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District 40

County of Los Angeles

Waterworks Districts' Quarterly Newsletter

Free Residential Water Usage Surveys!

FAQ

Are you interested in conserving water? Is protecting the environment something you care about? Maybe you are interested in ways to lower your monthly expenses? The Los Angeles County Waterworks Districts want to help you conserve water and protect the environment. We are serious enough about it that we will visit your home or business absolutely free of charge to conduct a "water use survey." The water use survey will help you identify opportunities around your home or business to use less water and save money on your water bill.

The Districts have retained the services of professional water conservation specialists to provide the water use surveys for our customers. You can contact these specialists directly to schedule a water use survey at your home or business. They will examine how your landscape is watered and provide you with useful information on how to irrigate your landscape more efficiently. By irrigating efficiently you will keep your plants and turf healthy and green, while preventing waste, reducing nuisance runoff in streets and protecting the water quality of the ocean. They will also provide low-flow

hardware such as showerheads to conserve water inside your home. During the survey, they will evaluate the number of fixtures using water and illustrate how much you



can expect to save over the course of a year by using low-flow devices or by making simple adjustments to your water use habits. The entire survey should take less than two hours to complete. At the end of the survey you will be given a report of the overall water saving potential for your home or business, and the associated cost savings if the recommendations are followed. For those customers who utilize a contractor to maintain their landscaping, it may serve you best to invite your contractor to be part of the water use survey.

While this program is available immediately, a limited number of free surveys will be offered to customers on a first come, first served basis. To schedule your free water use survey, please contact our water conservation specialists directly at 1-866-648-2925 or by e-mail at conserve@waterwise-consulting.com.

Where is my water meter located?

The water meter is generally located in front of the property at the street. The meter sits underground in a concrete box with a removable cover that reads, "Water" or "Water Meter."

How do I read my water meter?

The register on the meter has numbers and a sweep hand. In the center of the register are dials with numbers similar to the odometer on an automobile. We read the numbers from left to right, but only the first 4 numbers. We do not use the numbers in black for reading purposes.



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Mission: - To enrich lives through effective and caring service.

Questions or Comments?
Please contact us at:
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Encourage water conservation

Los Angeles County Waterworks District No. 40 currently supplies water to over 48,000 customers. Because of increasing operational costs and the need to fund new capital improvement projects and programs, we recently implemented a water rate increase. By now, you may have recognized the increase on your water bill. The increase was necessary due to:

- The increased costs of the Antelope Valley-East Kern Water Agency's (AVEK) treated State Water Project (SWP) water, which the District purchases to supplement its groundwater supply,

- The cost to convert the District's existing disinfection facilities from the use of chlorine to the use of chloramines (chlorine and ammonia) to be compatible with AVEK's disinfection method and prevent the deterioration of water quality in the distribution system,

- The increase in the cost of monitoring and operating the distribution system as a result of the conversion to chloramine disinfection, and

- The reestablishment of an adequate fund balance for emergencies.

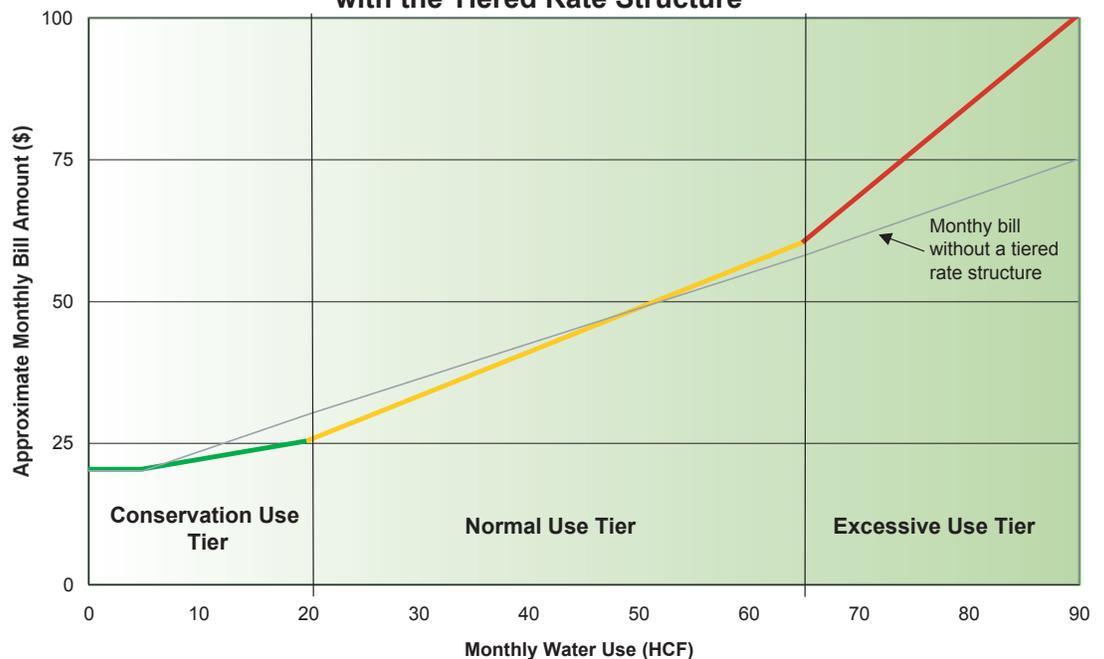
In addition, the District has incorporated a new tiered rate structure to promote water conservation and discourage water waste. The tiered rate structure will charge different rates for the different "tiers" of water used by customers. For the first tier of water use, customers will be billed at the conservation use rate which is the least expensive rate to encourage conservation and reward those customers who do their part to conserve. The

Word Search

GRASS ° GARDEN °
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 SCREEN ° RAIN ° SAVE
 NORMAL ° AQUIFER
 CONSERVATION
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 EXCESSIVE ° PROTECT
 OFF ° DESIGN ° REUSE
 CALIFORNIA ° WISE
 LAUNDRY ° REDUCE
 WATERWORKS °
 SNOWMELT
 WATER ° SUPPLY

F S C R E E N U M O D E S I G N A L G J
 J X F A L A C W W D R W O S Q F G J P J
 M D A B X L Y R E X C E S S I V E P O Y
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Approximate Bill Amounts with the Tiered Rate Structure



second tier of water used by customers, will be billed at the normal use rate. The tiered rate structure was designed so that approximately 90 percent of the District's residential customers would use and be billed for water only in the conservation and normal water use tiers. Once a customer's water use has exceeded the maximum amount of water in the normal use tier,

the additional water used will be billed at the excessive use rate.

The tiers' limits will be adjusted seasonally. During the summer, the conservation and normal tiers will be larger than during the winter because of the need for more water by all customers during the hot summer months of the year.

We are committed to helping all of our customers understand how to maintain conservative or normal water usage. If you would like to learn ways to reduce your water use and avoid being billed at the excessive use rate, please sign up for a free water use survey as described on the other side of this newsletter.