



# The Cost of Water

Collectively, we have reduced our overall water use by 18% when compared to 2013. This not only helps conserve water but also saves money by using less energy to pump, treat, and distribute the water. With these continued efforts of our customers, and the City's commitment to match expenses to incoming revenues, the City has kept water rates constant without an increase since 2014.

However, like many other expenses, the costs to provide water have continued to increase over the years. Electricity costs to pump and distribute water have increased, water treatment costs continue to increase, materials and labor costs have also increased, and are projected to continue to increase in the upcoming years. As a result, the water rates need to be updated to reflect the current cost of delivering water to our customers. To ensure the City can continue to invest in a secure water future, the City reviewed its financial health in 2019 and developed a Rate Study to evaluate how customers are charged for water (the rate structure) and the amount customers are charged (the rate).



Rate studies are a best practice for determining utility rates to ensure that rates are fair, equitable, and tied to the demand customers place on the water system. Water service is funded through revenue collected from your bill. No tax revenue is used to provide water utility service so the City must align water rates with the cost to deliver services. Costs include (1) the cost to supply and treat water, (2) compliance with regulations governing the distribution of drinking water, (3) the repair, replacement and update of aging water systems, and (4) ongoing maintenance of critical infrastructure. More information related to the Cost of Service, including the report, can be found on the City's website at <https://www.tustinca.org/1102/Water-Customer-Service>.

## Adopted New Water Rates:

On January 21, 2020, the City Council passed the new Water Rates, which covers Fiscal Year 2019-2020 through Fiscal Year 2023-24. The following rates became effective **February 1, 2020**.

Bi-Monthly Potable Water Usage Charges (\$/unit)	
Unit: 0 +	\$2.79

\*\* 1 Unit = 748 gallons \*\*



Bi-Monthly Fixed Service Charges	
Meter Size	
5/8" or 3/4"	\$39.76
1"	\$83.82
1 1/2"	\$157.25
2"	\$245.38
3"	\$524.43
4"	\$935.67
6"	\$2,066.56
8"	\$3,535.26
10"	\$5,591.44
Per Dwelling Unit Charge	\$10.38



Bi-Monthly Fixed Service Charges	
Fire Protection Services	
Meter Size	
4"	\$18.70
5"	\$23.37
6"	\$28.04
8"	\$37.39
10"	\$46.74
12"	\$56.08



# CORONAVIRUS INFORMATION

## Message from the Mayor

Thank you, Tustin, for doing your part to help flatten the curve and limit the spread of the novel coronavirus in our community and beyond. Following orders in place by our public health officials and the Governor may feel difficult, but we are all in this together. Everyone's sacrifice makes a tremendous impact to ensure our health systems are not overwhelmed, and more importantly, our most vulnerable residents are protected.

### What You Can Do

Please continue to follow all public orders in place. Stay at home except for a quick walk for exercise, travel to an essential job, or a trip for food, gas or prescriptions. Always keep a six-foot distance from people when you're outside of your home. Share information about social distancing with friends, family and neighbors.

Governor Newsom has launched the "Stay Home, Save Lives, Check In" campaign urging all Californians to check in on all vulnerable neighbors with a call, text, or physically distanced door knock.

The OC Health Care Officer has issued a recommendation strongly encouraging all residents engaged in essential activities outside of the home and all employees at essential businesses to wear face covering. Please call (833) 426-6411 for more information.

If you know of a senior who is in need of assistance or access to food and other necessities, please contact the County's Office on Aging Department at (800) 510-2020 or <http://www.officeonaging.ocgov.com/>.

Healthy individuals can still donate blood to the American Red Cross even though we have received shelter in place orders. Check their website for your nearest donation location. The American Red Cross can be reached at (800) 733-2767 or <https://www.redcross.org/>.

The County of Orange has activated its virtual Emergency Volunteer Center managed by OneOC. OneOC has developed a Nonprofit Support Network to provide opportunities for peer support, resource sharing and matches volunteers with organizations in need. OneOC can be reached at (714) 953-5757 or at <https://oneoc.org/>.

The Tustin Community Foundation (TCF) understands that the COVID-19 emergency is having a significant effect on our community. TCF coordinates community resources to create positive change and support the area's actual and most pressing needs and can be reached at (714) 393-8506 or <http://tustincommunityfoundation.org/>.

### What the City is Doing

Your health and safety is our top priority. City staff is working around-the-clock to ensure residents have the information they need to stay healthy and safe. We have activated our emergency operations plans, which have been developed and practiced to prepare us to respond to a large-scale crisis like this one.

### How to Stay Informed

There are several ways to stay up-to-date on the latest COVID-19 information, including checking this web page daily, signing up for our social media platforms such as Next Door and Facebook, and registering for opt-in text message from the County of Orange by texting OCCOVID19 to 888777.

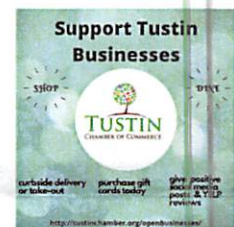
Even though we are separated now, we are not alone. We will get through this together.

Be Well, Tustin.  
Sincerely,  
Mayor Dr. Allan Bernstein

## City Closures

### Notice to Water Customers

#### Temporary Changes to City Operations



The health and safety of the public is important to us. Therefore, amid ongoing concerns about coronavirus (COVID-19) all City public counter services will be performed by City staff online, or by telephone until further notice. Access to City facilities will be limited to in-person meetings by appointment only, as necessary.

But don't worry. Customer services can be conducted by internet, email or phone. It should also be noted that the City has temporarily suspended charging late fees.

The Water Billing Division is available from 8:00 a.m. to 5:00 p.m. Monday through Thursday and from 8:30 a.m. to 4:30 p.m. on Friday. The Water Billing Division can assist with all customer service requests including payments, billing questions, etc. and can be contacted by calling 714-573-3075 or emailing [waterbilling@tustinca.org](mailto:waterbilling@tustinca.org). For after-hours water emergencies dial 714-549-6913.

Payments can also be made online at <https://tustin.merchanttransact.com/>, by mail or placed in the drop box next to the City Hall main entrance at 300 Centennial Way, Tustin CA 92780.

We appreciate your patience as we take these steps to help protect our community from the spread of COVID-19. You can be assured that your drinking water is safe and reliable and that the City staff remains hard at work to continue delivering reliable water services.