



CUSTOMER NOTIFICATION

PROCEDURE NOTICE FOR RATEPAYER OBJECTIONS TO PROPOSED WATER RATES

The Mid-Peninsula Water District (MPWD) Board of Directors (Board) is providing notice of the administrative procedures required for customers and property owners (Ratepayers) to follow, if they wish to object to MPWD's proposed water rates pursuant to Ordinance No. 128 (Ordinance) adopted by the MPWD Board at its September 26, 2024 Regular Board meeting. The full text of the Ordinance is available at MidPeninsulawater.org/legislation. Additional information on MPWD's proposed water rate change is available at: MidPeninsulawater.org/rate-change

GOAL OF THE ORDINANCE

This exhaustion procedure is separate from the Proposition 218 protest hearing and an objection will not be counted as a protest; the protest process is described in the *Proposition 218 Hearing Notice*, and the hearing will be held during the November 21, 2024 Board meeting. The Ordinance was developed to give customers the opportunity to provide the District with a reason(s) that they object to the water rate change, and for the District to provide a response to such objections prior to the Board taking action on the rate change. This differs from the Proposition 218 protest process, where customers and property owners are not required to provide a specific reason for their protest, and the District is not required to provide a response. Customers may participate in either or both processes if they wish.

HOW TO SUBMIT AN OBJECTION UNDER THE ORDINANCE

If a customer would like to submit an objection to proposed rates in accordance with the Ordinance, written objections must be mailed to:

**Mid-Peninsula Water District
Attn: General Manager
1075 Old County Road, Suite A
Belmont, CA 94002**

Mailed written objections must be received (not postmarked) by MPWD **no later than 5:00 p.m. on Friday November 8, 2024.**

To participate in the exhaustion procedure, a written objection must indicate it is submitted as an objection in accordance with the Ordinance. All written objections shall state the specific grounds for concern with a

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proposed water rate and include a desired resolution or outcome. If the nature of the dispute is vague or unclear, the Board may request clarification. Objections shall include the name, phone number, street address, and e-mail address (if applicable) and preferred method of communication with the objecting ratepayer.

Verbal objections or written objections that are not received by the deadline specified may be considered by the Board with an offer of proof of extraordinary circumstances. The Board has sole discretion to determine whether to consider those objections.

All timely written objections will be presented to the Board. A summary of timely written objections and staff responses will be presented prior to the start of a Proposition 218 protest hearing and prior to a final determination by the Board regarding whether to approve the proposed water rates.