

# IMPORTANT INFORMATION REGARDING YOUR BILL



## CHANGES TO THE BILLING - EFFECTIVE JULY 2024

On Thursday, July 21, 2022, at the regularly scheduled Board of Director's meeting, the Board held a Public Hearing pursuant to Prop. 218 for discussion on a proposed rate increase. Upon completion of the Public Hearing, the Board of Directors unanimously passed a nominal rate increase to water and sewage services to begin with the July 2024 billing, July 2025 billing, and end with a 3rd increase in July 2026. These rate increases will provide the necessary revenue to operate and maintain the services of the District as well as provide for much needed repairs and replacements to the equipment and infrastructure of the District. A study was conducted of the neighboring Districts indicating Arrowbear Park County Water District still has the lowest rates on the mountain.

### **Please note the following changes to your July 2024 bill:**

Base water rate – \$36.91/month                      Base Sewage Rate - \$47.27/month per EDU  
\$0.04 per cubic foot. (1 cubic foot = 7 ½ gallons)

Bills are due the 22<sup>nd</sup> of each month to avoid paying late fees.

If you notice water leaking from a property, or anywhere in the District, please contact the office (909) 867-2704, Monday – Friday, 8:00 AM to Noon and 1:00 PM to 5:00 PM. After-hours emergencies should be brought to the attention of the on-call technician by calling (909) 255-4324.

### **PLEASE REMEMBER THESE IMPORTANT DISTRICT POLICIES:**

- **All homes are required to have their own shut-off valves** (stop and waste) to allow the homeowner to shut off water to their property in the event of an emergency, leak, plumbing repairs, etc. Homes are also required to have pressure regulating and pressure relieve valves to prevent damage due to high pressure.
- District policy prohibits anyone other than District personnel to use the shut-off valve located in the meter box! **Tampering with District property is a misdemeanor.**
- Meters are read on or about the 19<sup>th</sup> of the month. All customers *MUST* keep the water meter box accessible and clear of all debris and vehicles for meter reading and emergency purposes. Meters are read during the winter months *ONLY* when weather permits, otherwise the bills will be estimated and adjustments made when weather permits and meters are actually read.
- District policy prohibits knowingly wasting water. Customers are responsible for all water that flows through the meter. Current conservation stages are posted on signs throughout the District and in the quarterly Waterline Newsletter.
- **All connections to the District's water and sewer systems (improved properties) are responsible for the base monthly charges regardless of usage or occupancy.**

These policies have been reviewed by the District's Legal Counsel and approved by the District's Board of Directors. If you would like to address the Board, Regular Board Meetings are held the third Thursday of the month at 6:00 pm and a time is reserved for public comment. Current approved Board Meeting minutes and agendas as well as other helpful District information are available on the District website, [arrowbearwater.org](http://arrowbearwater.org). Our friendly District Staff is also available to assist you, please feel free to call (909) 867-2704, or stop by the District office. Office hours are Monday – Friday 8:00 AM – Noon and 1:00 PM – 5:00 PM.