



City Hall Weekly Highlights

December 3, 2015

To: Honorable Mayor and City Council Members

From: City Departments

CITY MANAGER:

Equestrian Events to Commence at SilverLakes: With the break in soccer league play over the last two weeks, contractors and their workers have been putting in extra hours busily working to complete the necessary improvements for the first equestrian horse competition events at SilverLakes on December 13, 2015. Some of the improvements currently underway to accommodate the equestrian events and move towards completion of Phase 1 improvements of the SilverLakes Equestrian and Sports Park Complex include:

- Five (5) Equestrian Arena, including two (2) show arenas, two (2) warm up arenas and one (1) longing ring
- Stall area capable of accommodating temporary and permanent stalls
- Construction is underway on the “Lake”, a 1.5 million gallon irrigation storage lake
- Two (2) of the (6) permanent restrooms completed
- Paving of the North exit connector
- Gateway entrance monuments
- Completion of SCE electrical infrastructure to support field and parking lot lighting

The equestrian competition event which commences on December 13, 2015 will feature various rounds of horse competition in each show arena.



Purchased Water Cost Increase Pass-Through: On May 20, 2015, the City Council authorized staff to prepare a “Pass-Through” Water Rate Component to adjust the City’s water rates for purchased water rate increases from wholesale water suppliers. City staff has prepared a Notice of Proposition 218 Public Hearing to inform City water customers and property owners of the proposed purchased water cost increase pass-through rate adjustment. The Public Notice will be mailed to water customers and property owners by the end of this week. The proposed pass-through cost adjustment if approved will be based on the cost increase passed-through to the City by wholesale water suppliers since the last rate adjustment in FY 2012-2013. However, the rate adjustment will be limited to 10% of the variable component of the City’s water rate structure. The fixed rate component of the rate structure will not be impacted by this proposed adjustment. Overall, the proposed rate increase will add about \$4.80 or 7% to the total monthly water charge of

the average customer. The Public Hearing for the proposed water rate increase will be held on January 20th during the City Council meeting. The attached Notice of Proposition 218 Public Hearing provides more information regarding the proposed pass-through cost rate adjustment.

ECONOMIC DEVELOPMENT:

Grant Application: On November 3, the City submitted the first phase of an application for \$38,650 of grant money from the BEYOND Framework Fund, administered by the Western Riverside Council of Governments (WRCOG). Last week, WRCOG notified staff that the initial submittal was approved, allowing the City to proceed with the second, more rigorous phase of the application process, due January 8, 2016. Norco is proposing the funds be used for a two-pronged strategic marketing campaign that addresses 1) Norco's desirability as a place to do business; and 2) its draw as a visitors' destination.

Auto Mall Sign: The renovation of the Norco Auto Mall Sign has been completed, a project that was funded in equal parts by the City and the Norco Auto Dealers Association. Its new LED electronic components present better resolution and more vibrant colors, and a generic horsehead at the top of the sign has been replaced by the Horsetown USA logo. Recent reports indicate that new and used auto sales continue to be the City's largest source of sales tax revenue, critical to the City's financial health.



Housing: With assistance from Finance Department staff, the City and its affordable housing consultant are initiating the first annual re-verification process conducted since 2011. Receipt of updated information ensures that recipients of housing rehabilitation loans are still the owner-occupants, and a drive-by survey reveals whether or not the properties are being properly maintained. Any borrowers failing to meet the terms of their loan agreements may be declared in default.

FISCAL AND SUPPORT SERVICES:

Bill Processing: Staff mailed out 1,890 utility bills to Group 4 customers; staff also mailed out 262 delinquent notices to Group 3 utility customers. On Tuesday, a courtesy door tag was hung at the door of 87 customers that were delinquent in Group 1, advising that if they did not pay on Tuesday, their water services would be shut off on Wednesday. By Wednesday, 4 customers' water service was shut off for nonpayment; 2 were restored upon payment and 2 remained shut-off.

Business License and Cash Receipts: There were 10 new business license applications and 6 renewal business license applications during the week. Staff processed a combined total of 1,737 cash receipts from the building counter, Parks and Recreation, utility customers and other miscellaneous accounts receivables totaling \$453,261.

