

CORONAVIRUS

Maintaining Reliable Water Service During a Pandemic

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 suspended non-essential construction activities that require water-shutoffs.*
- * *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 temporarily suspended late fees and water shutoffs for nonpayment and are offering alternative payment arrangements in an effort to support customers during the pandemic.*
- * *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.*



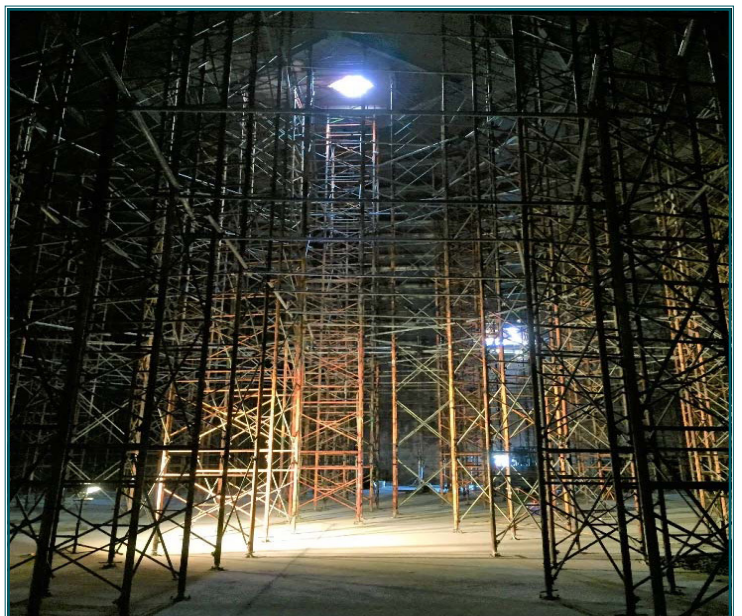
Reservoir Rehabilitation Saves District Millions

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.



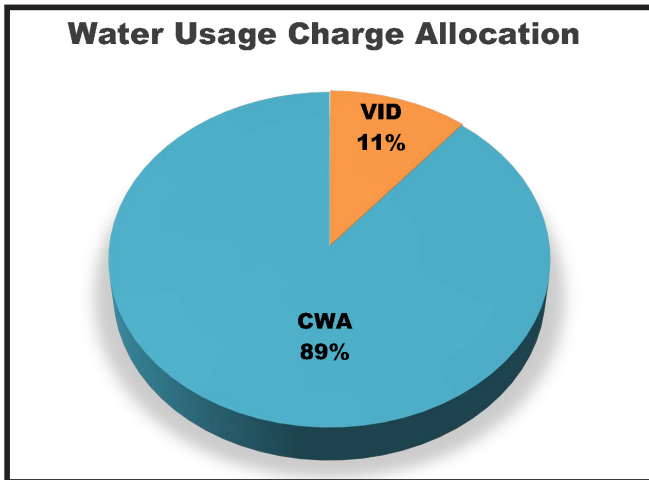
Construction on the HB Project began in November 2019 and is expected to be completed in January 2021. HB Project components include seismic retrofits, structural repairs, reservoir roof replacement, piping work, exterior and interior stair replacement, interior coating, fresh paint, site grading improvements, 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.



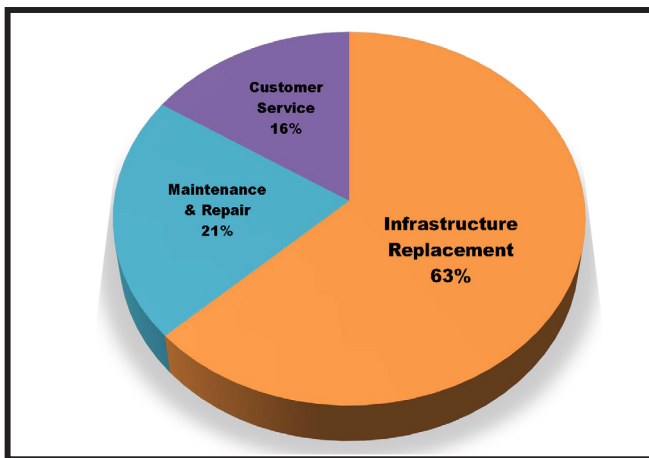
Explanation of Water Rates and Charges

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.

Service Charge Components



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?

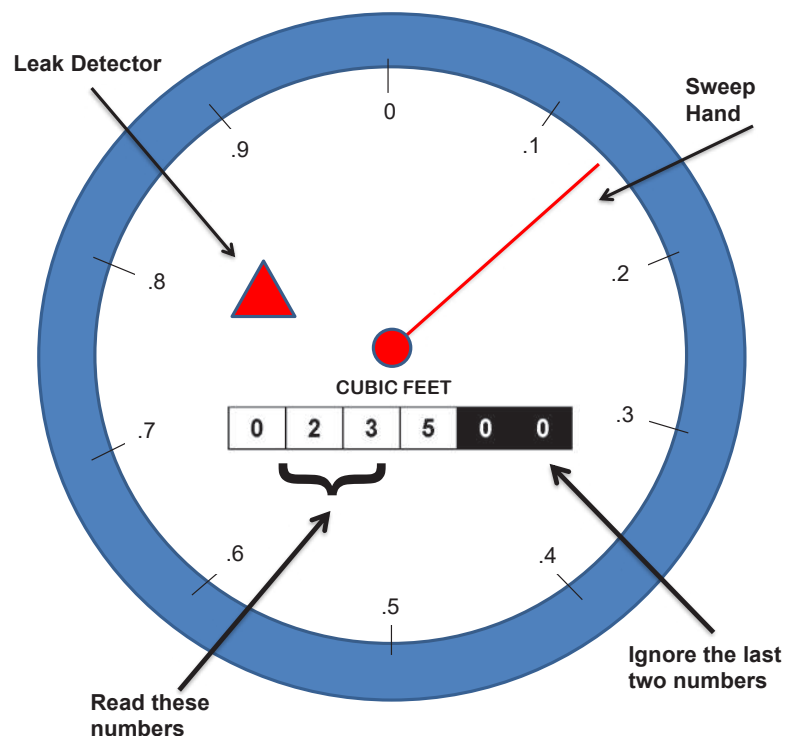
Learning how to read your meter is a great tool to determine daily water use, verify your bill, and check for leaks.

