

MINUTES OF THE MEETING OF THE
PUBLIC AFFAIRS COMMITTEE OF THE
VISTA IRRIGATION DISTRICT

June 15, 2026

A meeting of the Public Affairs Committee of Vista Irrigation District was held on Monday, June 15, 2026, at the offices of the District, 1391 Engineer Street, Vista, California.

1. CALL TO ORDER

The meeting was opened to the public at 3:30 p.m. Chair Kuchinsky called the meeting to order at 4:02 p.m.

2. ROLL CALL

Committee members present: Kuchinsky and Nuñez.

Directors absent: None.

Staff present: Shallako Goodrick, Director of Administration, Breona Paz, Customer Service Supervisor, and Elizabeth Xaverius, Assistant Secretary of the Board

3. APPROVAL OF AGENDA

The agenda was approved as presented.

4. ORAL COMMUNICATIONS

No public comments were presented on items not appearing on the agenda.

5. WATER BILL UPDATE

See staff report attached hereto.

Director of Administration Shallako Goodrick stated that over the years Customer Service staff have received questions and feedback from customers regarding the District's water bill; the proposed changes address the comments received.

The Committee reviewed and discussed the proposed changes to the District's water bill. The Committee suggested minor additions and revisions, which staff agreed to incorporate if feasible. With consideration of the suggested changes, the Committee directed staff to present the proposed water bill to the full Board for its approval.

6. COMMENTS BY COMMITTEE MEMBERS

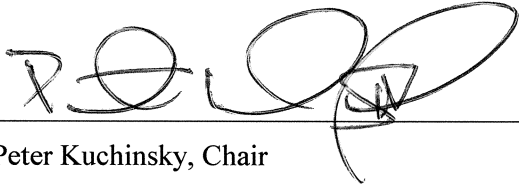
None were presented.

7. COMMENTS BY GENERAL MANAGER

None were presented.

8. ADJOURNMENT

There being no further business to come before the Committee, at 4:40 p.m. Chair Kuchinsky adjourned the meeting.



Peter Kuchinsky, Chair

ATTEST:



Elizabeth Xaverus, Assistant Secretary
Board of Directors
VISTA IRRIGATION DISTRICT



**PUBLIC AFFAIRS COMMITTEE
STAFF REPORT**

Agenda Item: 5

Committee Meeting Date: June 15, 2026

Prepared By: Beona Paz/ Shallako Goodrick

Approved By: Brett Hodgkiss

SUBJECT: WATER BILL UPDATE

RECOMMENDATION: Review and provide feedback on proposed changes to the District's water bill.

PRIOR BOARD ACTION: None.

FISCAL IMPACT: The cost to make the proposed changes to the water bill is estimated at \$2,400.

SUMMARY: The District currently bills bi-monthly or monthly; Infosend prints and mails/emails water bills using data sent by Customer Service staff. Over the years, Customer Service staff has received questions and feedback regarding line descriptions, water usage history and other information contained on the water bill. Staff would like to make changes to the water bill layout to address the feedback that has been received.

DETAILED REPORT: In reviewing the water bill, staff has identified changes to the layout, line descriptions and other information contained on the water bill that would address customer questions and feedback. Using water bill examples from other agencies and customer feedback, staff created a "mock-up" of a new water bill. The most notable changes include the addition of a water use graph and changes to line descriptions; "Service Charge" to "Readiness to Serve Charge" and "County Water Authority Emergency Storage Fee" to "CWA Infrastructure Access Charge". The pay stub portion of the water bill was also modified to provide additional payment information.

ATTACHMENTS:

- Current Bill Example
- Proposed Bill Example

Account:

Meter Size:

Service Address:

3/41"



Current Reading 05/18/2026 984
Prior Reading 03/18/2026 963

Usage: 21 Units

PREVIOUS BALANCE DUE 247.63
PAYMENTS RECEIVED 247.63 CR
REMAINING BALANCE 0.00

CURRENT CHARGES

COUNTY WATER AUTHORITY EMERGENCY STORAGE FEE 9.10

SERVICE CHARGE 111.88

WATER USAGE	CWA* Rate	VID Rate	Total Rate	Units
Tier 1	3.69	2.32	6.01	12
Tier 2	6.53	1.26	7.79	9

TOTAL CURRENT CHARGES

263.21

263.21

BALANCE DUE

263.21

*CWA: San Diego County Water Authority

	Units
This Year	21
Last Year	29

Billing Inquiries Call: 760-597-3120
Water Conservation Inquiries Call: 760-597-3160
VID Website: www.vidwater.org

We all know that in spring, everything starts to grow. Please check around your meter and make sure that it is visible and accessible. Clear the area of any debris or overgrown plants and foliage. This helps us locate your meter, read it, and access it quickly in the event of an emergency.

