



AGENDA
MEETING OF THE PUBLIC AFFAIRS COMMITTEE
MONDAY, JUNE 15, 2026 – 3:30 P.M.
1391 Engineer Street, Vista, CA 92081
Phone: (760) 597-3100 www.vidwater.org

NOTICE FOR PARTICIPATION

In compliance with the Americans with Disabilities Act, if special assistance is needed to participate in the Board meeting telephonically, please contact the Board Secretary during regular business hours at (760) 597-3128. Notification received 48 hours before the meeting will assist Vista Irrigation District in making reasonable accommodations.

The public may participate in this meeting in-person and by teleconference. To join this meeting via telephone, please dial (877) 873-8018; the Pass Code is 474698#.

Public Participation/Comment: Members of the public can also participate in the meeting by emailing your comments on an agenda item to the Board Secretary at BoardSecretary@vidwater.org; such email should include the agenda item number in the subject line and must be received before the time the meeting commences. Members of the public, whether participating in-person or telephonically, may address the Board of Directors in real-time during the public comment period and when specific agenda items are being considered. Please announce your attendance if participating telephonically or fill out a speaker slip if participating in-person if you would like to provide real-time public comment.

1. CALL TO ORDER

2. ROLL CALL

3. CONSIDER APPROVAL OF AGENDA

In the case of an emergency, items may be added to the Agenda by a majority vote of the Committee. An emergency is defined as a work stoppage, a crippling disaster, or other activity that severely imperils public health, safety, or both. Also, items that arise after the posting of the Agenda may be added by a unanimous vote of the Committee.

4. ORAL COMMUNICATIONS

Members of the public may address the Committee on items not appearing on the posted agenda, which are within the subject matter jurisdiction of the Committee. Speakers are asked to limit their comments to five (5) minutes; the total time allowable for all public comment on items not appearing on the agenda at any one meeting may be limited. Comments on items listed on the agenda will be taken before or during discussion of the agenda item. Members of the public desiring to address the Committee are asked to complete a speaker's slip available on the table near the entrance of the Boardroom and present it to the Board Secretary prior to the meeting.

5. WATER BILL UPDATE

Recommendation: Review and provide feedback on proposed changes to District's water bill.

6. COMMENTS BY COMMITTEE MEMBERS

This item is placed on the agenda to enable individual Committee members to convey information not requiring discussion or action.

7. ADJOURNMENT

NOTE: ITEMS ON THE AGENDA MAY BE TAKEN OUT OF SEQUENTIAL ORDER AS THEIR PRIORITY IS DETERMINED BY THE COMMITTEE

- *The agenda package and materials related to an agenda item submitted after the packet's distribution to the Committee are available for public review in the lobby of the District office during normal business hours.*
- *Agendas and minutes are available at www.vidwater.org.*
- *VID Committee meetings are held on an as needed basis.*

AFFIDAVIT OF POSTING

I, Elizabeth Xaverius, Assistant Board Secretary of the Vista Irrigation District, hereby certify that I posted a copy of the foregoing agenda outside the lobby of the District office at 1391 Engineer Street, Vista, California at least 72 hours prior to the meeting, in accordance with Govt. Code Sec. 54954.2(a).

Date: June 10, 2026


Elizabeth Xaverius, Assistant Board Secretary



**PUBLIC AFFAIRS COMMITTEE
STAFF REPORT**

Agenda Item: 5

Committee Meeting Date: June 15, 2026
Prepared By: Beona Paz/ Shallako Goodrick
Approved By: Brett Hodgkiss

SUBJECT: WATER BILL UPDATE

RECOMMENDATION: Review and provide feedback on proposed changes to the District's water bill.

PRIOR BOARD ACTION: None.

FISCAL IMPACT: The cost to make the proposed changes to the water bill is estimated at \$2,400.

SUMMARY: The District currently bills bi-monthly or monthly; Infosend prints and mails/emails water bills using data sent by Customer Service staff. Over the years, Customer Service staff has received questions and feedback regarding line descriptions, water usage history and other information contained on the water bill. Staff would like to make changes to the water bill layout to address the feedback that has been received.

