



City of Dixon

Water Rate Advisory Ad Hoc Committee Outreach Report

April 25, 2024

Prepared by

Madeline Graf

Public Information Officer

mgraf@cityofdixon.us

(707) 678-7000 x 1125

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Website

The Water Rate Advisory Ad Hoc Committee webpage hosts all materials related to the committee including: historical documents, meeting schedule, a form to submit questions, Committee Member contact information, meeting materials and outreach materials. A sample of the page is included below. The page is linked directly on the homepage and from the main menu.

Sample of Page:

Government / Boards & Commissions / Water Rate Advisory Ad Hoc Committee

Water Rate Advisory Ad Hoc Committee

The Water Rate Advisory Ad Hoc Commission is an advisory body to the City Council on matters pertaining to water rates. The goal of the committee is to provide a recommendation to the City Council regarding appropriate new water rates. The Committee shall deliver a recommendation by January of 2024 but no later than April of 2024. The proposed Resolution provides for the natural expiration of the Committee after April of 2024.

City Council Staff Reports and Resolutions Establishing the Committee

Staff Report	Meeting Recording	Resolution
February 21, 2023	February 21, 2023 Meeting Recording	Resolution 23-036
March 7, 2023	March 7, 2023 Meeting Recording	
March 21, 2023	March 21, 2023 Meeting Recording	

Meeting Schedule

All meetings begin at 7pm. Meetings are held at City Hall (600 East A St.) in Council Chambers. Meetings can also be streamed on Zoom, online, or watched on Channel 20. To view agendas and streaming information click [here](#).

- April 6, 2023
- April 27, 2023
- May 25, 2023
- June 22, 2023
- July 27, 2023
- August 24, 2023
- September 28, 2023
- October 26, 2023
- November 30, 2023
- January 25, 2024
- February 22, 2024
- March 28, 2024

Homepage:

- Join the Conversation**
 - [Water Rate Advisory Ad Hoc Committee](#)
 - [Zoning Ordinance & Zoning Map Update](#)
 - [Parks & Recreation Masterplan Update](#)
- Property Info & Permits**
 - [Flood Zone Lookup](#)
 - [Community Development Forms, Fees & Permits](#)
 - [Engineering Forms, Fees & Permits](#)
- Utilities**
 - [Pay Utility Bill Online](#)
 - [Water Conservation Regulations](#)
 - [Trash & Recycling Schedule](#)
 - [Reducing Food Waste](#)
- Government Resources**
 - [Records Request](#)
 - [Council Meeting Schedule](#)
 - [Agendas & Minutes](#)
- Public Safety**
 - [COVID-19 Info](#)
 - [County Testing Sites](#)
 - [Emergency Preparedness](#)

Bill Inserts

Example front:

CITY OF DIXON

WATER RATE ADVISORY AD HOC COMMITTEE

Meetings start at 7pm and are held in person in City Hall Council Chambers (600 East A St.)
Meetings can be streamed on Zoom, online, and on Channel 20.
Upcoming regular meeting dates are listed below:

- June 22, 2023
- July 27, 2023
- August 24, 2023
- September 28, 2023

Example front:

CITY OF DIXON

WATER RATE ADVISORY AD HOC COMMITTEE

Meetings start at 7pm and are held in person in City Hall Council Chambers (600 East A St.)
Meetings can be streamed on Zoom, online, and on Channel 20.
Upcoming regular meeting dates are listed below:

- September 28, 2023
- October 26, 2023
- November 30, 2023
- January 25, 2024

Back of each insert:

For more information about the committee, to submit a question or view meeting agendas visit:

<https://www.cityofdixon.us/watercommittee> or scan the QR code below.

CITY OF DIXON
City Hall
600 East A Street
Dixon, CA 95620

(707) 678-7000
www.cityofdixon.us

Follow us on Social Media

Bills are distributed towards the end of the month. Each insert lists dates for the next 4 months. Depending on the billing date, that may include that month's meeting. Due to cost limitations, bill inserts are printed double sided on regular 3.6" x 8.5" paper.

Account holders who receive an electronic bill receive a link to a digital copy of the bill insert.

Digital Newsletter

The City has a digital newsletter that is sent approximately once a month. The newsletter features key projects, events and meetings. Please see below for examples of how the Committee has been featured.

Edition 3 Front Page:

WATER RATE ADVISORY AD HOC COMMITTEE

City Council has established a Water Rate Advisory Ad Hoc Committee to provide a recommendation on matters pertaining to the Dixon water service.

The seven-member committee meets on the 4th Thursday of the month at 7pm.

The committee is accepting questions related to the water system and questions will be answered at each committee meeting. Submit your questions online or in person at City Hall.

To view meeting agendas and information about the committee visit: www.cityofdixon.us/watercommittee

Upcoming Meetings:

- May 25, 2023
- June 22, 2023
- July 27, 2023
- August 24, 2023
- September 28, 2023
- October 26, 2023
- November 30, 2023
- January 25, 2024
- February 22, 2024
- March 28, 2024

You can view meetings in person at City Hall, on Channel 20, on the City website and on Zoom.

