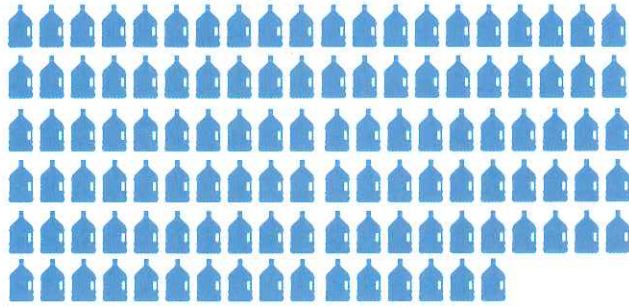


Your Water \$\$\$

\$1 buys 116 gallons of water



\$1 buys 1/3 gallon of gas



\$1 buys 1/4 gallon of milk

Where Your Water Rate Money Goes...



How To Pay Your Water Bill

There are three easy ways to pay your water bill.

Automatic Bill Pay

The Automatic Payment Service (APS) lets you pay your City of Milpitas Municipal Services bill automatically. Download the form from <http://www.ci.milpitas.ca.gov/milpitas/departments/finance/utility-payment-services/>.

Online

The Utility Bills On-Line Service allows you to view your City of Milpitas Utility Services Bill online and pay your bill automatically through the Internet by credit card. All you need is your account number and your credit card!

Phone

The City of Milpitas also lets you pay your City of Milpitas Municipal Services bill automatically by phone using your credit card. All you need is your account number and your credit card! To pay by phone call toll free: (408) 586-3100 and select Option 3.

Water Conservation

On June 16, 2015, the City of Milpitas adopted a water conservation plan in response to the statewide water shortage. Every Milpitas resident and business has been asked to help reduce water consumption. Since July 2015, the City of Milpitas has reduced its overall water consumption by 22% when compared to 2013 water consumption.

Customers can save water outdoors and indoors, by irrigating lawns and landscapes two days a week and turning off water when shaving or brushing teeth. Additional tips and information can be found at the City's website: www.savewatermilpitas.org. The City also has a water conservation hotline to report any water waste complaints and learn how to conserve water by calling the Water Conservation Hotline at 408-586-2666.

**water consumption %'s are based on monthly average savings from July 2015 – May 2016*

2016 MILPITAS WATER RATES FACT SHEET



For more information
visit www.ci.milpitas.ca.gov



Why Your Water Rate Increased

Milpitas Water customers may see an increase in their water bill. Milpitas purchases its water from two wholesalers, the San Francisco Public Utilities Commission (SFPUC) and Santa Clara Water District (SCWWD) for its potable water. Both providers have implemented significant increases in the cost to Milpitas to purchase water. Starting July 1, 2016 SFPUC will again raise their cost by 9.3% and SCWWD will again raise their cost by 17.9%. Infrastructure repairs and improvements to bring your water from the Sierras to Milpitas are also additional costs to us. Locally, revenues are needed and used to continue providing you safe and clean water in a reliable distribution system. There are currently over \$300 million dollars of needed infrastructure improvements to our Water System.

Water rate revenues afford the adequate weekly testing, treatment, and delivery of your water to ensure it is free of lead, other heavy metals such as copper, and harmful bacteria, like E. coli. These important services prevent serious water quality issues similar to what is happening now in Flint, Michigan and Newark, New Jersey.

