



Lead and Water Do Not Mix

There is no safe level of lead exposure in drinking water. The primary source of lead in water you drink comes from pipes which can present a health risk to children and adults. The Environmental Protection Agency (EPA) is committed to using every tool available to protect consumers from this hazard. Recently, the EPA released *Guidance for Developing and Maintaining a Service Line Inventory* to support water districts across the country in their efforts to identify lead pipes and develop inventories to provide states with critical information needed for oversight and reporting.

During the next few months, our water operators will be conducting a service line inventory on all premises to identify whether your residential service line is either: lead, non-lead (copper or plastic), galvanized, or unknown. While in the meter box, the operators will also verify the meter number and look for any potential cross connection or irrigation systems not previously identified by the District.

Once the information is compiled, it will be forwarded to the state and you will be notified in writing of the results. There are no special requirements on your part to prepare for the inventory. All water districts are required to comply with the inventory by October 16, 2024. For more information visit <https://www.epa.gov/ground-water-and-drinking-water/revised-lead-and-copper-rule> or call the office.

Automatic Bill Payments...Is It Right For You

Automatic payments can be a convenient way to pay your account balance and can be processed in one of two ways. First, you can make automated payments via ACH transactions. ACH stands for Automated Clearing House and it refers to a form of electronic funds that are transferred from your **bank account** to the District's bank account. The second way is by using your **credit card**.

Broadly speaking, ACH transactions have the lowest costs associated with any automatic payment system. Credit cards typically charge a transaction fee plus a processing fee. Since these fees vary, check with your card provider. When it comes to ACH versus credit card fees, ACH is the clear winner.

Many customers choose the convenience of autopay. It is your responsibility to keep bank account and credit card information current to avoid penalty fees. The most common complaint we receive from customers is when a credit card is declined and penalty fees are assessed. Generally, the declination is due to an expired card. Unfortunately, the District has no way to track expiration dates. Once your card information is entered into the secure payment gateway, the data is encoded into a 12-number token identification. This code cannot be used by the District to track your credit card number, expiration date, or card verification value. The District uses a highly rated gateway that meets Payment Card Industry Data Security Standard, known as PCI for short. Our PCI compliance means our system is secure and you can trust us with your sensitive payment card information.

Regardless of the method you choose, **on the 10th of the month following a billing cycle (i.e., Jan, Mar, May, Jul, Sep, & Nov)**, the District initiates a process called recurring payments to collect these funds. With 48% of our customers enrolled in autopay, the electronic transfer takes only a few minutes!

Backflow Testing – Annual Reports Due **September 30, 2024**

Customers with inground irrigation, sprinkler systems, and/or certain water features such as fountains and pools are required by law to have their backflow tested annually by a state certified tester. Get your system tested **prior to the start of the irrigation season**. Visit our website for more information.

Water Conservation....Make every drop count

Run a full load in the dishwasher instead of handwashing. Energy Star dishwashers are 30% more water-efficient than other models. Get our free brochure to learn more ways you can save water.

Water Humor...That awkward moment when you pay \$2 for Evian water and notice if spelled backward you're naïve.