

Proposed Bi-Monthly Water Service Charge and Volume Rates

	Effective		
	July 4, 2012	July 1, 2013	
Bi-Monthly Service Charge (For All Customers)			
Meter Size			
3/4"	\$23.14	\$25.11	
1"	\$35.34	\$38.35	
1 1/2"	\$65.86	\$71.46	
2"	\$102.48	\$111.20	
3"	\$218.43	\$237.00	
4"	\$389.31	\$422.41	
6"	\$798.20	\$866.05	
8"	\$1,469.52	\$1,594.43	
10"	\$2,323.92	\$2,521.46	
12"	\$3,056.26	\$3,316.05	
Bi-Monthly Fireline Charge (For All Customers)			
Meter Size			
1" UBranch	\$5.96	\$6.47	
1"	\$5.96	\$6.47	
1 1/2"	\$5.96	\$6.47	
2"	\$5.96	\$6.47	
3"	\$17.30	\$18.78	
4"	\$36.87	\$40.00	
6"	\$107.09	\$116.20	
8"	\$228.21	\$247.61	
10"	\$410.40	\$445.29	
12"	\$662.91	\$719.26	
Volume Rates (\$ per HCF)*			
Single Family Residential			
Tier 1	0 to 14	\$1.98	\$2.15
Tier 2	15 to 30	\$2.69	\$2.92
Tier 3	30+	\$4.41	\$4.79
Multi-Family Residential			
Tier 1	0 to 10	\$1.98	\$2.15
Tier 2	11 to 16	\$2.69	\$2.92
Tier 3	16+	\$4.41	\$4.79
Non-Residential		\$2.48	\$2.70
Institutional/Interruptible Rate		\$1.98	\$2.15
Reclaimed Water		\$0.64	\$0.68
Untreated Water		\$1.88	\$2.04
Outside City Rates	Add \$0.73/hcf	Add \$0.76/hcf	
*HCF (hundred cubic feet) = 748 gallons			

Proposed Bi-Monthly Wastewater Rates

	Effective	
	July 4, 2012	July 1, 2013
Single Family Residential		
Bi-Monthly Fixed Charge	\$17.65	\$18.35
Bi-Monthly Flow Charge*	\$2.67	\$2.78
Maximum Bill (cap at 30 hcf)	\$97.75	\$101.75
Max Estuary Protection Fund Charge	\$1.96	\$4.07
Multi-Family Residential		
Bi-Monthly Fixed Charge	\$13.06	\$13.58
Bi-Monthly Flow Charge*	\$2.67	\$2.78
Maximum Bill (cap at 24 hcf)	\$77.14	\$80.30
Max Estuary Protection Fund Charge	\$1.54	\$3.21
Commercial		
Bi-Monthly Fixed Charge	\$17.65	\$18.35
Bi-Monthly Flow Charge**		
Group 1	\$3.13	\$3.26
Group 2	\$3.58	\$3.72
Group 3	\$4.61	\$4.80
Group 4	\$5.61	\$5.84
Group 5	\$5.12	\$5.33
Group 6	\$1.08	\$1.13
Churches	\$2.33	\$2.43
Schools (100 ADA)	\$128.17	\$133.25
Industrial (Billed Monthly)		
Flow (MG)	\$3,689.47	\$3,835.63
COD (klbs)	\$153.01	\$159.08
SS (klbs)	\$283.68	\$294.92
Estuary Protection Fund Charge	2% of bill	4% of bill
*Per HCF charge, based on average winter usage for 2 full billing cycles for bills received February through May		
** Based on actual water usage per HCF		

How will charges be calculated?

If adopted by the City Council, the new rates will be prorated based on the number of days after July 4, 2012 in your 60-day billing cycle. For example, bills mailed around July 25 (usage from approximately May 21 – July 18) will contain about 14 days at the new rates. Since 14 days divided by 60 days is 23%, the proration will reflect the new rates for 23% of the bill. The same process will be used if the approved rates are increased on July 1, 2013.

How will money from the rate increase be spent?

Improve water quality, system reliability, and fire flow pressure

- Replace approximately 30,000 feet of 60 to 100 year-old water pipes
- Increase water circulation for six storage tanks
- Rehabilitate pump station

Improve water supply for customers

- Replace two groundwater wells
- Increase emergency power capacity

Protect the environment

- Replace approximately 15,000 feet of deteriorating collection pipes to prevent damaging overflows
- Additional studies for water reuse planning to protect the Santa Clara River Estuary

Improve operations and service to customers

- Implement maintenance management system to improve customer services
- Perform risk assessments to prevent disruptions by proactive planning
- Cover increases in electrical fees, supplies, and water charges from other agencies

How will the proposed rates affect me?

Two-year rate increases and adjustments are proposed to be effective on July 4, 2012 and July 1, 2013. The chart below provides a few examples of how the proposed rates will affect average customers. To see how the proposed rates may change your bill, please visit www.cityofventura.net/water/rates and explore the bill calculator tool.

