

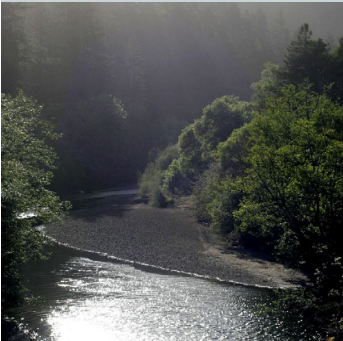
P.O. Box 86
Cazadero, CA 95421

Email: water@acmwc.net
Website: water.acmwc.net



ACMWC

Your community water company



AUSTIN CREEK MUTUAL WATER COMPANY

Member Guide

Welcome to ACMWC

The Austin Creek Mutual Water Company (ACMWC) was founded in 1959 and is owned by our community of over 70 property owners. Its purpose is to develop, maintain, and distribute potable water for domestic use by its members.

ACMWC is administered by volunteers from the community who are elected to serve on the Board of Directors. The Board works closely with Russian River Utility, experienced professionals

who operate our system, submit reports to the State, read water meters and bill our members.

The Board also works to insure that ACMWC is sound financially and that appropriate investments are made in the long-term maintenance of our system.

Members are kept informed by mail, email, and annual meetings. Monthly meetings of the Board are open to all members, and the Board maintains an informative website at water.acmwc.net.

Our System

At our well site on Austin Creek Road we have a primary well and a backup well. Water is pumped from 30-50 feet below ground and treated with chlorine to kill bacteria and inactivate viruses. The treated water is then pumped to the “lower tank” on Sequoia Ridge Road. The lower tank supplies homes on Springhill Drive and Austin Creek Road, most on Silvia Drive, and a few on Sequoia Ridge Road. For the homes at higher elevations, water is pumped from

the lower tank to the “upper tank” at the top of Sequoia Ridge Road. These homes, referred to as “booster pump users”, include those above 3 Sequoia Ridge Road and the homes at 65 and 70 Silvia Drive.

Our water is tested monthly by a qualified lab. We perform more extensive testing to comply with Federal and State mandates. Water quality reports are distributed to members annually.

The Board of Directors

Grant Kirkwood, President

pres@acmwc.net

Joe Neigel, Vice President

vp@acmwc.net

Richard Kizu-Blair, Secretary

secretary@acmwc.net

Shellie Alexander, Treasurer/Billing

billing@acmwc.net

Send an email to entire Board:

water@acmwc.net

For emergencies and questions about your bill:

Call Russian River Utility 707-887-7735

Water Rates and Billing

Rates for water usage and the maintenance fee are periodically reviewed by the Board and adjusted to match costs. Meters are read near the start of each month and invoices are mailed to members. For questions about your bill, please call Russian River Utility at 707-887-7735. RRU follows the policies set by the ACMWC Board for meter reading, billing, and shutoffs.

Rates and Fees Effective November 1, 2021

Monthly Maintenance Fee

The monthly maintenance and repair fee is \$40 for non- booster pump users and \$45 for booster pump (upper tank) users. All members of the Austin Creek Mutual Water Company pay the maintenance and repair fee, regardless of whether they use water or not.

Tiered Water Usage Fees*

1 U = a 1,000 gallon unit

During Normal (Non-Drought) Times

\$5 / U for first 1st and 2nd unit

\$10 / U for 3rd and 4th unit

\$20 / U for 5th and 6th unit

\$40 / U for 7th and 8th unit

\$75 / U for 9th unit and above

During Droughts with Restrictions on Water Usage

\$5 / U for first 1st and 2nd unit

\$25 / U for 3rd and 4th unit

\$100 / U for 5th unit and above

*Explanation of Tiered Water Usage Fees

Our water rights permit limits the amount of water that we can draw from our well. If the daily demand for water exceeds what we are permitted, we must have water delivered by truck at a cost of approximately \$75 / U, or \$100 / U during severe droughts. The tiered rate structure is intended to place most of the high cost of water delivery on those members who make it necessary.

Late Payments and Water Shutoff

If you need to negotiate a payment plan, contact the treasurer before your payment is due. If payment is not received with a postmark date that is within 30 days of the billing date, a notice that the bill must be paid within the next 15 days to avoid a late fee and/or shutoff will be sent. A second notice will be mailed warning that water will be shut off at the end of the 15 day period if payment is not received. RRU will attempt to contact the member by telephone a day or two before shutoff. It is the responsibility of members to provide ACMWC with a current phone number with which you can be contacted for notifications. To have water turned back on, a fee of \$100 for the first time, \$200 for the second time, \$300 for the third time, and \$500 for all subsequent shutoffs will be charged. Payments that are more than 45 days late will be assessed an additional 10% of the outstanding balance.

Special Assessments: Although we do our best to anticipate the costs of maintaining our water system and complying with Federal, State, and Country rules and regulations, there may be times when special assessments will be required. The Board will endeavor to provide advanced notice of special assessments.

