



Heritage Ranch Community Services District

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July 25, 2011

Presiding Judge Charles S. Crandall
Superior Court of California
1050 Monterey Street
San Luis Obispo, CA 93408

Re: Response to San Luis Obispo County Grand Jury Findings
"Rate Setting as a Water Conservation Tool"

Enclosed is the Heritage Ranch Community Services District's response to the findings and recommendations of the San Luis Obispo County Grand Jury's report titled "Rate Setting as a Water Conservation Tool":

Finding 3 - water bills should show rate tiers, tier consumption and tier charges.

Recommendation 3 – Heritage Ranch CSD should consider revising water bills to show rate tiers, water usage for each tier and the charges for each tier.

Response – Heritage Ranch CSD will reformat water bills to show rate tiers, water usage for each tier and total charge for water consumed.

Finding 6 – residential sewer providers that base charges on volume of water consumed do not clearly indicate on their bills that water volume affects sewer charges.

Recommendation 6 – Heritage Ranch CSD should consider revising sewer bills to show water usage affects sewer charges.

Response – Heritage Ranch CSD does not charge sewer rates based on the amount of water used. Sewer charges are a flat fee per residential dwelling or business. No change will be made to sewer billing because it is not based on the volume of water used.

Sincerely,

A handwritten signature in cursive script that reads "Richard Gourley".

Richard Gourley
President Board of Directors
Heritage Ranch Community Services District