



RURAL NORTH VACAVILLE WATER DISTRICT

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NEWSLETTER

DECEMBER 2011

ISSUE 25

RNVWD IS MAKING TWO MAJOR CHANGES THAT WILL AFFECT YOU FINANCIALLY!

NEW BILLING PROCEDURES

First, in an effort to both better serve you, our users, and to save the District money we are changing our billing agents. Beginning in January 2012 California Water Service Company (CWSC) will no longer be reading our water meters or sending out our monthly statements. CWSC has been our billing agent since our District was formed. Our small size and rural location are not cost effective for them. Also, their San Jose billing center is not conducive to good customer service. We are certain that by separating from CWSC billing we can both save considerably on costs and also resolve questions and billing problems faster and offer better service to our users. CWSC will continue to manage the day to day operation of wells, tanks and pumps, but in January we will be mailing the monthly statements and collecting water payments.

The Cal Water billing program works very well for their large, multi-district, state wide billing system. But their billing system is far too complex for our Districts' needs. The changeover will not be an easy one. It will require some extra effort on your part as well as a great deal of work on ours. Beginning in January 2012 we will be sending a basic billing statement to every property owner. That statement will inform you as to how to pay your monthly water bill. We ask that you do not send your payment to Cal Water beginning in January 2012. Because we are establishing the new billing system, we have to ask you to make your water service payments directly to us by regular US mail for the January payment. Payments for each account through direct deposit, automatic withdrawal and on-line banking will have to be reestablished through our new accounting system. The January bill will include a customer information form, which we ask you to fill out. The form will include your payment preference. We'll also ask you to provide essential information such as your phone number and e-mail address for easier communication with you.

The meter reading and billing in January should match the same time schedule Cal Water is now using. So we expect that your January 2012 billing statement will arrive at the same time your current water bill is arriving at your home. With your help, this switch will be quick, easy and will provide you with better service. Watch for more detailed instructions in your January 2012 statement.

The RNVWD billing address is as follows:

RNVWD
P.O. Box 5097
Vacaville, CA 95696-5097

YOU OWN WHAT'S UNDER THAT GREEN BAG

Secondly, we are instituting new procedures concerning the maintenance and testing of the back flow preventer valves. Those back flow valves which are covered by a green insulated bag are required by the state of California. Their purpose is to prevent potentially contaminated water from entering the water system should a negative pressure situation occur in the District water main.

These back flow preventer valves must be tested annually, as required by the State of California. In the past, Cal Water performed the required annual testing as part of their contract. With the new contract we recently signed with CWS, that service ended. Henceforth, the approximate \$40.00 annual test cost must be paid from a new source.

Rural North Vacaville Water District (RNVWD) operates and maintains our water system up to, and including, the water meter on your property. Everything from the meter to your house belongs to you and is your responsibility. Therefore, the annual cost to test these devices will be billed to you. Because RNVWD can get the lowest price for testing all of our back flow devices under one contract, we will continue to schedule, test, and fill out the required state paperwork. Our goal continues to be to keep your water costs as low as possible.

Now that you have a new appreciation for that green bag, and the back flow preventer valve it covers, we offer the following suggestions. These valves are easily damaged because they are above ground and plumbed with soft copper pipe. Being struck with vehicles and tractors is not uncommon. Keeping weeds cut back from around these valves make them easier to see. Freezing is also a problem. Insulating the pipes with foam wrap from a local hardware store can save an expensive repair bill. There is also a much improved cover which you can purchase for approximately \$100.00. Repair or replacement of these devices is expensive. Protect YOUR back flow preventer valves!