

Investing Now to Secure Our Water Future Outreach

Santa Rosa Board of Public Utilities

August 15, 2024

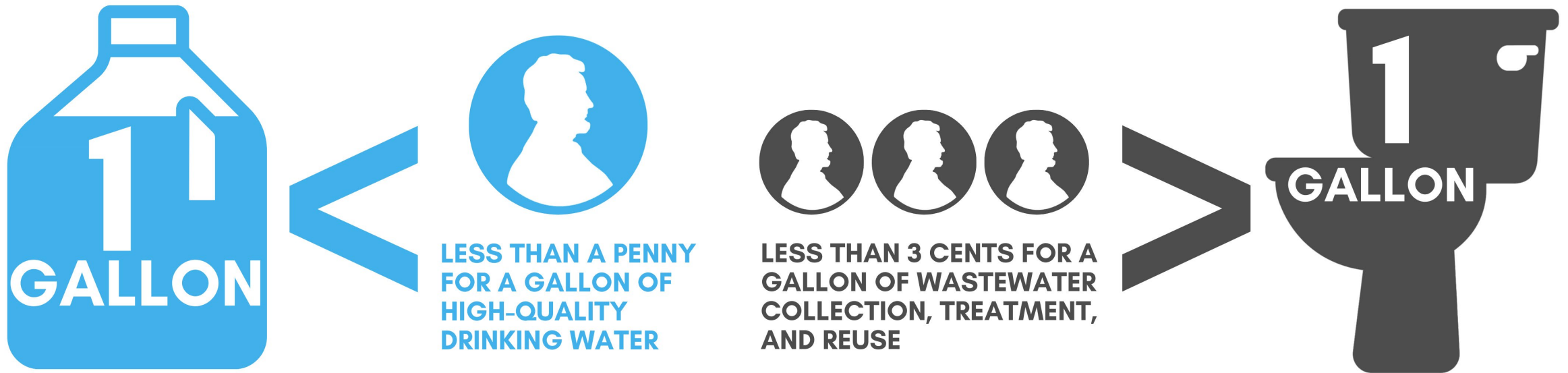
Elise Miller, Communications Coordinator, Santa Rosa Water

Delivering Reliable Service

We Deliver, Collect, Recycle, and Protect

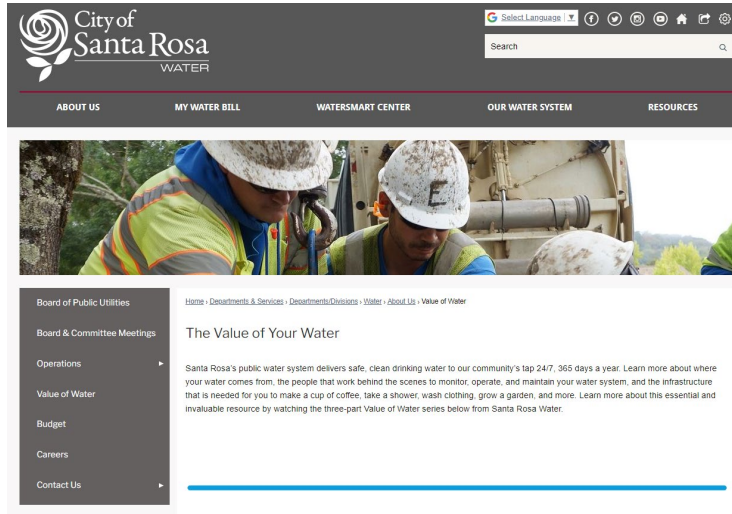


Cost of Service



Sharing the Value of Water

June 13, 2024, Edition



[SRCity.org/ValueOfWater](https://srcity.org/ValueOfWater)



Santa Rosa Water Is Always On When You Need It

Santa Rosa runs on water, and the Santa Rosa Water Team is here to make sure your water is always on when you need it. Every day, around the clock, safe, clean, high-quality drinking water is delivered to your tap. After you have used that water, it is transported to Laguna Treatment Plant for recycling and reuse. Santa Rosa's extensive public water system is a network of over 1,200 miles of water and sewer pipe, 6,500 fire hydrants, 20 water pump stations, 22 water reservoirs (tanks), 17 sewer lift stations, and more. Our community's water system is valued at over \$5 billion. To keep your water flowing now and into the future, Santa Rosa Water continually invests your water rates into the resiliency and reliability of our shared public water system. It also requires a team of highly trained and skilled water employees that are dedicated to monitoring, maintaining, and modernizing our community's critical water infrastructure. [LEARN MORE](#)



**INVESTING NOW TO
SECURE OUR FUTURE**

Social Media

City Connections eNewsletter

Always On

Santa Rosa runs on water, and the Santa Rosa Water team is here to make sure your water is **#AlwaysOn when you need it!** To keep water flowing now and into the future, the Santa Rosa Water team is investing in the resiliency and reliability of our community's water system.



santarosawater



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santarosawater Did you know that when you pay your water and sewer bill each month, your dollars go directly to providing essential services and are invested in... more

June 28

Investing Now to Secure Our Future



**INVESTING NOW TO
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santarosawater



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7 likes

santarosawater You know what's pretty neat? Ultra-violet disinfection.

