

## ABOUT YOUR WATER BILL

### BILLING AND PAYMENT

Your bill reflects one month of water, recycled water and sewer service, unless otherwise indicated by the Service Period. The bill is due and payable in full upon presentation. You, the customer, are responsible for ensuring that payments reach the El Toro Water District office on or before the due date. If the bill is not paid in full by the due date, service may be discontinued.

### 48-HOUR NOTICE

Before service is discontinued for nonpayment, a 48-Hour Notice will be placed at the service address to notify you that water service will be discontinued after 48 hours. When this notice is dispatched, a notification fee of \$15 is added to your account. If you receive two such notices within any 12 month period, you must place a deposit of up to \$50 before service will be re-established or continued. If you are unable to pay a delinquent bill in full, you may request amortization of the unpaid balance. You also may request amortization if a physician certifies that discontinuation of service would result in a life-threatening situation.

### SERVICE RESTORATION CHARGES

If service is discontinued for nonpayment, it will not be restored until all charges – including the notification fee, the deposit, and a restoration charge – have been paid. The restoration charge will be \$20 if service is restored during normal working hours and \$30 if service is restored after normal working hours, on a holiday or over a weekend.

### DISPUTED BILL

Customers who have questions about their bill should request an explanation from the District's Customer Service office (949.837.0660) within five days of receiving the bill. If not satisfied with this explanation, the customer should request additional management review. If still not satisfied, send a written statement of the disputed facts to the General Manager. The General Manager will review the statement and inform you of his findings, which are final.

### RETURNED CHECK CHARGE

The District will charge a service fee for any check (including automatic payments) returned unpaid by a bank, regardless of the reason. The fee is \$15 for returned checks and \$20 for returned automatic payments.

### VARIANCE/ADJUSTMENT REQUEST

You may request an adjustment or variance to your water budget for special circumstances such as: additional people living in the home, medical needs, or changes in landscape area. To request a variance, please complete a Variance/Adjustment Request Form, which is available at the District office or on the District's website, [www.etwd.com](http://www.etwd.com).

## EXPLANATION OF TERMS USED ON THE BILL

**CCF** – Customers are billed in units called "ccf," the abbreviation for "100 cubic feet" of water. 1 ccf = 748 gallons.

**WATER BUDGET-BASED TIERED CONSERVATION RATE STRUCTURE** – Residential and potable irrigation water consumption is priced in four tiers, based on your efficiency. A detailed breakdown appears in the center of your bill under This Month's Charges:

- **TIER 1 – INDOOR-EFFICIENT** – Tier 1 covers indoor water use. Each household is assigned a water budget (in ccf) based on Occupancy -- the assumed total number of full-time residents. The household is allotted 55 gallons of water per person per day. The Occupancy number used to calculate your water budget is printed in the top right corner of the bill under Account Information. Tier 1 water is billed at the lowest price, as this water is used indoors to meet basic health and safety needs.
- **TIER 2 – OUTDOOR-EFFICIENT** – Tier 2 provides a budget for water use outside the home for landscape irrigation. Your budgeted amount (in ccf) is based on your landscape irrigation area and weather data. The Irrigation Area (in square feet) used to calculate your water budget is printed in the top right corner of the bill under Account Information. Tier 2 water is billed at the second-lowest price.
- **TIER 3 – INEFFICIENT** – If you use more water than the total of your Tier 1 and Tier 2 budgets, that additional water will be deemed "inefficient," and billed at a higher Tier 3 rate. Tier 3 water consumption is usage between 100% and 130% of your combined Tier 1 and 2 water budgets.
- **TIER 4 – EXCESSIVE** – Any water consumption in excess of Tier 3 is deemed "excessive." It is billed at the highest rate.
- **DROUGHT PENALTY** – In accordance with the Water Conservation & Water Supply Shortage Ordinance, subject to Board approval, the District may impose a Drought Penalty on inefficient (Tier 3) and Excessive (Tier 4) use, to further encourage conservation in times of water shortage emergencies. The Drought Penalty is deemed an Administrative Penalty as authorized by California Government Code Section 53069.4. When in effect, it appears as a line item under This Month's Charges.

**UNIFORM WATER USAGE CHARGE** – Commercial, Institutional and Industrial ("CII") and Recycled water customers are charged a uniform rate for water usage.

**ET FACTOR** – ET (Evapotranspiration) is the term used to describe the loss of water to the atmosphere by the combined processes of evaporation (from soil and plant surfaces) and transpiration (from plant tissues). ET is measured in inches of water lost. It is a factor used in calculating your Tier 2 (Outdoor-Efficient) water budget. The ET Factor used in calculation the monthly bill appears in the top right corner of the bill under Account Information.

**VARIANCE** – The Variance line item, in the top right corner of the bill under Account Information, is used when a customer needs additional water because of a special circumstance. The number, in ccf, represents permanent or temporary water included in this month's Tier 1 and/or Tier 2 budgets.

**IRRIGATION TYPE** – For dedicated irrigation customers, Irrigation Type defines whether irrigation is for functional or recreational landscape.

**DROUGHT FACTOR** – Factors such as drought, climate change, environmental concerns, government policy changes, and pumping restrictions can sometimes limit the supply of water in our region. In those cases, it sometimes will be necessary to tighten our customers' water allocations to ensure a reliable supply of water to meet current and future needs. These tighter allocations will be achieved through the use of a Drought Factor, which is a component of the District's Water Budget-Based Tiered Conservation Rate Structure. If necessary, a Drought Penalty (described above) also may be charged. The Drought Factor, when applied, has the effect of reducing Tier 1 and/or Tier 2 water budgets for each residential and irrigation customer. (For example, a 50% Drought Factor would cut your water budget to half of what it would be in normal times.) The Indoor Drought Factor and Outdoor Drought Factor used in calculating your Tier 1 & 2 Efficient water budgets are printed in the top right corner of the bill under Account Information.

**FIXED CHARGES** – Below your water usage charge you will find these fixed charges:

- **WATER/RECYCLED WATER OPERATIONS & MAINTENANCE CHARGE** – This includes all other costs related to the operation and maintenance of water storage, treatment, and delivery facilities, including administrative costs. It is a fixed monthly charge based on meter size.
- **CAPITAL REPLACEMENT & REFURBISHMENT CHARGE: WATER/RECYCLED WATER** – This includes all costs associated with the ongoing replacement and refurbishment of water storage, treatment, and delivery facilities. It is a fixed monthly charge based on meter size.
- **SEWER OPERATIONS & MAINTENANCE CHARGE** – This includes all costs related to the operation and maintenance of sewer collection, treatment, and disposal facilities, including administrative costs. For residential customers, it is a fixed monthly charge based on dwelling units. For commercial customers, it is a variable charge based on water consumption.
- **CAPITAL REPLACEMENT & REFURBISHMENT CHARGE: SEWER** – This includes all costs associated with the ongoing replacement and refurbishment of sewer collection, treatment, and disposal facilities. It is a fixed monthly charge based on equivalent dwelling units.