

# MRWPCA UPDATE

MONTEREY REGIONAL WATER POLLUTION CONTROL AGENCY

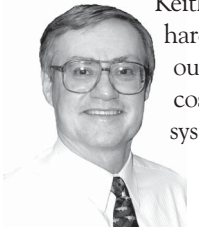
Since 1977

Dedicated to Meeting Northern Monterey County's Wastewater and Recycled Water Needs

## Cost Controls Keep Customer Rates Down

### Still the Lowest Average Rates in the State

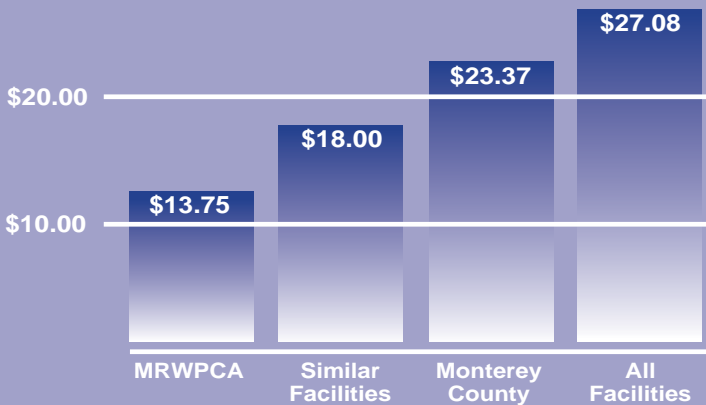
As the Average Residential Rate Comparison chart below shows, even with our recent rate increase, MRWPCA customers still enjoy the lowest rates in California (includes average city or entity wastewater collection charges). With only three rate increases in the past 17 years, the total increases for that period amount to just \$1.00 — far less than most, if not all, major service providers. According to General Manager



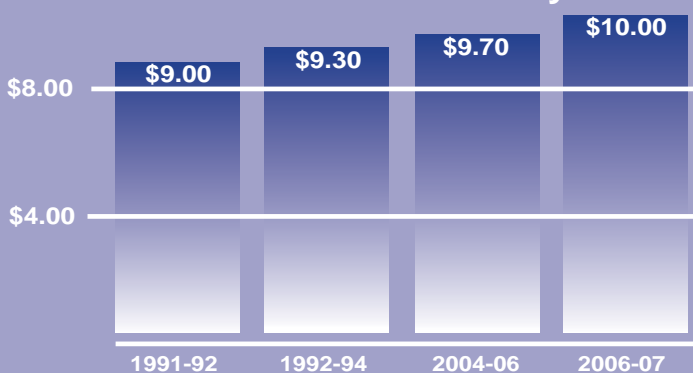
Keith Israel, "The credit for this achievement goes to our hard-working staff who have kept service and cost control to our ratepayers a top priority. Even as utility and chemical costs continue to increase, we've been able to develop systems that have streamlined operations and improved efficiency."

While treatment expenses continue to be much lower than state-wide averages for facilities of equal size, these charts reflect the importance that MRWPCA places on controlling costs.

#### Average Residential Rate Comparison (California Secondary Treatment Facilities)



#### Residential Rate History



## Water Recycling Update

### High Production Days Reported

Due to the late winter rains, this year's water recycling season began April 21, a day later than last year and the latest start since operations began.

"We're running smoothly," reports James Dix. "During 21 of the 30 days in June and 20 of the 31 days in July, we recycled all of our treated wastewater."

## 3 Ways You Can Help Keep Rates Low

1. Don't pour cooking oil or grease down the drain. Pour it into a can and place in your garbage can.
2. If you use a water softener, lower the salt-level setting on your water softener or consider replacing your unit with a portable exchange service.
3. Dispose of hazardous chemicals, including used motor oil, antifreeze and solvents, at your local household hazardous waste collection center.

[www.mrwPCA.org](http://www.mrwPCA.org)

## Visit Us on the Web

On the web site, you'll find the latest information on how to help keep salt out of wastewater, including switching from sodium-to potassium-chloride if you're a water softener user. Also available are public meeting agendas and, if you can't attend, minutes from past meetings.

