

RESOURCE

MANAGING COMMUNITY RESOURCES FOR THE FUTURE



Community Water Forum and Urban Water Management Plan Update

WHEN:

Thursday, April 21
from 6:00 PM - 9:00 PM

WHERE:

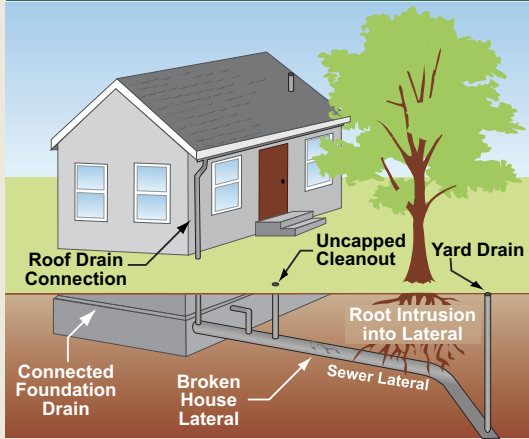
Ludwick Community
Center (864 Santa Rosa)

As we move closer to the summer months and water demand increases, the City will be hosting a Community Water Forum focusing on the current drought, the community's efforts to reduce water use and the City's efforts to supplement its water supply. From 6:00-7:00 PM booths will be set up to answer questions about our water sources, conservation tips and tricks, how recycled water is leveraged in a drought and a variety of other water related topics. At 7:00 PM there will be a question and answer session in which community members are asked to participate, ask questions and provide input. The question and answer session will also give community members an opportunity to provide feedback on the City's Urban Water Management Plan and Water Shortage Contingency Plan updates. Please join us on April 21st to make sure your voice is heard.

IN THIS ISSUE:

1. WATER AND SEWER RATES
2. DROUGHT UPDATE
3. DROUGHT REGULATIONS

Illegal Connections to the City's Sewer System



IMPORTANT REMINDER

Roof downspouts, sump pumps, outside drains and foundation or slab drains connected to the sewer can be a major burden during a heavy rain event and can cause sewer overflows into streets, homes and businesses. Please carefully inspect your property to make sure your roof downspouts, yard drains or other sources are not connected to the City's sewer system. If you find any illegal connections, you must properly disconnect them immediately.

COMMON SOURCES OF ILLEGAL INFLOW TO THE CITY'S SEWER SYSTEM

Illegal inflow sources include storm water discharge from roof downspouts, yard and driveway drains, broken/missing sanitary cleanout caps and sump pump connections.

HOW YOU CAN HELP

Carefully inspect your property to make sure you don't have any roof downspouts, yard drains, or other illegal connections to the City's sewer. If you find any illegal connections, you must properly disconnect them immediately.

The City is always available to answer questions and provide more information. If you have questions, please call (805) 781-7215.

July Rate Increases

A two year Water and Sewer rate increase was proposed and adopted by City Council in June 2015. The rate increases support ongoing operations, maintenance and programs to ensure that the water and wastewater treatment and delivery systems meet all federal and state regulations.

RATE INCREASE COVERS COSTS SUCH AS:



WATER

Cost of a multi-source water supply

Ongoing maintenance and operational costs

Debt covenants

Reduced revenue due to indoor and outdoor water conservation



SEWER

State mandated and capacity upgrades to the Water Resource Recovery Facility

Repairs to the wastewater collection system

Ongoing maintenance and operational costs

Reduced revenue due to indoor water conservation

WATER AND SEWER RATES FOR 2015 AND 2016

WATER	CURRENT	JULY 1, 2016
BASE FEE	\$7.63	\$9.98
DROUGHT SURCHARGE	\$0.37	\$0.74
VOLUME CHARGE		
0-8 UNITS	\$6.92	NO CHANGE
TIER 1 DROUGHT SURCHARGE	\$0.98 UNIT	\$1.10 UNIT
9+ UNITS	\$8.65	NO CHANGE
TIER 2 DROUGHT SURCHARGE	\$1.23 UNIT	\$1.37 UNIT
SEWER	CURRENT	JULY 1, 2016
BASE FEE	\$8.32	\$8.57
VOLUME CHARGE	\$9.17 UNIT	\$9.44 UNIT

1 UNIT = 748 GALLONS

Drought Update



On April 1, 2015, Governor Brown issued an Executive Order with a provision for a mandatory 25% statewide reduction in water consumption. Because of the efforts of conservation-minded citizens in San Luis Obispo, the City was assigned an adjusted reduction goal of 12%. This reduction takes into account the fact that the average citizen in San Luis Obispo already uses significantly less water than the average Californian. To date, the community has more than doubled the City's 12% reduction goal, reducing water use by nearly 25%, compared to 2013. Great work everyone!

