

Received by email on 9/14/21 @ 1102

1. I have been a home owner and client of CVWD since 1994 and in that have seen my bi-monthly rate increase nearly 5 fold. Some of this is attributed to base rate increases some to usage and a large portion over the last few years to inaccurate and frankly unfair billing practices by CVWD. As a client of both La Canada Irrigation and CVWD there is an exchange of water usage between the two agencies. One problem is that LCID uses 100 Cubic Feet of water as their bases of billing whereas CVWD uses 1000 gallons as a basic unit. The two are not equal where as 100 Cubic Feet equates to approximately 750 gallons. I suspect be have been overcharged by 1/3 for years. Worse CVWD uses the February March water usage as the basis of waste water usage as this should exclude irrigation water. Since we have been in a multi year drought with rain both less and not within this timeframe irrigation has and will be necessary. Hence, all customers have been overcharged to the benefit of CVWD by this outdated and inaccurate method of usage.

For Reference CVWD fees	2002	\$22
	2003	\$35
	2008	\$49
	2012	\$55
	2013	\$64
	2017	\$83
	2019-21	\$86

La Canada Irrigation Usage as printed by LCID Staff for selective dates without considering periods of irrigation

2021	January	77 units of 100 Cubic Feet
2020	January	13 units of 100 Cubic Feet
2019	January	15 units of 100 Cubic Feet

BILLING PERIOD USED FOR CVWD RATES sent out in May of each year according to La Canada Irrigation Staff

2021	March	53 units of 100 Cubic Feet
2020	March	54 units of 100 Cubic Feet
2017	March	80 units of 100 Cubic Feet.

We have taken water meter readings during non irrigation days and have come up with a converted usage of approximately 155-160 gallons per day and assuming a 60 day billing period on average will equate to 9500-9600 gallons and a unit cost fee 50% of what has been charged.

What to do? With electricity we can scale back on usage with the help of SCE, with water we can reduce days of watering, with Gas we can raise or winter heating temperature and with TV Internet & phone we can tailor our package to our budget. The only utility we can not work to reduce is your

Water Water Fee as the method to calculate usage is, in a harsh word, dishonest.

So what can the Board do to correct this method of billing? how about Fix single family units for both the number of adults or actual water usage outside of irrigation days by reading the meter and multiplying the days in the cycle. I look to the Board to address the usage calculation.

2. My second comment speaks to the proposed increase in fees-I know of no organization either private or public that has proposes an increase in fees of nearly 25% for base rete and 33% for usage. It seems to me that the current board does not fully appreciate the overall Utility Services impacts to the home owners. Second I can only assume the CVWD Board is hoping that the proposed service increase will not be noticed by their customer during the pandemic, Gubernatorial Recall and meeting only available to Zoom participants. This is unacceptable.

I propose that the Board wait for a more normal time with the customer are aware of their rate changes, % increase and availability and join a non Zoom meeting to directly have the board respond to customer feedback.

I look forward to your response. Peter Roses