



# H<sub>2</sub>O PIPELINE

July 2017

A PUBLICATION OF LA HABRA HEIGHTS COUNTY WATER DISTRICT

## NEW WATER RATES

On June 27, 2017, the Board of Directors adopted the new water rates for fiscal year 2017/2018. These increases match approved rates from the 2012 District rate hearing.

### Water Usage Charge, per hcf = 748 gallons

Zone	Previous Rate	New Rate
Upper	1.96	1.96
Lower	1.74	1.74

### Readiness to serve charges

Meter Size	Previous Rate	New Rate
5/8"	32.15	34.08
3/4"	32.15	34.08
1"	51.00	56.79
1-1/2"	107.17	113.57
2"	171.48	181.72
3"	375.12	397.50
4"	675.21	714.49
6"	1,500.48	1,589.98
Fire Service per inch	32.41	32.41
Fire Meter	300.28	300.28



### What does the Water Usage Charge represent?

This per hundred cubic foot (hcf) rate is charged based on your current usage and covers the cost of water. It matches District's costs incurred for water and power to deliver water to your property. Each hcf represents 748 gallons. If your current usage is 10 that means you used (10 x 748 gallons) 7,480 gallons of water through your meter. You can locate your zone by looking in the top right corner of your bill under "Zone" heading.

### What is the Readiness to Serve Charge?

This monthly charge covers the District's fixed costs to provide water service to your property. It is established on the basis of the water meter size (volume of flow) serving a property. Charges are calculated to recover the District's water facility repairs and replacement costs, as well as, the cost of meter reading, billing and customer service.

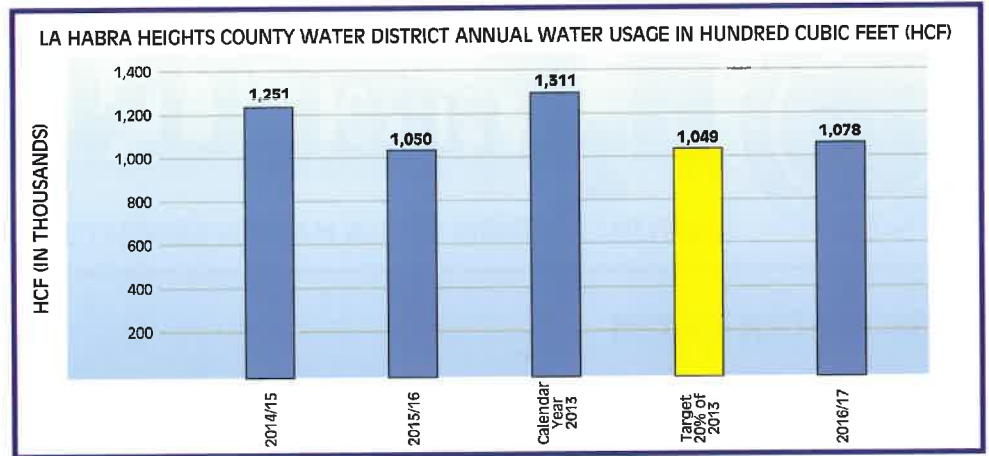
Customers in the upper zone use an average of 59 hundred cubic feet (hcf) per month; therefore, an average monthly bill for a 1" meter will increase by \$5.79 or 3.5%. Customers in the lower zone use an average of 44 hcf; however, an average monthly bill will increase by \$5.79 or 4.5%.

**LA HABRA HEIGHTS COUNTY WATER DISTRICT**

1271 N. Hacienda Road • La Habra Heights, CA 90631 • Ph: (562) 697-6769 • [www.lhhcwd.com](http://www.lhhcwd.com)

## HOW HAVE YOU DONE...

As seen in the graph to the right the District's goal was to decrease consumption by 20% to 1,049,000 hundred cubic feet (hcf). Current 1,078,000 hcf water usage represents an 18% decrease from calendar year 2013. Let's work together to continue conservation in the next year!



## NEW WEBSITE ONLINE BILLPAY PROGRAM COMING

Beginning October 1, 2017, the District will offer customers the option to pay through Online Billpay allowing you to pay your bill anytime-24/7. No more check writing or paying for postage. The District uses a third party automated payment service that accepts credit or debit cards from Visa, Mastercard or Discover and Electronic Check (eCheck). **Convenience Fees apply, as described below.**

### What you need to create user profile?

- Account number from your water bill
- First and Last Name of Account Holder
- Email address to receive payment confirmation (email will be used only for District business)
- Create unique password

### How do I use Online Billpay?

Make a one-time payment to control the date in which you want your payment to be processed using credit/debit card or eCheck.

### OR:

Make automatic recurring payments (ARP) to avoid costly door tag and late fees. Your bill is automatically paid using your credit/debit card. A statement will continue to be mailed stating the approximate date the payment will be deducted or charged to your account.

There will be a convenience fee representing the greater of \$2.95 or 2% of the transaction amount. The fee covers payment handling and processing charges of a third party automated payment service. The District does not receive any part of the service fee. An option to refuse the fee is available by not authorizing payment, however, you will then need to make payment either in person or by mail.

## Mission of the District

To provide high quality potable water service at a reasonable cost to the public residing within the District boundaries.

## BOARD OF DIRECTORS

**Mark Perumean**, President  
**Pam McVicar**, Vice President  
**Karen Baroldi**, Director  
**Brad Cooke**, Director  
**Robert Wilson**, Director