



Save water. Save money.

Avoid the drought surcharge. Apple Valley Ranchos Water is here to help!

Don't Let Our Community Get Tapped Out

We're here to help. But we need your help too!



Drought Impacts on Your Water Bill

Apple Valley Ranchos recently implemented Stage 2 of our Water Shortage Contingency Plan to ensure we meet our State-mandated water use reduction of 28%. To encourage conservation and to reach our reduction mandate, a drought surcharge is assessed on all water use in excess of a seasonal monthly water allotment for residential customers. See inside for more information.

FAQs about the Drought Surcharge

1 How is the drought surcharge calculated?

Residential customers have been assigned seasonal drought allotments based on the average customer water use (not on individual water use) for the same periods in 2013, less 28%.

Summer (June–October)	Winter (November–May)	<i>A unit is one hundred cubic feet, or one CCF, and is equal to 748 gallons.</i>
16 units (~12,000 gallons)/month	9 units (~6,700 gallons)/month	

All water use in excess of these allotments is assessed a drought surcharge equal to the current Tier 1 rate of \$2.845 per unit.

For example, a customer using 36 units in a billing period during the summer months would see an additional \$11.38 in drought surcharges on their bi-monthly water bill: $(36-32) \times (\$2.845) = \11.38 .

2 What if I need more water than I am allotted?

Customers with large families or special needs may qualify for an increased drought allocation. Drought allocation appeal forms are available at www.avrwater.com, the Ranchos office at 21760 Ottawa Road, or by calling (760) 247-6484.

3 How can I reduce my water bill and avoid the drought surcharge?

Nearly 75% of Ranchos' residential customers have reduced their water use and do NOT receive a drought surcharge. We can help you do the same! Our programs include:

- ◆ **No-cost water audits.** A member of our conservation team will help identify ways you can reduce water use, check for leaks and recommend adjustments to sprinklers and watering schedules. In many cases, we have replacement sprinkler devices for you at no-cost.
- ◆ **No-cost conservation tools** such as faucet aerators, shut-off nozzles and shower timers
- ◆ **"Cash for Grass"** offers rebates for turf removal and replacement with desert-friendly landscaping

4 Where does the drought surcharge money go?

Money collected on the drought surcharge is NOT additional revenue to Ranchos. By order of the California Public Utilities Commission, all drought surcharge money is tracked and applied to future non-drought surcharges or, if there is extra money, it will be refunded to all customers.



We're Here to Help

For more information on mandatory restrictions, rebates and our conservation programs, visit www.avrwater.com or call us at (760) 247-6484. Pick up free water-saving devices by visiting our office at 21760 Ottawa Road, Apple Valley, CA 92308.