

FREQUENTLY ASKED QUESTIONS

1. When will Casitas begin water operations?

Casitas is targeting June 15, 2017, to complete the purchase of the Ojai water system. All reports of leaks, billing, or other water related services before that time need to be addressed with the Golden State Water Company.

2. How much and when will I see the bond appear on my property tax bill?

Ojai property owners have been paying on the first bond for two years now, see "[Prior to 2nd Bond Issue](#)", (page 5 of the "Rate and Apportionment" Document) at: Ojaiwater.org. Ojai property owners will see the "After 2nd Bond Issue" amount appear on tax bills in the fall of 2017. An estimate for the amount of payment can be found on the Estimated annual and prepay amounts document at Ojaiwater.org www.casitaswater.org

3. How can I pay my portion of the bond up-front to save on the interest?

Please call Casitas at (805) 649-2251 Extension 0, for details on how to prepay this debt obligation. This must be done before May 10, 2017, or as soon as practicable. Please see Pre-Issuance Pre-Payment document below or slide number 11 on the Casitas Board Meeting PowerPoint for an estimation of costs.

4. How can I buy bonds being sold?

Please call Piper Jaffray & Co. at [1-800-552-0614](tel:1-800-552-0614). This must be done before May 9, 2017.

5. What will my new water rates be?

Former Golden State Water customers (rate classification) will be the same as Casitas' customers of similar customer category type, i.e. business or residential. We will bill on a monthly basis rather than on a bi-monthly basis. We are currently proposing to raise rates, please see the rate calculator at: <http://www.drivecms.com/uploads/casitaswater.org/Rate%20Calculator.htm>. Please note there will be significant cost savings to Ojai customers even with the new water rates.

6. What will be my new water allocation?

There is likely going to be a lapse in creating new water allocations, but an estimate of what they will be can be found on the Ojaiwater.org page under water allocation calculator link.

7. What are the rules for water usage?

The same water waste restrictions throughout the State of California will remain in place.

- No watering outdoors between **10 a.m. and 6 p.m.**, except with a hand-held container or hose with a shut-off nozzle, or for very short periods when adjusting a sprinkler system;
- No watering during and within **48 hours** after periods of rain;
- No Water Flow or Runoff: Watering or irrigating any lawn, landscape or other vegetated areas in a manner that causes or allows runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots or structures is prohibited;
- No excessive water flow or runoff onto pavement, gutters or ditches from watering or irrigating landscapes or vegetation of any kind;

8. When will I get my last Golden State water bill and when will the get their first Casitas bill?

Your first Casitas bill is tentatively scheduled for June or early July 2017. Please pay all bills received from Golden State Water prior to being billed by Casitas.

9. Who should I contact for billing problems?

Please contact Customer Service at Golden State Water if it refers to the last bill from them, or, contact Customer Service at Casitas Water if the billing problem is from Casitas.

10. Who do I contact for leaks or other problems?

Please call Golden State Water until the official purchase date, which is tentatively scheduled for June 15, 2017. Call Casitas Water after that date at (805) 649-2251.

11. Is there a special newsletter they should sign up for that will address their specific needs

Casitas is working on an email sign-up list that will provide updates on the transfer.