

HOW YOUR TREATED WATER BILL IS CALCULATED

Residential drinking water rates are made up of the following basic components:

VOLUMETRIC CHARGES are based on the amount of water used and are measured in a unit called HCF, which stands for hundred cubic feet, and equals about 748 gallons. The two volumetric charges are water consumption and energy, which is based on your home's elevation.

FIXED CHARGES are based on the size of your water meter and the number of days in your billing cycle. The two fixed charges are readiness to serve and fire protection. Fixed charges equal the minimum amount you pay each billing period, no matter how much water is used.

EXAMPLE *For illustrative purposes only. Based on 5/8" meter and 320 gallons per day water use in Energy Zone 2.*

	Volumetric		Fixed	
Charge	Consumption	Energy	Readiness to Serve	Fire Protection
Unit cost	\$3.91/HCF	\$0.15/HCF	\$0.59/day	\$0.03/day
Units	.43 HCF	.43 HCF	1 day	1 day
Total	\$1.68	\$0.06	\$0.59	\$0.03

Average daily cost of water (320 gallons): **\$2.36**

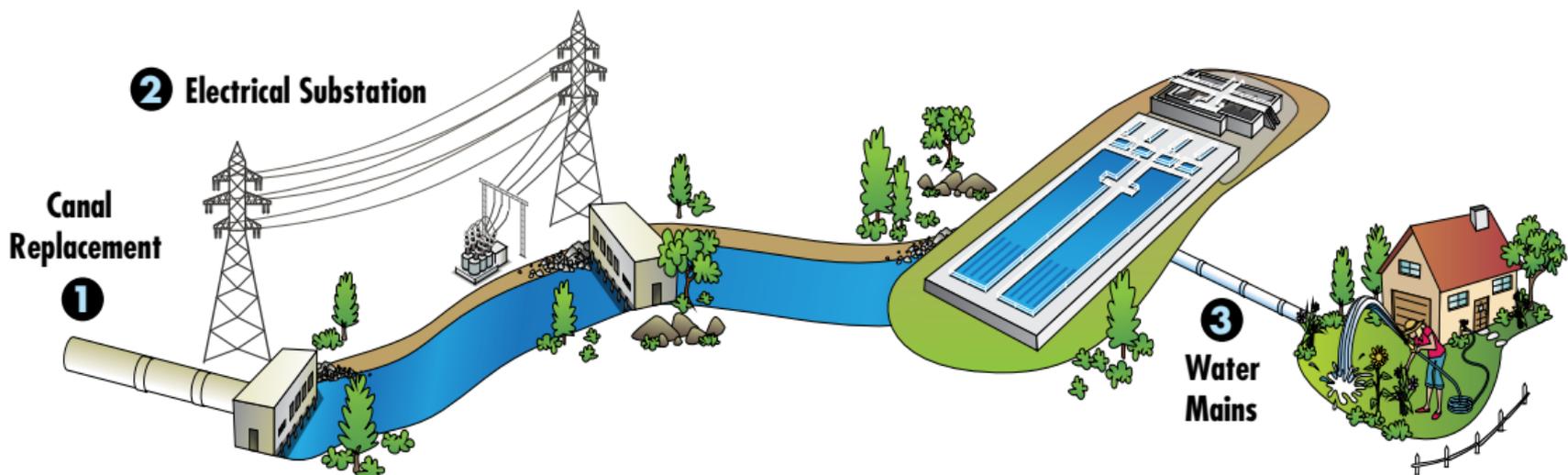
Some customers also pay an excess use charge, which is a higher rate that applies only to water use greater than an average of 1,000 gallons per day or that customer's 2013 baseline usage. For detailed information about CCWD rates and charges, **visit ccwater.com/rates**.

Your treated water bill not only covers the amount of water you use, it also funds the ongoing maintenance and upgrade of facilities that bring safe, clean drinking water to your home whenever you need it.

Your Rates at Work

Regular maintenance and system upgrades keep safe, clean water flowing from your tap every minute of every day. These improvements are funded with your rate dollars and are competitively bid to ensure we get the best value from every dollar spent. Preventive maintenance is effective in avoiding major system failures and extended water outages, particularly with our aging infrastructure of pipes and pump stations. We project expenses and revenues 10 years into the future to ensure our ability to provide 500,000 people with high-quality water in a cost-effective manner.

We maintain our system throughout the year, every year, ensuring reliable water service well into the future. This fall, we'll start three major projects.



1 In Oakley, we'll replace more than a mile of unlined Contra Costa Canal with a 10-foot diameter concrete pipe. This will prevent degradation of your water quality and will protect public safety and security.

2 In Oakley and Antioch, we'll replace several electrical substations that reached the end of their useful life. These upgrades will maintain our Rock Slough Intake as a reliable source of water from the Delta.

3 In the Sun Terrace neighborhood of Concord, we'll replace approximately 4,700 feet of water mains that have a history of leaks.