

# The Rio Linda / Elverta WaterWays

A Publication of the Rio Linda Elverta Community Water District  
P.O. Box 400, Rio Linda, CA 95673  
916-991-1000  
[www.rlecwd.com](http://www.rlecwd.com)

## Rates Restructuring to Comply with State Laws (SB 606 and AB 1668)

In the coming months, RLECWD will be continuing the process already underway to consider restructuring the water rates program to encourage improved water use efficiency. By now, most of us have heard the state's motto, "Conservation is a permanent way of life in California". These state laws enforce and quantify (e.g., 55-gallons per person per day of indoor water use) the state's way of life motto. The proposed, state recommended rate structure puts a greater emphasis on the volume of water used and lessens the emphasis on fixed charges. Customers who use water inefficiently will pay more unless they improve their water use efficiency. Customers who already have efficient water use and/or who transition to more efficient use will experience lower bills. Customers on the opposite end of the water use spectrum will see higher water bills. This is by design, this is in conformance with these state laws, and this is intended to promote water use efficiency.

Customers interested in learning more about their current water use, including detailed analysis of current rate structure vs. proposed new rate structure impacts on their water bill can contact Sara Michel at [smichel@rlecwd.com](mailto:smichel@rlecwd.com) or by phone at (916) 991-1000 Ext. 203. RLECWD will also be evaluating customers' interest in detailed water consumption data hardware/software. The detailed consumption data enables, among other things immediate notification of leaks, how much of your bill is associated with lawn irrigation and other important detailed data to be used by customers who wish it improve water use efficiency and lower their water bills as an intended benefit.

Customers interested in learning more about the state laws mandating increased water use efficiency, the RLECWD rate restructuring process/status, and ways to stay informed thereof can contact Tim Shaw at [gm@rlecwd.com](mailto:gm@rlecwd.com) or by phone at (916) 991-8891.

## The District Office lobby remains CLOSED until further notice due to COVID-19

Rio Linda/Elverta Water District's top priority is to ensure safety for the community we serve with respect to the COVID-19 virus. Customers should be assured that our water supplies are not affected by the COVID-19 virus, and the District will continue to serve our community 24/7. District staff continue to monitor the situation and provide updates as needed.

During this time, customers can take advantage of our online bill pay <https://rlecwd.epayub.com/> by logging into your account or using the quick pay option. The District cannot take payments by phone, but our staff is here to help. The District has a drop box located next to the front door. (NO CASH) To reach a Customer Service Representative call the District office at 916-991-1000 during business hours.



## 1/20/2021 – 3/20/2021 Billing Period



Bills will be mailed no later than March 30, 2021 for the period of 1/20/2021 to 3/20/2021. The fee free date is on **April 21, 2021**. \*\* Late fee of \$5.00 will be applied to all outstanding bills on **April 22, 2021**. Also, please note that there is \$50.00 charge for any afterhours turn on. \*\*Payment arrangements can be made in the District Office or found on the District's website. Office hours are Monday thru Friday, 7:00am to 4:00pm. Payment arrangements must be made at least one day before the Free Fee Date. For this billing cycle, payment arrangements must be made by April 20<sup>th</sup>. Payments can be made online, via postal service, and at the District Office's night depository slot located next to main door for checks and money orders. Reminder, the District Office does **Not Accept Cash**.



### Report Water Waste

#### Email us or Call Us

You can report water waste issues by contacting our Customer Service at our email or call us at 916-991-1000 with the address and information about the water waste.

Thanks for working together to save our water.

## How to Read your meter

While you are carefully watching your water usage, it is important to make sure that water is not slipping away due to undetected leaks in your system. Here is a simple procedure that can tell you if you have a leak and how much water you are losing.

1. **Locate your water meter** – It is usually located near the street in front of your home covered by a rectangular lid. You will need the following:

1. A screwdriver or thin prybar to open the meter lid.
2. Work gloves
3. Flashlight
4. Washcloth to clean the screen of debris



2. **Reading the Meter** - After you uncover the lid, most of the meters have a plastic cap that easily flips open. Is there noticeable movement on the meter?

1. Before you record the meter, make sure there is NO water being used during this test period.
2. Record the time and meter read. The first 4 numbers are the most important (0698990 = 0698.990 cu ft).
3. Record the time and the new current read on the meter.
4. Take the final read number and subtract it from the numbers listed in the register dial to calculate the current rate of your water usage.
5. The results are in cubic feet.
6. Multiply that # by 7.48 to convert the units into gallons.