

Great Oaks Water Company

Mandatory Conservation – How to read and understand your new bill.

We've added new information on our bills to help you conserve. On the left side of your bill is a box with specific information about your conservation allocation for the current billing period, your water usage during that period, your level of conservation, and your future conservation goals. Please take the time to review your bill and use this information to meet your conservation goals. Shown below is a sample of the new bill format. **Only complete billing cycles after June 12, 2015 are subject to Mandatory Water Conservation tariffs with drought-related surcharges.**

Service From 04/21/2015 to 06/16/2015	
Present Meter Read:	3537
Previous Meter Read:	3491
Consumed:	46
Consumed Last Year:	47
Meter Size:	5/8" X 3/4"
Mandatory Conservation	
Allocation: 35 CCFs	2013 Usage: 50 CCF
Allocation for Next Bill: 48 CCF in 70 days	
Conservation: 31% Over Allocation	
Excess Usage: 11 CCF	

Mandatory Conservation

Locate the box on the left side of your bill entitled: **Mandatory Conservation**. It is located under the meter reading information.

The first line in the box shows (a) **your allocation for the current billing period** and (b) **your usage for the same billing period in 2013 as your current bill**. The mandatory conservation allocation is calculated at 70% of your 2013 usage for the same billing period, with the number of days in the billing periods pro-rated to equalize the billing periods in 2013 and 2015.

The next line shows your allocation for your next billing period with the number of days in the next billing period shown. Again, the 2013 and 2015 billing periods are pro-rated so comparisons and allocations are valid.

The minimum allocation of 7 ccf is designed so that those already conserving are protected from excess usage surcharges.

The next line shows your conservation performance during the current billing period. A percentage decrease or increase will be shown. **Mandatory conservation is a 30% decrease from your 2013 usage.**

The next line shows the **Excess Usage** in ccf over your allocation for the current billing period. If your use is equal to or less than the allocation, no excess usage will be shown. Excess usage surcharges are based on the number of Excess Usage ccfs. If you have Excess Usage, you will be billed at \$4.6628 per Excess Usage ccf in addition to regular charges. **Note: One ccf = 748 gallons of water. Efficient usage is approximately 55 gallons-per-person/per-day.**

For single-family residential customers without a 2013 usage history, allocations will be determined using the monthly allocations in the following table. Allocations will be adjusted based upon the number of days in each billing period.

January	7	May	9	September	12
February	7	June	11	October	10
March	7	July	12	November	9
April	7	August	13	December	8

Low Income Customers may apply for a 50% reduction in assessed Excess Usage Surcharges in writing to Great Oaks by following the Appeal Procedure described below.

Appeal Procedure

Any customer who seeks a variance from any of the provisions of the Mandatory Water Conservation tariff must notify Great Oaks Water Company in writing, explaining in detail all reasons for the requested variance and submitting any evidence the customer wants Great Oaks to consider related to the requested variance. Great Oaks will respond to your request in writing. If no drought-related surcharges appear on your bill, there is nothing to appeal; do not file an appeal.

If the customer disagrees with Great Oaks' decision on the requested variance, the customer may file a complaint with the California Public Utilities Commission.

Any request for a variance must be made before your bill is due. All bills must be paid on time, even if a variance request is pending. If a variance is granted, credit will be provided on your next bill for any excess usage surcharges that have been paid and subsequently reduced or eliminated.

Contact Customer Service (408-227-9540) if you have any questions. Requests for a variance must be in writing and sent to:

Great Oaks Water Company, Conservation Appeals, PO Box 23490, San Jose, CA 95153