

Important information **ABOUT YOUR WATER METER**



In late 2018, Mission Springs Water District (MSWD) discovered that a failure in certain water meter registers is impacting the ability to retrieve readings from *some* meters. This means that MSWD has to estimate water use for certain customers. Estimating is based on longstanding industry best practices. **If you are affected, you received a notice on your water bill.**

Every water district experiences meter related failures. We understand there may be some confusion about this situation, and we want to make sure you have the correct information.

MSWD is committed to transparency and ongoing communication about your water meter and your water bill.

CLAIMS *vs* **FACTS**

CLAIM: MSWD is overcharging customers on their water bill.

FACT: For customers impacted by this water meter register failure, MSWD is dedicated to ensuring your bill is estimated in the most accurate way possible. Water bill estimates are specific to each customer's history of water use.

CLAIM: MSWD doesn't have a credible way to estimate your water use.

FACT: Our estimate method follows industry standards. We base the bill on a 12-month average of past bills, **minus 3% to ensure, as much as possible, the result is in the customer's favor.** Water use is generally consistent from year to year.

CLAIM: MSWD isn't communicating the issue to customers.

FACT: MSWD immediately notified affected ratepayers and sent a letter to all customers explaining the situation. If you have additional questions or concerns about your bill, contact Customer Service at 760-329-6448, ext. 110 or 152.

Mission Springs Water District

66575 2nd Street, Desert Hot Springs, CA 92240 | www.mswd.org



Frequently Asked **QUESTIONS**

What is wrong with the water meters?

There is nothing wrong with your meter. Certain meter **register batteries** prematurely failed. A meter register transmits the customer's water usage to MSWD. The batteries have lasted four years instead of the minimum life of 10 years.

How is MSWD fixing this problem?

To immediately address this issue, we created a computer program to flag affected meters, calculate water use estimates and generate a bill that includes notification to the customer.

As a long-term solution, MSWD is moving toward Advanced Metering Infrastructure (AMI). Plans for AMI were already underway, and we are now accelerating the transition.

How do I know if I am impacted?

Affected customers were notified on their water bills. Not all customers are impacted. However, all customers received a notification letter in 2019.

How does this impact my water bill?

If you are an affected customer, MSWD is estimating your water bill based on industry standards and your specific water use history.

How do I know MSWD is charging me the correct amount?

MSWD is following industry best practices to estimate impacted customer bills. Estimates are based on each customer's 12-month average of past bills, minus 3% to ensure, as much as possible, the result is in the customer's favor.

What should I do if I think MSWD is charging me too much?

Estimating is a valid tool as household water use is generally consistent from year to year. If you had an abnormally high month of usage or a leak in the last 12 months, please contact us at 760-329-6448, ext. 110 or 152.

What if I received a credit, but still think I am owed more money?

Contact us at 760-329-6448, ext. 110 or 152, to review your credit if you believe you are owed more.

Why can't MSWD give customers water for free to address the problem?

State laws and regulations prohibit MSWD from providing customers with free water service.

Why isn't the meter manufacturer being held responsible for this issue?

MSWD is evaluating why the meter registers failed and whether any vendor or third party should be held responsible.

HAVE MORE QUESTIONS?

Contact us at 760-329-6448, ext. 110 or 152.