

2019 Proposed Water Rate Increase FAQs

(Proposed Rates for City of Vallejo Only)

1. Why is a water rate increase necessary?

The proposed rate increases are needed to maintain and rebuild infrastructure necessary to continue to deliver high quality, reliable water service to you:

- The rate increase will only pay for Water Department services and infrastructure (Water rate revenues cannot be used to pay for any other government service except water)
- The rate increase will ensure needed infrastructure maintenance and capital improvement projects can be completed

2. How will you ensure accountability?

- City Council will provide regular updates to ensure accountability of deliverables, and financial transparency
- The Water Department is creating an online transparency zone where information on department finance and capital projects will be found

3. How are water rates increased?

In 2017, City Council directed Water Department staff to develop a new financial model and rate plan to address Vallejo’s water system requirements. The Water Department prepared a Rate Study, seeking input from Vallejo residents, City Councilmembers, and outside experts. This work resulted in the City Council voting on July 9 to move forward with the next step in the Water Rates process, which is to initiate the Proposition 218 notification of a public hearing. The notification was mailed to water customers and property owners. The Public Hearing on Proposed Water Rate Increases is scheduled for **September 10, 2019**.

4. What is Proposition 218?

Prop 218, passed by voters in California in 1996, specifies the required process for public participation in water rate setting that water agencies like Vallejo must follow. Prop 218 requires that a public hearing take place when the City proposes to increase water service rates or establish new rates.

5. How were the proposed water rate increases determined?

The proposed rates were developed by staff working with a financial consultant, City Council Water Rate Ad-Hoc Committee, and a 10-member Citizen Water Rate Working Group over a 14-month period.

6. When will the rate increases take effect?

If approved, the first phase would take effect on **October 24, 2019**. Following increases would take effect July 1st starting 2020 through 2023.

Fiscal Year	Revenue Adjustment	Date Effective
FY 2020	4.3%	October 24, 2019
FY 2021	10.0%	July 1, 2020
FY 2022	7.0%	July 1, 2021
FY 2023	6.0%	July 1, 2022
FY 2024	5.0%	July 1, 2023

7. I'm on a fixed income, do you have a program to get a discount?

A low-income discount assistance program is being developed for customers who qualify for PG&E's CARE discount program. The Department hopes to have this program up and running by November 1, 2019.

8. How can I conserve water to lower my bill?

Call the Department at 707-648-4307 to make an appointment for a Water Wise house call with our conservation staff.

There are lots of ways to save water, but using water efficiently outdoors can make the biggest difference of all. Remember to:

- Water early in the morning or later at night to reduce evaporation
- Adjust sprinklers to prevent overspray and runoff
- Check sprinklers for leaks and fix them within 48 hours
- Consider replacing thirsty lawn with a beautiful, water-wise landscape or upgrading to efficient rotator sprinklers, drip irrigation, or a weather-based sprinkler timer

9. How do Vallejo's water rates compare to nearby cities?

Vallejo's water rates are in the lower third of agencies in our area. A comparison chart can be found on the Department's website at www.VallejoWater.org

10. Will the rate increase affect residents who are supplied water in Travis and Lakes Water service areas?

- No, the rate increase will only affect those supplied by the City of Vallejo.

11. How do I protest the rate increase?

Protests to the proposed water rate increases must be provided in writing. **Your written protest must include your name, service address and/or property parcel number, and your signature.**

There are three ways to deliver your written protest: by mail; in-person to the City Clerk's Office; or in-person at the public hearing.

- Mailed written protest addressed to:
Attention City Clerk
City Hall
555 Santa Clara St.
Vallejo, CA 94590
- Hand Delivered Written Protest to:
City Clerk's Office located at 555 Santa Clara St. Vallejo, CA 94590
- In-Person Written Protest Delivery at the Public Hearing September 10, 2019:
Written Protest may also be presented in-person to the City Clerk at the City Council's Public Hearing on the proposed water rates. The Public Hearing takes place at the September 10, 2019 City Council Meeting which begins at 7 p.m. in City Council Chambers, 555 Santa Clara Street, Vallejo.

12. Are there any community outreach meetings planned?

Outreach meetings are planned for the following dates:

- July 23, 2019: start time 3PM in the Joseph Room
- August 14, 2019: start time 6PM in the Vallejo Room
- August 21, 2019: start time 6PM in the Joseph Room

Other organizations desiring a presentation can contact the Water department at 707-648-4307 or email Vallejo.Water@cityofvallejo.net

13. Where can I receive additional information?

If you have questions or need additional information, please call Water Admin at (707) 648-4307 or email Vallejo.Water@cityofvallejo.net

Additional information can also be found on our Water Department website at www.VallejoWater.org