

## Frequently Asked Questions Fire Protection Meters

### **Q. How were the rates established?**

A. Rate changes were based on a comprehensive Cost of Service study and national industry standards, to reflect the true cost of service and promote financial stability. CVWD hired a firm to conduct a Cost of Service study to capture the actual costs for various size infrastructures based on capacity, operation and maintenance of your fire protection service.

The monthly fixed charges for fire protection accounts are based on the size of the lateral serving your building. All customers' building plans indicating fire service flows and sizing are approved by the governing Fire Marshal.

### **Q. How was the public notified of the proposed rate changes and their approval?**

A. CVWD published notices in the newspaper, sent bill inserts and brochures to every customer, held several public workshops and public meetings.

### **Q. Who approved these rates?**

A. Following the legal proposition 218 process, the rates were approved by our Board of Directors on June 14, 2016.

### **Q. How is the Board of Directors determined?**

A. CVWD is a special district established by the state legislature. CVWD is governed by a five-member Board of Directors, each of whom is elected to four-year terms by district voters, as required by the Riverside County Registrar of Voters. Each director lives in and represents one of five directorial divisions in the district, and is elected by voters who also reside in that division.

### **Q. Does the General Manager vote on rates?**

A. No, the General Manager does not vote on rates.

### **Q. Why do I pay a monthly rate when this service is only in the event I have a fire?**

A. The rates cover the cost of capacity, readiness to serve, operation, and maintenance of providing water without interruption.

### **Q. Why did the rates increase so much?**

A. The comprehensive Cost of Service Survey revealed that CVWD had been charging less than the actual cost to provide service. CVWD has not increased rates for domestic water since 2010.



**Q. What is the size of my lateral? Can I see this on my bill?**

A. The size of the lateral is not shown on your bill; however, our Customer Service Representatives are able to assist you.

**Q. What if I want to change the size of my lateral?**

A. Contact the building planning department of your local city or the governing Fire Marshal.

**Q. What if I want to report this to the Public Utilities Commission?**

A. CVWD is a government agency and not a private company; therefore, it is not regulated by the Public Utilities Commission. You may express your concerns by contacting our Board of Directors in writing, via the website (CVWD.org) or attend or attend a board meeting. The Board of Directors generally meets the second and fourth Tuesday of each month at 9 a.m. at district offices. The first meeting of the month typically is held at the Palm Desert office, and the second meeting of the month typically is held at the Coachella office.

**Q. What are the current rates?**

A. All of the [rates](#) that became effective July 1, 2016 can be viewed on our website, [www.cvwd.org/rates](http://www.cvwd.org/rates).

**Q. Where can I find more information about the rate changes?**

A. For more information regarding the [rate changes](#), please visit our website, [www.cvwd.org/rates](http://www.cvwd.org/rates).

