



ATTENTION: Shandon Drinking Water Customer

IMPORTANT NOTICE ABOUT YOUR DRINKING WATER SYSTEM

April 8, 2019

Dear Shandon Drinking Water Customer:

The County of San Luis Obispo, County Service Area #16 (CSA 16) provides drinking water and lighting services to you as a customer in Shandon. The County is applying for financial assistance to make much needed improvements to the nearly 50-year-old drinking water system in Shandon. The financial assistance would be in the form of low cost or free grants from the State, which means improvements could be made at low to no costs to you.

All Shandon drinking water customers are being asked to complete a Median Household Income (MHI) survey that will be provided to you from the Rural Community Assistance Corporation (RCAC). RCAC is a non-profit corporation approved by the State Water Resources Control Board (SWRCB) Division of Financial Assistance (DFA) to conduct the survey in a fair manner. You will receive an income survey letter and form within the next week.

Once you receive the survey form, please complete it and return it to RCAC in the self-addressed pre-paid postage envelope included with the survey. ***All survey responses are confidential. Your MHI information will not be made public. No identifying information will be provided to the SWRCB DFA or the County of San Luis Obispo.***

In order to improve Shandon's eligibility for State funding, it is important that you complete and return the survey. At least 50% survey response from Shandon water customers is required for the survey to be valid. A valid survey will enable your community to be considered for grants to fund projects that will improve your drinking water system. Improvements that will benefit the community are listed below:

- Upsize pipelines and replace hydrants to improve fire protection to schools and residences;
- Install new system valves to improve reliability by reducing water shutdowns for required maintenance;
- Replace water system components such as meters and services; and
- Detect and prevent leaks within the drinking water system to reduce water losses.

The County and RCAC thank you for your participation in the survey. Your participation supports cost-effective implementation of improvements to the Shandon drinking water system.

For more information or questions related to the Shandon drinking water customer income survey, please contact:

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