

What's On Tap



AT THE SOQUEL CREEK WATER DISTRICT

Billing Changes Are Coming Soon

Over the past year, District staff have been working on launching a new finance and billing software to provide customers with more payment and notification options that will increase the quality of customer service. The new billing system will be operational in May 2019.

The new billing software means there will be some changes for our customers as well. Some of the changes you can expect to see on your water bill are:

- **Your account number will change in May.** If you pay your bill through your bank or other 3rd party payment system, you will need to notify them of the new account number in order for your payment to be accurately applied to your water bill.
- **The date your bill is issued, and the date it is due, may change.** Bills will be due three weeks after they are generated. The due date and the delinquent charge will be reflected on your bill, eliminating the need for a separate delinquent notice.
- **You can choose to have bill and payment reminders delivered by text, phone, or email.** This will enable you to receive more notifications before water service is shut off for non-payment.
- **The District's payment website will be changing.** You will need to re-enroll in auto pay and paperless billing beginning in May. The new site will provide more features and notification options to help you manage your bill.
- **There are more payment options.** In addition to Visa and Mastercard, the District will also be accepting American Express and Discover.

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District Begins Metering System Upgrade in 2019

The District currently uses a drive-by Automated Meter Reading (AMR) system to collect monthly meter reads. The District is planning to upgrade to Advanced Metering Infrastructure (AMI) beginning this spring and continuing into 2020 which will provide many benefits to District customers.

The AMI system will collect hourly and daily customer water use data and remotely send it to the District several times per day. The AMI rollout will also include a new customer portal that provides the following:

Increased leak detection: AMI can detect leaks daily providing much quicker notification to customers.

Real-time water usage data: The secure online customer portal will allow customers to view hourly, daily, and monthly water use.

Customized alerts: Allow users to set customized alerts when their thresholds for water use are reached.

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This is an example of what the new customer portal will look like on your desktop computer or from your mobile device.

Twin Lakes Church Seawater Intrusion Prevention Pilot Recharge Well

Work on the Twin Lakes Church (TLC) Pilot Recharge well began December 28 and will assess the recharge capacity of the groundwater basin and aid in determining the feasibility and design of a future full-scale well to push back seawater intrusion.

Since January, work at the site has included site access and grading, mobilization of the drilling equipment, completion of the 18-inch diameter pilot hole to a depth of 1,020 feet, collecting soil samples, and conducting a geophysical log to characterize the aquifer. Next steps include completing the pilot well, installation of the well casing, screens and other components to develop the well, and performing the recharge capacity testing. This \$1.1 million project was funded through a \$2 million grant that the District was awarded through a Prop 1 Groundwater

Grant. The project was designed by Brown and Caldwell and Montgomery and Associates and is being constructed by Maggiora Bros. Drilling, Inc. The District is appreciative of the collaboration with Twin Lakes Church and the State Water Resources Control Board.

Do you want to see time lapse videos of the TLC Pilot Well Project? Visit <https://vimeo.com/sqcwv>



Maggiora Brothers Inc. employees hard at work prepping the drill rig.



A ceremonial groundbreaking was held at Twin Lakes Church on February 7. John Laird, former Secretary of the California Natural Resources (pictured on the left) and Pastor Mark Spurlock from Twin Lakes Church both spoke at the ceremony.

New Billing continued

We will be sending out information and reminders about the new billing system over the next few months.

Stay informed:

- Visit our website soquelcreekwater.org
- Sign up for the monthly eblast
- Watch your bills for notices

In addition to the new billing software, the State passed a new law (Senate Bill 998) that changes how water agencies can collect on delinquent water bills and limits when water service can be turned off for non-payment.