Meetings and Other Communications

Board of Directors Monthly Meeting

The Board of Directors for ACMWC meets throughout the year on the 2nd Wednesday of each month at 6:00 PM. Currently, meetings are held over the internet on Zoom. Agendas for each meeting are posted on our website the Saturday before each meeting. Members may attend a board meeting by sending a request at least 48 hours in advance to the secretary (secretary@acmwc.net). Your email address will not be shared with anyone outside the Board. We ask that members listen to the Board's discussion of agenda items before asking questions or offering comments. We also request that non-board members limit the length of their comments to 5 minutes for each agenda item unless otherwise noted.

If you have an item that you would like to present or discuss with the Board, please contact the president (pres@acmwc.net) so that it can be added to the next open agenda.

Annual Letter from the President

Shortly after the start of each year the President of the Board of Directors will send you a letter about the state of our system and ongoing developments.

Annual Meeting of Members

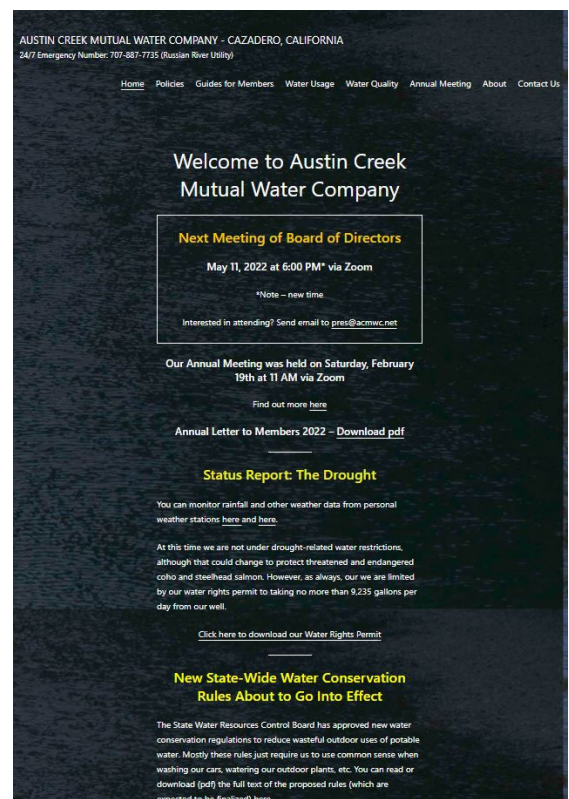
ACMWC hosts its Annual Meeting for all members in February. The meeting's time and location will be announced in early February. This is a great opportunity for you to meet your neighbors and learn about everything affecting ACMWC. We discuss upcoming projects, provide a state of the system report, a financial report, and an overview of the water quality testing. Any board members who are up for election are voted on at this meeting. During the annual meeting, you will also have a chance to ask questions of the Board.

Consumer Confidence Report

Every year by July 1 we will send you a report "about the water system, water sources, definitions, levels of detected contaminants, water quality compliance/violations, and some educational information". This contains detailed results of water quality testing, as required by law.

Website

Our website at water.acmwc.net is the most up-to-date source of information about ACMWC, including policies, guides for members, facts about water usage and water quality, ongoing repairs, restrictions on water usage, and upcoming events. If there is something you would like to see added to the website, just let us know



Common Questions and Answers

What happens if I have a water leak or a break in my water line?

You should take the opportunity to learn where your water meter and shut off valve are located. Most are near the road, but some are in odd locations. Contact us if you need help finding them. If you have a leak or a break in your water line, shut your water off immediately. With our tiered rate structure leaks can become very expensive. If you determine that the leak or water line break is on your property, you should contact someone to repair it. The cost of repairs is the property owner's responsibility. If the leak or break is on the "non-property" side of the meter, contact Russian River Utility (707-887-7735). ACMWC will pay for the repair. If we discover a leak on your property and you are not there, Russian River Utility will shut off the water and investigate. You will be contacted and advised of the situation.



What happens when our power goes out? Will I have water?

When the electrical power goes out, you will have normal water pressure for as long as there is water in our storage tanks, but you should make every effort to conserve water. If the power remains off for more than a day, we may be able to operate the pumps with generators. However, conditions that lead to power outages (storms, floods, fires, downed power lines) may prevent us from using generators.

What if I cannot afford to pay my water bill when I receive it?

If you do not have the funds to pay your water bill in its entirety upon receipt, please contact the treasurer (billing@acmwc.net, or Box 86, Cazadero, CA 95421) to discuss payment options. It is important that you notify the Board as opposed to simply not paying the bill.

How can I monitor my water usage?

First, we strongly recommend that you learn to read your water meter. We have even prepared a step-by-step guide, which you download from our website ([Guide to Reading Your Meter](#))

Second, when you receive your monthly bill check the number of units that you have used. Each bill covers one month of water usage. A unit of water is equivalent to 1,000 gallons, so multiply the number of units x 1,000 for your water usage over the previous month.

One Call Now Emergency Alert System



ACMWC subscribes to **One Call Now**, an emergency alert system. We use this system to notify our members of events that may affect our water system. For example, if there is a water system shutdown, a boil water notice, or a major repair, you can be notified by phone, email and/or text.

This system does not replace or duplicate the State or County emergency alert systems, such as Nixle. If you would like to be added to the list for One Call Now alerts, please send your contact information to pres@acmwc.net.