Miscellaneous Accounts Receivable: A total of 16 miscellaneous accounts receivable invoices were sent to individuals/agencies totaling \$14,127, for billing of EMS services, hydrant meter billings, damage to City property, encroachment permits, loan payments, trash billing to California Rehabilitation Center and other services provided by the City other than utility billing and business licenses.

Accounts Payable: Accounts payable reporting is being done to capture information for the previous week since invoice processing for the current week is not available. Accounts Payable processed 17 payroll benefit checks for the week of November 26 totaling \$783,524.

Payroll: Payroll processed 32 checks totaling \$27,730 to pay eligible sick leave hours to employees.

PARKS, RECREATION, AND COMMUNITY SERVICES:

Horsetown Parade of Lights, Christmas Festival and Breakfast with Santa!

Santa Claus is coming to town! Final touches are being set for the 11th Annual Horsetown Parade of Lights and Christmas Festival and Breakfast with Santa. Join us for this festive community special event on Saturday, December 12, 2015.



A delicious holiday breakfast will be served from 9 a.m. to 11 a.m. and includes pancakes, eggs, sausage, coffee, juice and milk. Admission is \$5.00 per person. To complement this celebration, there will be arts and crafts for the children to enjoy and a special visit from the jolly fellow himself, Santa Claus!

Parents and grandparents don't forget your cameras for family portraits with Santa!

The Christmas Festival will take place from 9 a.m. to 9 p.m. and the parade will begin at 5 p.m. Festival Activity wristbands are \$5 per person, but parking and admission are free! Activities will include a climbing wall, jumper, petting zoo, snow tot lot, a holiday train, pictures with Santa, Santa's workshop, food vendors, craft vendors, live entertainment and pet adoptions.

Come join us in the daylong celebration! For more information regarding this event please call (951)270-5632 or visit www.norco.ca.us

Senior Services:

- USDA Food Delivery was held on Wednesday, December 2, 2015 10:00 a.m.
- S.T.A.R Meeting was held on Wednesday, December 2, 2015 11:30 a.m.
- Crown Plus Health Lecture and Holiday Luncheon, Flu Shots was held on Thursday, December 3, 2105 at 12:00 p.m. Lecture Topic: "Take the Work Out of Breathing"

Youth and Adult Sports:

Youth PeeWee and Instructional Division basketball season continues at Riley Gymnasium. Boys and Girls Divisional practices have begun. Practice games start the week of December 14, 2015. League season games begin the week of January 4, 2016.

Staff is recruiting teams for a new Winter Adult Basketball League. Games will be held on Sunday evenings at Riley Gymnasium. Registration begins December 10, 2015 through January 28, 2016. There are three divisions available: Open League, D League and 30+ League. Season will begin January 31, 2016. For more information, please contact the Parks and Recreation office at 951-270-5632.

Youth Programs:



Get a head start on planning your child's winter activities and sign up for WINTER Kidz Camp created especially for kids 5-12 years of age. This 2 week program is filled with fun projects, games and field trips to enjoy during Fall break. Camp dates are December 28, 2015 – December 31, 2015 Ice Age Week and January 4, 2016 – January 8, 2016 Country Critters Week. Camp is located at 3939 Cedar Avenue, Norco CA 92860. For more information, please call (951) 272-1619.

George Ingalls Equestrian Event Center:

- George A. Ingalls Veteran's Memorial Plaza is OPEN daily from 10 a.m. - dusk.
- Open Recreational Riding is scheduled November 30th – December 2nd at Clark Arena – 10 a.m. – 3 p.m.
- Community barrel race is scheduled Thursday, December 3rd at Clark Arena
- A three day NADAC, Agility Dog Show will be held Friday, December 4th – Sunday, December 6th at Moreno arena. Visitors welcome but no other dogs allowed.
- On Saturday, December 5th the Modjeska Mavericks will host a gymkhana horse show.



The mountain bike race event proposed by Donny Jackson of Southridge Racing have decided not to go forward at this time and may review the event at a later date.