** Late penalty assessed 07/15/2026 **

See reverse side for important information

Please return this portion with payment.

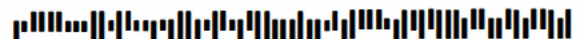
☐ Check here for address change (see back)

1391 Engineer St.
Vista, CA 92081-8840

Service Address: 1206 NORDAHL RD

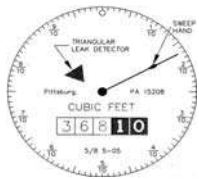
Account Number	Date Mailed	Due Date	Balance Due
	06/03/2026	06/18/2026	263.21

VIA0603A
9000000556 00.0000.0556 556/1



Make Payment To:
VISTA IRRIGATION DISTRICT
1391 ENGINEER STREET
VISTA, CA 92081-8840

PAYMENT	Payment is due on or before the due date. Payments can be made using one of the options listed below. If you have a complaint regarding the balance due, please contact VID within 5 days of receipt of this bill. Bills not paid by the due date are subject to a penalty.
PAYMENT OPTIONS	1) Sign up for Direct Payment. The District will debit your checking account for the amount of your water bill each billing cycle. The amount of your bill will be deducted from your account on the due date shown on your statements. Call (760) 597-3120 for an application and more information. 2) Enroll in Electronic Billing and Payments to receive your bill and make one-time payments from a bank account electronically. Customers using this service will no longer receive a paper bill and instead will receive an email advising them that their bills are available to be viewed and paid online. If you sign-up for this service, you are not required to pay online and may use one of the other payment options listed in this section. Visit www.vidwater.org and click on the Electronic Billing and Payments link to sign-up for this service. 3) Mail a check or money order and return stub in the envelope provided to the District office. Allow (5) business days for delivery. 4) Bring your payment and return stub to the District office during normal business hours. You may pay by check, money order or cash and get a receipt. You may also enclose your check or money order and return stub in the envelope provided and deposit it into the payment drop box at the District office. 5) Pay by Phone or Online. Credit card and electronic payments may be made by calling (800) 272-9829. MasterCard, Visa, Discover Card and American Express are accepted. You can also pay with a credit card or electronic check on-line by going to our website, www.vidwater.org. A fee is charged by the company providing this service. Please have your VID account number and VID's jurisdiction code, 1564, available when using either one of these payment options. Note: Be sure to write your account number on checks and money orders. Returned checks are subject to penalties.
HOURS	Normal business hours are 8:00 AM to 5:00 PM, Monday through Friday, excluding holidays.
PHONE NUMBERS	VID Main Line (760) 597-3100, Fax (760) 597-2632 VID Customer Service/Billing (760) 597-3120 To report after hours emergencies, call (760) 597-3100 and press "8" when the message begins. San Diego County Water Authority: 858-522-6600
RATES	Service charges vary with the size of the meter and pay for a portion of the fixed costs of operating the system. Large meters pay more because they place greater demand on the system and require larger reservoirs, pumps and pipelines. The Emergency Storage Fee comes directly from the San Diego County Water Authority to cover their infrastructure costs. The water usage charge is based on the number of units used. One unit of water is equal to 100 cubic feet (748 gallons).
MOVING/ VACATIONS	Contact VID to close an account at least 48 hours prior to moving. Customers are responsible for their accounts until VID is officially notified. Customers planning extended vacations may pay their water bills before departure to avoid late charges and possible shut-off of services.
HIGH USAGE	Leaks usually cause high water usage. To test for a possible leak in your plumbing system, make sure no water is being used inside/outside your home. Check the position of the hands on the water meter dial and record the reading. Note the location of the sweep hand and, if your meter has a triangular leak detector, watch to see if the triangle is moving. Without using any water, wait for approximately 30 minutes, then recheck the meter. If the hand or triangle has moved, or if the reading has changed, water is leaking (or running) somewhere on your property.



HOW TO READ YOUR WATER METER:

Your water meter is underground in a rectangular box with a plastic, metal or concrete lid, usually found in or near the sidewalk. To get to the meter, you can remove the cover with a large screwdriver. VID water meters measure water used in cubic feet. One cubic foot of water is equal to 7.48 gallons. Bills are based on how many hundred cubic feet units (748 gallons) are used. Most of the water meters read like an odometer. Simply read the number across the counter (see illustration).

