Vista Irrigation District is committed to its mission of delivering a reliable supply of high quality water and helping its customers during these challenging times. We want to reassure you that coronavirus (COVID-19) has no impact on the safety or quality of your tap water. Here are some of the ways that we are assisting our customers and maintaining reliable water service.

- **Our Customer Service staff remain available by telephone at (760) 597-3120 during normal business hours Monday through Friday.**
- **We temporarily suspended late fees and water shutoffs for nonpayment and are offering alternative payment arrangements in an effort to support customers during the pandemic.**
- **Our Board continues to conduct meetings that are open to the public via teleconference; the call in information is included on the meeting agenda.**
- **We activated our Pandemic Response Plan to ensure the safety of our customers and employees and continuity of operations; staff are reporting to work and employee rotation and physical distancing measures are in place.**
- **We worked with vendors to prioritize the delivery of vital supplies.**
- **We continue to monitor and follow federal, state and local health advisories.**

For more information and links to resources, please visit [www.vidwater.org/covid-19-information](http://www.vidwater.org/covid-19-information).
Reservoir Rehabilitation Saves District Millions

This past year Vista Irrigation District began work on the Buena Creek (HB) Reservoir Rehabilitation project (HB Project). HB Reservoir, a 4.5 million gallon pre-stressed concrete tank located along Buena Creek Road, just west of Blue Bird Canyon Road, was constructed in the early 1960s and was identified as needing seismic upgrades. After careful analysis, the District decided to refurbish the HB Reservoir versus complete tank replacement, saving time and money.

Construction on the HB Project began in November 2019 and is expected to be completed in January 2021. HB Project components include seismic retrofits, structural repairs, reservoir roof replacement, piping work, exterior and interior stair replacement, interior coating, fresh paint, site grading improvements, new pavement and main access road, and safety and security improvements. The projected lifespan of the newly rehabilitated reservoir is about 50 years, the same as a completely new tank.

Choosing to refurbish the HB Reservoir versus replacement has multiple benefits to our customers, including shorter construction duration to lessen impact to District customers and significant cost savings. When the HB Project is complete, the District will have a new reservoir tank for about $2 million less than it would have cost to demolish the tank and build a new one. HB Reservoir renovations will not only save the District money, they will increase water system reliability and redundancy, ensuring a reliable water supply for our customers for years to come.

Explanation of Water Rates and Charges

Approximately 11 percent of the revenue generated by water usage charges is utilized by Vista Irrigation District to cover operating and maintenance expenses; the remaining 89 percent is used to pay the San Diego County Water Authority (Water Authority) for water purchases.

The Water Authority is responsible for supplying water to 24 member agencies within San Diego County. Not simply a water provider, the Water Authority is also responsible for the construction and maintenance of regional storage, delivery and treatment infrastructure necessary to ensure the reliable delivery of water to local water agencies like Vista Irrigation District.

Vista Irrigation District’s service charge helps pay the District’s fixed costs, which exist regardless of the amount of water pumped and delivered. Fixed costs continue without regard to the amount of water that a customer uses and are sometimes called “readiness-to-serve” charges because they are incurred as part of keeping the water system ready to deliver water to any customer at a moment’s notice. The largest component of the service charge recovers the cost of replacing the District’s aging water system infrastructure.

How Do I Read My Meter?

Learning how to read your meter is a great tool to determine daily water use, verify your bill, and check for leaks.

Your water meter is underground in a rectangular box with a plastic, metal or concrete lid, usually found in or near the sidewalk. Water meters read like an odometer where the running usage is displayed numerically from left to right. (See graphic below).

Follow these simple steps to read your meter:

1. Step 1: Remove the cover with a large screwdriver. Inspect the area around the meter to make sure there are no harmful insects or animals.

2. Step 2: Read and write down the numbers across the counter (the last two numbers are decimal places).

3. Step 3: After 24 hours, check your meter again and write down all the numbers. Subtract the first read from the current read. The difference is how much water you used in one day in hundred cubic feet (HCF).

4. Step 4: To convert HCF to gallons, multiply by 748.

For more information on meter reading and leak detection visit our website at www.vidwater.org/how-to-read-your-meter.
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Water Usage Charge Allocation

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIDA</td>
<td>11%</td>
</tr>
<tr>
<td>CWA</td>
<td>89%</td>
</tr>
</tbody>
</table>

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Example of typical meter face plate
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Reflections is published by Vista Irrigation District in the interest of keeping customers informed. We welcome your input.

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