



## Cost of Service Study – Frequently Asked Questions

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### ***Providing Input and Participating in the Process***

- Will there be any public meetings regarding the water system financial study?
  - Yes. The Board of Directors initiated this process on April 22, 2010 at a public meeting and discussions have continued at 16 subsequent public Board and committee meetings since that time.
  - A special Board meeting on the study was held on January 25, 2011 at the Goleta Union School District, 401 N. Fairview.
  - Another meeting specifically for the water system financial study will be in March 2011.
- If I can't make it to the workshops or meetings, how can I provide feedback or comments?
  - The District has launched a website (<http://goletawater.com/rates/study>). The website includes an e-form that can be used to provide feedback.
  - You can email Chris Rich, Water Supply & Conservation Manager at [crich@goletawater.com](mailto:crich@goletawater.com) or call 879-4604.
  - The Board of Directors meets on the second Tuesday of every month. Members of the public are always welcome to comment on items that are on the meeting agenda as well as items that are not on the agenda. Meetings begin at 5:30 pm.
- Where can I find out when the next meeting will occur and what will be discussed?
  - The best way to follow progress is to check the District's financial study website regularly (<http://goletawater.com/rates/study>). The website includes a calendar, where agendas and meeting materials for public workshops will be provided. In addition, related reports and documents will be posted on the website.
  - Sign up to receive notices and information on the website. You will receive automatic emails regarding upcoming meetings and information.
  - Monthly billing statements are designed to include information on workshop locations and topics.

### ***General Financial Questions***

- Does the District receive any taxes?
  - No. The District does not receive property taxes or any other type of tax as a revenue source. As a result, rates paid by customers are critical for funding water system operations, reserves for emergencies, and infrastructure improvements.
- Why is the District doing a Cost of Service study?
  - Periodically, the District reviews the costs of our water system and rates paid by customers to ensure they match, and that nobody is paying more than they should for the service they are receiving.
  - If existing rates or charges are to be adjusted, District costs must be analyzed following parameters established by the California Constitution.



- When was the last adjustment to District water rates and meter charges?
  - The last Cost of Service study was initiated by the District in 2005 and completed in 2006. Following conclusion of this study, volumetric water rates were changed on July 1, 2006 and fixed meter charges were changed on July 1, 2007.
- Are water rates and meter charges going to increase?
  - Through the study process, we'll learn whether rates will change. This District has hired Camp, Dresser, & McKee (CDM), an engineering consulting firm specializing in utility rate analysis to determine the adequacy of rates. We won't know if or how rates will change until the study is completed in the March 2011 timeframe.
- Is the water system financial study the same as a Cost of Service Study or a rates study?
  - Yes. These are different terms to describe the process of making sure District revenues match costs.