DETAILED REPORT: In reviewing the water bill, staff has identified changes to the layout, line descriptions and other information contained on the water bill that would address customer questions and feedback. Using water bill examples from other agencies and customer feedback, staff created a "mock-up" of a new water bill. The most notable changes include the addition of a water use graph and changes to line descriptions; "Service Charge" to "Readiness to Serve Charge" and "County Water Authority Emergency Storage Fee" to "CWA Infrastructure Access Charge". The pay stub portion of the water bill was also modified to provide additional payment information.

ATTACHMENTS:

- Current Bill Example
- Proposed Bill Example

Account:

Meter Size:

Service Address:



Current Reading 05/18/2026 984
Prior Reading 03/18/2026 963

Usage: 21 Units

PREVIOUS BALANCE DUE 247.63
PAYMENTS RECEIVED 247.63 CR
REMAINING BALANCE 0.00

CURRENT CHARGES

COUNTY WATER AUTHORITY EMERGENCY STORAGE FEE 9.10
SERVICE CHARGE 111.88
WATER USAGE CWA* Rate VID Rate Total Rate Units
Tier 1 3.69 2.32 6.01 12 72.12
Tier 2 6.53 1.26 7.79 9 70.11
TOTAL CURRENT CHARGES 263.21 263.21

BALANCE DUE

263.21

*CWA: San Diego County Water Authority

Units
This Year 21
Last Year 29

Billing Inquiries Call: 760-597-3120
Water Conservation Inquiries Call: 760-597-3160
VID Website: www.vidwater.org

We all know that in spring, everything starts to grow. Please check around your meter and make sure that it is visible and accessible. Clear the area of any debris or overgrown plants and foliage. This helps us locate your meter, read it, and access it quickly in the event of an emergency.

**** Late penalty assessed 07/15/2026 ****

See reverse side for important information

Please return this portion with payment.

Check here for address change (see back)

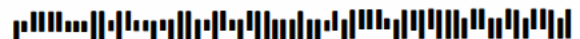


1391 Engineer St.
Vista, CA 92081-8840

Service Address: 1206 NORDAHL RD

Account Number	Date Mailed	Due Date	Balance Due
[REDACTED]	06/03/2026	06/18/2026	263.21

VIA0603A
9000000556 00.0000.0556 556/1



Make Payment To:
VISTA IRRIGATION DISTRICT
1391 ENGINEER STREET
VISTA, CA 92081-8840



PAYMENT Payment is due on or before the due date. Payments can be made using one of the options listed below. If you have a complaint regarding the balance due, please contact VID within 5 days of receipt of this bill. Bills not paid by the due date are subject to a penalty.

PAYMENT OPTIONS

- 1) Sign up for Direct Payment. The District will debit your checking account for the amount of your water bill each billing cycle. The amount of your bill will be deducted from your account on the due date shown on your statements. Call (760) 597-3120 for an application and more information.
- 2) Enroll in Electronic Billing and Payments to receive your bill and make one-time payments from a bank account electronically. Customers using this service will no longer receive a paper bill and instead will receive an email advising them that their bills are available to be viewed and paid online. If you sign-up for this service, you are not required to pay online and may use one of the other payment options listed in this section. Visit www.vidwater.org and click on the Electronic Billing and Payments link to sign-up for this service.
- 3) Mail a check or money order and return stub in the envelope provided to the District office. Allow (5) business days for delivery.
- 4) Bring your payment and return stub to the District office during normal business hours. You may pay by check, money order or cash and get a receipt. You may also enclose your check or money order and return stub in the envelope provided and deposit it into the payment drop box at the District office.
- 5) **Pay by Phone or Online.** Credit card and electronic payments may be made by calling **(800) 272-9829**. MasterCard, Visa, Discover Card and American Express are accepted. You can also pay with a credit card or electronic check on-line by going to our website, www.vidwater.org. A fee is charged by the company providing this service. Please have your VID account number and VID's jurisdiction code, **1564**, available when using either one of these payment options.

Note: Be sure to write your account number on checks and money orders. Returned checks are subject to penalties.

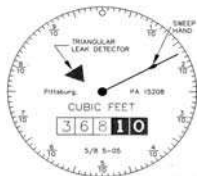
HOURS Normal business hours are 8:00 AM to 5:00 PM, Monday through Friday, excluding holidays.