Edition 3:

UPCOMING MEETINGS

Did you know? You can view City Council meetings in person, on Channel 20, on the City website and on Zoom! See below for a list of upcoming City Council and Commission meetings and visit our website for the latest information.

Special City Council Meeting- Goal Setting Workshop	04/29/2023
City Council Meeting	05/02/23
Planning Commission Meeting	05/09/23
City Council Meeting	05/16/23
Parks & Recreation Commission Meeting	08/23/23
Water Rate Advisory Ad Hoc Committee Meeting	05/25/23

Edition 4:

UPCOMING MEETINGS

Did you know? You can view City Council meetings in person, on Channel 20, on the City website and on Zoom! See below for a list of upcoming City Council and Commission meetings and visit our website for the latest information.

Water Rate Advisory Ad Hoc Committee Meeting	05/25/23
City Council Meeting	06/06/23
Planning Commission Meeting	06/13/23
City Council Meeting	06/20/23
Transportation Advisory Commission	06/21/23
Water Rate Advisory Ad Hoc Committee Meeting	06/22/23
Parks & Recreation Commission	06/27/23

In-Person Outreach

Movies in the Plaza

During the City's three-part Movies in the Plaza series on July 12, 29 and 26 the City included Water Rate Advisory Ad Hoc Committee information and a QR code directly to the committee webpage.

Each movie had between 50-300 attendees.



Fire Department Open House

On October 14 the Dixon Fire Department hosted an open house. The City had a table at the event and included information on the Water Rate Advisory Ad Hoc Committee.



Social Media

Example Posts



Each post was shared to all three of the City's social media platforms: Facebook, Instagram and Twitter.

Captions included links to the meeting agenda and that community members could participate in person, on Zoom or stream the meeting online or on Channel 20. Posts also included links to the committee website. Facebook posts were shared to Dixon 411- Political. The City does not have control over outside groups accepting our requests to share posts.

January 2024 Bill Insert Page 1

ABOUT THE COMMITTEE

The Committee was established by the Dixon City Council in February 2023. The Committee is made up of seven members appointed by City Council, including two City Councilmembers and five additional members from the community.

The goal of the Committee is to provide a recommendation to the City Council regarding new water rates. There is the potential for a significant water rate increase in order to maintain a reliable and safe water system.

UPCOMING MEETINGS

Meetings start at 7pm and are held in person in City Hall Council Chambers (600 East A St.). Meetings can be streamed on Zoom, online, and on Channel 20.

Upcoming regular meeting dates are listed below:

- January 25, 2024
- February 22, 2024
- March 28, 2024

ABOUT DIXON WATER

The City of Dixon Water Operations Division maintains a network of over 45 miles of pipeline, 5 wells and 4 storage tanks, providing water to 12,000 Dixon residents and ensuring reliable water capacity for fire emergencies.

CONTACT US

600 East A Street
Dixon, CA 95620
707-678-7000

Website: www.cityofdixon.us
Follow us on Social Media



WATER RATE ADVISORY AD HOC COMMITTEE

We want to hear from you!
Scan the QR Code below to take our survey.



January 2024 Bill Insert Page 2

FREQUENTLY ASKED QUESTIONS

Q: How are the water rates determined?

A: The Committee has requested a water rate study. This study will evaluate if the system's operating revenues are sufficient to meet the system's current and upcoming expenses. The City cannot charge more than the actual costs to run and maintain the water system. The water system is an enterprise fund, meaning that money paid into the system by water customers can only be used to maintain the system. The water system does not receive any funding from the general fund.

The Committee will review the water rate study findings and make a recommendation to City Council.

Q: Does the City have qualified technical staff to manage groundwater production?

A: Yes. In 2018, City staff began operating and maintaining the system. The City took ownership of the system in 2014. Prior to 2014, the City water system was operated through a joint powers agreement between Solano Irrigation District and the City of Dixon. Between 2014-2018 the City managed the water system through a third-party consultant. City staff are qualified to manage the production of groundwater and obtain the required certifications by the State to treat and distribute drinking water. The City's water system and drinking water supply meet state requirements.

Q: If reliable and adequate water supplies aren't available, why is the City allowing another 1,000 homes to be built?

A: The City continues to operate and maintain the water system to ensure that it can provide clean, safe water to City residents. However, maintenance and the use of an aging system continues to be a challenge. To ensure that there is no impact on the City's ability to provide water, new developments in the City are required to provide new water supply.

Q: How will the City communicate the results of feedback it receives from customers?




A: The City will continue to keep the community informed through the website, social media, newsletter and bill inserts. The community is invited to participate in Committee meetings in-person or via Zoom.

To view a full list of questions that have been answered visit:

www.cityofdixon.us/watercommittee



NEXT STEPS

-  The City will conduct a water rate study in the first quarter of 2024.
-  The Committee will participate in a series of meetings to gather input from community groups throughout 2024.
-  The Water Rate Advisory Ad Hoc Committee will make a recommendation to City Council regarding a potential water rate increase.

