

WELCOME TO BEAR VALLEY

Introduction

Formed in 1968 under the California Water Code, the *Bear Valley Water District* is your local resource recovery facility dedicated to providing safe, efficient, reliable and compliant wastewater services at fair and reasonable prices to the residents and businesses of Bear Valley.

All new property owners are welcomed to the District with this complete New Customer Packet providing an application for new service, explaining the District's billing policies as well as providing other valuable information.

It is Bear Valley Water District's goal to provide exceptional customer service. Our office is open daily, Monday - Friday from 9AM - 5PM. We are typically closed for lunch between 12 - 12:30 PM each day. Billing questions and changes to billing account information should be directed to the Office Manager at 209.753.2112 or Judi.Silber@bvwd.ca.gov.

Application for New Service

All new customers must submit the enclosed *Wastewater Service Application* to establish service with the District. If you have purchased a home or condo within BVWD's service area, sewer services are not interrupted upon a change of ownership. The new owner's name will ONLY be associated with the property once the *Wastewater Service Application* and the *Grant Deed* have been received by the District. Please contact the title company handling your escrow for a copy of the grant deed if you do not have a copy. This information may be emailed, mailed or faxed to the District Office Manager.

Residential Service Rates

Single family dwellings and condominiums in the District are charged a flat monthly rate for sewer services and are billed quarterly. Current rates are as follows:

<u>Residential (per Equivalent Dwelling Unit (EDU))</u>	<u>Monthly Fee</u>	<u>Quarterly Billing</u>
Single family, multi-family	\$90.37	\$271.11

Payment and billing service options include auto-pay, e-billing and online payment. You may enroll in these services by completing the enclosed authorization forms and returning them to the Office Manager.

Board Meetings

The Bear Valley Water District Board of Directors meets quarterly at the District's administrative office to administer the business of the District. As a public agency, these meetings are open to the public and we welcome you to attend a Board meeting to meet the Board as well as District staff and to learn more about how the agency operates. Agendas for meetings as well as written and audio meeting minutes may be reviewed at <http://bvwd.ca.gov/agendas-minutes.aspx>.

Outreach

The District's web site <http://bvwd.ca.gov/> contains valuable information about the District's sewer program, finances, organization, reporting and customer service needs.

The District has also developed a public outreach program to educate the public about water quality issues and water pollution prevention. In addition to the District's web site, the District produces printed and electronic newsletters to provide valuable information to actively engage stakeholders in our collective effort to change public behavior and protect surface and ground water from pollution sources.

For customers who receive their quarterly invoices by mail, District newsletters are printed and inserted with mailed billing invoices. For customers set up with auto-payment who do not receive a mailed paper invoice, we email a digital newsletter. You may sign up to receive our e-newsletter to stay informed on our web site at <http://bvwd.ca.gov/email-updates.aspx>.

Fats, Oils and Grease Program

Fats, cooking oils, and grease (FOG) can coat and clog pipes and cause sewer lines to back-up into homes. Sewer blockages can be a direct result of "FOG" that you may be unknowingly discharging into the sewer system. "FOG" can also cause blockages further down sewer lines creating system overflows as well as disrupt wastewater treatment processes with detrimental results. The blockages can be caused by a buildup of FOG that creates a clog in the sewer pipe. To prevent these problems, we encourage you to dispose of these cooking by-products safely. For more on the District's FOG Program and some alternative disposal suggestions visit <http://bvwd.ca.gov/fog.aspx>.

Customer vs. District Responsibility

In the event of a sewer line blockage or overflow, District staff is always prepared to support property owners in addressing issues with the sewer system, whether the problem arises on public or private property. If a problem arises with your system, immediately please contact the District at 209.753.2112.

However, it's important to understand which part of the sewer system is a customer's responsibility and which part is BVWD's responsibility, particularly when a problem arises with the system leading to a potential or actual sewer system overflow (SSO). The public main sewer lines and public lower sewer laterals are those lying within a street or public easement which is controlled by or under the jurisdiction of the District. The "side sewer" is defined as "the sewer line beginning at the foundation wall of any building and terminating in the main sewer, including the building sewer and lateral together." The "side sewer" "shall be maintained by the owner of the property served" in the event of a blockage or sewer system overflow (SSO).

Questions? Contact us:

Jeff Gouveia – General Manager – Jeff.Gouveia@bvwd.ca.gov

Judi Silber – Office Manager – Judi.Silber@bvwd.ca.gov

Guy West – Chief Plant Operator – Guy.West@bvwd.ca.gov