

Why are water meters necessary?

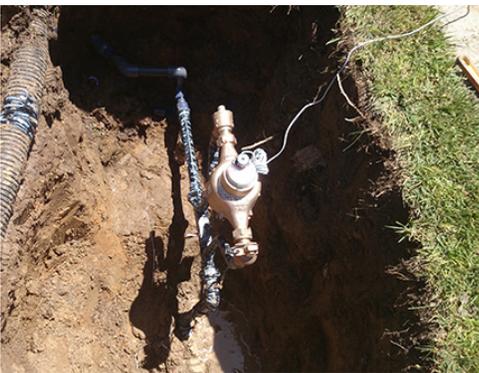
In 2004, the State Legislature passed Assembly Bill 2572, requiring the installation of water meters by January 1, 2025, as a condition of water service from all water suppliers.

Is Sacramento County Water Agency (SCWA) the only water supplier required to install meters?

No. All water suppliers who receive water from the U.S. Bureau of Reclamation are required to install water meters. Many other water suppliers in the Sacramento area are in the process of installing water meters too. While metering is new to some areas of Sacramento, it is a common and long standing practice in almost every city and region of California and throughout the country.

What are the benefits of metered water billing?

Metering will help the County better manage its water supply, encourage efficient water use among customers and ensure that customers enjoy a high-quality and reliable water source for decades to come.



Do I pay for the meter and installation?

No. SCWA will pay for all expenses associated with water meter installation – including the cost of the meter.

If I use less water can I get a discount on my water bill?

Yes, SCWA rewards water conservation by implementing tiered water rates for metered rate customers.

- Customers using 1,400 or fewer cubic feet (10,472 gallons) per billing cycle receive a 20% discount.
- Customers using between 1,401 to 3,000 cubic feet (104,73 to 22,441 gallons) receive a 10%

Why are meters being installed now?

As a result of Bill 2572, SCWA has to meter about 90 percent of the homes in the Arden Service Area to comply with the state mandate. Currently, there are likely two types of residential service conditions:

- Those who already have water meters; and
- Those who do not have anything in place for the meter installation. Many homes in the area have water mains along back yard fences, requiring a disconnection of the existing service line and a new reconnection from the water main that will be installed in the right-of-way.

How will I be notified when my meter will be installed?

• Installation notification letter:

You will be notified by mail of your scheduled installation date three weeks in advance. If you have any concerns about your installation date, you will be given the opportunity to reschedule within a month of your originally scheduled installation.

• Door hanger:

Approximately 3 to 5 days prior to your installation date, you will be provided with a reminder door hanger.

Will my water bill increase because of being meter billed?

Prior study results in neighboring communities concluded that 63% of the households on metered water would have saved money annually or had no change in their water bill. However, customers who use an inordinate amount of water will see their bill increase. Compared to the current flat rate system, metered water bills are generally higher in the summer and lower in the winter.

After your meter is installed, you will be placed on a one-year “statistical metering” program. This program is designed to statistically track your water use and provide you with comparative data on metered versus flat water rates. You will remain on a flat water rate during the one-year study period unless you request an early conversion to metered water billing. At the end of the study period, you will convert to metered billing.

If you find that your billed rate is larger than your current flat rate, you have the option to lower your water bill by reducing your water usage.

What can I do to use water more efficiently?

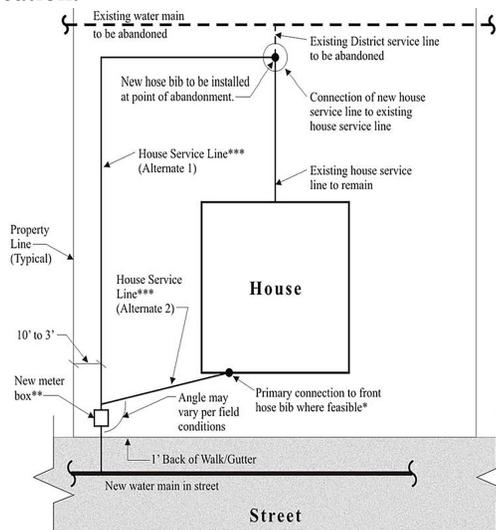
You can use water more efficiently by installing low-flow faucet aerators, toilets, and showerheads, installing efficient drip irrigation drip systems, turning off your outdoor irrigation during the rainy season, and promptly repairing any leaks. For additional tips on using water more efficiently, please visit our website at: www.waterresources.sacounty.net

