



City of San Juan Bautista

The "City of History"

Office of the City Manager

Dear City of San Juan Bautista Water Account Holder,

The City of San Juan Bautista strives to provide the highest quality services at the best value and we are asking for your help in managing the cost of water and sewer service to you and your fellow citizens. City water is provided from local wells, the water is used in your home or business and then treated as sewage by the City's Waste Water Treatment Plant (WWTP). There has been a lot of attention and concern related to the operations of the City's WWTP and the high amounts of salt in the discharge going into the local creek causing the discharge to be out of compliance with the WWTP permit. All WWTP in California need a permit to operate and each permit has specific limits included in it to ensure that water quality and the environment are protected. If WWTP permit holders are not in compliance with the permit limits then they accrue violations that are subject to penalties. The City's WWTP has violations that need to be addressed and this month the City Council agreed with the U.S. Environmental Protection Agency (EPA) to take the right steps to correct the violations by entering into a legal agreement which requires the City to make significant changes to its WWTP operations to make sure that the discharge going into the creek is in compliance with the permit which ensures that water quality and the environment are protected. These changes to the WWTP will improve plant operations and will correct violations of the permit which have been identified by EPA and the Regional Water Quality Control Board, Central Coast Region (Central Coast Water Board).

We are writing today and asking for your help completing a survey to determine whether the City has a financial hardship. Whether or not the City has a financial hardship will impact how the solutions to water quality violations at the WWTP will be funded and implemented.

I am asking you as the head of the household, to participate in the attached survey to determine the total income of everyone living with you, from all sources and for everyone who lives on your property and is served by your City water and sewer account. This information will be used to demonstrate to the EPA and the Central Coast Water Board that the City has a financial hardship.

Please complete the very short survey regarding the income of all persons in your household and mail it in the enclosed and pre-stamped envelope. All responses will be confidential and will be processed by a third-party research group, Applied Survey Research (ASR), who has been contracted to process the surveys and submission to the Central Coast Water Board. Individual responses will be confidential but a summary of the data will be shared with the Central Coast Water Board in order to assist the City in demonstrating that it has a financial hardship. If the City can demonstrate that it has financial hardship then there will be different opportunities for the City to address its violations.

Please complete the survey and mail it to ASR as soon as possible. ASR has been asked by the City to follow up with any households who are unable to return the hard copy survey via the mail.

Thank you in advance for your participation. The City appreciates your help.

Sincerely,

Don Reynolds,
City Manager