

The Rio Linda / Elverta WaterWays

A Publication of the Rio Linda Elverta Community Water District
P.O. Box 400, Rio Linda, CA 95673
916-991-1000
www.rlecwd.com

The District Office lobby remains CLOSED until further notice due to COVID-19

Rio Linda/Elverta Water District's top priority is to ensure safety for the community we serve with respect to the COVID-19 virus. Customers should be assured that our water supplies are not affected by the COVID-19 virus, and the District will continue to serve our community 24/7. District staff continue to monitor the situation and provide updates as needed.



During this time, customers can take advantage of our online bill pay <https://rlecwd.epayub.com/> by logging into your account or using the quick pay option. The District cannot take payments by phone, but our staff is here to help. The District has a drop box located next to the front door. (NO CASH) To reach a Customer Service Representative call the District office at 916-991-1000 during business hours.

11/20/2020 – 1/20/2021 Billing Period



Bills will be mailed no later than January 30, 2021 for the period of 11/20/2020 to 1/20/2021. The fee free date is on **February 22, 2021**. ** Late fee of \$5.00 will be applied to all outstanding bills on **February 23, 2021**. Also, please note that there is \$50.00 charge for any afterhours turn on. **Payment arrangements can be made in the District Office or found on the District's website. Office hours are Monday thru Friday, 7:00am to 4:00pm. Payment arrangements must be made at least one day before the Free Fee Date. For this billing cycle, payment arrangements must be made by February 21st. Payments can be made online, via postal service, and at the District Office's night depository slot located next to main door for checks and money orders. Reminder, the District Office does **Not Accept Cash**.

Payment Arrangements

The District offers customers who are experiencing a financial hardship the ability to make a payment arrangement on their water bill. If you are a tenant in the property, the District requires the property owner's approval for the Payment Arrangement to be valid. To qualify for a Payment Arrangement:

1. The customer must be in good standing with previous Payment Arrangements over the last 12 months.
2. Payment arrangements cannot extend past the current billing cycle, unless approved by the General Manager.
3. ***A portion of the bill must be paid at the time of the Payment Arrangement.***
4. The Payment Arrangement form must be signed and received prior to disconnection of service

Winter Still Calls for Conservation

We appreciate the outstanding efforts of RLECWD customers during the summer months to keep water usage to a minimum. Although we are in the winter season, we ask that customers still retain their same water saving habits. Now's the time to make increased water conservation part of your New Year's Resolution!



Here are some indoor conservation tips:

- Run appliance such as clothes washers and dishwashers only when full.
- Fix leaky toilets, faucets, and showerheads.
- Know the location of your main shut off valve. If a pipe bursts and unless you have your own gate valve installed, you will need to contact the District Office to have a field technician shut off the water at your main. Call RLECWD at (916) 991-1000 or after hours at (916) 282-4255 for assistance.

Time to Let Your Sprinklers Hibernate

- With winter's shorter and cooler days, your sprinklers shouldn't need to run until spring. Set your sprinkler timer to "off" and let Mother Nature do the watering.
- Please visit BeWaterSmart.com to listen to a lovely tale on winter watering.



How to Read your meter

While you are carefully watching your water usage, it is important to make sure that water is not slipping away due to undetected leaks in your system. Here is a simple procedure that can tell you if you have a leak and how much water you are losing.

1. **Locate your water meter** – It is usually located near the street in front of your home covered by a rectangular lid. You will need the following:

1. A screwdriver or thin prybar to open the meter lid.
2. Work gloves
3. Flashlight
4. Washcloth to clean the screen of debris



2. **Reading the Meter** - After you uncover the lid, most of the meters have a plastic cap that easily flips open. Is there noticeable movement on the meter?

1. Before you record the meter, make sure there is NO water being used during this test period.
2. Record the time and meter read. The first 4 numbers are the most important (0698990 = 0698.990 cu ft).
3. Record the time and the new current read on the meter.
4. Take the final read number and subtract it from the numbers listed in the register dial to calculate the current rate of your water usage.
5. The results are in cubic feet.
6. Multiply that # by 7.48 to convert the units into gallons.