Parks and Building Maintenance Services:

- Work Release workers made sand bags for two days this week to assist the Public Works Crew.
- Staff assisted with the Christmas displays at Nellie Weaver Hall (NWH) in preparation for the Christmas Festival.
- Staff repaired parking lot lights at Fire Station 47.
 - One of the lights was converted to a LED. It is the goal to eventually convert all to LED.
- Graffiti on the V-ditch at the end of Corona Ave. leading into riverbed was removed by staff.
- Staff repaired lights inside NWH as part of routine maintenance.
- Playground equipment at Neal Snipes was painted to give it a cleaner appearance.
- Staff repaired gate at Corydon staging area; welding was needed as a result of wear-and-tear.
- Light bulbs were replaced on the walkway at Pikes Peak Park to continue to ensure a safe environment for those that enjoy walking in the evening.
- As part of the yearly maintenance, Valley Crest has started renovations of the fields at Wayne Makin by seeding the grass.

Animal Control Services:

- Received \$56.00 in cash donations, plus blankets, toys and food for our animals.
- Issued 7 citations for non-licensing and other violations
- Adopted 34 dogs
- Returned 13 pets to their owners

PUBLIC WORKS:

Potable Meter Repairs:

- 382 Eighth Street – replaced gaskets in inlet fitting; removed root ball growing against inlet pipework.
- 3479 California Ave. – responded to large leak reported at this address. Upon arrival staff determined the leak was on the customers plumbing. Water was turned off at the meter and the resident notified

Potable Service Line Repairs:

- 1475 River Dr. - staff was dispatched to a reported underground leak. Staff vacuum excavated the area and determined the leak was on the homeowners sprinkler system
- 2370 Norco Dr. – staff responded to a report of water shooting up into the air from the horse trail. Upon arrival the leak was determined to be on the customer’s service line between the meter and the house. Water was turned off at the meter and the homeowner was notified.
- Norco Hills Rd at Bridle Crest – On Sunday, 11/29/2015 after hour’s staff was dispatched to reported vehicle collision that damaged above ground water infrastructure. Upon arrival staff found that an automatic air release valve on the potable water main had been sheared during the vehicle collision. While still under pressure and flowing water, staff removed the remaining shattered pieces of the air release valve and isolation ball valve then jumped on a new isolation valve. Staff replaced the automated valve and returned the system to service.
- 955 Winners Cir. – staff vacuum excavated and repaired the leaking poly service line. The service line at this residence is scheduled for full replacement.
- 3598 Chestnut – vacuum excavated to expose leaking 1” poly service line; replaced mainline connection point with copper whip and new brass fittings.

Potable Pump Station and Reservoir Maintenance:

- Removed weeds and debris from V ditches surrounding the reservoir site

Backflow Inspections:

- 1975 Tandem Way
- 1721-1801 Third Street

Collection System Maintenance:

- West lift station (Lift 10) – both pumps air locked due to sensor malfunction, re-primed both pumps and returned the station to normal operation
- Auger Grinder – repaired leaking 2” water service feeding the brush cleaner

Drain clearing

- In preparation for the upcoming season, under driveway drains were cleared at the following addresses using a hydro jet and vactor:
 - 4543 California
 - 4553 California
 - 4569 California
 - 4581 California
 - 4531 California
 - 4521 California
 - Seventh Street -- from California to Pedley, North side
- Drain lines have been cleared via hydro jet and vactor at the following locations:
 - Mt Shasta between houses
 - Mt Baldy between houses
 - All View under Crestview
 - 3495 Center – cross tube that runs perpendicular to the street
- 281 Buckskin - Cleared catch basin of street debris and trash

Graffiti/Debris Sites:

- 3414 Temescal Ave. – removed a mattress dumped in the right of way
- 3321 Temescal Ave. – removed a toilet and a sink dumped in the horsetrail
- 2547 Valley View Ave. – removed a couch dumped in the trail
- 2606 Corona Ave. – removed a bookcase dumped in the trail
- Intersection of River Rd and Bluff St. – removed 2 large “landscaper” bags dumped in the intersection
- Norco Hills Rd at Valley Drive – removed 2 tires left at road edge
- Sierra at River – removed couch dumped in the right of way
- 2671 Reservoir – removed 4 couches from the right of way
- 2251 Valley View Ave – removed 2 car bumpers, 1 car hood and 1 wooden pallet dumped in the right of way
- 2716 Sierra – removed couch dumped in the right of way
- 3422 Hillside Ave. – removed TV and printer from the right of way
- 1590 Hillside Ave. – removed a desk dumped in the right of way
- 1427 Fifth St. – removed mattress from right of way

