

There's one thing we can all say is true—everyone deserves access to clean water. Apple Valley Heights County Water District has taken on the responsibility of providing clean drinking water and to uphold public health standards. Unfortunately, there's always a tradeoff: We must invest in a variety of new technologies and infrastructure to ensure they are up to date with current drinking water standards. To do so, we rely on customer revenues, which can raise another problem—affordability.

There is no one-size-fits-all approach to using rate structures, but there are some general principles when developing such rate structures:

1. The rate level itself matters more than the rate structure.

Prices that were artificially kept low and ignored key components of cost, (such as deferred maintenance) sent inaccurate and shortsighted price signals to our customers. AVHCWD now balances revenue and expenditure balance in setting water rates. While different rate structures target specific types of water use, the overall price level is influential on demand.

2. Utility methods matter.

Rate setting begin with accurate demand projections that take into consideration the impact of pricing on consumption. Projections for revenue and demand are reviewed annually and will be adjusted to match current budget needs.

3. Rate awareness matters.

Pricing levels and water use by customers assist us in using pricing to achieve strategic objectives, such as conservation and revenue stability.

Many utilities face financial challenges such as declining water sales due to reduced demand and conservation measures, the price of electricity, and environmental and health regulations. Some utilities wait longer than they should between rate increases, a decision that may preserve short-term fiscal health, but can be costly in the long term.

AVHCWD new rate structure and water rates took effect in October 2016. The average monthly water bill for a household using 50-100 gallons per person per day rose nearly fifteen percent. Rising water rates are the result of necessary financing to replace aging pipelines and future improvements. Major national events involving water quality, such as the water crisis in Flint, Michigan and the D.C. Water Crisis, show the serious health threats that aging infrastructure can have. With any rate increase, the ability of customers with low income (sometimes on fixed income) to pay their bills in full and on time is a crucial consideration. Establishing an equitable rate structure benefits not only these ratepayers, but also the utility, which can now more confidently project revenues.



Assistance for Customers

Although most bills do get paid, significant delays and service disconnection often occur. The time spent collecting these bills cost all of us. While paying late is a chronic problem for some customers, others find themselves in difficulty for the first time and merely need a little one-time assistance. Apple Valley Heights County Water District is here to assist. Our office will work with you on a plan to pay the balance of your bill over time.

Customer Payment Arrangements

Policy #3037 Please contact our office immediately if you cannot pay your water bill by the due date. It is important to call us before the 15th. to avoid late fees and collection activities. We will work with you on a plan to pay the balance of your bill over time.

These payment arrangements may require you to:

- Pay past due water usage
- Pay the rest of the bill, including any applicable late payment charge, per an agreed upon schedule, not to exceed 4 months
- Pay all future bills as they become due
- Only customers who have not broken similar agreements in the past twelve months are eligible to make these payment arrangements



Office Hours

M-Th: 9:00 am – 3:00 pm

Friday by Appt., Holidays

Office (760) 247-7330

24-Hour Phone: (760) 524-2037

Website: www.applevalleyheightscountywaterdistrict.com

Email: avhcwd@yahoo.com

GM Email: danavhcwd@yahoo.com