

COMMITTED TO FINANCIAL EFFICIENCY AND TRANSPARENCY

Donna, Finance Director >



San Juan was awarded the 2018 Distinguished Budget Presentation Award. This award is a BIG achievement and reflects San Juan's commitment to meeting the highest principles of government budgeting.

CHECK OUT OUR TRANSPARENCY HUB

San Juan is highly committed to our customers. Our online transparency hub is a source for detailed information about district operations, finances and governance. It's easy to access and understand.

Here are a few examples of different items you can review on the Transparency Hub. Visit sjwd.org/district-transparency for more!



Annual Budgets for Wholesale and Retail Operations

The District's budget provides a summary of major activities for the fiscal year and the revenues and expenses associated with providing water service to you.



Financial Reserves Policy

This policy outlines San Juan's net worth assets and its ability to provide reliable water service to our customers.



Financial Audits

You can also review financial audits performed by a third-party auditor from the past 10 years.



WE APPRECIATE YOU!

A big thanks to our customers and community members who joined us for Customer Appreciation Day in October! We had a great time and hope you took home a moisture meter and learned something new about your water system. Check out some photos from the fun and be sure to check our online calendar for more upcoming free events. sjwd.org/calendar



HEADS UP! YOUR RATES CHANGE JANUARY 1

In April 2017, a five-year schedule of water rate changes was adopted. This January will be the third rate increase as part of this five-year plan. As of January 1, 2019, your daily base rate will include an eight percent increase. The volumetric rate will remain at \$0.92 for each 748 gallons of water used. The remaining two installments will occur in January 2020 and 2021. These rate adjustments will:

- Fund necessary capital replacement projects
- Maintain and improve financial stability
- Meet required debt service obligations
- Maintain Board-adopted reserve levels
- Meet increased regulatory demands

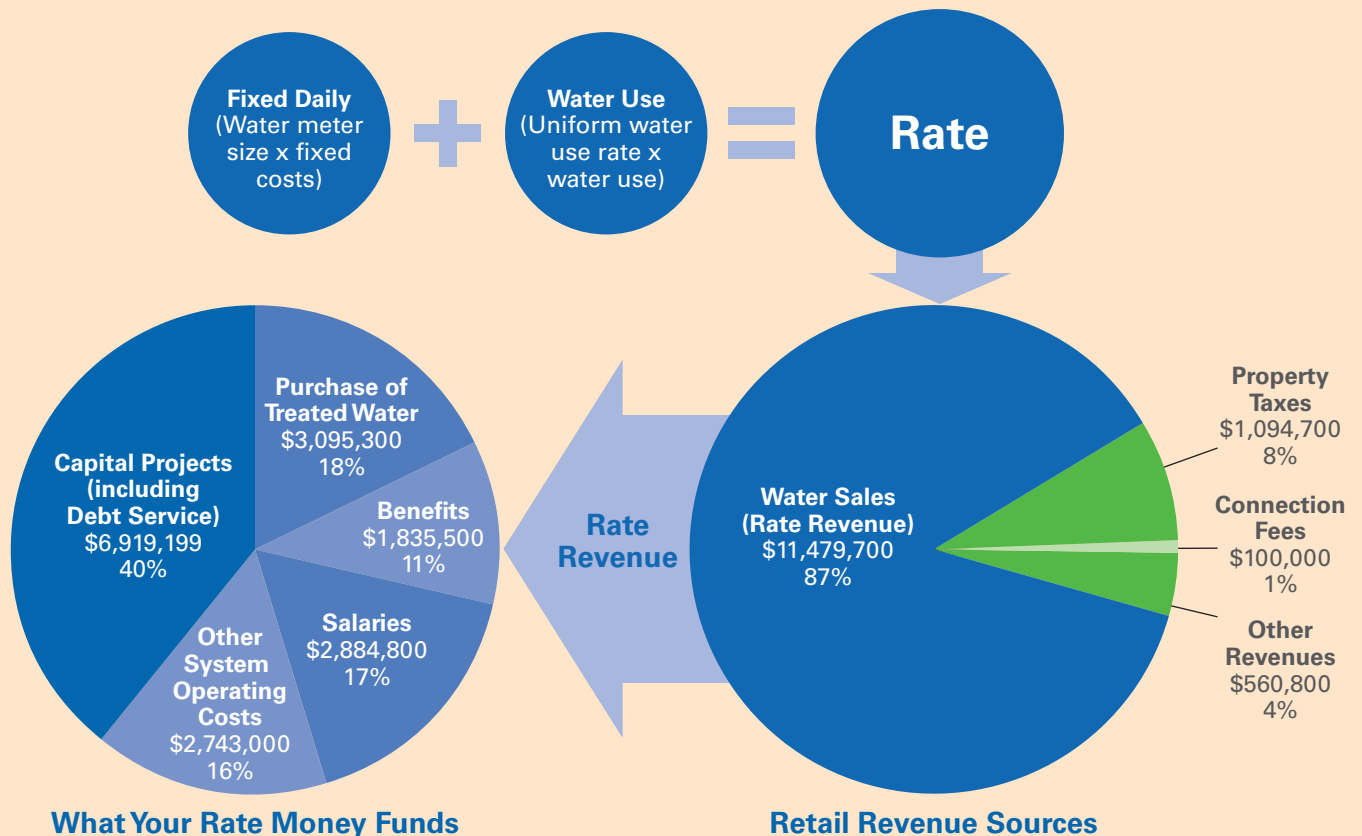
Visit sjwd.org/fees-and-rates for more information.

YOUR WATER RATES Where your money goes

Your water rates include a daily fixed charge and a water use charge. The daily fixed charge is based on the size of each customer's water meter and is intended to recover a proportionate

share of the fixed costs associated with operating and maintaining the system. The use charge is based on a uniform water usage rate multiplied by each customer's individual water use.

This infographic breaks down our revenue sources, how we calculate your rate and where your money goes.

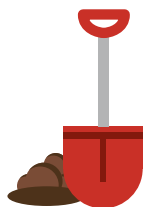


WATER EFFICIENCY DOESN'T STOP INDOORS

Try these tips to save \$\$\$ on your water bill in cooler months.



Reduce water use on your landscape. This is an obvious tip but easily overlooked! During the winter months, remember to turn off your irrigation system. Unless the weather is unseasonably dry, Mother Nature typically takes care of your landscape irrigation needs.



Remove your natural grass lawn. Another water saving option is replacing your traditional cool season turf grass with turf grass alternatives and ground cover plant options. These plants are well-suited for our region's climate.



Mulch more. As soil temperatures drop, mulch insulates plants and holds in moisture. For a winter crop, this is beneficial to prevent the plant from freezing over.



Wrap your pipes. When you start seeing a drop in temperature, make sure your pipes are wrapped. This will help you avoid a pipe bursting. A burst pipe wastes a substantial amount of water plus, can cause a large plumbing bill.

MORE WORKSHOPS HEADED TO SAN JUAN IN 2019

Every year, San Juan holds monthly workshops for customers. Make sure you're signed up to receive e-blasts about these upcoming opportunities. You can also check our calendar for upcoming events: sjwd.org/calendar

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