



# N·C·S·D

Northstar Community Services District  
908 Northstar Drive, Northstar, CA 96161  
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**Board of Directors**

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**General Manager**

MICHAEL STAUDENMAYER

March 10, 2016

Dear NCS·D Water Customer:

As you may be aware, the Northstar Community Services District (NCS·D) acquired the water system that serves your property from the Placer County Water Agency (PCWA) on October 1<sup>st</sup>, 2015. After six years of operating the water system through a contract with PCWA, both agencies and Placer County LAFCo concluded that it would be more efficient for the NCS·D to assume full ownership responsibilities. Although the NCS·D provides many different services to the Northstar area, the District will only be providing water service to your property.

As part of the transition, PCWA has continued to provide billing services while we deploy the necessary metering and billing infrastructure to assume this role. We currently anticipate the rollover to billing by the NCS·D to begin in July 2016. As we prepare to make this transition as seamless as possible for our customers, there are some changes you can expect.

- First off, your rates and tiered consumption levels will not change due to the transition. However, in an effort to provide a better understanding of your water usage, you will be billed in gallons rather than cubic foot increments.
- Beginning with the July billing, you will no longer pay PCWA for your water bill. The NCS·D supports a number of convenient payment options, including one-time and recurring online payments, as well as the traditional methods of payments by phone, in person, and via mail.
- To encourage conservation and allow for a more meaningful understanding of water used, billing through the NCS·D will be generated on a monthly, rather than a bi-monthly basis.
- Improvements to your metering infrastructure will allow for access to near-real-time, detailed water consumption information and the ability to set notification options for early leak detection through the online Beacon Advanced Metering Analytics tool, eye on water.

Stay tuned for more information about the transition to be included with your final PCWA bill including how to understand your new bill, online bill pay options, and how to sign up for an eye on water account.

The NCS·D is governed by five locally elected board of directors who hold monthly public board meetings at 9:00 am on the third Wednesday of every month at 908 Northstar Drive. The NCS·D welcomes you to our customer base and looks forward to offering you the best water service possible. Please feel free to contact us at 530.562.0747 or visit us at [www.Northstarcsd.org](http://www.Northstarcsd.org).

Sincerely,

A handwritten signature in blue ink, appearing to read "Mike Staudenmayer", with a long horizontal flourish extending to the right.

Mike Staudenmayer  
General Manager