BI-MONTHLY SAMPLE BILLS			
Single Family Home - 15,708 Gallons (21 HCF) • 15 HCF Winter Average			
	Current	July 4, 2012	July 1, 2013
Water Bill	\$60.65	\$69.69	\$75.65
Wastewater Bill	\$65.51	\$58.85	\$62.45
Total Bi-Monthly Bill	\$126.16	\$128.54	\$138.10
Cost Per Day Increase		\$0.04	\$0.16
<i>Assumes 3/4" meter</i>			
Multi-Family Dwelling (10 Units)-97,240 Gallons (130 HCF) • 13 HCF Winter Average			
	Current	July 4, 2012	July 1, 2013
Water Bill	\$348.56	\$381.18	\$413.80
Wastewater Bill	\$577.60	\$487.30	\$517.10
Total Bi-Monthly Bill	\$926.16	\$868.48	\$930.90
Cost Per Day Change		(\$0.95)	\$1.02
<i>Assumes 2" meter</i>			
Commercial Office - 52,360 Gallons (70 HCF)			
	Current	July 4, 2012	July 1, 2013
Water Bill	\$214.94	\$208.94	\$227.35
Wastewater Bill	\$179.13	\$241.49	\$256.41
Total Bi-Monthly Bill	\$394.07	\$450.43	\$483.76
Cost Per Day Increase		\$0.92	\$0.55
<i>Assumes 1" meter</i>			

Your total bi-monthly bill includes all charges for water and wastewater services. The water portion is the sum of (1) a charge for the volume of water used, (2) a fixed charge based on the size of your water meter, and (3) a fixed charge for a separate meter for fire sprinklers (if applicable). For residential customers, the wastewater portion is the sum of (1) a winter average flow charge, (2) a fixed charge, and (3) an Estuary Protection charge. The flow charge for commercial wastewater customers is based on actual bi-monthly water usage.

Proposed Pass Through Ordinance

The City of Ventura, Ventura Water, hereby gives notice of its intent to revise the language of an existing ordinance that allows for specific third party costs to be passed through directly to customers between rate adjustments. The suggested revisions, if approved will be in effect for 5 years. The language below was recommended by the volunteer Citizen Advisory Committee as part of their financial review of the utilities. If you oppose this revision, you must state that you protest the proposed pass through language and follow all other protest requirements as stated in the Public Hearing section on this notice.

Ventura City Municipal Code, Section 22.160.010 (G) is proposed to read as follows: "The rates charged for all water and wastewater supplied by the City shall be established by ordinance of the City Council. Each customer receiving water or wastewater service is liable for payment for such service at the rates so established."

The City Council authorizes the imposition of future water or wastewater rate increases when the water rates, pumping charges, sludge disposal charges or other utility charges for water purchased or used by the City, or wastewater treatment costs, increase as a result of increased charges to the City from other agencies, including and limited to Southern California Edison, the United Water Conservation District, Casitas Municipal Water District, Ventura Regional Sanitation District, and the State Water Project or any of these agency's successors. Such increases shall be derived from and based solely upon the increases in the rates, pumping charges, or other utility charges that the City pays for the water purchased or used, or wastewater treatment costs.

The General Manager of Ventura Water shall provide written notice to the City Council and customers of any such rate increases not less than thirty (30) days before the effective date of the rate increases. Any such notice may be provided in the City's regular billing statements."

NOTICE REGARDING SETTING OF WATER RATES

As a citizen of the City of Ventura and a customer of Ventura Water, you are receiving this important notice about proposed new charges for your water and wastewater services. The amount of the proposed new charges to be imposed is set out on the rate tables (inside), which shows the nature and amount of the proposed new charges. Proposed to be effective July 4, 2012 and July 1, 2013, the charges are based on a Cost of Service Study conducted by Ventura Water with input from a volunteer Citizen Advisory Committee composed of Ventura residents. In addition to rate increases, Ventura Water is modifying the rate structures to adapt to usage patterns that have changed over the last 20 years. The significant changes include (1) reduction of water usage allowance in residential Tiers 1 and 2 to provide greater incentives for conservation, (2) increasing the meter service charge, (3) a small reduction in the residential Tier 1 water rate for fiscal year 2012-13 and (4) applying a fixed charge plus winter water use average to determine residential wastewater charges.

The Cost of Service Study is available at www.cityofventura.net/water/rates and may be reviewed at the Ventura City Clerk's office at 501 Poli Street (Room 204), Ventura during public business hours. This notice and a **written protest form** are also available at www.cityofventura.net/water/rates and the Ventura City Clerk's office at 501 Poli Street (Room 204), Ventura during public business hours.

