

HOW WE DELIVER A RELIABLE WATER SUPPLY

Our community, along with the entire State, experiences periods of drought that in many areas result in mandatory water use cutbacks. Diablo Water District has planned for the long-term and invested in multiple water sources to ensure adequate water supplies for our community even during extreme drought conditions. Our sources include imported river water, water stored in Los Vaqueros Reservoir, and our local groundwater from two different wells.

Delta River water.



Los Vaqueros Reservoir.



Please continue conserving water.

REMEMBER THE STATE STILL REQUIRES EVERYONE TO CONSERVE

The State maintains permanent water use limits that everyone is required to follow – even in non-drought years. For the complete list go to DiabloWater.org.

- Excessive irrigation runoff is prohibited.
- Must use an automatic shut off nozzle when washing cars, boats, or trailers with a hose.
- May not use water to clean any hard surface unless it is a health or safety issue.
- Fountains and decorative water features must have a recirculating system.
- No outdoor watering allowed during and up to 48 hours after measurable rainfall.

***Take advantage
of our water
saving rebates
and extensive
collection of
water conser-
vation tips and
information.***

***Learn more at
DiabloWater.org***



DID YOU KNOW...? NEW AUTOMATED METERS HELP SAVE YOU WATER AND MONEY

District staff have been installing automated meters that communicate water usage data using wireless technology to the District office, eliminating the need to read the District's nearly 12,000 meters by hand. This provides instantaneous information on customer water usage, and alerts us if there is more than normal water use, which could be a sign of a water leak. We will provide a courtesy call to customers when we detect a possible leak.

The new meters provide many benefits to customers and the District:

- **Improves the accuracy of your water bill** – the meter reading data goes straight into the billing system with no additional handling.
- **Enhances staff safety and lowers medical costs** by eliminating meter readers' exposure to potential injuries, such as spider and snake bites, bee stings, and traffic accidents.
- **Reduces meter reading and billing labor** that can be reallocated to maintenance and other more productive activities.

Many customers thank us after receiving a call about water leaks found by the new meters. These calls prevent waste and help reduce water bills.

DIABLO WATER DISTRICT IS ONE OF SEVERAL LOCAL PUBLIC AND PRIVATE AGENCIES THAT SERVE YOU

Our customer service representatives sometimes receive calls from customers who are not sure who to contact for help with public services. Below is a quick summary of four local public agencies that serve the residents and businesses of our community.

Diablo Water District (DWD)

Your Water District is an independent local public agency that provides our community with a safe, dependable, and adequate supply of high quality potable (drinkable) water to the residents and businesses of Oakley, as well as parts of Knightsen and Bethel Island. We are here to help, so contact us with any of your water-related needs or questions.

87 Carol Lane, Oakley
925-625-3798
www.diablowater.org

Ironhouse Sanitary District (ISD)

ISD is a self-governing local public agency that provides sanitary sewer services in the Oakley and Bethel Island areas.

450 Walnut Meadows Drive, Oakley
925-625-2279

www.ironhousesanitarydistrict.com

Mt. Diablo Resource Recovery (previously Oakley Disposal)

A local, privately held recycling and garbage company under a franchise contract for the City of Oakley.

85 Carol Lane, Oakley
925-757-7660

www.oakleydisposal.com

City of Oakley

The City provides police, recreation, roads, zoning, building inspection, and other services.

3231 Main Street, Oakley
925-625-7000
www.ci.oakley.ca.us



Don't be surprised if one of our technicians shows up at your door – they are there to help!

BACKFLOW TESTS ARE ESSENTIAL TO PROTECT YOUR DRINKING WATER

What is a Backflow Test? Every home with a fire sprinkler has a backflow valve (as do most businesses), which needs to be checked to make sure old water from the fire sprinkler pipes does not flow into the clean potable (drinkable) water used by customers. If you have one at your home, it is probably in the front yard at your meter. Our technicians backflow test each home and business every year. About half the homes in the District already have a backflow device and all new homes must have them installed.

If you see one of our technicians at your door, it may be time for your annual backflow test. For your safety, our technicians are always in uniform, drive in trucks with our logo, and carry identification. If you are ever unsure if one of our technicians is at your home or in your neighborhood, please contact our office at 925-625-3798.

Important Information About Backflow Water Testing at Your Home. No prior notification is sent out before a backflow test, so here are answers to frequently asked questions to prepare you in advance:

- You will receive a knock on the door or a doorbell ring.
- Technicians all have an ID and uniform with District logo.
- The test takes place at the water meter.
- The test takes approximately 10 minutes. During this time, your house will be without water.

It is as simple as that!





Diablo Water District
 87 Carol Lane
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 Oakley, CA 94561-0127
 Phone: 925-625-3798
 Web: DiabloWater.org

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

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POSTAL CUSTOMER

D I A B L O W A T E R D I S T R I C T

METER SHUT-OFF VALVES CAN ONLY BE TOUCHED BY THE DISTRICT

We May Need to Reach You in an Emergency: Please Provide Us with Your Contact Information

Do you have a **NEW** home, cellular, or work phone number, or a new mailing address? Please call or email us to update your information at (925) 625-3798 or customers@diablowater.org so that when needed, we can contact you.

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

Benefits of Registering Your Contact Info.

We can notify you if:

- An emergency happens at your home.
- We notice water running or a possible leak that could result in high water bills.
- Water is cut off due to nearby work or an emergency.
- There are issues with your account.

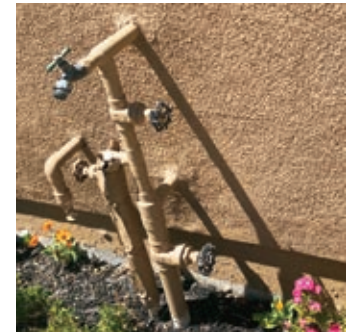
Also, Register to Manage Your Account Online

- 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.

USE THE HOUSE VALVE TO SHUT OFF OR TURN ON YOUR WATER

If you ever lose water service, or need to shut off your water to fix or stop a leak, go to your “house valve” before calling the District. The valve is usually at the front of each home near the hose bib. Children sometimes turn these off while playing. Turning the valve to the left turns on the water and to the right turns it off (lefty-loosy, righty-tighty).

The lowest valve coming out of the ground will shut off water to your home.



STRUGGLING TO PAY YOUR WATER BILL? CALL US AT (925) 625-3798. WE CAN HELP!

Water bills in the summer can be very high relative to the rest of the year. To help even out payments throughout the year, Diablo Water offers a “Budget Billing Program.”

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 and we can suggest ways to reduce your water usage and reduce your bill. We are here to help.