

# Understanding the Water Budget-Based Tiered Conservation Rate Structure

Your monthly water bill has been redesigned to accommodate the recently adopted Water Budget-Based Tiered Conservation Rate Structure. This format will provide new resources and expanded information to assist you in managing your usage. Even the back of the bill has been revised to include new helpful information. The below example reflects the rates approved at the June 24, 2010 public meeting. Please review the descriptive sections at the right side of the bill.



## EL TORO WATER DISTRICT

24251 Los Alisos Blvd., Lake Forest, CA 92630  
For Customer Service call 949.837.0660  
or visit us at [www.etwd.com](http://www.etwd.com)

FOR SERVICE AT: 22222 VESTA, MISSION VIEJO

ACCOUNT SUMMARY	
PREVIOUS BALANCE	\$141.88
PAYMENT RECEIVED (4/5/2010) THANK YOU	\$100.88
ADJUSTMENTS/DEPOSIT APPLIED	\$41.00
BALANCE FORWARD	\$0.00
THIS MONTH'S CHARGES	\$103.63
<b>TOTAL DUE</b>	<b>\$103.63</b>

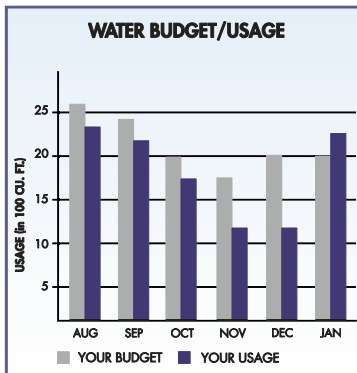
THIS MONTH'S CHARGES:					
	BUDGET/CCF	USAGE/CCF			
TIER I - INDOOR - EFFICIENT	10	10	@	\$1.80	\$18.00
TIER II - OUTDOOR - EFFICIENT	10	10	@	\$2.20	22.00
TIER III - INEFFICIENT		3	@	\$4.38	13.14
TIER IV - EXCESSIVE		0	@	\$5.94	0.00
				TOTAL USAGE	\$53.14
WATER OPERATIONS & MAINTENANCE CHARGE:					10.14
CAPITAL REPLACEMENT & REFURBISHMENT CHARGE: WATER					3.31
				TOTAL WATER	\$66.59
SEWER OPERATIONS & MAINTENANCE CHARGE:					17.49
CAPITAL REPLACEMENT & REFURBISHMENT CHARGE: SEWER					4.55
				TOTAL SEWER	\$22.04
MISCELLANEOUS CHARGES:					15.00
				TOTAL CHARGES	\$103.63

**BILL MESSAGE:**  
Please follow good conservation practice

### ACCOUNT INFORMATION

ACCOUNT NUMBER: 4514352	OCCUPANCY: 4
SERVICE ID NUMBER: 4514352	IRRIGATION AREA (SQ. FT.): 4,500
METER NUMBER: 96455018	VARIANCE (CCF):
METER SIZE: 3/4"	IRRIGATION TYPE:
SEWER UNITS: 1.00	

THIS MONTH'S USAGE	
SERVICE PERIOD	METER READ
12/22/2009	603
1/22/2010	626
USAGE in 100 CUBIC FEET (CCF)	23
1 CCF (100 CU. FT.) = 748 Gallons	



	COMPARE YOUR USAGE WITH LAST YEAR			
	DAYS	USAGE (CCF)	DAILY AVERAGE (CCF)	DAILY AVERAGE (GALLONS)
CURRENT MONTH	31	23	.74	555
LAST YEAR	32	10	.31	234

PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION

### ACCOUNT INFORMATION

The occupancy of your home and irrigation area are the basis of your Tier I and Tier II water budgets.

Please verify that this occupancy number is correct.

The variance figure indicates a special circumstance that requires additional water. For dedicated irrigation customers, irrigation type defines whether irrigation is functional or recreational.

### WATER BUDGET/USAGE

Another tool to help you understand your monthly water budget and manage your usage.

### THIS MONTH'S USAGE

Compare your water usage from the past month to the same period last year.

### BILL MESSAGE

Important updates will be posted in this section.

### THIS MONTH'S CHARGES

The rate for Tier I water is the lowest of all the tiers, as this water is used indoors to meet basic health and safety needs.

The Tier II budget is based on landscape irrigation area and weather data. It represents the amount of water that is needed to meet outdoor needs, when water is used efficiently.

Tier III rates apply when Tier I and II budgets are depleted (usage between 100% to 130% of total budget).

Tier IV rates apply when water use exceeds 130% of the total water budget.

# Frequently Asked Questions

## Water Budget-Based Tiered Conservation Rate Structure

### **Q. Why is El Toro Water District (“ETWD”) transitioning to a Water Budget-Based Tiered Conservation Rate Structure?**

- A. Like many water districts across southern Orange County, El Toro Water District imports nearly 100% of its annual water supply. The reliability of our imported supply is at risk due to a confluence of issues, including two years of below-average rainfall, very low snowmelt runoff and the largest court-ordered water transfer restriction in state history. As a result, our water supplier, Metropolitan Water District of Southern California, reduced our water allocation and forced ETWD to follow suit and implement a water allocation plan in April 2009.

In an ongoing effort to comply with state mandates and the findings of the Orange County Grand Jury, to encourage water efficiency and to promote fairness, ETWD is implementing a new-tiered rate structure in July. Our new Water Budget-Based Tiered Conservation Rate Structure rewards customers who use water efficiently and discourages inefficient water use.

### **Q. The new rates are not effective until July. Why am I getting a new water bill now?**

- A. Your indoor and outdoor water budget is based on your household's permanent occupancy and landscape area under irrigation. The District has used community demographic and County parcel information in establishing these factors for you. Before the new rates go into effect, we wanted to give you the opportunity to adjust these factors if necessary.

### **Q. How are my indoor and outdoor water budgets calculated?**

- A. Indoor water use budgets are calculated based on the number of people living in the home and an average use of 60 gallons of water per person, per day. To verify the occupancy that was used to calculate your budget look in the upper right corner of your water bill, under Account Information. If the occupancy number is incorrect, please contact Customer Service as soon as possible.

Outdoor water budgets are calculated based on the size of the property's estimated irrigation area and current weather data.

### **Q. What if I need more water than my water budget provides?**

- A. Customers who have extenuating circumstances may apply for a variance to increase their water budgets. Acceptable circumstances may include additional people living in the household, medical needs or establishing new landscape. Variance/Adjustment Request Forms are available on the District's website at [www.etwd.com](http://www.etwd.com).

### **Q. Why does the water in Tier II cost more than the water in Tier I?**

- A. The Water Budget-Based Tiered Conservation Rate Structure acknowledges that not all water uses are equal in their benefits to the community. The first priority for water use is indoors for health, safety and sanitary purposes. Tier I reflects indoor water needs. Since outdoor water uses generally do not satisfy a health or safety benefit, the cost of Tier II water or water designated for outdoor use is more expensive.