YOUR INPUT IS IMPORTANT TO US

As a City of Dixon water customer, your input is important to us! For more information about the committee, to submit a question, view meeting agendas and recordings visit:

<https://www.cityofdixon.us/watercommittee>
or scan this QR code:



Community Workshop- March 18

On March 18, 2024 the City hosted a public workshop. This workshop was advertised on the City website, in bill inserts, on social media and in the local newspaper.

At the workshop there were stations where the public could learn about the water system, the system's history, water efficiency, the system's finances and rate study.



Community Presentations

In early 2024, Staff made presentations at local community groups. These groups included:

- Dixon Rotary
- Dixon Women’s Improvement Club
- Downtown Dixon Business Association

Materials Given at each Presentation

The graphic features the City of Dixon logo on the left. The main title is "WATER RATE AD HOC COMMITTEE MATERIALS". Below the title are four white boxes, each containing a QR code and a label: "COMMITTEE WEBSITE", "HISTORY", "FINANCIAL HISTORY", and "AGENDAS & RECORDINGS".

The graphic is titled "WATER RATE MEETING & WORKSHOP SCHEDULE". It shows a timeline from March to July 2024. Each month has a header box, and specific events are listed in boxes connected to the timeline by lines.

Month	Event	Date & Time	Location
March 2024	Committee Financial Plan Workshop	March 11 7pm	
	Public Workshop at Senior/Multi-Use Center	March 18 6-8pm	Senior/Multi-Use Center
	City Council Financial Plan Workshop	March 19 6pm	
April 2024	Committee Rate Workshop #1	April 8 7pm	
	Committee Rate Workshop #2 (if needed)	April 25 7pm	
May 2024	City Council Rate Workshop	May 7 6pm	
June 2024	Public Workshop at Senior/Multi-Use Center	June 3 6-8pm	Senior/Multi-Use Center
July 2024	City Council Public Hearing	July 16 7pm	

Community Presentations

Materials Given at each Presentation

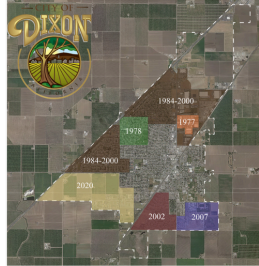


WATER RATE ADVISORY AD HOC COMMITTEE

WATER RATE MEETINGS & WORKSHOP SCHEDULE

March 2024	April 2024	May 2024	June 2024	July 2024
<ul style="list-style-type: none"> March 11 7pm Committee Financial Plan Workshop March 18 6-8pm Public Workshop at Senior/Multi-Use Center March 19 6pm City Council Financial Plan Workshop 	<ul style="list-style-type: none"> April 8 7pm Committee Rate Workshop #1 April 25 7pm Committee Rate Workshop #2 (if needed) 	<ul style="list-style-type: none"> May 7 6pm City Council Rate Workshop 	<ul style="list-style-type: none"> June 3 6-8pm Public Workshop at Senior/Multi-Use Center 	<ul style="list-style-type: none"> July 16 7pm City Council Public Hearing

CITY OF DIXON WATER SYSTEM HISTORY



The City of Dixon is served by two water systems, the City Water system and Cal Water.

The map to the left shows the City's service area and the year each area was developed.

The City currently serves around 3,800 connections. The City of Dixon Water Operations Division maintains a network of over 45 miles of pipeline, 5 wells and 4 storage tanks, providing water to 12,000 Dixon residents.

HISTORY 1997-2018

- 1977**: City issued a permit for Industrial Park water system SID with developers constructed a well to serve Watson Ranch subdivision.
- 1984**: Joint powers agreement established between the City of Dixon and Solano Irrigation District (SID).
- 1984-2014**: Dixon-Solano Municipal Water Service (DSMWS) SID operated water system and the City managed billing.
- 2014**: Disolved JPA; City managed system with third-party contractor. Unsuccessful and created additional challenges.
- 2018**: The City released the third part contractor and built an Operations & Maintenance Division for the Municipal water system.

HISTORY 2018 - PRESENT DAY

2019	2020	2021	2022	2023	2024
<ul style="list-style-type: none"> Partnership with Cal Water ended. City began successfully operating the water system with an internally staffed Water Operations and Maintenance Division. 	<ul style="list-style-type: none"> State repealed All Funding for CIP projects for field emergency well reclassified to all emergency source by the State. Homestead Development and transmission line was constructed connecting North & South pressure zones, increasing redundancy and capacity. 	<ul style="list-style-type: none"> The City reclassified from a Small Water System to an Urban Water Supplier. City updates the 2016 Water System Master Plan (WSMP). Evaluation of system and institutional knowledge of operations staff validated the need to complete the 2022 WSMP addendum including revisiting Capital Improvement Project (CIP) and severity scenarios. 	<ul style="list-style-type: none"> City & Solano presented CIP alternatives and financial analysis to public. 	<ul style="list-style-type: none"> City Council established the Water Rate Advisory Ad-Hoc Committee. 	<ul style="list-style-type: none"> City brings new Water Rate Study

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