ADDRESS CHANGE:

ADDRESS

CITY/STATE/ZIP

(AREA CODE) PHONE

Account:
XXXX-XXXX-XX
Jane Doe

Meter Size:
3/41"

Service Address:
9999 Street Pl



Current Reading 03/03/2026 3312 Usage: 13 Units
Prior Reading 12/31/2025 3299 Meter Number: Number###

PREVIOUS BALANCE DUE 272.64
PAYMENTS RECEIVED 272.64 CR
REMAINING BALANCE 0.00

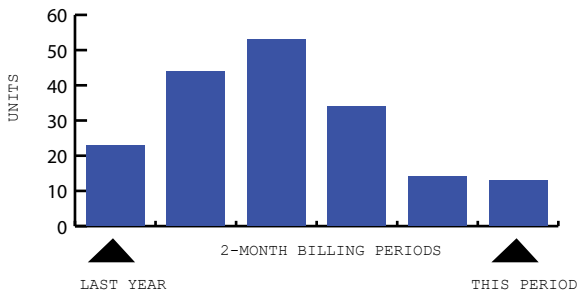
CURRENT CHARGES

CWA INFRASTRUCTURE ACCESS CHARGE 9.10
READINESS TO SERVE CHARGE 111.88

WATER USAGE	CWA* Rate	VID Rate	Total Rate	Units
Tier 1	3.69	2.32	6.01	12
Tier 2	6.53	1.26	7.79	1

TOTAL CURRENT CHARGES 200.89 200.89

WATER CONSUMPTION HISTORY



CWA - SAN DIEGO COUNTY WATER AUTHORITY

BALANCE DUE

200.89

ACCOUNT AVERAGE USAGE IS: 30 UNITS

Billing Inquiries Call: 760-597-3120
Pay by Phone: 800-272-9829
Payment Jurisdiction Code: 1564

Thinking about upgrading your landscaping? Free WaterSmart landscape makeover workshops for homeowners are now available. Registration is required, workshops may be held in person or via Zoom. Please visit www.watersmartsd.org for more information and to register. Hurry, space is limited.

See reverse side for important information

Please return this portion with payment.

☐ Check here for address change (see back)



1391 Engineer St.
Vista, CA 92081-8840

BALANCE DUE WILL BE DEDUCTED FROM
YOUR BANK ACCOUNT ON 04/02/2026

PAYMENT STUB	DATE MAILED: 03/18/2026
ACCOUNT NUMBER:	XXXX-XXXX-XX
SERVICE ADDRESS:	9999 Street Pl
BALANCE FORWARD:	Due Immediately 0.00
CURRENT CHARGES:	Late: 04/29/2026 \$200.89
DUE DATE:	04/02/2026
TOTAL AMOUNT DUE:	\$200.89

VIA0317A 300 1 AV 0.593
7000000302 00.0003.0295 300/1



JANE DOE
PO BOX 999
VISTA CA XXXXX

Make Payment To:
VISTA IRRIGATION DISTRICT
1391 ENGINEER STREET
VISTA, CA 92081-8840

PAYMENT
OPTIONS

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- 2) Enroll in Electronic Billing and Payments to receive your bill and make one-time payments from a bank account electronically. Customers using this service will no longer receive a paper bill and instead will receive an email advising them that their bills are available to be viewed and paid online. If you sign-up for this service, you are not required to pay online and may use one of the other payment options listed in this section. Visit www.vidwater.org and click on the Electronic Billing and Payments link to sign-up for this service.
- 3) Mail a check or money order and return stub in the envelope provided to the District office. Allow (5) business days for delivery.
- 4) Bring your payment and return stub to the District office during normal business hours. You may pay by check, money order or cash and get a receipt. You may also enclose your check or money order and return stub in the envelope provided and deposit it into the payment drop box at the District office.
- 5) **Pay by Phone or Online.** Credit card and electronic payments may be made by calling **(800) 272-9829**. MasterCard, Visa, Discover Card and American Express are accepted. You can also pay with a credit card or electronic check on-line by going to our website, www.vidwater.org. A fee is charged by the company providing this service. Please have your VID account number and VID's jurisdiction code, **1564**, available when using either one of these payment options.

Note: Be sure to write your account number on checks and money orders. Returned payments are subject to penalties.

HOURS
PHONE
NUMBERS

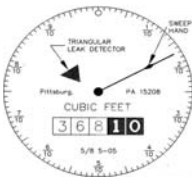
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