DG/Misc. Aggregate:

- 300 Shirley Lane – filled ruts with 3.5 tons DG
- 2865 Corydon Rd. – dumped and spread 1 ton DG
- 3769 Center Dr. – dumped and spread 6 tons DG

Sandbags:

- 1484 Andalusian - Placed 600 sandbags along the reservoir access road to control downhill water flow

Tree Trimming:

- 3502 Morning Star – trimmed Eucalyptus trees encroaching into the roadway

Weed abatement

- 1430 Parkridge Ave. – cleared weeds and debris from property line to curb using CalFire crew.

Special Notes:

- Dirt and debris covering the under bridge drain network at the Hamner Avenue bridge has been removed. The large amounts of soil and vegetative material resulted from a moderate landslide on the abutment road that parallels the Santa Ana River bottom.
- Annually, the Public Works Staff supports the Sparks of Love Drive by donating to the cause. Every year in the past, it has been successful and this year is not different. This huge success is a result of staff only donations; no public donations and we are very proud to be a part of this tradition!!!



ENGINEERING:

Bluff Street & Western Avenue Water Improvements: The contractor is currently installing new 16” pipe on Bluff Street and will be working at the intersection of Bluff Street and River Road within the next two weeks. Project includes approximately 4,000 linear feet of 6”, 10”, 12” and 16” waterline that will replace the aging water distribution system in Bluff Street & Western Avenue.

Third Street Project: The contractor has completed the project with the exception of a couple of drainage improvements to accommodate several residences. The City is scheduled to walk the project with the contractor in order to prepare a punch list for outstanding items.

PLANNING DEPARTMENT AND BUILDING DIVISION:

Approved Special Events:

- 10/12/15 to 12/10/15: Promotional ad sign at 120 Hidden Valley Parkway
- 10/14/15 to 12/13/15: Promotional ad sign at 110 Hidden Valley Parkway
- 09/01/15 to 06/01/16: Temporary food preparation and service modular (SilverLakes)
- 11/02/15 to 01/20/16: Coming soon banner for Scratch Pizza at 3699 Hamner Ave.
- 12/01/15 to 12/25/15: Christmas tree sales at 818 Sixth St.
- 12/12/15: Radio station remote broadcast (KKGO & KFRG) at 960 Sixth St.

Planning:

- 2 wall sign applications received

Building Division:

Permit Applications:	2	(commercial, 2 residential)
Building Permits Issued:	5	(1 commercial, 4 residential)
Valuation of Construction:	\$ 68,956.00	
Building Fees Collected:	\$ 1,733.04	
Field Inspections:	30	

Code Enforcement:

2015 Total Cases:	304
Open Cases:	92
New Cases:	7
Cites Issued:	4
Closed Cases:	3
Yard Sale Sign Removal:	24

NORCO SHERIFF'S DEPARTMENT:

Holiday Shopping Enforcement: During the Thanksgiving Holiday, the SET Team was present during the "Black Friday" opening shopping hours at Target, Hobby Lobby, and other surrounding businesses. This enforcement effort encompassed Thursday and Friday. The SET Team monitored the stores, parking lots, and surrounding businesses to ensure the safety and security of the shopping public, and prevent criminal activity. There were no reported problems or issues.

Riverside Sheriff's Office Holiday Public Safety Tips:

The Riverside County Sheriff's Department would like to remind the public about some safety tips with all the entertainment and activities associated with the holiday season. It's easy to overlook some personal safety practices when enjoying the holiday's throughout the county. Below are some helpful tips to keep in mind during the holiday season:

