

VENTURA RIVER WATER DISTRICT
409 OLD BALDWIN RD
OJAI CA 93023
805-646-3403

Venturariverwd.com

Welcome to Ventura River Water District!

Hours of operation: 7:30 a.m. to 4:30 p.m. Monday – Friday

Emergency Service: 24 hours a day - 7 days a week - call 805-389-6700 to speak to a live operator.

**STAGE 3 DROUGHT: ALL CUSTOMERS ARE ASKED TO REDUCE WATER CONSUMPTION BY 30%
LIMIT IRRIGATION TO TWICE A WEEK BETWEEN THE HOURS OF 6:00PM AND 9:00AM.
DO NOT WATER OUTSIDE BETWEEN 9:00AM AND 6:00PM**

Water Budgets: A water budget program was implemented in February 2018. Each parcel has a water budget based on the square footage of the property's irrigated areas and the month of the year. This budget includes 10 units per month for health and safety in addition to an outdoor budget. If you would like the details of your water budget, please contact us at (805) 646-3403.

Water Rates: The most recent Ventura River Water District rates can be found on our website at www.venturariverwd.com and are included in this packet.

Purchase Water Surcharge: When District well levels become too low to meet demand, supplemental water is purchased from Casitas MWD. A [PURCHASED WATER SURCHARGE IS IN EFFECT](#) to recover the cost of the purchased water.

Billing/Payments: Bills are mailed on the last day of the month and are due by the last day of the following month. E-Bills are now available as well. Bills not paid by the 40th day following the bill date are subject to a late fee (\$14.00) and disconnection of service (\$50.00).

Electronic payment services are now available:

- **Recurring/auto payment (free): Sign up on our website or call (805) 646-3403**
- **Credit/debit card (small fee) – pay online, over the phone, or on our website**

Water Conservation: Customers are encouraged to make water conservation a way of life. Your conservation efforts will extend the water supply and help lower the purchased water surcharge.

Rebate information for water saving devices can be found at www.casitaswater.org and water saving tips are included in this packet. Please visit the district's award winning, drought tolerant demonstration garden that is located in front of the office. The demonstration garden has examples of beautiful drought tolerant plants and a model that shows how subsurface irrigation was used in the garden.

Water Treatment: Your water is treated with chlorine and chloramines.

Kidney Dialysis patients please take note: Chloramines can be a serious problem to individuals with kidney disease undergoing dialysis on artificial kidney machines unless chloramines are reduced to acceptable levels. If you are a dialysis patient receiving dialysis treatment in your home please contact your dialysis facility. The State Department of Health Services has alerted treatment facilities of proper precautions to be taken.

Fish aquarium or pond owners please take note: Chloramines and chlorine are toxic to fish and aquatic animals. Before putting water obtained from our supply in an aquarium or pond, consult your local pet shop to determine the best method to neutralize chloramine and chlorine.

Protect your plumbing system with a Pressure Regulating Valve: VRWD cannot guarantee system pressures. Unregulated pressure surges can cause damage to your plumbing system and flooding in your home. **Customers are required to have a pressure regulating valve located on the customer's side of the meter.**

Turning off your service for repair: If you need to turn off your water service for a repair you may use your customer valve. The customer valve is a handle valve located on the house side of the meter. **If your customer valve is not functioning or is non-existent, call the office at (805) 646-3403. District personnel will respond to operate the district owned valve located on the street side of the meter. This is a free service. Do not attempt to operate the district owned valve. Customers are responsible for damage to district owned facilities.**

APPENDIX I
EFFECTIVE FEBRUARY 15, 2018
RATES AND FEES SCHEDULE

DEPOSITS**

Residential 5/8" to 1" (minimum)	\$120.00*
Residential 1 1/2 or 2" (minimum)	\$250.00*
Business - General Mgrs. Discretion (minimum)	\$150.00
Temporary 2 1/2" Hydrant Meter (minimum)	\$250.00***

* Or 2 times the highest water bill whichever is greater.

** Deposits may be doubled with each disconnect for non-payment.

*** Deposit is required for Hydrant Meters and is refunded when the meter is returned undamaged

INSTALLATION FEES (If unusual conditions: All costs, direct & indirect)

Temporary	\$50.00
Customer Service Valve, 3/4"	\$85.00
Customer Service Valve, 1"	\$105.00

METER TESTING FEES

5/8" - 2"	\$20.00	2 1/2" up	\$50.00
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LOCK CUTTING FEE (If a customer service is locked off and the lock is cut) \$125

FIRE FLOW TEST FEE PER HYDRANT \$500

FAILURE TO TEST BACKFLOW DEVICE: \$100
(After 3rd request to have test performed.)

COLLECTION CHARGES:

DELINQUENT FEE	\$14.00
FIELD SERVICE CHARGE (On/Off, NSF)	\$50.00

Water Volume Rates

Tier	HCF* used	Single Family Residential	Multi Family Residential	Commercial
1	HCF 1 – 5 (5 Units)	\$4.48	\$5.50	\$5.50
2	HCF 6 – 12 (7 Units)	\$5.09	\$5.50	\$5.50
3	HCF 13 – 45 (33 Units)	\$7.15	\$5.50	\$5.50
4	HCF Above 45	\$9.80	\$5.50	\$5.50

* One HCF is one Hundred Cubic Feet of water or 748 gallons.