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:

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



Example of typical meter face plate

2020 Water Quality Report Available On-line

Each year, Vista Irrigation District produces a Consumer Confidence Report, also known as the water quality report, which provides a snapshot of the quality of water the District delivered to homes and businesses. The report features information about your water, such as where it comes from, what it contains and how it compares to federal and state standards. You can read the 2020 Consumer Confidence Report on line at www.vidwater.org/water-quality or call us at (760) 597-3100 and request a copy be mailed to you.



CONSUMER CONFIDENCE REPORT

Vista Irrigation District tests the drinking water quality for many constituents as required by State and Federal regulations. This report shows the results of our monitoring for the period of January 1, 2019 through December 31, 2019.

2020

WHAT'S THIS REPORT ABOUT?

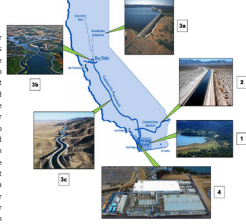
Vista Irrigation District (District) is pleased to present its annual Consumer Confidence Report (CCR), also known as the Water Quality Report. The District takes all steps necessary to safeguard your water supply, conducting more than 12,000 tests for over 75 drinking water constituents. This report provides a snapshot of the quality of water we provided last year. Included are details about where your water comes from, what it contains and how it compares to state standards. We are committed to providing you with information because informed customers are our best customers.

If you have any questions or concerns regarding the information presented in this report, please contact Dean Farris, Water Distribution Supervisor at (760) 597-3143. This report is also available on our website under the publications tab at www.vidwater.org.

Last year, your water met all Federal and State Drinking Water Standards.

WHERE DOES MY WATER COME FROM?

Vista Irrigation District (District) uses four sources for your drinking water. The first one is local water, which originates from the watershed and well fields located near Lake Hemshaw. The District owns the 43,000-acre Warner Ranch which encompasses the lake and monitors activities that could contaminate it. Water from Lake Hemshaw is transferred to Lake Wohlford via a canal originally constructed in the 1980s. Once the water reaches the Escondido-Vista Water Treatment Plant (EWVTP), it is treated and disinfected to protect you against microbial contaminants. The second water source is the Colorado River. The third source is from Northern California. The latter two, called imported water, are delivered to San Diego County and ultimately to the District via the Metropolitan Water District of Southern California (MWD) and the San Diego County Water Authority (Water Authority). Imported water may be treated at EWVTP. Water Authority's Twin Oaks Valley Water Treatment Plant in San Marcos, Oceanside's Robert A. Weese Filtration Plant, or MWD's Skinner Treatment Plant in Riverside County. The fourth source is desalinated seawater from the Claude "Bud" Lewis Carlsbad Desalination Plant.



1. Local Water Source - Lake Hemshaw
2. Imported Water Source - Colorado River Aqueduct
3. Imported Water Source - San Joaquin River
4. Desalinated Seawater - Carlsbad Desalination Plant

Este informe contiene información muy importante sobre su agua potable. Comuníquese con Vista Irrigation District para obtener una copia de este reporte en Español. Llame al (760) 597-3100.



HAVE YOU UPDATED YOUR **EMERGENCY CONTACT INFORMATION** WITH US RECENTLY?

Please take a moment and provide us with telephone number(s) where you can be reached in case of an emergency. Having updated information allows us to contact you quicker during a situation that affects your water supply. You can update your emergency contact number(s) by calling Customer Service at (760) 597-3120 or by e-mailing info@vidwater.org. When providing updated telephone number(s) via e-mail, please include your name and address or account number. Feel free to give us your work, home and cell phone numbers. Thank you for helping us keep you informed.



1391 Engineer Street
Vista, CA 92081
(760) 597-3100
FAX (760) 598-8757
www.vidwater.org

District's office hours:
Monday through Friday
8:00 a.m. - 5:00 p.m.

Vista Irrigation District
Board of Directors:

Div. 1 Marty Miller
Div. 2 Richard L. Vásquez
Div. 3 Paul E. Dorey
Div. 4 Patrick H. Sanchez
Div. 5 Jo MacKenzie

General Manager:
Brett Hodgkiss

Board meetings are generally held the first and third Wednesdays of each month at 9:00 a.m. at the District's office located at 1391 Engineer Street in Vista.

Vista Irrigation District is a public agency, proudly serving the City of Vista and portions of San Marcos, Escondido, Oceanside and San Diego County.