



WHAT 'S NEW?

October 1, 2012 **Gordon Stankowski** began serving as our new **General Manager**. Gordon lives in the District and is a water customer. The General Manager is a part-time independent contractor position reporting to all customers and the Board of Directors. Our focus is on customer service, billing, accounting, business planning, maintenance and overall management of the 'day to day' operations of RNVWD. If you have any questions or concerns please contact **Gordon** by email at RNVWDGM@gmail.com or phone **707-447-8420**.

CUSTOMER SERVICE:

Website:

We have begun to update our website monthly. Please check out our site for more information on many important water district functions. www.RNVWD.com

Email:

To provide better communication and customer service please send us your email address and current phone number. You may provide this information with your payment, call it in, email it to us or **go on the website** and use the form found under the **INFO tab "submit your email"**. **We want to keep costs down** and will start to send the newsletter by email to our online customers.

Water Quality:

Recently we have posted the "**2011 Consumer Confidence Report (CCR)**" on our web site under **Documents tab**. If you have any questions about water quality please read this report. If you do not use a computer, please call and ask for a copy to be sent to you. The 2012 CCR will be available this spring.

Bill Paying:

Our Auto-Payment Service is up and running if you would like to sign up for automatic payments from a bank account. **We are currently developing a website link to take payments from credit cards**. We are unable to take payments over the phone. Our goal is to improve our invoicing and billing methods and get each customer accurate and up to date.

Repair and Maintenance:

Our water system is now over ten years old. The meter reading electronic radio transmitters (ERTs) need to be replaced to ensure accurate monthly meter readings and customer usage billings. As preventative maintenance Trites Backflow Services, our meter reading company, will be replacing the originally installed ERTs during this year.

Water Conservation:

Smartlee is a new **web based water monitoring device** that connects with your home internet service. This allows for you to monitor water use daily by the hour, weekly, monthly, yearly. This set up may be helpful to **customers that have high water consumption in the summer months and to avoid the higher tier rates**. There is also an App consumers can have for their smart phones that allows you to monitor your daily water usage on the go. If you are interested please contact the GM for pricing and set up information.

Upcoming Monthly Board Meeting Agenda Items:**Review of Proposed Budget for Fiscal Year 2013/2014 and Revisions to the District Rules and Regulations**

RNVWD Board of Director meetings are held at 7:00 p.m.
The second Tuesday of every month
Vacaville Fire Protection District, Fire Station #67
4135 Cantelow Road
Vacaville, CA

All water district customers are welcome to attend.

REMINDER:

Conservation is a goal and mission of our District. We were formed to provide quality drinking water for domestic household use. Our billing rates are structured to encourage this domestic use. Landscape, farming, and livestock were not the intended use of this system.