

## Grizzly Flats CSD Newsletter May 2020



### 2020/2021 BUDGET PROCESS

The District's annual budget process will begin in May. The Budget and Finance Committee will meet this month to develop a proposed budget based on last year's spending and staff's estimates of future expenses. The proposed budget will be available on our website on June 9, 2020 (after 3:00 PM). It will be discussed by the GFCSD Board of Directors during their regular meeting, scheduled for Thursday, June 11, 2020, at 6:30 PM. The public is welcome to attend the meeting and provide comments. A final budget is expected to be approved by the Board in July.

### SCHEDULED RATE INCREASE

As a reminder, customers will see their water rates change in August (the water statement dated July 31, 2020.) 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))

### 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 still needed to maintain operations. The average household will see a monthly increase of about \$3.00, depending on your water usage.

### GFCSD OFFICE STILL CLOSED TO THE PUBLIC

Due to concerns related to the COVID-19 pandemic, our office and facilities remain closed to the public. Payments may be made online, by mail or dropped off in our payment drop box.

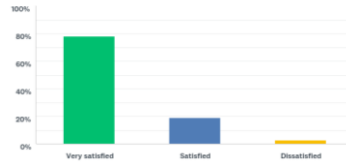
We are available to assist customers by phone at (530) 622-9626 or by email ([gfwater@sbcglobal.net](mailto:gfwater@sbcglobal.net)) during our normal business hours (Monday – Friday, 9:00 AM to 2:00 PM.)

# GFCSD CUSTOMER SURVEY RESPONSES

On March 24, 2020, we sent out a survey to 423 customers who had email addresses on file with the District, and received 193 (32%) responses. The full results (including customer comments) are listed on our website at [www.grizzlyflatscsd.com](http://www.grizzlyflatscsd.com). Here is a brief summary of those results:

## 1. Based on your experience, how satisfied are you with the water service provided to you by the Grizzly Flats Community Services District?

- Very satisfied (150, 78.13%)
- Satisfied (37, 19.27%)
- Dissatisfied (5, 2.6%)



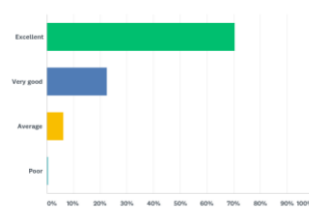
## 2. If you have contacted the District office, are phone calls, emails, and messages answered promptly and professionally?

- Very satisfied (140, 72.54%)
- Satisfied (24, 12.44%)
- Dissatisfied
- Have not contacted (29, 15.03%)



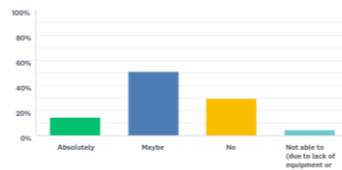
## 3. Compared to other utilities' field responses (PG&E, AT&T, gas, etc.) how would you rate our District's response level?

- Excellent (134, 70.53%)
- Very good (43, 22.63%)
- Average (12, 6.32%)
- Poor (1, 0.53%)



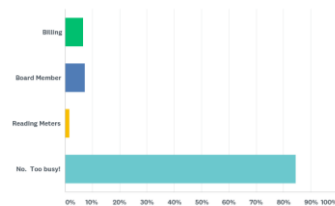
## 4. If a live stream broadcast of our regular board meetings were available, would you watch and/or participate in them? Board meetings take place the second Thursday of the month, starting at 6:30 PM.

- Absolutely (28, 14.58%)
- Maybe (98, 51.04%)
- No (57, 29.69%)
- Not able to (due to lack of equipment or internet) (9, 4.69%)



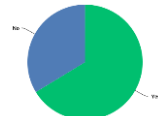
## 5. Would you be interested in volunteering for any of the following District activities?

- Billing (12, 6.67%)
- Board Member (13, 7.22%)
- Reading Meters (3, 1.67%)
- No. Too busy! (152, 84.44%)



## 6. If we were to schedule an Open House on a Saturday and offer tours of our facility, would you attend?

- Yes (124, 66.31%)
- No (63, 33.69%)



## 7. Please indicate your preferred method to receive information from the District.

- Newsletter (sent with your monthly water bill) (95, 49.48%)
- Facebook (12, 6.25%)
- GFCSD website (15, 7.81%)
- Direct e-mail (119, 61.98%)
- Other (1, 0.52%)

