



December 2, 2019

RE: SYSTEMWIDE WATER METER REPLACEMENT PROGRAM

TRUSTEES:

DIVISION 1
LOS OLIVOS
Harlan J. Burchardi

DIVISION 2
SOLVANG
Jeff Clay

DIVISION 3
SOLVANG
Lori Parker

DIVISION 4
SANTA YNEZ
Michael Burchardi

TRUSTEE-AT-LARGE
Brad Joos

GENERAL MANAGER
Chris Dahlstrom

Dear Valued Customer:

Please be advised that beginning in November 2019, the Santa Ynez River Water Conservation District, Improvement District No.1 (District) initiated a systemwide Water Meter Replacement Program (Program). The Program is currently scheduled to be implemented over the next 18 months and will replace the approximately 2,790 water meters throughout the District's service area that have been in service for more than 15 years. The new meters have an expected 20-year service life, are higher in reliability, lower in maintenance, and equipped with enhanced metering accuracy. Customers will not be charged for the new meters or the installation process.

Meter replacements will be conducted in phases until the Program is complete. For each phase, District personnel with appropriate identification will be accessing District easements and utility right-of-ways and may need to enter your premises to initially inspect the water meter. All customers are requested to ensure that the meter serving your parcel is clear of any obstacles for accessibility purposes. Prior to the meter replacement work, customers will receive a pre-recorded phone call that work will be conducted at their premises during the following week. Customer phone numbers on file with the District will be used for the pre-recorded phone calls, so please ensure that your contact information is updated with our office. In addition to the pre-recorded phone call, field staff will attempt to knock on a customer's door prior to commencing work. All meter replacement work will be conducted Monday through Friday between the hours of 7:30 a.m. and 3:30 p.m.

It is important to note that your water service will be temporarily interrupted while the meter replacement work is being conducted at your premises. Under normal circumstances, the replacement work and interruption of water service is expected to last approximately 45 to 60 minutes. Follow up inspections may also be conducted for quality control purposes.

The District thanks you in advance for your consideration and cooperation. If you have any questions or concerns regarding the Water Meter Replacement Program, please contact the District office at (805) 688-6015.

Best regards,

Chris Dahlstrom
General Manager