In November of 2022, Santa Rosa Water broke ground on the \$68 million ultra-violet (UV) disinfection replacement project. This project is an investment in our community's ability to safely recycle and reuse water, paid for by water rates and fees.

Follow, Like, and Share



SRWater



SantaRosaWater



The Challenges

- Increasing costs
- New and more stringent regulations
- Climate change and extreme weather
- Rapidly aging infrastructure



Replacing Aging Infrastructure

- Santa Rosa Water was established in 1947.
- A majority of the City's water and sewer system was built in the 1960s and '70s.
- Most of our public water system is 50+ years old.



**INVESTING NOW TO
SECURE OUR FUTURE**

Santa Rosa's Water Infrastructure Report Card



B

Water



C+

Sewer



D+

Water Reuse

Investing Now to Secure Our Future

- Prevents breaks and service disruptions
- Ensures water quality
- Improves seismic safety
- Enhances climate resiliency
- Protects our watershed
- Improves water supply reliability
- Hardens our infrastructure against the threat of wildfires and floods



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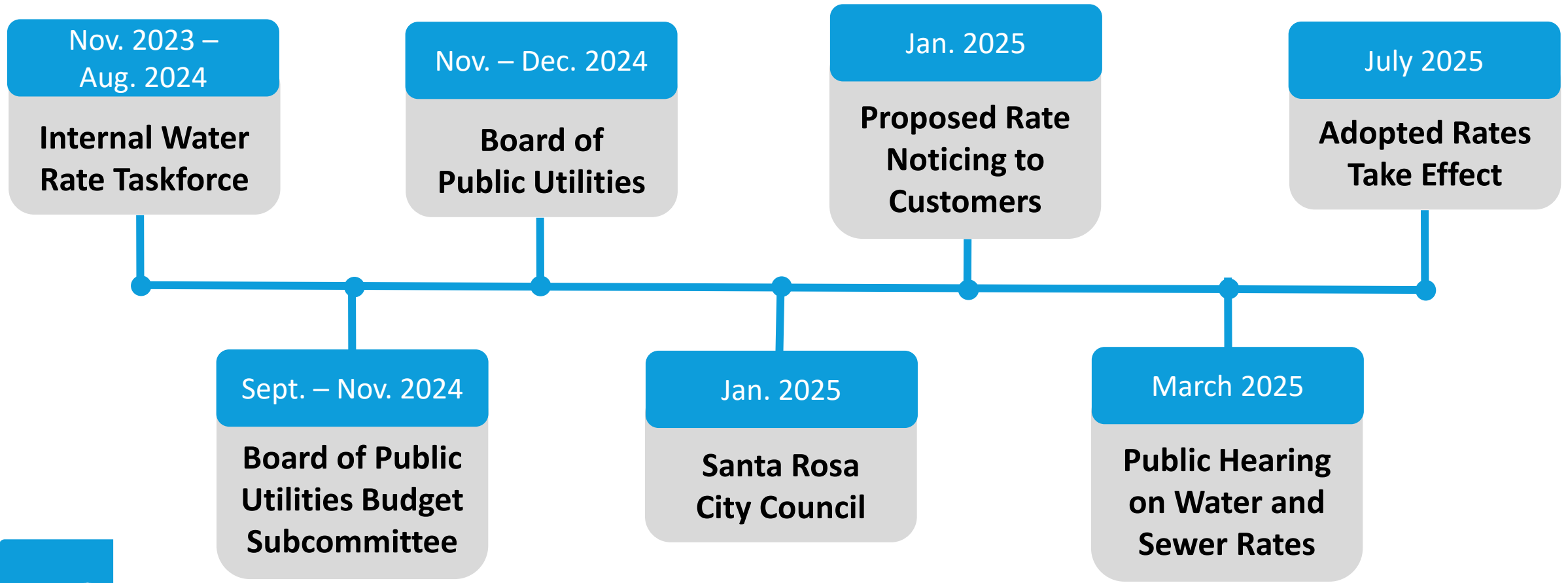
Determining Water Rates

- Last year of our current rate schedule (FY22 through FY25)
- Cost of services study for water and sewer in process
- Proposed rate schedules for FY 25 through FY30
- Rates would go into effect each year on or about July 1st from 2025 to 2029



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Proposing Water Rates for 2025-29



Customer Outreach

- SRCity.org/WaterRates
- City Connections eNewsletter
- Water bills
- Social media
- Print, digital, and radio advertising
- Public meetings and community events



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Help for Managing Your Water Bill



Customer Service
707-543-3150



WaterSmart Portal
SRCity.org/WaterSmartPortal



WaterSmart Programs
SRCity.org/WaterSmart



Help2Others
Water Bill Assistance
SRCity.org/H2O



SRCity.org/ValueOfWater