— PUBLIC HEARING —

The Ventura City Council welcomes your input during a Public Hearing to consider the proposed rate increases:

**May 21, 2012 at 6 pm
City Council Chambers • 501 Poli Street, Ventura, California**

If you oppose the proposed changes, you must do so in writing prior to the close of the Public Hearing. Both the owner of the parcel and the person receiving the service for which the fee is charged may submit a written protest, but only one protest per parcel will be counted as provided by Government Code Section 53755(b). Written protests must be submitted to the Ventura City Clerk's Office at P.O. Box 99, 501 Poli Street (Room 204), Ventura, California 93002-0099 prior to the conclusion of the Public Hearing either by personal delivery or by mail. No late postmarks will be accepted and emailed, faxed or photocopied protests will not be counted. A written protest will not be considered valid if it does not include all of the following: (1) A statement that you protest the change(s), (2) Name of the record owner or customer of record who is submitting the protest, (3) Identification by street address or utility account number of the parcel with respect to which the protest is made and (4) original signature and legibly printed name of the record owner or customer of record who is submitting the protest. A rate protest form is available at www.cityofventura.net/water/rates or at the City Clerk's office or you can submit your own protest form that meets the requirements of this notice. Oral comments at the Public Hearing will not qualify as a formal protest unless accompanied by a written protest. The City Council will not adopt the proposed change(s) if the City Council receives written protests from owners and/or utility customers residing on a majority of parcels of property who pay the proposed utility rate(s).

Dear Customer,

As a member of the City family, Ventura Water has been cleaning wastewater in our community for over a century and delivering drinking water since 1923 and is committed to providing around the clock, reliable and quality services. As a public enterprise business, Ventura Water is completely self-supporting through revenues generated by rates paid by our customers. Your money pays for the water that you use every day – drinking, bathing, cooking, and outdoor watering. Equally important, your money pays to clean the water sent down the drains of our homes and businesses to protect our public health and the environment. Your money also funds other less visible expenses: long-term debt payments, planning, environmental compliance, and capital projects - including replacement of old pipes and associated facilities. While maintaining efficiency, Ventura Water is challenged with the rising cost of protecting our environment, increasing energy and pumping costs, and improving aging pipes and facilities. Please carefully review the enclosed rate information. Our customers truly shape the future of our precious water resources by making informed decisions through education and engagement. If you have any questions, we invite you to attend a Town Hall information meeting on Wednesday, April 18 at the Sanjon Maintenance Yard, 336 Sanjon Road, at 6 pm. We look forward to meeting you then!



Shana Epstein, General Manager

501 Poli Street
P.O. Box 99
Ventura California
93002-0099



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De acuerdo con el Acto de Americanos con Incapacidades,

en caso de que hay necesidades especiales, llamen a

(805) 658-4726 o el Servicio de Retransmisión de California.

Printed on recycled paper.

Important Customer Information
Proposed Water & Wastewater Rates — BE INFORMED —

EXPLORE: Rate information and customer bill calculator tool available at www.cityofventura.net/water/rates.

SHARE:  Find us on Facebook www.facebook.com/venturawater

LEARN: Attend a Town Hall information meeting about the proposed rates on April 18 at 6 pm at the Sanjon Maintenance Yard, 336 Sanjon Road, Ventura.

ATTEND: The Public Hearing for the proposed rate increases is on May 21 at 6 pm at the City Council meeting 501 Poli Street, Ventura.

WATCH: Tune into CAPS-TV Channel 15 on May 21 to the watch the City Council meeting or view the meeting live online at www.cityofventura.net/video.

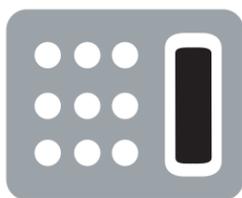
LISTEN: Interested in a presentation by Ventura Water staff about water services and the proposed rates? Contact nbroshart@venturawater.net.

QUESTIONS: Contact Customer Care at mywtawater@cityofventura.net or (805) 667-6500.

Para más información, visite www.cityofventura.net o para asistencia en español llame (805) 667-6500.

How are rates set?

The new Cost of Service Study shows that water usage patterns have changed for some classes of customers more than others. The proposed rates also include modifications to the rate structures to establish more equitable rates. As a result, you will notice in the first year that some rates are higher and others are lower. Your customer class, meter(s) size and actual water use will determine if your bill is higher or lower due to the new rates. For more information and to explore the customer bill calculator tool, visit www.cityofventura.net/water/rates.


What is the Estuary Protection charge?

Our community is dedicated to protecting our environment and using our water resources wisely. As a result of legal actions, the City has agreed to collaborate with stakeholders to develop a long-term water reuse program for the wastewater treated by the Ventura Water Reclamation Facility that is currently released into the Santa Clara River Estuary. The costs of the water reuse program will be set through the planning process over the next five years or so, but by the terms of the agreement, are capped at \$55 million. To learn more, visit www.cityofventura.net/water/rivers.

What is winter averaging for wastewater flow charge?

Wastewater residential customers will pay for services, starting each July, based on the previous average winter water usage for two full cycles for bills received February through May. To learn what time period is averaged for your winter water usage, visit www.cityofventura.net/water/rates or call Customer Care at (805) 667-6500.