

remains in effect. Unless or until conditions improve the supply allocation the shortage measures will remain in effect.

<http://www.bvwd.org/pdf/res-09-06.pdf>

2010 RATE STUDY

District staff has completed a Cost Based Rate Study in accordance with applicable laws and the District's Financial Policy which states "rates shall be fair, equitable and cost based" and in order to achieve a balanced budget over the next several fiscal years. The District has not revised or increased water rates since March 1, 2005. The rate study evaluates District expenses and revenues, including water rates, to insure the rates are fair, equitable and, in fact, cost based, so each customer class pays their own way based on the cost of providing the service. A separate notice with the proposed rates will be mailed to all landowners and water users at least 45-days in advance of the public hearing presently planned for April 26, 2010, at 5:30 pm to present the study and obtain public input. The [notice](#) and [study](#) are also available on the District's web site:

Announcement of Public Hearing to Consider Revised Rates:

<http://www.bvwd.org/pdf/Notice-Rates-2010.pdf>

Rate Study 2010: <http://www.bvwd.org/pdf/Rate-Study-2010.pdf>

PAY WATER BILLS ONLINE WITH I-WEB

Many of our customers have asked for a convenient online way to pay their water bills and it is finally here! I-WEB is an online web portal that provides web based information services to District customers. Customers can now inquire about their account balance, usage history and make payments directly from the i-WEB [web site](#). The i-WEB system has been designed to secure your confidential account information and financial transactions. There is a \$3.00 transaction fee for paying your bill on-line with i-WEB. Customers that choose to utilize i-WEB to pay their bill will still receive a billing statement in the mail. Online bill payments can be made at the following website: http://epay.bvwd.org/inh_main.asp

DISTRICT PERSONNEL

Please join us in congratulating the following employees for their years of service anniversary:

Steve Lowery, Distribution Operator – 25 years!

Debbie Dias, Payroll – 20 years!

Darren Duvall, Customer Service/Distribution Representative – 10 years!

OFFICE HOURS

The District's regular office hours are as follows: Monday – Thursday 8:00 am – 5:00 pm;
Friday – 8:00 am – 4:00 pm.

BOARD MEETINGS

Board of Directors' Meetings are open to the public. Information, including Board Meeting Agendas and prior meeting Minutes, can be reviewed online at: www.bvwd.org.