

## Frequently Asked Questions

### ***Was there notification of the proposed upcoming changes to my bill?***

The District mailed notices to all property owners and customers of record on April 25, 2025. The notice is required under Prop 218 and informs property owners and customers of record about the proposed rate increases, the amount and the reason of the proposed adjustments, and the basis of the calculations. A copy of the mailed notice is also available on our website at [www.CVWD.com/rates](http://www.CVWD.com/rates).

### ***Will there be an opportunity for me to provide input regarding the rate adjustments?***

CVWD will hold a public hearing on **June 10, 2025**, at **La Crescenta Elementary School** located at 4343 La Crescenta Ave, La Crescenta, CA 91214) at 6 pm. This is an opportunity for customers to voice their support or opposition to the proposed rates. Customers may attend the public hearing in person or through teleconference. Any customer may make a request for a disability-related modification or accommodation to participate in the public meeting by calling the District.

Any CVWD customer or property owner within the CVWD water or wastewater service area may file a written protest of the proposed rate changes by mailing or dropping off a letter at CVWD's Main Office, located at 2700 Foothill Boulevard, La Crescenta, CA 91214. For your convenience, there is a protest form available on our website at [www.CVWD.com/rates](http://www.CVWD.com/rates). A valid protest letter must include your name, a CVWD service address, a statement of protest and an original signature. Only one written protest per parcel, filed by an owner or tenant, will be counted. All protests must be received by close of the public comment portion of the public meeting.

Protest letters received prior June 6, 2025, at 4 pm will be included in the agenda package distributed to the Board of Directors and posted online at [www.cvwd.com](http://www.cvwd.com).

### ***What's changing on my bill?***

CVWD is proposing four key changes to your bill, effective July 1, 2025:

1. Move to a budget-based rate structure.
  - a. This ensures fairness and equity to all customers by linking the cost of the service provided to the rates you are charged.
2. Transition from a bi-monthly bill to a monthly bill.
  - a. This will provide you with more timely information about your water usage.
3. Changes to water and wastewater rates.
  - a. This is necessary to provide sufficient funds to pay for the cost of operating and maintaining our systems, fund capital improvement projects, and pay for debt service.
4. An increase in the share of the monthly fixed service charge.
  - a. This supports revenue and long-term financial and operational planning.

### ***Why are the rates and the bill structure changing?***

Rate adjustments to water and wastewater services are necessary to continue the high level of reliable service for you. The proposed rate increases were developed based on a Cost-of-Service Study completed in 2025 by an independent consultant, which provides justification for the rate increase. You may find the Cost-of-Service Study on our website at [www.CVWD.com/rates](http://www.CVWD.com/rates).

The study concluded that the proposed rates are necessary to provide sufficient funds to pay the costs of operations, maintenance, debt service, and capital improvements over the next five years. The proposed rates also adjust for a deficit in the wastewater fund resulting from the previous under collection of revenues and is needed to adequately fund wastewater operations. The proposed rates, if approved, will be effective beginning July 1, 2025, July 1, 2026 and July 1, 2027.

### ***What is a budget-based rate structure?***

A budget-based water rate system is designed to provide customers with an incentive to stay within their allocated water budget and ties the cost of providing your service to the rates charged.

Your monthly household bill is the sum of your indoor and outdoor budgets. For residential customers, each residence is assigned a monthly water budget based on several factors.

Your indoor budget is based on the number of people in your household (assumed at 4 people unless you tell the District otherwise) using 47 gallons of water per person per day (based on the CA Dept of Water Resources indoor water use requirements) for each billing period.

Your outdoor budget takes into account many factors, including 33 percent of your lot size, the weather, and a factor for your type of landscape.

Your total bill is the sum of your water and wastewater charges. Since some charges are based on based on the number of people in your household (the default assumption is 4 people for water and wastewater), please call us if your individual household size is different than four people.

### ***What are the proposed water rates?***

Please see the “Notice of Public Hearing” for proposed water rates.

### ***What are the proposed wastewater rates?***

Please see the “Notice of Public Hearing” for proposed water rates.

### ***How will the proposed rate changes affect me?***

The District has provided a bill calculator on its website to enable you to be able to see the proposed impact to you. You will need to input key information from one of your prior bills to see the impact. The website is [www.CVWD.com/rates](http://www.CVWD.com/rates).

An average customer using 9,000 gal /month (9 kgals/month) will see a rate increase of approximately 9% from the prior year.

### ***What determines the cost of water and wastewater?***

CVWD is a public agency, which means we can only charge customers for the actual cost of providing water and wastewater services. CVWD does not set its rates to make a profit. Affordability of our services is one of our most critical objectives, but maintaining long-term affordability requires proactive and constant maintenance, investments and upgrades.

The District has taken several steps to minimize the proposed rate increases to you. Many of the cost increases are uncontrollable, as we rely on several third-party providers for many of our services. This includes the purchase of imported water, electricity, and treatment of our wastewater. In addition, certain regulatory requirements have increased, thereby increasing the cost of providing you services.

We continue to focus on costs we can control, so we can continue to provide reliability and the current high level of customer service you expect. Some examples of how the District controls costs include securing grants, pursuing regional partnerships to share costs, developing cheaper sources of water supply, utilizing in-house resources to control contractor costs, and installation of advanced metering infrastructure to help you avoid unnecessary costs through early leak detection. All these measures help reduce the amount of the proposed rate changes.

### ***Why am I paying so much for a natural resource?***

While water is a natural resource, it goes through an extensive journey to get to you.

CVWD uses a blend of local groundwater and imported water from both the State Water Project (Northern California) and the Colorado River. Imported water from the Colorado River travels over 240 miles to get here, and the water from the State Water Project travels 444 miles, which is a very expensive journey and a limited resource. Your groundwater requires the maintenance of groundwater wells, electricity costs to run pumps, and treatment costs. Your water is stored in reservoirs that need to undergo routine maintenance and rehabilitation. Providing you with safe drinking water takes a lot of time and resources including specialized staff. Continued investments in your water system are necessary to provide reliability and protect public health.

### ***I am unable to afford my bill. How am I going to pay for a rate increase?***

CVWD offers an industry leading bill assistance program which is funded by non-rate revenue. Any residential customer who is the named account holder and who meets the qualification criteria is eligible for a 25% discount on their combined water (up to Tier 2 usage) and wastewater bill. To apply for the program, visit our office or [www.CVWD.com/bill-assistance](http://www.CVWD.com/bill-assistance) program. Customers may also receive water efficiency rebates through BeWaterWise.com.

### ***What is the process after the Public Hearing related to implementation of the proposed rates?***

The Board of Directors will conduct a public hearing on June 10, 2025. Customers may attend the public hearing to voice their support or concerns regarding the proposed rates. The Board will consider the written protest letters received on a timely basis.

On June 24, 2025, the Board will meet to consider the proposed water and wastewater rate adjustments and vote to either approve or not approve the changes. The Board can't legally increase charges more than indicated in the Prop 218 notice. If approved, the new rates will become effective July 1, 2025. Any changes will not be reflected in your regular bill prior to July 31, 2025.