

March 8, 2024

Root Creek Water District has been made aware of some of the statements regarding the District shown on public social media platforms, such as Facebook. The District has compiled these statements and provided factual responses to help inform residents. They are listed below. Statements are in *italic* type, clarification follows each statement.

Facebook Comment: Root Creek Water District (RCWD) is a privatized company

Explanation: The district is a government agency, not owned by a private entity. It is classified as a special district in the State of California and is regulated as such.

Facebook Comment: RCWD can be purchased if they go bankrupt

Explanation: The district is not able to be purchased by a private company or another government agency, i.e. a city or county.

Facebook Comment: RCWD can charge any amount for services

Explanation: RCWD, like other California government agencies, can only collect the actual cost of providing services, and is not structured nor allowed to generate a profit. Rates and fees are established through a public process and are based on the costs of delivering services.

The most recent rate increase was established in 2021 and a copy of the Rate Study, which outlines the basis for fees is available on the root creek website. There are two documents 2022 Municipal Proposition 218 Rate Study and 2022 Municipal Proposition 218 Rate Study – Executive Summary are available on the “Meetings and Policies” tab: <https://rootcreekwd.com/meetings-and-policies/>

Facebook Comment: Root Creek Water District is not regulated

Explanation: The District is regulated by the California Division of Drinking Water and operates under a drinking water permit issued by the State of California. The District is in compliance with the permit water quality requirements and is required to regularly provide water quality testing results to the State of California.

Facebook Comment: Home buyers were told that water is only \$65

Explanation: The District has little control over what merchant home builders in the Riverstone Development are communicating to home buyers at sales level. The current rates are available on the Districts website on the “Services” tab:

<https://rootcreekwd.com/services/>

Facebook Comment: The rates are going to keep going up for the next 5 years

Explanation: The most recent rate increase in 2022 authorized rate increases through 2026.

Facebook Comment: The District is building a \$28m water facility treatment center and homeowners are paying for it

Explanation: The Drinking Water Treatment and Blending Facility will cost approximately \$25 million to construct. Funding for the facility is not generated from rates paid by Riverstone residents through bimonthly service charges. Funding for the facility originates from developer and builder connection fees, and municipal bonds.

Facebook Comment: Riverstone’s water is very high in Magnesium

Explanation: Water supply for the Riverstone Development is generated from groundwater wells. The Southeast Madera region water supply does have the presence of *Manganese*, a natural occurring constituent in groundwater. The State of California requires the use of Chlorine in drinking water systems. When Manganese and Chlorine interact, unfortunately it may result in the appearance of color in the water. *Magnesium* is not a contributor to the appearance of colored water. Root Creek’s water meets California drinking water standards.

Facebook Comment: RCWD board said it would be 5 years before water treatment center is up and running

Explanation: RCWD is building a Drinking Water Treatment and Blending Facility which is scheduled to be completed at the end of 2025. The use of this facility will address the colored water issue. The facility also will allow for water supply for additional homes added to the Riverstone system over time.