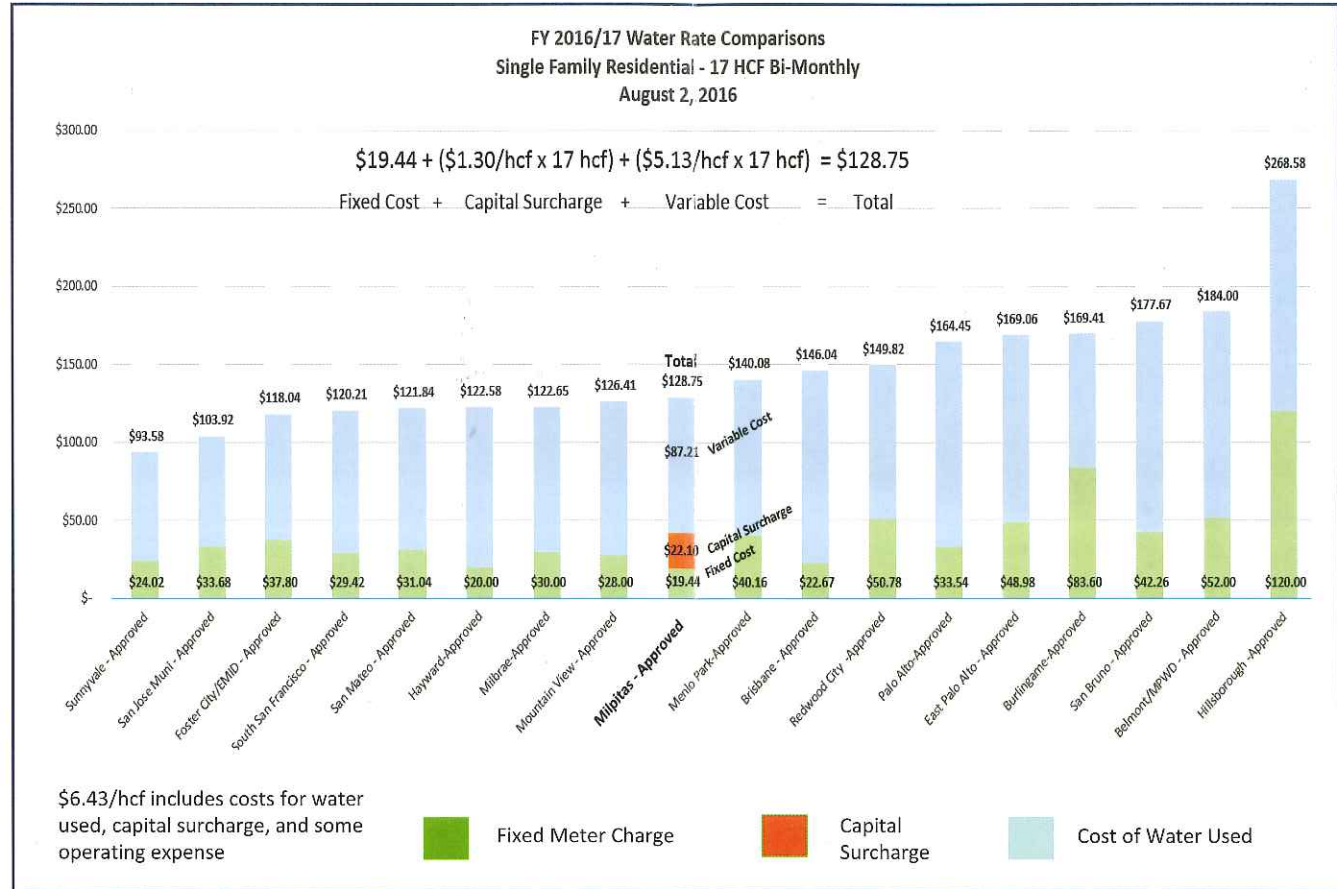
Water Regulations & Delivery

There are many Federal and State regulations the City must meet to keep your water clean and safe. The City closely follows all water quality testing and reporting requirements.

The City has 203 miles of water pipeline that ensures reliable delivery of water to your tap. This network of pipes also delivers water from to our 5 water tanks and over 1,900 fire hydrants throughout the City, to timely respond during safety incidents.



City Rate Comparison



Water rates reflect a 2-month billing cycle. A Milpitas household's average monthly water use is approximately 6,358 gallons.

Cities reflected in the above chart primarily use water from wholesaler SFPUC, similar to the City of Milpitas.