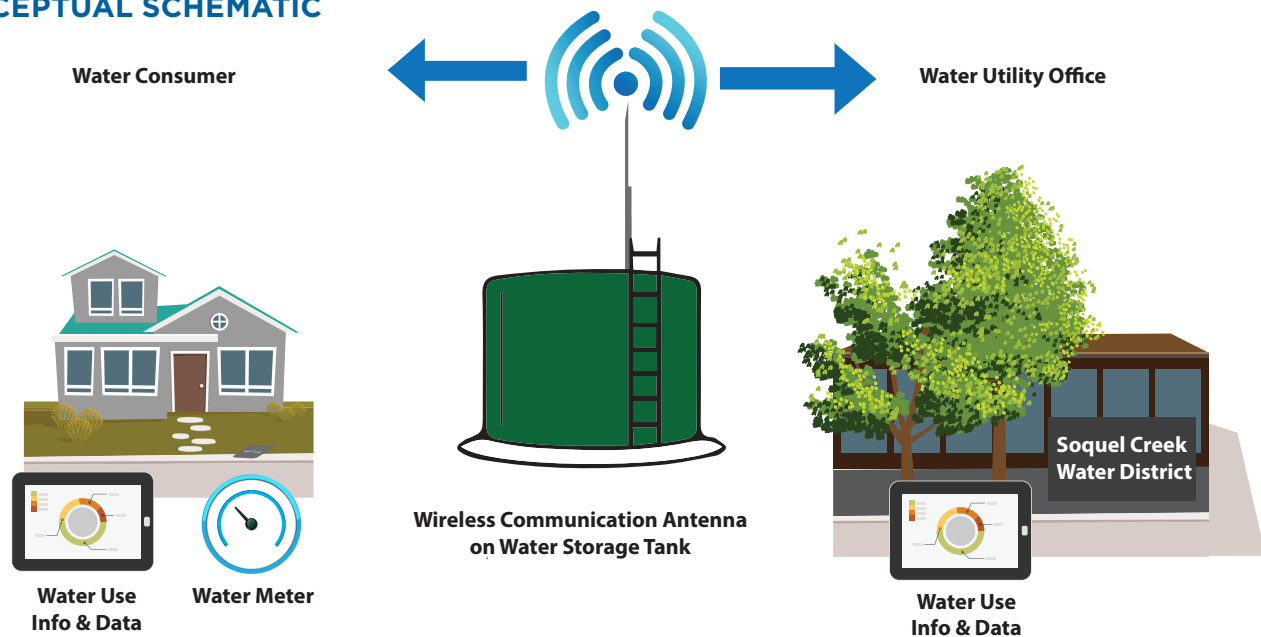
If you have other questions, please contact our billing department at (831) 475-8500 option 3.

AMI continued

This new metering upgrade of AMI is being funded with fees from the District's Water Demand Offset (WDO) program. The WDO program requires that all new water service applicants offset two times the amount of water their new development is expected to use by paying fees toward water conservation projects within the District. The AMI upgrade is expected to save approximately 28 million gallons of water per year due to earlier leak notification and increased customer engagement.

Stay tuned for more details on this exciting project as it progresses! For more information, please visit www.soquelcreekwater.org or call (831) 475-8500.

CONCEPTUAL SCHEMATIC



Water Purchase Pilot Update

On December 3, 2018, the District began importing drinking water from the City of Santa Cruz Water Department as part of the surface water purchase pilot project. Through March 5th, we have imported almost 25 million gallons (or 80 acre feet) of drinking water. This phase of the pilot will end in April 2019 and we hope to continue purchasing water again in October 2019, assuming all conditions are met.

For additional information or to report any changes in water conditions, contact 831-475-8500 or visit <https://www.soquelcreekwater.org/surfacewaterpilot>.

#InThisTogether

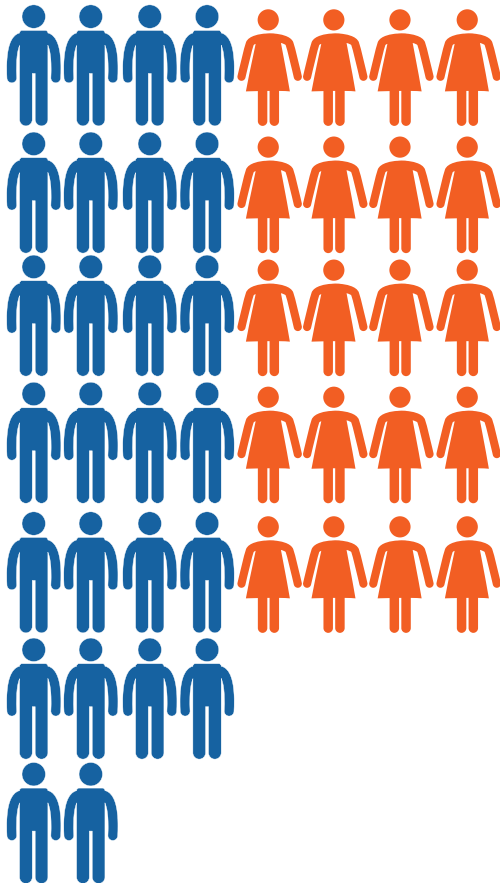
We all want to protect our groundwater basin from seawater contamination and secure a supplemental supply of water. Show us your commitment and send us a photo similar to the one below to outreach@soquelcreekwater.org. You just might see yourself in the next newsletter. :)



Fun Facts About District Employees

46 EMPLOYEES

57% Male 43% Female



26% are District Customers



60% have a CA State Water Resources Control Board Certifications



45% are Locals! They attended Santa Cruz County High Schools



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www.soquelcreekwater.org

Other ways to connect with us!



DON'T MISS OUT!

OUR POPULAR ENHANCED TOILET REBATE ENDS JUNE 30!

Submit your rebate application by June 30, 2019 to qualify.

After June 30th the rebate goes down to \$150.

For more information visit soquelcreekwater.org/toiletrebate or call 831-475-8500

