you a reliable water supply 24 hours a day.

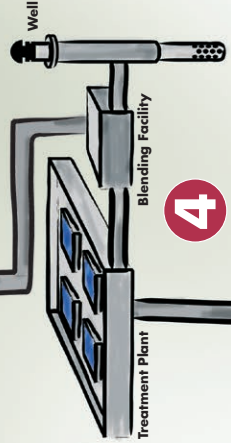


Friant Dam

5

Local Underground Water

Water supply from two underground wells is scientifically blended with treated canal water to provide a consistent water quality and more reliable supply at a lower overall cost.



4

Modern Treatment Technology

At the Randall-Bold treatment plant in Oakley, an advanced treatment process filters and disinfects the water.

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.

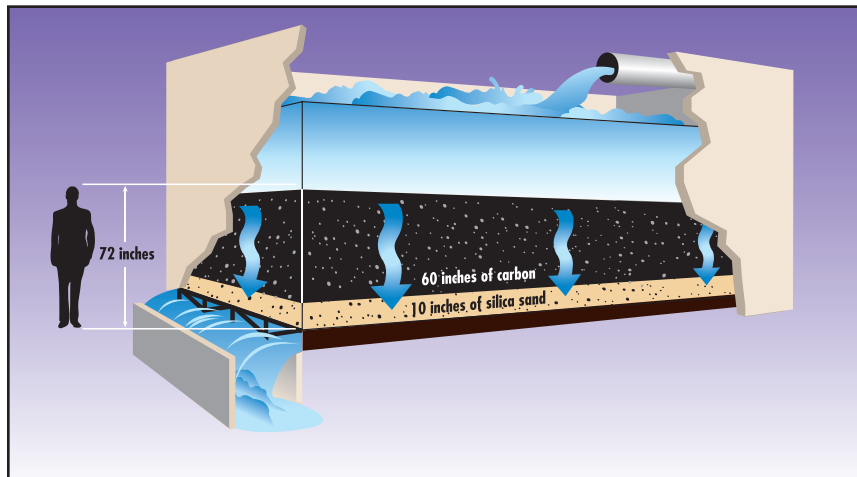
Water is treated at our modern treatment plant using the best available technology and includes many innovations to ensure reliability and high quality drinking water.

- **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 bill, 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 rebates, incentives, information and programs, see below or visit 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). *Unless restrictions are in place due to the drought.*



Adjust Sprinkler Timers

Many landscapes are over-watered. Reset your lawn sprinkler timers to use less water and reduce large water bills. Also, periodically check for broken sprinkler heads within your landscape.



Healthier, Easier-to-Maintain Landscapes

Landscaping with drought tolerant plants is often easier to maintain and saves water. Visit our conservation garden located at 87 Carol Lane.

EASY INDOOR WATER-SAVING TIPS



Leaky Toilets

A leaky toilet or one that runs continuously can waste 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 faucet 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 quickly solved by replacing the faucet washers. Check the back of your water bill or our website for more helpful tips on 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.

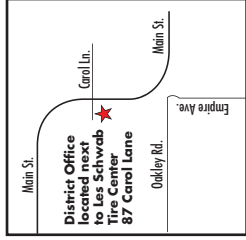
SUMMER BILLS. In summer, typical water bills range from as low as \$80 to \$300 per month. As much as 75% of your summer bill can be for outside watering!

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 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.

Auto Withdrawl: You can sign-up to have your current water bill withdrawn from your bank checking account on the 5th or 20th of each month, by picking-up a form at our office or downloading the form at www.diablowater.org.

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



Diablo Water District
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General Manager & Secretary:

Mike Yeraka



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