- **Car Safety:** Do not leave packages or valuables visible within your car. Always lock your doors and windows and don't forget to set your alarm or use an anti-theft device.
- **Shopping Trips:** Always be aware of your surroundings. If shopping at night, go with a friend or family member.
- **Shopping with Little Ones:** Teach children to stay close to you at all times while shopping and never allow children to make unaccompanied trips to the restroom.
- **Package Delivery:** With the online shopping trend, more people are having packages stolen right off their front porch. If you are expecting a package, request signature confirmation or have a trusted neighbor hold the package for you!
- **Gift Package Disposal:** Dispose of big gift boxes discreetly. Packaging for items such as TV's, computers etc., should be broken down before disposing, do not let everyone see the wonderful gifts your family received during the holidays.
- **Answering the Door:** Criminals can often try and scope out your home posing as a sales person or someone looking for charitable donations. Be cautious when talking to people whom you are unfamiliar with and do not let them in your home.
- **Leave the Lights On:** Leave outside lights on at night or set them on a timer. During the day, leave the radio or television on so the house looks and sounds occupied.
- **Traveling:** If you are going away for the holidays, have a neighbor or family member watch your house and pick up your newspapers and mail.

Drugs and Firearm Arrest:

On Tuesday, December 1, 2015, at 4:30 a.m., deputies received an anonymous tip about a person selling drugs and being in possession of a firearm at a business, located in the 3100 block of Hamner Ave., in the City of Norco. As deputies conducted further investigation, they discovered an occupant at the location was on active probation and was with two other subjects.

A probation search was done and deputies found heroin, numerous stolen items, and an assault rifle. All three subjects were arrested and booked into the Robert Presley Detention Center.

The arrested subjects and listed charges were:



Joe Michael Perez



Danielle Marie Baye



Michelle Brenda Orwig

1. Joe Michael Perez, age 39, of Orange: Under the influence of a controlled substance while in possession of a firearm, possession of an assault weapon, and felon in possession of a firearm.
2. Danielle Marie Baye, age 30, of Sun City: Under the influence of a controlled substance while in possession of a firearm, possession of an assault weapon, felon in possession of a firearm, and possession of heroin.
3. Michelle Brenda Orwig, age 23, of Beaumont: Under the influence of a controlled substance.

Stolen property charges are still being investigated.

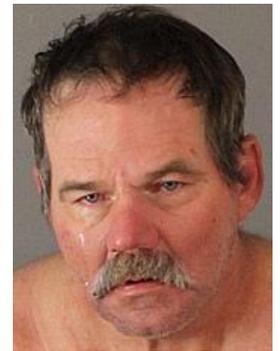
The Riverside County Sheriff's Department is committed to the safety of the citizens of Norco and will be vigilant in investigating all crimes of this nature. This investigation is ongoing and we are asking anyone with additional information to contact Deputy Robles at the Norco Sheriff's Office at 951-270-5673

Brandishing Suspect Arrested:

On Tuesday, December 1, 2015, about 6:25 a.m., deputies assigned to the Norco Sheriff's Office responded to a business located in the 400 block of Hidden Valley Parkway, in the City of Norco. A male at the location had armed himself with a hammer and was threatening employees and patrons at the location.

Upon arrival, deputies located the male inside the location. The male was taken into custody without incident and no one at the location was injured.

The male was identified as **Steven Archer**, age 56, a resident of Norco. Archer was charged with a parole violation, brandishing a weapon, and public intoxication. He was booked into the Robert Presley Detention Center for the listed charges.



The Riverside County Sheriff's Department is committed to the safety of the citizens of Norco and will be vigilant in investigating all crimes of this nature. This investigation is ongoing and we are asking anyone with additional information to contact Deputy Robles at the Norco Sheriff's Office at 951-270-5673.

Burglary/Mail Theft Suspects Arrested:

On Sunday, November 29, 2015, at 3:53 a.m., deputies observed a male and female walking behind the Target, located in the 1200 block of Hamner Ave., in the City of Norco. The male was known to be on probation and deputies contacted the subjects. The male was recognized as being one and the same from a photograph of a suspect who burglarized the Mid-Hill Golf Center in Eastvale on November 17, 2015.

A search of both the male and female was conducted. Numerous pieces of stolen mail from the Hampton Inn, located in the 1500 block of Hamner Ave. in the City of Norco were found in the possession of the female. The mail was returned to the Hampton Inn.



Casey Everette Whitley, age 34, of Norco, was arrested and booked into the Robert Presley Detention Center for burglary and possession of burglary tools. **Cynthia Lauraine Yates**, age 24, of Norco, was arrested and cite-released for possession of stolen property.