## She Continues to Improve Her Skills

Lindsay Synstey began working for MRWPCA in 1986 as a file clerk. "It was my senior year in high school," she recalls. "I went to school a half day and worked here the other half." Over the years, she's served as Office Assistant, Customer Service Secretary and Customer Service Representative I and II. Today, she supervises the department.

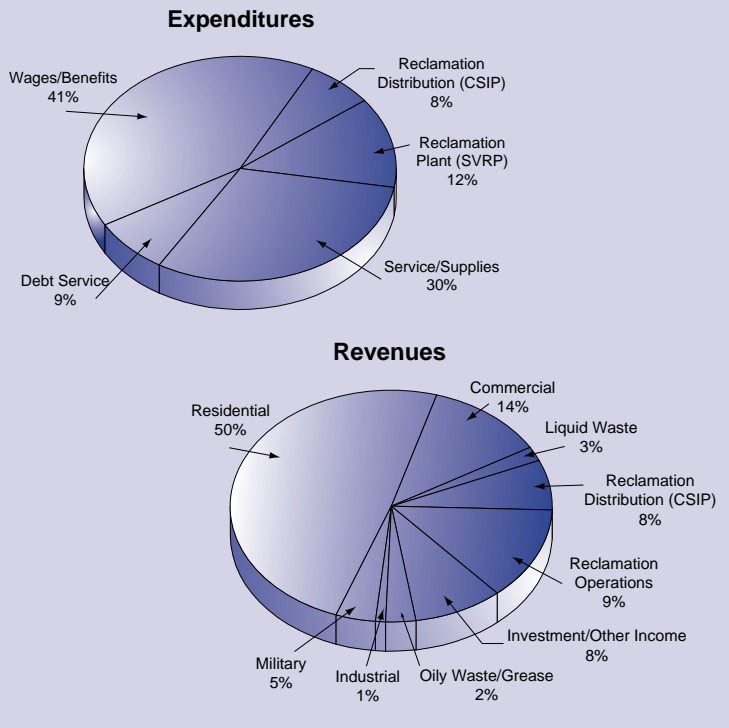


In addition to her full-time work as Customer Service Supervisor, Lindsay has been pursuing a degree in Business Administration at Golden Gate University. This past fall, with a 3.76 grade point average, she was recognized as a "Dean's List Scholar."

"I still have five classes to complete the degree program," she says. "I expect to have them all completed by mid-October." Then she plans to continue her studies and obtain a Masters degree in Public Administration.

"MRWPCA's Customer Service has changed continually over the years," she says, "and the changes have always been positive for our customers — such as being able to offer prepayments and automatic payments."

## MRWPCA Fiscal Year 2006/07 Approved Budget

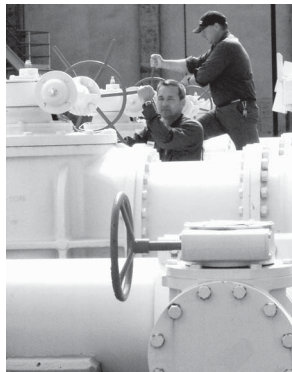


### What We Do

## Turning Wastewater into Safe Water

The Monterey Regional Water Pollution Control Agency is responsible for treating wastewater for Del Rey Oaks, Monterey, Pacific Grove, Salinas, Sand City, Seaside, Boronda, Castroville, Moss Landing, Marina, the former Fort Ord, and unincorporated areas of northern Monterey County. MRWPCA's facilities include a 30

million gallon-per-day treatment plant and water recycling facility



located two miles north of Marina, as well as community pumping stations and transport piping to the treatment plant. (City sewer systems are maintained independently by each city.)

## Save Time and Postage with Automatic Payment Service

If you would like to take advantage of MRWPCA's automatic payment service: 1) Sign and return the coupon below with your payment. 2) Pay with a check from the account to be used (with this, we can instruct your bank to automatically deduct your payment every two months). If you have any questions, give us a call at 372-2385 or 449-6366.

I authorize MRWPCA and my financial institution to initiate entries to my  checking  savings account for wastewater fees. This authority will remain in effect until I notify you of cancellation in writing. I can stop payment of any entry by notifying my financial institution three days before my account is charged. I can have the amount of an erroneous charge immediately credited to my account up to 15 days following issuance of my financial statement or 60 days after posting, whichever occurs first. This amount deducted will equal the balance owed.

Signature

Date