

The Rio Linda / Elverta WaterWays

A Publication of the Rio Linda Elverta Community Water District
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Important Changes for Customers Paying with Credit or Debit Cards

The District has begun a process that will discontinue District paid convenience fees for customers who use credit or debit cards to pay their water bills. Within the next few months, barring unforeseen delays, the District will no longer pay the convenience fee for credit/debit card payments. The District plans to enable and support an alternative payment method, Automated Clearing House (ACH), which features no convenience fee. ACH payment method will save the District over \$20,000 each year. Credit/Debit card payment methods will still be available, but the payer (the customer) will be responsible for paying the convenience fees. The District will continue paying the convenience fees until the ACH payment method is in place and functioning. Contact the District's GM, Tim Shaw with questions GM@RLECWD or (916) 991-8891.

New Online Water Portal

Have you wanted to compare your water usage with previous months or the same month in a previous year more conveniently and without having to call our office during business hours? Well now you can - thanks to our new online water portal. The online water portal will allow you, the customer, to view your usage and charges. This allows you to make more informed choices to help save water and money. The new online water portal will make it easier to detect leaks, because you can compare your water usage with previous years to see if you are using larger amounts of water. This gives you more control to better manage water use and more importantly, your bills!

Accessing this information is limited to active account holders. You can set up your account by visiting rlecwd.com and clicking on **Your Account** on the top right of the page. If you have already set up an account with us you can gain access by logging into your account. For first time users select the register now button to create a username and password. **Please have your account number on hand, you will need it to register.** Once you have logged into your account you will then need to place your cursor over **Billing Information** and scroll down to **Usage History**. If you have questions or need assistance setting up your account, please call our office at 916-991-1000.



Time to Let Your Sprinklers Hibernate

With winter's shorter and cooler days, your sprinklers shouldn't need to run until spring. Set your sprinkler timer to "off" and let Mother Nature do the watering.

Please visit BeWaterSmart.com to listen to a lovely tale on winter watering.



Billing Schedules are now available for 2019!

Billing Schedules are available at the District office or on the District's website under "Billing Information" located under the Customer Center tab. The Billing Schedule includes when your water meters are read, billing due dates and when bills are late and penalties are applied. So pick yours up today!

 Find us on Facebook. Please visit... <https://www.facebook.com/riolinda.waterdist>

New Water Conservation Laws

On May 31, 2018 Gov. Jerry Brown signed into law two new bills that will require urban water providers throughout California to set new permanent water use targets for their service areas by 2022. Senate Bill 606 (Hertzberg) and Assembly Bill 1668 (Friedman) provide a framework for setting water use targets, as well as implementing and enforcing the new water use requirements. There are no immediate impacts to customers from these new laws.

While many details for implementing the new water use requirements will be determined over the next several years, the overall framework includes:

- A standard for indoor residential water use of 55 gallons per person per day—dropping incrementally to 50 gallons beginning in 2030.
- A standard for outdoor water use (to be determined) based upon and the amount of irrigable landscaped area for a residential or dedicated irrigation commercial account and the community's climate.
- A standard for water loss due to leaks in water system pipes (to be determined).

These three standards will be calculated and added together to represent an overall water use target (in gallons) for the water provider.

Rebates are Still Currently Unavailable

Currently all funds have been exhausted for the fiscal year 2018-19. Check back in July of 2019. Rebates are on a first-come first-service basis to those that qualify.

Please visit www.rlecwd.com or the District office for rebate qualifications!

