



CONSUMER CONFIDENCE REPORT 2019

Water Quality Continues to Meet or Exceed Standards

Montecito Water District is pleased to provide you with the Annual Drinking Water Consumer Confidence Report.

We encourage you to read the report and learn more about your drinking water.

The report will be available to view or print online by **June 30, 2020** at:

www.montecitowater.com/doc/ccr2019



Attention landlords, businesses, schools and other groups:

Please share this information with tenants, students, and other water users at your location who may not be customers receiving communications directly from Montecito Water District.

Note: As part of our efforts to reduce costs and minimize environmental impact, we are no longer mailing reports. If you would like to receive a printed copy of the report, please email info@montecitowater.com, call us at 805-969-2271, or visit the District office at 583 San Ysidro Road, Santa Barbara, CA 93108 (if in-person access is permitted at that time with considerations of COVID-19 prevention).

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien. Para información en español llame al 805.969.2271.

Find updates, resources, and sign up for Enews at:

www.montecitowater.com

MONTECITO WATER DISTRICT IS CONSIDERING CHANGES TO HOW IT CHARGES FOR WATER SERVICE

PUBLIC NOTICE AND REVIEW PERIOD

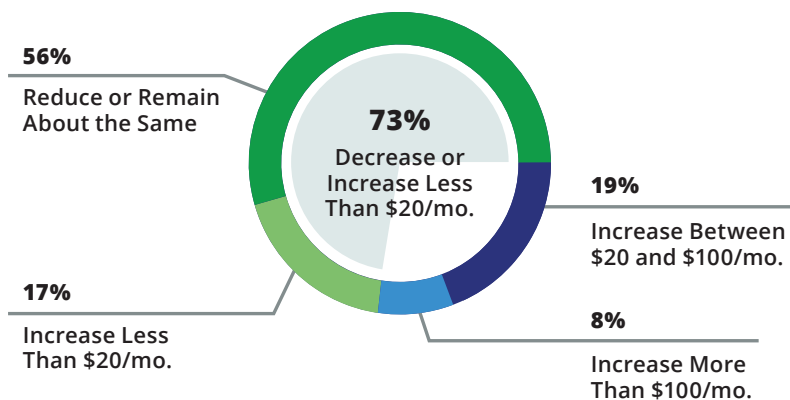
<input checked="" type="checkbox"/>	MID-MAY 2020	Proposition 218 Notice mailed to all customers detailing potential rate changes and available at montecitowater.com .
<input checked="" type="checkbox"/>	MAY 26, 2020	District Board Regular Meeting
<input type="checkbox"/>	JUNE 9, 2020* 4-6 PM	Montecito Association Monthly Board Meeting, Agenda topic: Water Supply Agreement and Rate Study Update provided by Montecito Water District
<input type="checkbox"/>	JUNE 15, 2020* 1-3 PM	Special Board Meeting: Public Meeting on Water Supply Agreement with City of Santa Barbara and Rate Study
<input type="checkbox"/>	JUNE 23, 2020* 9:30 AM	District Board Regular Meeting
<input type="checkbox"/>	JUNE 25, 2020* 9:30 AM	Public Hearing / Board to consider rate changes
<input type="checkbox"/>	JULY 1, 2020	New rates go into effect if approved by District Board

*Remote Access information will be available at www.montecito.com, and on the meeting agenda. For assistance call 805.969.2271

IF NEW RATES ARE ADOPTED, WHAT CHANGES CAN RESIDENTIAL CUSTOMERS EXPECT ON THEIR BILLS THIS YEAR?

If the new proposed rate structure is implemented July 2020, approximately 56% of customers will see a decrease in their bills for the next 12 months, assuming their water consumption remains the same as it has been in the past.

MONTHLY CUSTOMER BILL IMPACTS 2020



While we do everything we can to maximize efficiencies to keep costs low, costs are increasing about 2% annually due to inflation as tracked by the consumer price index in our region. Costs for imported water and capital needs are increasing as much as 6%.

WE'RE IN THIS TOGETHER DURING COVID-19

While at this time the State of California continues to observe Governor Newsom's Stay at Home order, we know customers are all looking forward to phases of reopening. For any buildings that will be reoccupied after a prolonged absence or water use interruption, here are some important tips:

- Buildings and large service connections such as commercial properties and institutions that shut down or significantly reduce water use have an increased risk of Legionella growth, low disinfectant (chlorine) levels, and leaching of lead and copper.
- It is recommended that these properties flush hot and cold points of use (e.g., sink faucets, showers).
- The purpose of building flushing is to replace all water inside building piping with fresh water. Flushing may need to occur in segments (e.g., floors or individual rooms) due to facility size and water pressure.
- Flush until the hot water reaches its maximum temperature. Then flush cold water for the same time frame.
- Further resources are available at the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>

Reminder: Customers can continue to use and drink tap water as usual. Montecito Water District is delivering water that meets the highest quality standards. California's comprehensive safe drinking water standards include disinfection processes for drinking water which are effective against viruses, including coronaviruses such as COVID-19.

LEARN MORE!

For more information, to discuss future plans or share how we can better serve you, MWD representatives we are always available – our contact information is below.

www.montecitowater.com | 805-969-2271 | customerservice@montecitowater.com