


Frequently Asked Questions Regarding Your Water Bill

Why does your water bill continue to increase or fluctuate from time to time?

You may notice an increase in your water bill due to recent rate increases. Rate increases are necessary to cover the escalating cost of imported water, efforts to comply with environmental regulations, maintain and periodically replace aging infrastructure, and to provide safe, reliable and sustainable water and sewer service to customers.

The majority of the water we provide is imported. Therefore, when our wholesalers raise the water rates, this can significantly affect your water bill.

Your bill statement may also fluctuate from time to time because meter reading is not necessarily performed on a 30-day cycle. Some bill statements could reflect a 28 through 34-day cycle depending on the month, weekends, and holidays.

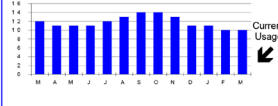


VALLECITOS WATER DISTRICT
201 Vallecitos de Oro San Marcos, CA 92069-1453
Phone: (760) 744-0460 Fax: (760) 744-1205 www.vwd.org
OFFICE HOURS: Monday - Thursday 7:30 AM TO 5:30 PM Friday 8:00 AM to 5:00 PM

ACCOUNT INFORMATION		ACCOUNT SUMMARY	
Account Number:	XXXXXXXXXX	PREVIOUS BALANCE	106.41
Service Address:	XXXXXXXXXXXXXX	PAYMENT 03/13/2017	-106.41
Service Period:	02/09/2017 - 03/13/2017	BALANCE FORWARD (May include unpaid deposit)	6.00
Billing Date:	03/29/2017		
Due Date:	04/18/2017	WATER SERVICE	
Bill Type:	REGULAR	Ready To Serve VWD	18.42
Account Type:	SINGLE FAMILY RES	Ready to Serve MWD/CWA ++	13.00
		.Subtotal Ready-To-Serve	31.42
		Residential Tier 1 RES/5/8	3.08 5 15.40
		Residential Tier 2	4.12 5 20.60
		.Subtotal Tier Charges	36.00
		SEWER SERVICE CHARGE	38.99
		CURRENT CHARGES	106.41
		TOTAL AMOUNT DUE	106.41

METER INFORMATION					
Meter Size:	5/8	Previous Read:	363	Current Read:	373
Meter Number:	XXXXXX	Billing Days:	32	Units Used:	10
Gallons Used: 7,480 Cost 0.9 ¢ per Gallon (each unit = 748 gallons or 100 cubic feet)					


WATER USAGE HISTORY (UNITS)



Current Usage

BILL MESSAGE

ALTHOUGH VWD IS NO LONGER IN DROUGHT, CONSERVATION IS FOR LIFE. PERMANENT RESTRICTIONS ARE STILL IN PLACE, SUCH AS WATERING YOUR YARD BEFORE 10:00 AM OR AFTER 6:00 PM AND NOT WATERING FOR 48 HOURS AFTER IT RAINS. VIEW ALL THE RESTRICTIONS AND GET RESOURCES AT WWW.VWD.ORG/DROUGHT.



VALLECITOS WATER DISTRICT
THE WATER SPECIALISTS
201 Vallecitos de Oro San Marcos, CA 92069-1453

PAYMENT STUB

Account Number: XXXXXXXX-XX
Service Address: XXXXXXXXXXXXX
Balance Forward: Due Immediately \$0.00
Current Charges: Due: 04/18/2017 \$106.41
Total Amount Due: \$106.41

ENTER AMOUNT PAID

Please include stub with payment
Please do not send cash
Do not staple or clip payment

VWD03298 AJ7D SCH 5-DIGIT 92069

CUSTOMER NAME
ADDRESS HERE
SAN MARCOS CA 92069

VALLECITOS WATER DISTRICT
201 VALLECITOS DE ORO
SAN MARCOS CA 92069-1453

Your water bill includes the following charges:

Ready-to-Serve Charge

The ready-to-serve charge (RTS) is assessed to cover fixed costs. These charges are assessed even if the meter is not in service, as Vallecitos incurs these costs no matter how much water is used. For example, an increase in the RTS for a standard single family meter covers Vallecitos' fixed administrative and operating costs. It also covers the fixed costs that are assessed by our wholesale water supplier, the San Diego County Water Authority, who charges Vallecitos not only a charge based on consumption, but also fixed charges regardless of the amount of water we request to be delivered.

Sewer Charge

Sewer charges are usually assessed on a fixed basis, regardless of the flow from your residence to the sewer. The sewer charge is fixed for the same reason the (RTS) is fixed – even though sewer flows fluctuate, we will always need certain operational resources and must adhere to stringent regulatory requirements.

Water Charge

The cost of water used during a month includes wholesale costs plus local treatment, storage, distribution and facility replacement. To encourage conservation, Vallecitos implements a 4-tiered rate structure that puts the burden of costs associated with limited supply on those customers whose water usage is above average.

Pump Zone Charge

This charge is used to cover the power costs if you live in a zone where water must be pumped to a higher elevation. About 10 percent of our customers live in pump zones.

Where does the money from your water bill payment go?

The payment received from water bills covers wholesale water costs, administrative expenses, operating costs, and asset replacement.

- Administrative expenses include labor costs, outside services, utilities, insurance, materials, and any costs related to engineering, customer service, information technology, facilities, conservation, and other administrative-type activities.
- Operating costs include labor costs, materials, utilities, outside services, repairs, and costs related to transmission, distribution, tanks, reservoirs, meters, and any other activities related to maintaining and operating the water system.
- Asset replacement is achieved by using available reserve funds. Some parts of the system are more than 50 years old. Reserves are maintained for replacements and to avert further declines in reserves.



Inside the District's 33-million gallon Twin Oaks Reservoir, one of the largest pre-stressed concrete tanks in the world.

Where does the money from your sewer bill payment go?

Sewer service charges cover payments to the Encina Wastewater Authority, a regional wastewater treatment plant that is partially owned by Vallecitos, for treatment and disposal of wastewater. It also pays for the collection, conveyance, and treatment of wastewater at Vallecitos' water reclamation plant, and all other operating costs, administrative expenses and debt service related to sewer projects and sewer asset replacement.



Staff work diligently to maintain the District's extensive assets, including this pump at the Meadowlark Water Reclamation Facility.

How can you use so much water while on vacation?

Most of the residential water usage comes from outdoor irrigation. Fifty to 80 percent of water is used for watering landscapes. Therefore, water usage may not really fluctuate while you are on vacation and water bills may still reflect similar monthly usage.

Checking for leaks and irrigation maintenance issues is something to consider before leaving for a vacation or business trip. In addition, making sure the irrigation controller is programmed with a current schedule that meets the needs of the soil and plant material is essential for water efficiency.

For More Information

We're here to help. Our Customer Service Department is available at (760) 744-0460 or visit our website at www.vwd.org.