The Riverside County Sheriff's Department is committed to the safety of the citizens of Norco and will be vigilant in investigating all crimes of this nature. This investigation is ongoing and we are asking anyone with additional information to contact Deputy Robles at the Norco Sheriff's Office at 951-270-5673.

FIRE DEPARTMENT / CAL FIRE:

Sand Bags: Fire staff continues to distribute sand bags to city residence; more than 600 sand bags were provided to city residence this week.

Spark of Love: Stations 47 and 57 are participating in the Spark of Love Toy drive. Residents can drop off new, unopened toys at the fire station on Hillside or Corydon. All toys collected will benefit children in the local community.

EOC: Fire Staff worked with Norco's IT department to finalize the details of the EOC activation manual.

Response Activity – Norco	
Incidents Reported for 11/19/2015 - 12/1/2015 - Norco	
False Alarm	12
Haz Mat	1
Medical	65
Res. Fire	1
Public Service Assist	6
Standby	2
Traffic Collision	7
Incident Total:	94

Riverside County Fire - Norco	
Weekly Activity Report	11/26/15 - 12/2/15
Plan Reviews	TOTAL NORCO
All Plan Reviews	3
INSPECTIONS	Norco
Annuals	
New Construction	3
Re-inspections	1
C of O's	1
Weed Abatement	2
TOTAL	7
MEETINGS & OTHER	Norco
Meeting	1



CITY OF NORCO
NOTICE OF PROPOSITION 218 PUBLIC HEARING
REGARDING THE CITY OF NORCO WATER RATES



January 20, 2016 at 7:00 PM

NOTICE IS HEREBY GIVEN, that the City Council of the City of Norco will conduct a **Public Hearing on January 20, 2016 at 7pm.**, in the Council Chambers at 2820 Clark Avenue, Norco, CA 92860, or as soon thereafter as the matter may be heard, to consider adopting pass-through increases in the current rates for its water service fees. The reasons for the proposed rate increases and public hearing are described below. In compliance with Article XIIIID of the California State Constitution and the Proposition 218 Omnibus Implementation Act and AB 3030 Section 53756 of the Government Code regarding “Pass Through” increase in wholesale water rate charges, the City of Norco is hereby notifying all affected property owners and rate payers of proposed water rate adjustments.

Reasons for Proposed Water Rate Increases

The City of Norco owns and operates a potable water system designed to provide reliable high quality drinking water to its customers. On March 16, 2011, the City Council approved domestic water usage rates that include a monthly fixed charge established on the basis of the meter size of the parcel property receiving water service and a “Commodity” charge which is determined on the basis of the amount of water served to a parcel of property in units. The final approved adjustment to the current water rates were effective July 1, 2012. In recent years, the City has purchased 68.5% of its annual domestic water demands from the Arlington Desalter (Arlington) , the Chino Desalter Authority (CDA) and Western Municipal Water District’s Mills Treatment Plant (WMWD). The City is contractually obligated to purchase a minimum of 4,400 acre feet annually from the Arlington and 1,000 acre feet annually from CDA.

On May 20, 2015, City Council authorized staff to prepare a “Pass-Through” Water Rate Component to adjust the City of Norco’s water rates for purchased water rate increases from these water suppliers. The weighted average increase in the cost of purchased water from these suppliers over the last three years is 15%. The proposed “Pass-Through” rate increase would only impact the Commodity Charge component of the water service fees with a maximum annual cap of 10%. The City of Norco has reviewed the increase in water charges related directly to the cost of purchased water or Pass-Through Purchased Water Cost. This review was performed to assess the adequacy of revenues to maintain the physical integrity of the water system; to comply with outstanding bonds debt coverage ratios; to comply with all required health standards; to comply with state required water quality standards; to provide adequate levels of system maintenance; to provide adequate quality of water supplies and to upgrade and expand water system facilities. The proposed rates reflect the actual increased cost of the City’s purchased water costs, or Pass-Through Purchased Water Cost, as billed by third party suppliers. Funds derived from water rates may not be used for any other purpose.

