

BEAUMONT-CHERRY VALLEY WATER DISTRICT

Frequently Asked Questions

Proposed Changes to Water Rates and Service Charges

Q: WHY IS BEAUMONT-CHERRY VALLEY WATER DISTRICT (BCVWD) PROPOSING NEW RATES AND CHARGES FOR WATER SERVICES?

A: A recent cost-of-service analysis by an independent financial expert revealed the need for new rates and charges based on the following factors:



Growing operation and maintenance costs



26% increase in the cost of imported water



Fluctuating electricity costs

The proposed five-year schedule of adjustments would ensure sufficient funds for the ongoing operation, repairs and maintenance of District facilities and adequate long-term water supply for the region.

Q: WHAT WOULD CHANGE?

A: The proposed rate changes would adjust the fixed bi-monthly service charge, volumetric commodity rates, fire service charge and drought rates. In addition, the volumetric commodity rates would change from the current two-tier system to a three-tier system.

Information detailing the changes can be found in the Notice of Public Hearing or the BCVWD Water Financial Plan and Utility Rate Study. Both are available online at www.bcvwd.org.

Q: HOW WOULD THE NEW RATES AND CHARGES IMPACT MY BILL?

A: If approved, a water bill for a typical single-family residence with a 5/8-inch meter using 34 units of water during a bi-monthly billing period would increase by \$5.57. A customer with a 1-inch meter using the same amount of water would see a bi-monthly increase of \$4.21. For a more specific estimate, visit the BCVWD bill estimator tool online at www.bcvwd.org. Customers can also call 951-845-9581 or email info@bcvwd.org with questions.

Q: WHEN WOULD THE NEW RATES START? WILL RATES INCREASE EVERY YEAR?

A: If adopted, the initial rate increase would take effect March 1, 2020. After that, rates would increase every January 1 from 2021–2024.

Q: HOW DO I KNOW THE PROPOSED RATES ARE FAIR?

A: BCVWD hired an independent financial expert to conduct a comprehensive study to evaluate the current rate structure and cost of service. The study analyzed pricing for water, service costs, potential rate structures and multi-year financial plans. The rate study can be viewed at www.bcvwd.org.

Q: HOW ARE WATER RATES CALCULATED?

A: Your water bill includes a fixed bi-monthly service charge based on meter size and a volumetric commodity rate related to the amount of water used. For customers in single-family homes, commodity rates are based on tiers that increase in price as more water is consumed.

CONTACT US

HOURS OF OPERATION: Monday-Thursday
8 a.m. – 5 p.m. (Closed on Friday)

TELEPHONE: (951) 845-9581

EMAIL: info@bcvwd.org

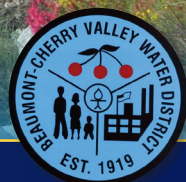
Beaumont-Cherry Valley Water District
560 Magnolia Avenue, Beaumont, CA 92223

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Q: WHAT IS A PASS-THROUGH CHARGE?

A: Pass-through charges reflect the cost of providing water to your home or business. Your bill contains two pass-through charges:

- **SWP (State Water Project) Importation Charge:** The cost to purchase imported water from the State Water Project via the San Geronio Pass Water Agency (SGPWA)
- **SCE (Southern California Edison) Power Charge:** The cost of energy for pumping the water that is delivered to your home

Pass-through charges associated with the cost of imported water have increased.



Q: HOW IS THE MONEY I PAY ON MY BILL USED?

A: The bi-monthly service charge on your bill is used to pay for the costs of service associated with meter maintenance and reading, as well as customer service. The volumetric charge is used to pay for water supply, system and operating costs, and system improvements and maintenance. Pass-through charges reflect the true cost of imported water and the energy to deliver it.

Q: WHY DO WE IMPORT WATER?

A: As part of BCVWD's work to ensure an adequate supply of safe, reliable water, we acquire water from a variety of sources. BCVWD pumps water from the Beaumont Basin and purchases imported water from Northern California to replenish the basin. This supplemental imported water allows us to meet customer demand and ensures we have an adequate supply during drought and emergency situations and for future generations.

Q: IS THIS A WAY FOR BCVWD TO INCREASE PROFITS?

A: According to state law, BCVWD cannot charge more than the actual cost of providing water service. As a not-for-profit government agency, BCVWD is not allowed to make a profit.

Q: HOW CAN I LOWER MY WATER BILL?

A: Taking simple steps to save water daily can lower your water bill. Checking for and preventing leaks is another way to save money. Customers can find conservation and leak-checking tips in the BCVWD Conservation Pocket Guide and online at www.bcvwd.org.

Q: WHERE CAN I GET MORE INFORMATION ABOUT THE PROPOSED RATE CHANGES?

A: An informational Town Hall Meeting will take place at 6 p.m. on Thursday, February 20, 2020, at the BCVWD District Office, 560 Magnolia Avenue, Beaumont, CA 92223.

More information about the proposed rate changes, including the rate study and a bill estimator tool, is available at www.bcvwd.org. Staff is also available to answer questions. You can call **951-845-9581** or email info@bcvwd.org.



Q: HOW DO I PROTEST THE PROPOSED RATE CHANGES?

A: You can write a letter to the BCVWD Board of Directors and/or attend the Public Hearing. The Public Hearing will take place at 6 p.m. on Thursday, February 27, 2020, at the BCVWD District Office, 560 Magnolia Avenue, Beaumont, CA 92223.

Written protests can be mailed or delivered in person to BCVWD at the above address. Emailed or faxed protests will NOT be accepted. **Only one protest per address/parcel will be accepted. Protests must be received before the end of the Public Hearing.**

Written protests must include:

- Printed name of protestor
- Clear indication that the document is a protest
- Residence or business address or Assessor's Parcel Number (APN)
- Signature of protestor

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