PHONE NUMBERS VID Main Line (760) 597-3100, Fax (760) 597-2632
 VID Customer Service/Billing (760) 597-3120
 To report after hours emergencies, call (760) 597-3100 and press "8" when the message begins.
 San Diego County Water Authority: 858-522-6600

RATES Service charges vary with the size of the meter and pay for a portion of the fixed costs of operating the system. Large meters pay more because they place greater demand on the system and require larger reservoirs, pumps and pipelines. The Emergency Storage Fee comes directly from the San Diego County Water Authority to cover their infrastructure costs. The water usage charge is based on the number of units used. One unit of water is equal to 100 cubic feet (748 gallons).

MOVING/ VACATIONS Contact VID to close an account at least 48 hours prior to moving. Customers are responsible for their accounts until VID is officially notified. Customers planning extended vacations may pay their water bills before departure to avoid late charges and possible shut-off of services.

HIGH USAGE Leaks usually cause high water usage. To test for a possible leak in your plumbing system, make sure no water is being used inside/outside your home. Check the position of the hands on the water meter dial and record the reading. Note the location of the sweep hand and, if your meter has a triangular leak detector, watch to see if the triangle is moving. Without using any water, wait for approximately 30 minutes, then recheck the meter. If the hand or triangle has moved, or if the reading has changed, water is leaking (or running) somewhere on your property.



HOW TO READ YOUR WATER METER:

Your water meter is underground in a rectangular box with a plastic, metal or concrete lid, usually found in or near the sidewalk. To get to the meter, you can remove the cover with a large screwdriver. VID water meters measure water used in cubic feet. One cubic foot of water is equal to 7.48 gallons. Bills are based on how many hundred cubic feet units (748 gallons) are used. Most of the water meters read like an odometer. Simply read the number across the counter (see illustration).

ADDRESS CHANGE:

_____ ADDRESS _____

_____ CITY/STATE/ZIP _____

_____ (AREA CODE) PHONE _____

Account:
XXXX-XXXX-XX
Jane Doe

Meter Size:
3/41"

Service Address:
9999 Street Pl



Current Reading 03/03/2026 3312 Usage: 13 Units
Prior Reading 12/31/2025 3299 Meter Number: Number###

PREVIOUS BALANCE DUE	272.64
PAYMENTS RECEIVED	272.64 CR
REMAINING BALANCE	0.00

CURRENT CHARGES

CWA INFRASTRUCTURE ACCESS CHARGE	9.10
READINESS TO SERVE CHARGE	111.88
WATER USAGE	CWA* Rate VID Rate Total Rate Units
Tier 1	3.69 2.32 6.01 12 72.12
Tier 2	6.53 1.26 7.79 1 7.79

TOTAL CURRENT CHARGES 200.89 200.89

WATER CONSUMPTION HISTORY



CWA - SAN DIEGO COUNTY WATER AUTHORITY

BALANCE DUE 200.89

ACCOUNT AVERAGE USAGE IS: 30 UNITS

Billing Inquiries Call: 760-597-3120
Pay by Phone: 800-272-9829
Payment Jurisdiction Code: 1564

Thinking about upgrading your landscaping? Free WaterSmart landscape makeover workshops for homeowners are now available. Registration is required, workshops may be held in person or via Zoom. Please visit www.watersmartsd.org for more information and to register. Hurry, space is limited.

See reverse side for important information

Please return this portion with payment.

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1391 Engineer St.
Vista, CA 92081-8840

**BALANCE DUE WILL BE DEDUCTED FROM
YOUR BANK ACCOUNT ON 04/02/2026**

PAYMENT STUB	DATE MAILED: 03/18/2026
ACCOUNT NUMBER:	XXXX-XXXX-XX
SERVICE ADDRESS:	9999 Street Pl
BALANCE FORWARD:	Due Immediately 0.00
CURRENT CHARGES:	Late: 04/29/2026 \$200.89
DUE DATE:	04/02/2026
TOTAL AMOUNT DUE:	\$200.89

VIA0317A 300 1 AV 0.593
7000000302 00.0003.0295 300/1



JANE DOE
PO BOX 999
VISTA CA XXXXX

Make Payment To:
VISTA IRRIGATION DISTRICT
1391 ENGINEER STREET
VISTA, CA 92081-8840

**PAYMENT
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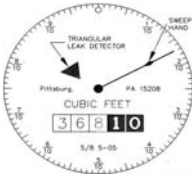
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ADDRESS CHANGE:

ADDRESS

CITY/STATE/ZIP

(AREA CODE) PHONE