For additional tips on using water more efficiently, please visit the Environmental Protection Agency’s website at: <https://www3.epa.gov/watersense/pubs/res.html>

Where will the water meter be installed on my property?

Because of the way the meter must connect to the existing or new water pipes, a site visit during the design phase will take place at each property to confirm the best location. Water meters have to be installed where water first enters the customer's property. Please refer to the general diagram below. Water is supplied to your home through a series of pipes. As shown in the diagram, water is supplied to all the homes on your street through a "water main" pipe.

The "water main" pipe preferably located in the street, is typically three feet below ground level. Each home is then individually supplied from the "water main" pipe through a smaller "water service" pipe that is also about three feet below the ground. Sidewalk gutters will be stamped (if not already) with a "W" where your water service pipe crosses underneath the sidewalk in front of your home. Your meter box and meter will be connected to the water service pipe and will be placed on your property approximately 18 inches from the edge of the sidewalk or at the agreed location.



How will my lawn look afterwards?

When your home was constructed, utility easements located adjacent to the property line between homes and along the street were established to accommodate future projects like water meter installation. A construction crew will come to your property, dig a hole about two feet wide and five feet long, and install the meter box and meter. Trench dimensions will vary with each property and existing constraints.

After installation, removed sod will be reused and re-laid the same day your meter is installed. Any areas that cannot be re-laid with original sod will be replaced with new sod. In some situations, over the course of many years, improvements other than lawns have been constructed over easements-- such as RV pads or landscaping. If crews need to construct within an improved area, every effort will be made to return this area to its pre-construction condition. Toward this effort, both "before" and "after" photos will be taken to ensure, as is reasonably feasible, that the pre-construction condition is fully restored.

All final restorations will require the meter box to be exposed for access purposes. The homeowner shall not cover, disguise, impede access or remove the meter box and assembly at the location it is installed. It is imperative that the meter box is fully

Give us a call!

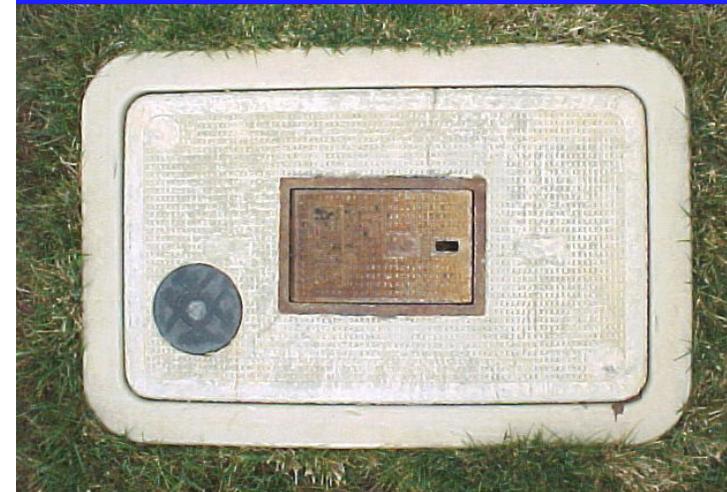
SCWA is doing its part to ensure a reliable, high-quality water supply—now and into the future. SCWA follows the Water Forum best management practices—a comprehensive set of water efficiency programs including implementing activities like metered water billing. For more information on the Water Agency's water use efficiency programs, please call 311.



DEPARTMENT OF WATER RESOURCES
SACRAMENTO COUNTY
WATER AGENCY



Water Meter Infrastructure Installation Plan



"Managing Tomorrow's Water Today"