ALL ZONES: Temporary (Hydrant Meter) **\$7.00** per 100 cubic feet (1 unit)

All water rate charges will begin with the first unit used for all types of water service.

MONTHLY BASE RATES

<u>Meter Size</u>	<u>Monthly Minimum</u>
5/8" - 3/4" – 1"	\$10.00
1 1/2"	\$33.30
2"	\$53.30
4"	\$210.00
Each additional dwelling per service	\$5.00
Temporary Meter Service 2 1/2" (Hydrant Meter)	\$82.71
Private Fire Standby: 1.5" to 6"	\$40.91

PASS-THROUGH FOR WHOLESALE WATER RATE INCREASES:

Any increases in the District's wholesale cost of water fees and charges from Casitas Municipal Water District may be passed through on the District's water volume rates. Under no circumstance will the District's water rates exceed the cost of service.

Ventura River Water District
 Rules and Regulations

PURCHASED WATER SURCHARGE POLICY

When supplemental Lake Casitas water is purchased by VRWD in an amount that exceeds 1,000 hundred cubic feet (hcf) in any monthly billing period, a Purchased Water Surcharge (PWS) is billed to customers. The PWS will only be charged to customers served well water and will be charged as follows: The PWS will be assigned to upper Tiers in Single Family Residential and Commercial accounts beginning with the usage in Tier 4 and then proceeding down to the lower Tiers until the quantity of water in the Tiers is greater than the quantity of water purchased. See the example below. The additional laboratory testing costs associated with using the Casitas water will be included in the PWS. The use of purchased water lowers electricity and disinfection costs so these saved expenses will be deducted from the PWS each month.

Purchased Water Surcharge Application Example

Quantity of Water Purchased:	10,000 Units
Casitas Cost Per Unit:	\$1.64
Credit: Electricity & Disinfection:	<u>-\$0.13</u>
Cost per unit:	\$1.51
 Total Cost:	 \$15,100

Cost Class	Usage		Purchased Water Surcharge Allocation		PWS Allocation per unit	Total PWS Charge
Tier 1	5,000	Units	0	Units	\$0	\$0
Tier 2	8,000	Units	0	Units	\$0	\$0
Tier 3	8,000	Units	2,000	Units	\$0.38	\$3,020
Tier 4	8,000	Units	8,000	Units	\$1.51	\$12,080
	29,000 Units		10,000 Units			\$15,100

USAGE FLUCTUATION ADJUSTMENTS

Because the revenue generated by water sales is sensitive to decreases in water usage because of drought conservation and the District is mandated by the State to maintain the revenues of the District to be revenue neutral, the Board shall have the authority to add to the Single Family Tiers 1 through 4 a percentage increase equal to 0.87% of the percentage drop in usage for drops in usage greater than 3% to maintain revenue levels. For example: if there is a 3% drop in usage, the Single Family water volume rates may be increased by 2.61%. Such increase may be implemented after a 30 day written notice to the customers. Under no circumstance will the District's water rates exceed the cost of service.



Indoors

Free and Easy Ideas

Toilets

- Toilets use 27% of U.S. average indoor household water. Don't use toilets as waste baskets or ash trays.
- Clothes washers consume 22% of indoor water. Wash only full loads of laundry. Every time you run a washer you use 20 to 40 gallons, depending on the model.
- Teach children to change into play clothes after school so that school clothes can be worn more than once before washing.

Showers

- Showers use 17% of indoor water. Take shorter showers, five minutes or less.
- Turn shower water off except to wet before soaping, then again for rinsing.
- Keep the rate of flow down when you shower.
- Cut down on bathtub use or fill the tub to a lower level.
- Capture the initial cold water in a bucket to water potted plants. Turn it all the way to hot until you get the temperature you want to decrease the wait.

Faucets

- Faucets use 16% of indoor water. Only run water when actually using it.
- Turning off the tap while brushing your teeth or shaving can save more than 200 gallons of water per month.
- Rinse your razor in a partially filled sink instead of running the water.
- Teach children to turn water faucets off quickly and tightly after each use.
- Don't leave the faucet running while you rinse or wash dishes.
- Keep a water bottle in the refrigerator instead of running tap water until cold.
- Scrape food from dishes first then rinse only as much as needed. Rinsing in a second sink or tub uses less water than rinsing under a faucet.
- Limit use of the garbage disposal. Save food scraps to run the garbage disposal only once, or save more water by composting.

Water Conservation Checklist

- Operate the dishwasher only when it is fully loaded. Every time you run your dishwasher you use between about 9 and 25 gallons depending on the model.
- Capture and use otherwise wasted water (waiting for water to warm or cool, vegetable or dish water). Soapy water is generally OK for watering plants as long as there is no bleach or borax.

