



A STATE OF
CALIFORNIA
PUBLIC AGENCY

QUAIL VALLEY WATER DISTRICT *NEWS*

BOARD OF DIRECTORS

Mike Biglay
Jean Grodewald
Rita Leonard
Enrique Lopez
Joan Tyer

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POWER OUTAGES AND SEVERE WEATHER

The recent power outages and heavy snowfall tested our ability to continuously serve our customers with water but all of the improvements installed with the arsenic remediation project helped to keep the water system functioning as designed! The new water tanks made the greatest difference as they increased our water storage from 20,000 gallons to 90,000 gallons. The increased storage meant that we had enough water to carry us through the 41 hour power outage without the well operating and with water to spare! Without the increased storage capacity, we would have come very close to running out of water and the deep snow would have made it nearly impossible to access the well site to install a portable generator.

One of the improvements that is still being installed is the emergency generator that is intended to allow the continued operation of the wells and treatment plant in the event of a prolonged power outage. The generator is designed to operate automatically during an outage without the need for an operator to travel to the site and will help to insure that our water service continues without interruption.



2020 RATE INCREASE

Your water bill this month includes a rate increase of 10% for both the monthly meter charge and water consumption charge. This increase is necessary to enable the District to meet its financial obligations. Along with this rate increase, the District has discontinued the voluntary rate increase. The District anticipates that the discontinuing of the voluntary charge will make the 10% rate increase revenue neutral meaning that we expect revenue for this year to remain consistent with revenue from last year.

The District is beginning a new rate study this year to identify our financial needs for the next five years and develop recommended rates to meet those needs. Once these new rates are approved, the District expects to begin crediting the voluntary increase back to those customers who helped keep the District operating by paying the voluntary increase, for which the District is very grateful.