

Reminder of Rate Increase Effective January 1, 2019

The Heritage Ranch Community Services District Board of Directors conducted a public hearing and approved a five year rate structure for water and sewer rates on October 19, 2017. The first rate adjustments were implemented on January 1, 2018 and will continue through the year 2022. You will see an increase on your water and sewer bill mailed February 1, 2019 for the service month of January.

Why do fees need to be increased at Heritage Ranch?

The Fee Schedule is based on the District's cost of providing water and sewer service and funding of major maintenance and replacement of equipment. Operating costs of electricity, insurance, labor, regulatory requirements and supplies have increased steadily over the years.

What is the current structure for water/sewer rates?

Water rates have two components: a fixed water charge, based on meter size, and a volume water charge based on consumption. Sewer rates are a fixed charge only.

For more information on the Heritage Ranch Community Services District water and sewer rates, please visit our website www.heritageranchcsd.ca.gov to view our fee schedule.

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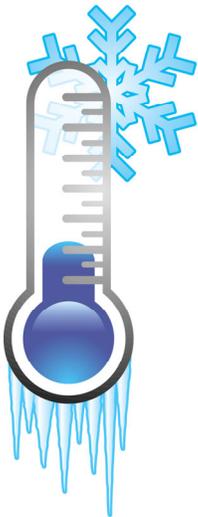
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Freeze Alert Tips

Take precautions to prevent water pipes from freezing when the temperature drops below freezing! Exposed pipe can freeze and burst when the temperature reaches below freezing (32 degrees F).



Remember the saying - better safe than sorry. Experts recommend keeping the thermostat at the same temperature day and night. Your heating bill may be a little higher, but you could avoid a costlier repair job if your pipes freeze and burst.

If you plan to be away during cold weather, leave the heat on in your home, set to a temperature no lower than 55° F. **DO NOT TURN YOUR HEATER OFF!** This is very important for homes that have water lines in their ceilings.

Protect your pipes. Let the cold-water drip from a faucet to help prevent your pipes from freezing. Open the kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. Be sure to move any harmful cleaners and household chemicals out of the reach of children and/or pets. Keep the garage doors closed if there are water supply lines in the garage.

"I have no water... Now what?"

How to Thaw Frozen Pipes:

If you turn on a faucet and only a trickle comes out, you may well have a frozen pipe. If you suspect the pipes are frozen, be careful when thawing them out because if the pipe has already burst, the water will come flowing out and could possibly flood your home. You should turn off the water at the main shut-off valve in the house. This is usually at the water meter or where the main lines enter the house. (Make sure everyone in your family knows where the water shut-off valve is and how to open and close it.)

Never try to thaw a pipe with a torch or other open flame. Water damage is preferable to burning down your house. You may be able to thaw a frozen pipe with the warm air from a hair dryer. Start by warming the pipe as close to the faucet as possible, working toward the coldest section of pipe. As you heat the frozen pipe and the ice plug

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begins to melt, you want the water to be able to flow through. Running water through the pipe, as cold as it is, will help melt ice in the pipe. If your pipes do freeze, and water stops flowing from faucets, call a plumber immediately.

If you are unable to shut off the water at the valve to your house, call Heritage Ranch CSD at (805) 227-6230 and District staff will respond and turn off the water at the meter.

Water Restrictions Are Still In Effect

Customers are required to limit landscape watering to three days per week according to the following schedule, based on your Tract.



ANY OUTSIDE WATER USE ON MONDAY IS PROHIBITED FOR ALL CUSTOMERS!

Tracts: 0446, 0447, 0475, 0693, 1063, 1094, 1910

Tuesday, Thursday, Saturday

Tracts: 0050, 0424, 0452, 0474, 0720, 0721, 0999, 1990

Wednesday, Friday, Sunday

OUTSIDE WATER USE / IRRIGATION MAY ONLY OCCUR BETWEEN THE HOURS OF 8 PM AND 7 AM



HRCSD Board of Directors

The Heritage Ranch CSD Board of Directors had four open seats this election year. Due to the lack of candidates, no election was held. There were three incumbents who ran which left one empty two year seat. The Board of Directors appointed Devin Capps to the open two-year term seat beginning December 1, 2018 and ending December 1, 2020.

Directors Martin Rowley, Bill Barker, and Reginald Cousineau will begin a new four-year term on December 1, 2018 and ending December 1, 2022.

The Board Officer positions (President and Vice President) are rotated amongst the members annually. The 2018 Board President is Martin Rowley and the Vice President is Bill Barker.

Household Hazardous Waste Disposal

Household hazardous waste should **NOT** be disposed of in the trash or in the gutter. Hazardous waste disposed of in the trash poses a serious threat of injury to trash collectors and landfill operators. This kind of waste also creates environmental problems when disposed of improperly. For these reasons, disposal of hazardous waste is regulated and improper disposal is illegal. The penalties can be substantial.

For your convenience the IWMA and HRCSD operate a Household Hazardous Waste collection site located at the HRCSD. The collection site is located behind the District maintenance shop on Heritage Road. This service is free of charge.



Items may be dropped off ONLY during the hours of operation (Friday's from 12:00pm to 2:00pm). If items are dropped any other time and or items which are not considered "Household Hazardous Waste", you will be fined for illegal dumping.

Waste items that may be dropped off include but are not limited to: batteries, fluorescent tubes, thermometers, electronic devices such as computers, printers, cell phones, radios, microwave ovens, computer monitors and televisions, paints, solvents, oil, antifreeze, pesticides, pool chemicals, thinners, cleaners and most other types of hazardous materials found around the home.

For a complete list of hazardous items, please visit: <http://www.iwma.com/what-to-do/hhw/>.

Our domain name has changed! Our new website address is:
www.heritageranchcsd.ca.gov

Happy New Year!