A bit of effort and expense

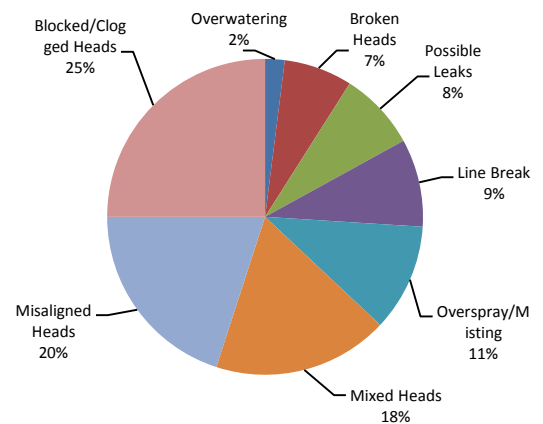
- Leaks consume 14% of U.S. average indoor water use. Check/repair toilet leaks, which can waste as much as 200 gallons a day. Put food coloring in the tank and wait. If color shows in the bowl you have a leak. Adjust or replace the flapper. If you hear the toilet running but color didn't appear in the bowl, adjust the float arm to below the overflow line. Otherwise, call a plumber.
- Check/Repair faucet and pipe leaks. You can check your entire system by turning everything off and seeing if the water meter still shows flow.
- Install low-flow shower heads and faucet flow restrictors (aerators). You can purchase quality, low-flow fixtures for around \$10 to \$20 apiece and achieve water savings of 25%–60%.
- Replace older 4-6 gallon per flush toilets or even 1.6 gpf versions with 1.28 gallon per flush High Efficiency Toilets.
- Install a circulating hot water system with a timer.
- Replace traditional clothes washers using 27-54 gallons per load with new, energy- and water-conserving high-efficiency washing machines that use less than 27 gallons per load.
- Insulate hot water pipes. Running the "hot" line to clear cool water is wasteful.

***Spending now may
save money in the
long run***

Outdoors

- Water your lawn only when needed, 1 day a week at most. If you step on your lawn and the grass springs back, it does not need to be watered.
- Water early in the morning when temperatures and winds at their lowest levels to reduce evaporation. The Ventura River Water District Board instituted a prohibition for landscape watering between 9AM and 6PM beginning August 12, 2009 that is still in effect.
- Turn off your sprinklers when it rains. Rain sensors and shutoff switches are inexpensive and can be retrofitted to almost any system.
- See the indoor water conservation checklist for ways to capture otherwise wasted water to use for watering potted plants.
- Don't water the gutter. Runoff is wasteful and can carry pollutants to creeks.
- VRWD studies found that 69% of district water is used for irrigation and that irrigation inefficiencies accounted for more runoff than overwatering. See the chart and check your irrigation monthly for:
 - Spray heads blocked by plant growth or clogged with debris
 - Poorly aimed nozzles/misaligned and tilted heads/incorrect arc (adjust at head)
 - Mixed heads (each station should only have one kind of head)
 - Overspray (adjust flow through the valve, use different nozzles, or adjust the flow control screw on the nozzle itself)
 - Broken heads (water leaks from the seal around the pop-up stem), broken parts (some expense)
- Other things to check for: heads that weep even when off (a faulty valve or the lack of check valves), sunken heads in a lawn (may need taller risers or turf may need dethatching – some expense)
- Reset your irrigation timers four times a year as the seasons change. VRWD customers tend to overwater each fall by 25% or more because they don't readjust at the end of September when solar radiation is already halfway to winter lows or use a weather intelligent controller.
- Use trigger nozzle on hoses so water won't run except when you intend it to.
- Teach your children that hoses and sprinklers are not toys. Restrict or eliminate use of hose-end water toys.
- Use a broom to clean driveways and other landscape. The Ventura River Water District Board discourages hosing down hardscape, except where a public health or safety issue exists.

- Schedule each individual zone in your irrigation system to account for the type of plant material, sprinkler, sun exposure, and soil type for the specific area.
- Remove dying plants and weeds that compete for available water.
- Maintain sharp blades on pruning shears and lawn mowers to reduce plant water loss.
- Aerate lawns and top-dress with compost periodically to decrease compaction and improve penetration of water, air and nutrients into root zone. You can tell your lawn needs aeration when water puddles or runs off after only a few minutes of watering.
- Avoid installing water features. Even recycled water evaporates.



- Mulch flower garden areas as well as tree and shrub bases.
- Avoid planting turf or installing spray irrigation in areas that are difficult to water without runoff such as in isolated strips along sidewalks and driveways and on slopes.
- At least once a year, confirm that all irrigation systems are distributing water uniformly and inspect, repair and/or adjust subsurface or drip watering systems.
- Immediately shut off irrigation system(s) and adjust whenever irrigation water falls or runs onto hard surfaces such as sidewalks, streets or driveways.
- Repair all water leaks as soon as detected, including hose couplings.
- When buying plants, select those that have low water requirements.