

Grizzly Flats Community Services District  
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## Grizzly Flats CSD Newsletter July 2019



*The mission of the Grizzly Flats Community Services District is to maintain the highest ethical standards for its Board members and employees while providing quality water in a fiscally responsible manner for the community of Grizzly Flats.*

### **Annual Consumer Confidence Report**

**THIS NOTICE CONTAINS INSTRUCTIONS FOR YOU TO OBTAIN IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER.**

***Este reporte contiene las instrucciones más recientes para obtener información importante sobre su agua potable. Traducir, o hablar con alguien que lo entienda.***

The Consumer Confidence Report (CCR) is an annual water quality report issued by Grizzly Flats Community Services District as required by the Safe Drinking Water Act (SDWA). The purpose of the CCR is to inform you of the quality of your drinking water. In previous years, GFCSD has mailed its customers a printed copy of the CCR. State Water Resources Control Board has expanded its interpretation of the SDWA to allow for electronic delivery of the report. This allows GFCSD to reduce paper consumption and minimize printing costs.

**To VIEW YOUR 2018 CONSUMER CONFIDENCE REPORT, PLEASE VISIT THE FOLLOWING URL:**

[http://grizzlyflatscsd.com/wp-content/uploads/2011/12/2018\\_Consumer\\_Confidence\\_Report1.pdf](http://grizzlyflatscsd.com/wp-content/uploads/2011/12/2018_Consumer_Confidence_Report1.pdf)

If you would prefer a printed copy, call our office at (530) 622-9626 or email us at [gfwater@sbcglobal.net](mailto:gfwater@sbcglobal.net).

### **Join GFCSD on Facebook!**

Did you know that the Grizzly Flats Community Services District is now on Facebook? Keeping up on District activities and information is now easier than ever! Click on the following link, or search for “Grizzly Flats Community Services District” to like and follow our page: <https://www.facebook.com/Grizzly-Flats-Community-Services-District-289164634950282>

### **Volunteer Opportunity – Meter Reading**

We are looking for volunteers who can help read water meters! We provide training and a fancy volunteer t-shirt! A route usually takes about 2-3 hours to read and must be completed between the 18<sup>th</sup> and 22<sup>nd</sup> of each month. Contact us for more details!

### **2019/2020 Budget Process**

The proposed budget is available on our website at the following link: [http://grizzlyflatscsd.com/?page\\_id=2](http://grizzlyflatscsd.com/?page_id=2) or at the District office during normal business hours; Monday – Friday, from 9:00 am to 2:00 pm. The GFCSD Board of Directors will review the budget at a special meeting scheduled for Wednesday, July 3, 2019, at 6:30 pm at the District office. The public is welcome to attend and be heard regarding any item in the budget. The final budget is expected to be approved by the Board during their regular meeting scheduled for July 11, 2019.

## Scheduled Rate Increase

As a reminder, customers will see the water rates change next month (water statements dated July 31, 2019). In 2016, GFCSD performed a Water Rate Study and adopted a 5 Year Rate Structure that gradually increased the rates over time. The Water Rate Study, Prop 218 notice, and a list of Frequently Asked Questions (FAQs) can be found on our website, under the “Customer Info” tab for anyone looking for more information. ([http://grizzlyflatscsd.com/?page\\_id=10](http://grizzlyflatscsd.com/?page_id=10))

The basic rate will be **\$66.41** and the volumetric charge will be **\$1.19 per hundred cubic feet**.

## Adopted 5 Year Rate Structure

	Prior to 2016	2016/17	2017/18	2018/19	2019/20	2020/21
Monthly Base Rate	60.37	59.30	61.58	63.95	66.41	68.97
Volumetric Rate (per hcf)		1.15	1.16	1.17	1.19	1.20

\*hcf = One hundred cubic foot = 748 gallons

The Board of Directors and Budget & Finance Committee will review the District’s financial position during the budget process to verify that the scheduled rate increase is needed, but we don’t anticipate any changes to the adopted rate structure.

## New Customer Web Portal

In December 2018, we launched a “Customer Web Portal” feature within our billing system. This online portal allows customers to perform a variety of services for their water account such as verifying current account balances, making payments, viewing recent payment history and usage, connecting with customer service, updating contact information and submitting service orders. Customers can also process payments directly through the portal for a convenience fee of \$2.50 or 2.5% per transaction, whichever is greater.

Currently, the CWP portal operates via File Transfer Protocol (FTP) which is a standard network protocol used for the transfer of computer files between a client and server on a computer network. This method limits the software functionality, and slows down processes. The software provider recommended that the District purchase and install a micro-server so that the portal’s connection would be faster and allow full functionality. If the equipment purchase is approved by the GFCSD Board of Directors, portal improvements would include access to view water statements online, ability to enroll in Auto-Pay, and capability to view more than three previous billing periods.

## Customer Contact Information

Do we have your phone number? Customer information changes but we need your help to keep your account up-to-date. We call customers for a number of reasons including interruptions in water service, line repairs in your area, unusually high usage or leaks at your property, payment issues and more. It’s important that we are able to reach you when necessary. If your contact information (home or cell phone numbers, email addresses or mailing address) has changed recently, please give our office a call at (530) 622-9626 or email us at [gfwater@sbcglobal.net](mailto:gfwater@sbcglobal.net) so we can update your account.

### \*\*\*\*\* *Upcoming Community Events* \*\*\*\*\*

- Grizzly Flats Community Church, 5061 Sciaroni Road – Vacation Bible School (VBS) 2019 – The Incredible Race – For kids age Pre-K to 7<sup>th</sup> grade, 9:00 AM-12:00 PM, July 8<sup>th</sup>-12<sup>th</sup>. Contact the church with any questions.
- Grizzly Flats Fire Safe Council – meeting at 9:30 AM on July 13<sup>th</sup> at the Grizzly Flats Community Church.