



Alleghany County Water District

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Customer update November 1, 2024

Service Line Inventory Completed. Earlier this year, the State Water Resources Control Board issued a mandate for all community water systems to complete a Lead Line Service Inventory by October 24, 2024. In 2018 they requested the same thing, but it was for the water system side of things. This year, they wanted to know what was on the customer side. ACWD would like to thank the many customers who answered our questions to help get the survey completed. The survey is a public document and has been posted on our website under "Updates" (top of home page) or the direct link is: <https://www.alleghanywater.org/notices-dbc0ac5> A hard copy may also be requested by contacting the district.

Website change coming soon. All special districts in California are required to have a website as part of the State's Open Meeting Laws (The Brown Act). ACWD's website vendor "Streamline" is awesome in many ways, but the cost of the service has risen drastically over the last few years going from \$300 per year, to about \$500 per year two years ago, to \$960 this year! We were able to find a new vendor that offers similar services for \$499 per year plus a set-up fee. The ACWD Board of directors approved switching to the new vendor at the September board meeting. Our goal is to have the new site up by the end of the year. Customers will be notified when the new site is available. It comes with a notification feature that enables sending emails and/or text messages to customers. Customers will have to sign themselves up for the free service.

Billing Program Change. ACWD has utilized the same billing software for over 15 years. Unfortunately, the cost of the software recently rose dramatically. Beginning in January the cost will go from \$590 per year to \$1,500! ACWD is not able to afford this cost increase. So far, searches for other programs have only turned-up MORE expensive options. We are working on an alternative to having a billing program. We will be using a spreadsheet to enter meter readings and to calculate the bills, combined with our current accounting software to track billings and payments (account balances). The current billing program goes down on December 31, 2024.

Water Billing Schedule Change. Additionally, staff requested board approval for moving the billing cycle to the 15th rather than the 1st of each month. Staff made this request due to schedule difficulties encountered with the timing of bank statements and district reporting requirements. The board granted this request. As a result: **No water bills will be generated in early January for December water usage. In mid-January bills will be generated for December usage plus usage through January 15th.** For usage up to 12,000 gallons (8,000 gallons for December plus 4,000 gallons for half of January) the bill amount will be \$68.25. (\$45.50 for December plus \$22.75 for half of January). Then beginning mid-February, the billing will go back to the normal amount of \$45.50 for up to 8,000 gallons of water usage.

Everyone's patience while we work through the billing changes is appreciated. Please do not hesitate to email or call if you have any questions or concerns. I can be reached at 530-287-3454 or at the email address above. Thank you.

A handwritten signature in black ink, appearing to read "Rae Bell Arbogast".

Rae Bell Arbogast
General Manager