While the community's water consumption was lower than anticipated, the rains we received from El Niño have been closer to an average rain year and have not significantly impacted local water supply. While it cannot be predicted how much rain we will receive in the coming years, it is important that each of us continue to do our part to conserve water during the drought to help ensure a stable water supply for the future.

Identifying and Repairing Toilet Leaks

Toilet leaks are by far the most common type of household leak, potentially wasting over 8,000 gallons of water per day. Leaking toilets often go unnoticed because they can be silent, and may occur in restrooms that are seldom used. The two main types of toilet leaks are a faulty flapper valve and/or the water level being too high in the tank. An easy way to determine whether your toilet leaks is to add a few drops of food coloring to the tank, wait 15 minutes, then see if any of the color shows up in the toilet bowl.

If you determine you have a leak, we suggest shutting off the toilet at the wall until a repair can be made. Look for a valve near the floor on the left side of the toilet. The Utilities Department assisted customers in identifying over 400 toilet leaks in the community in 2015. If you suspect you have a leak and would like a staff member to inspect toilets on your property, call us at 781-7215. We can also answer questions by phone on how to diagnose leaks and make minor toilet repairs. There are several excellent YouTube videos on the subject that may be helpful.

Announcement

DROUGHT REGULATIONS EXTENDED THROUGH OCTOBER 2016:

Irrigating landscape is permitted only two days per week

EVEN NUMBERED ADDRESSES:
Tuesday and Friday

ODD NUMBERED ADDRESSES:
Monday and Thursday

No irrigating between
7 AM and 7 PM

No potable water can be used to
wash sidewalks or driveways

No runoff onto streets, sidewalks
or driveways is permitted when
irrigating with potable water

No use of hoses without shutoff
nozzles to wash cars

No use of potable water in
decorative water features that do
not recirculate the water

No irrigating outdoors during
or within 48hrs following
measurable rainfall

INFORMATION UPDATE

If it has been a while since you've updated your contact information with the Utilities Department, please take a moment to fill in the fields below. You can mail in with your bill or return to:

UTILITY BILLING | 879 MORRO ST. | SAN LUIS OBISPO 93401

(Or update online slocity.org/contactupdate)

ACCOUNT HOLDER NAME

SERVICE ADDRESS

BILLING ADDRESS (IF DIFFERENT FROM SERVICE ADDRESS)

PHONE

ACCOUNT NUMBER

EMAIL



Utilities Department
 879 Morro Street, San Luis Obispo, CA 93401

PRESORTED
 STANDARD
 U.S. POSTAGE PAID
 CENTRAL COAST
 PRINTING

ECRWSS

Postal Patron

Water Quality in the News

Everyone, including the City of San Luis Obispo is paying close attention to recent news items related to water quality, namely lead in Flint, Michigan and Trichloroethylene (TCE) in local wells. While TCE has been detected in several wells throughout San Luis Obispo County, it has not been detected in the City's drinking water.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing and fixtures. Within the bounds of the City water distribution system, there are no City-owned lead service lines or lead water mains. The City is required to sample and analyze its drinking water to monitor lead and copper levels. This sampling is done from individual homes at various locations throughout the City. The results of the monitoring program show that the City's lead and copper levels are significantly below the regulatory standard.

There are steps property owners can take to address potential risks from lead in water. Lead service lines are typically only present in older homes, but older brass faucets with lead content can also be in newer homes. A licensed plumber can tell if you have a private lead service line. They can also check for lead solders in internal pipes and look for fixtures containing lead. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available at www.epa.gov/lead.

How Do I Report Water Waste?

To report water waste, go to slocity.org/drought and find the tab for "Report Water Waste". You can also leave a message on the Drought Hotline by calling (805) 783-7776.

EMERGENCY NUMBERS

Water & Sewer Problems
 8 AM to 5 PM
 (805) 781-7220

After Hours & Weekends
 (805) 781-7312

 JOIN US ON FACEBOOK



DESIGN BY VERDIN