



**SOUTH TAHOE PUBLIC UTILITY  
DISTRICT**

*Reliable—Resourceful—Resilient*

**Customer Service Offices  
1275 Meadow Crest Drive  
South Lake Tahoe, CA 96150**

**Phone: 530.544.6474  
Fax: 530.541.0614  
[www.stpud.us](http://www.stpud.us)**

**[ We're on the web!  
[www.stpud.us](http://www.stpud.us) ]**

## ***STPUD Now Accepts Online Credit Card Payments***

*As part of the District's ongoing commitment to outstanding customer service, and in response to a high demand for electronic bill pay options requested by our customers, Electronic Bill Presentation and Payment (EBPP) will be available beginning January 1, 2010.*

- *You may pay online, at your convenience, using either **Visa or MasterCard** debit or credit cards*
- *To enroll, simply visit the District's website at **[www.stpud.us](http://www.stpud.us)** and click on the EBPP icon and follow the simple directions. You may choose to make a one-time payment or set up a regularly scheduled payment.*
- *Once you are enrolled, you will be able to view an online copy of your statement or print a hard copy for your records.*
- *Best of all, there is no extra charge for this convenience—and you will save the cost of a stamp, gas, paper, and your valuable time in the process.*
- *Should you need additional help, speak to a Customer Service Representative at 530.544.6474.*

## **How to calculate your metered rate**

### **Q: How do I know if I have a water meter already installed?**

A: If you already have a water meter installed which is being read by the District, your bill will have a consumption figure near the top of the statement. ***If your bill does not have a consumption figure, you do not yet have a meter.*** If your meter is being read for the first time, the consumption figure may be longer than the normal three-month billing period. Keep that in mind when making your calculations. Your future billing statements will reflect a three-month consumption figure.

### **Q: How do I calculate what my bill would be if actually billed by volume?**

A: To calculate what your quarterly bill would be, based on the consumption data, multiply the consumption figure noted on your bill by \$2.20 and add the quarterly service charge (fixed infrastructure charge) of \$62.04 to the result. For example, if your consumption is 29, your bill would be:

$$29 \times \$2.20 = \$63.80 + \$62.04 = \$125.84/\text{quarter}$$

### **Q: Can I go to your website for more information?**

A: Sure, just go to **[www.stpud.us](http://www.stpud.us)** and click on the "Water Meter" icon. There you will find an example of an actual bill with the appropriate calculations. If you would prefer to talk to a Customer Service Representative, please feel free to call 530.544.6474.

First Quarter

January 2010



SOUTH TAHOE PUBLIC UTILITY DISTRICT

*District Digest*

# Water Meter Update

---

- On September 29, 2004 Governor Schwarzenegger signed into law Assembly Bill 2752 authored by Assembly Member Christine Kehoe. This bill was chaptered on the same day and is currently Chapter 884 of the California Code. The District sought a legislative exemption from the law, but was unsuccessful. Whether you agree or disagree with water meters and water conservation, it is a reality in California.
- The bill requires an urban water supplier, as defined (any public water system with 3,000 or more connections), on or before January 1, 2025 to install water meters on all municipal and industrial water connections that are located within its service area. The District meets this definition and must comply with the law.
- The bill also requires an urban water supplier, beginning on or before January 1, 2010 to charge each customer that has a service connection for which a water meter has been installed, based on the actual volume of deliveries, as measured by a water meter.
- The bill provides an exception in order to provide customers with experience in volume-based water service charges. An urban water supplier that is subject to this law may delay, for the 2010 seasonal cycle of water use, the use of meter-based charges for service connections that are being converted from non-volume based billing to volume based billing. That means, for most residential customers, volume-based billing will not begin until January 2011. From January 1, 2010 through December 31, 2010, residential customers with meters will receive their normal flat rate bill and additional information that will demonstrate what their bill would have been if billed volumetrically. On the back page of the Digest is information that will allow you to make that comparison **if you are currently metered.**
- Finally, the bill authorizes a water purveyor to recover the cost of providing services related to the purchase, installation, and operation of a water meter from rates, fees, or charges. At this point, it is the District's intent to seek federal and state funding to cover as much of the costs of meter installation as possible. Where outside funding is not available, costs will be paid through the general rates, borrowing, or bond issuance.
- The District has applied for and received a \$4.387 million grant (no matching dollars) through the State Revolving Fund (SRF). These funds were provided via the American Recovery and Reinvestment Act (ARRA) of 2009. These funds will allow the installation of approximately 3,000 water meters on waterlines that have been replaced in recent years. Generally speaking, these projects are entirely within the City limits and in older neighborhoods (The Y, Gardner Mtn., Al Tahoe, and Stateline as that is where the oldest and smallest lines are located). The District has also applied for additional grant funding and is awaiting information regarding potential successful awards.
- For additional information please contact a Customer Service Representative at 530.544.6474 or visit the District's webpage at [www.stpud.us](http://www.stpud.us).