

Rate Assistance Program & Payment Arrangement Options

Are you currently experiencing financial hardship that may cause delay in paying your bill? The District offers two programs for customers struggling to pay their bills; payment arrangements & the rate assistance program. Payment arrangements allow customers to pay down their accumulated bills and avoid late fees. While the rate assistance program can deduct \$10 off of eligible customer's bills.

Rate Assistance Program

Beginning on July 15, 2020 SLVWD implemented a low-income assistance program for up to 208 qualifying residential customers. If you are an income-eligible customer who currently receives a discounted rate through PG&E's CARE program you may be eligible to receive \$10 off your monthly water bill.

Does your household qualify?

- ◆ Yes, I pay SLVWD for an individually metered residential water service;
- ◆ Yes, I receive a discounted rate through PG&E's CARE program for the same address and in the same name;
- ◆ Yes, I live at the property that receives these services and the SLVWD bill is in my name

If you said yes to all 3 of the required qualifications, you may apply by doing the following:

- ◆ Complete the web form below. For a printable application go to <https://bit.ly/3ikF0Sn>, however it is strongly suggested the web form is used for most expedited processing.
- ◆ Attach your most recent PG&E bill showing participation in the CARE program for the same address as the water bill.
- ◆ If you are a tenant, attach a copy of your lease agreement. If you do not have a lease agreement, contact Customer Service so we can send the owner a verification form.

Approved applications will be granted on a first-come first-served basis. Visit the District's website at <https://bit.ly/3iavAcy>

Payment Arrangement

Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement to avoid late fees or disruption of service. The District will consider all circumstances surrounding the request and make a determination as to whether the payment arrangement is warranted.

To set up a payment arrangement please contact our customer service staff either through email, customerservice@slvwd.com or calling **831-338-2153** from 9:00am-12:00pm & 1:00pm-4:00pm, Monday through Friday.

The District has also put together a list of payment-assistance programs offered by other agencies within the San Lorenzo Valley. Visit our website here: <https://bit.ly/3oGcgWG> to find a potential program that fits your circumstances.

SLVWD completes several capital improvement projects during tumultuous 2020

Operating and maintaining a water system is a complex challenge — one made even more difficult due to extreme natural and human forces seen throughout 2020.

Battling the effects of wildfires, climate change, power outages, mountainous terrain and an aging infrastructure, the San Lorenzo Valley Water District kept to its mission of providing 25,000 residents and all future generations with reliable, safe and high-quality water at an equitable price.

Following are recently completed projects carried out by SLVWD:

Generators: In 2019 and 2020, the District purchased eight new generators, bringing its fleet to 26. Generators are used to power District infrastructure during PG&E's Public Safety Power Shutoffs (PSPS) and potential natural disasters. Generators allow for water delivery, treatment and system communications in times of emergency power outages.

Probation Tank Replacement: This project involved construction of a new 500,000-gallon welded steel water storage tank in the Probation Zone. The project included but was not limited to temporary water storage for customers, new water tank, SCADA control, fencing and environmental permitting. A 100,000-gallon redwood water storage tank provided service to approximately 460 connections in the area of Lockwood Lane and Whispering Pines Drive, in Scotts Valley. Approximately 50 years old, the original tank had reached its life expectancy and required ongoing leakage repair.

Lompico PRV Replacement: Six pressure reducing valves (PRVs) were

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aging and not functioning properly in Lompico. Completed in February of 2020, the project included traffic control, roadwork, removal of existing PRVs, and installation/connection of new PRV assemblies, including precast vault boxes, ladders, access hatches, piping, and drainage.

Lompico Tank Replacement:

The District replaced six undersized and leaking redwood tanks in Lompico. The tanks provide the main water storage and service for Lompico and nearby areas, referred to as Madrone, Lewis, and Kaski tank sites. The Madrone tank site was completed in November and is now in use. The Lewis tank site has completed construction and is completing water quality sampling before being brought online for use. While the Kaski site is in the process of having its original tanks removed, and site grading began in early December.

Five-Pipeline Replacement: This project will replace 3.3 miles of pipeline that were deemed inefficient, ineffective (due to age and size), and undersized for fire flow in Ben Lomond and Boulder Creek. Much of this work has been completed, with final construction due to finish in the spring of 2021.

SLVWD strives to be responsive and find creative solutions to the following key challenges:

Climate Change Adaptation: The Board passed a resolution in support of the Paris Climate Agreement, committing the District to establish a zero GHG emissions goal, as well as adopt policies and programs to reduce GHG emissions.

Conjunctive Use: SLVWD uses surface water from rivers and streams during wet periods, and groundwater from aquifers during dry periods. Using water conjunctively ensures that groundwater sources are managed sustainably and surface water sources are maintained at a level that supports fish habitat. After operating the north system conjunctively since the 1970s, the District is looking to expand conjunctive use into the south system in the future.

Sustainable Groundwater Management Planning: The District is working with neighboring water agencies and private well owners to sustainably manage groundwater sources via membership in the new Santa Margarita Groundwater Agency.

For more information, visit www.smgwa.com.