Proposed Water Rates Based on Usage

The table below reflects the proposed rate increase of \$0.20 or 10% of the current commodity charge. This increase will become effective January 20, 2016 or soon thereafter based on per unit of usage of 100 cubic feet or 748 gallons. Subsequent rate increases through July 1, 2019 will be determined based on the Pass-Through wholesale rate increase charged by third party suppliers not exceeding 10% annually. All rate payers and property owners will be notified through their water bills before future Pass-Through rate adjustments can be implemented.

WATER QUANTITY RATES BASED ON USAGE

Effective Date

Current	All Usage	\$2.02 per 100 cf = 748 gallons
1/20/2016	All Usage	\$2.22 per 100 cf = 748 gallons
7/1/2016	All Usage	Actual Increase on Pass-through Purchased Water Cost Not Exceeding 10%

WATER QUANTITY RATES BASED ON USAGE (Cont'd)

Effective Date

7/1/2017	All Usage	Actual Increase on Pass-through Purchased Water Cost Not Exceeding 10%
7/1/2018	All Usage	Actual Increase on Pass-through Purchased Water Cost Not Exceeding 10%
7/1/2019	All Usage	Actual Increase on Pass-through Purchased Water Cost Not Exceeding 10%

The average residential account, with a ¾" meter, uses 24 units of water a month. Currently, this average residential bill has a commodity charge of \$48.48 (24 units multiplied by \$2.02) and a fixed charge/flat rate of \$20.87 for a total bill of \$69.35. The proposed increase of \$0.20 on the commodity charge of an average residential bill with a ¾" meter will have a commodity charge of \$53.28 (24 units multiplied by the proposed rate of \$2.22) and a fixed charge/flat rate of \$20.87 for a total bill of \$74.15. The increase is \$4.80 or a 10% on the commodity charge and \$4.80 or 7% increase on the total monthly water bill.

Public Hearing Information and Protests

A public hearing on the proposed rate adjustments will be held as part of the regular City Council meeting, which starts at **7:00 p.m. on January 20th** at the City Council Chambers, located at 2820 Clark Avenue, Norco, California. At the time of the Public Hearing, the City Council will hear and consider all protests and objections concerning the proposed rates and will consider and may adopt the adjusted rates and charges.

Any property owner or any tenant directly responsible for the payment of water service fees may submit a written protest to the proposed rate increases to the City of Norco's water service fees; provided, however, only one protest will be counted per identified parcel. Any written protest must : (1) state that the identified property owner or tenant is in opposition to the proposed water rate increases; (2) provide the location of the identified parcel (by assessor's parcel number or street address); and (3) include the name and signature of the property owner or tenant submitting the protest. Written protests may be submitted by mail or in person to the **City Clerk, City of Norco, 2870 Clark Avenue, Norco, CA 92860** or at the Public Hearing, **January 20, 2016 at 7 pm**, provided they are received prior to the close of the Public Hearing, which will occur when public testimony is concluded. Any protest submitted via e-mail or other electronic means will not be accepted. Please identify on the front of the envelope for any protest, whether mailed or submitted in person to the City Clerk's Office, Attn: Public Hearing on Water Rate Increases.

The City Council will hear and consider all written and oral protests to the proposed rate increases for the City of Norco's service area at the Public Hearing. Oral comments at the Public Hearing will not qualify as formal protests unless accompanied by a written protest. Upon close of the Public Hearing, the City Council will consider adoption of a resolution authorizing the rate increases to the City of Norco's water service fees. If written protests against the proposed rate increases as outlined above are not presented by a majority of property owners or customers of record of the identified parcels upon which the rates are proposed to be imposed, the City of Norco will be authorized to impose the rate increases. Prior to implementing any future Pass-Through Purchased Water Cost, however, the City of Norco must provide written notice of any such increase not less than 30 days prior to the effective date of the increase. For information regarding the proposed water rate increase, or questions about the Proposition 218 process, please contact the City of Norco at (951) 270-5651. For specific information regarding the proposed water rate increase and your water account, please contact Utility Billing at (951) 270-5654. Information is also available on our website at www.norco.ca.us.

We apologize for any duplicate mailers your household or business may have received. Addresses were gathered from both our customer database and the property tax rolls to ensure all rate payers are notified properly, according to the requirements established in Proposition 218.