



TROUT GULCH MUTUAL WATER CO MEMBER INFORMATION PACKET

Welcome TGW Member!

Trout Gulch Mutual Water Co. would like to take this opportunity to give you pertinent information about your water source. In this document you will find the following:

- About TGW
- TGW History
- TGW Areas of Responsibilities
- TGW Member Area of Responsibilities
- Billing information
- TGW Contact List
- TGW Member Emergency Contact information link
- Pressure Pump Requirements and information

TGW Water Quality and Board information can be found at:

<http://troutgulchmutualwater.blogspot.com/>

- Public Notification
- Manganese Graph
- TGW 2010 Water Confidence Report
- TGW Bylaws
- TGW Board Meeting dates
- TGW Fiscal Year Financial Report

ABOUT TGW

Trout Gulch Mutual Water (TGW), a nonprofit mutual benefit corporation, that is member owned and managed. TGW is dedicated to managing water, a precious resource, through production, storage, and distribution in the safest and most cost effective manner possible. Our Board of Directors shall assure good stewardship of company operations entrusted to them by its members and remain transparent with each and every action and activity undertaken. Decisions shall reflect integrity and fairness to all members served. TGW services under 200 residences in the area.

TGW HISTORY

The original water company was started sometime in the mid 1920's. The Forrest Glen subdivision was formed in the 1920's. The homes were located among the redwoods between Trout Gulch Creek and Valencia Road. The Mar Vista Water Company was created to supply water to the homes in this subdivision. The company was formed and owned by Jimmy Smith Sr, the father of Jimmy Smith Jr and Herb Smith. Jimmy Smith's (senior) primary occupation was the owner of Jimmy Smith Plumbing which has been active in Santa Cruz County for decades. He installed the water system for most of the Seascape residential area.



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A well (well #1) was drilled to provide water to the Forrest Glen homes in 1932. Over time, the watersystem expanded to include homes in the surrounding area along Trout Gulch Road, up Skyward Drive, and Old Farm Lane.

In 1980 most of the system's mains were upgraded per the design of the local engineering firm of Washington-Jensen. In 1986, the Meadow Ranch Estates subdivision was created. A partnership was formed between the Meadow Ranch Estates developer and Jimmy Smith for Jimmy Smith to provide water to the new homes in this subdivision. At this time a second well was activated and a second storage tank was installed above Meadow Ranch Estates.

Some time in the late 1980's or early 1990's, ownership and operation of the water system was passed on from Jimmy Smith Sr. to his son Jimmy Smith Jr. and ownership of Jimmy Smith Plumbing was passed on to another son, Herb Smith.

Expansion of the system since the Meadow Ranch development has been slow. Aptos Heights, a mini subdivision was created about 2004. Of the five residential parcels in this development, two have been completed, two are under construction, and one is for sale as undeveloped land.

Jimmy Smith Jr., the owner of Mar Vista Water Company, also ran a tractor service, and decided to put his company up for sale in 2007.

Acquisition of Mar Vista Water Company

In late 2006 one of Mar Vista Water company customers accidentally learned that Mar Vista was for sale and that California American Water Co (Cal Am was interested in purchasing the company). In January 2008, Jim Brownson contacted Ellen Pirie for assistance and organized a meeting for all Mar Vista Water customers. Felton FLOW discussed the issues that Felton FLOW had with Cal Am. Other options were presented and discussed one being the recommendation that the customers put together an interim board of directors that night and purchase Mar Vista Water. Aptos Flow was then born. The Board of Directors worked diligently on the purchase of Mar Vista, which was completed by July 1, 2008.

TGW INFRASTRUCTURE IMPROVEMENTS

2008

- Trout Gulch Mutual Water Company was founded on July 1, 2008
 - Transfer of knowledge and assets
- Freitas Engineering Report

2009

- Soquel Creek Intertie for emergency water. 700 feet of 6 inch main from Soquel Creek intertie to 275 Valencia. 110 feet of 6 inch main bridge across the creek to Trout Gulch Rd with 3 new Fire Hydrants.



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- New Meadow Ranch Well #3 installed
- 4 new meters installed

2010

- New Storage Facility Building at Meadow Ranch Well Site and Security fence
- Emergency member contact system
- 2 new meters installed
- Rate Study conducted
- 1 new membership

2011

- Norman Tank: Clean, recoated inside of Tank and painted exterior. Security fence and gate added.
- Meadow Ranch Tank: Cleaned
- Installed Electronic tank monitoring system (SCADA) for both tanks with phone alert.
- Electrical Box upgrade for Meadow Ranch Well and pumps
- Installed 27 New Radio Read Meters as of July 1st.

We would like to take this opportunity to inform you of the Trout Gulch Water areas of responsibility.

TGW AREAS OF RESPONSIBILITIES

TGW is responsible for maintaining the wells, tanks, and distribution lines, to the meters and billing. TGW is not responsible for member service lines, pressure pumps, and resident water tanks.

Interruption or Reduction in Water Service.

In no event shall TGW be liable for interruption in service, reduction in water pressure, shortage or insufficiency of supply, or for any loss or damage occasioned thereby. TGW shall not be responsible for interruptions caused by accident, natural disasters, fire, strikes, riots, acts of war, or any other cause beyond its control.

Temporary water reductions may be resorted to by TGW for improvements and repairs. Whenever possible, and as time permits, affected TGW Members will be notified prior to such shutdowns. Repairs or improvements will be handled as rapidly as reasonably possible in the manner which causes the least inconvenience to the TGW Members consistent with the overall needs of the District.



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TGW MEMBER AREA OF RESPONSIBILITY

TGW Members are responsible for the service lines from the meters to your home, pressure pumps, resident water tanks and bill payments. TGW Members who have tenants are responsible to ensure water payments are made in a timely manner.

TGW BILLING INFORMATION

TGW billing is every 2 months. The billing months are February, April, June, August, October and December. The Rates of the billing are as follows:

RATE	METER TYPE	TIER
\$210.35	Non-metered Members	None
\$148.70	Meter Members	Tier 1: 0-6000 cubic feet @ \$0.0127 per cubic foot
		Tier 2: 6,001+ cubic feet @ \$0.0255 per cubic foot

Note: TGW is in the process of installing meters for all TGW members. New meter installations will be converted to meter billing at the same time on July 1, 2012.

TGW CONTACT INFORMATION

Webpage:	www.troutgulchwater.blogspot.com
Email Address	troutgulchwater@gmail.com
Mailing Address TGW has a Drop Off Box at this address	90 Victoria Lane Aptos, CA 95003
TGW Phone number	831-662-3204
Operations	Ext 1
Billing	Ext 2
Secretary/Staff	Ext 3

TGW MEMBER CONTACT INFORMATION

Please go to TGW webpage at: <http://troutgulchmutualwater.blogspot.com/p/forms.html> and fill out the form for your emergency contact information.



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MEMBER OWNED PRESSURE PUMP RECOMMENDATIONS AND INFORMATION

Private Pump Systems-Direct Suction Prohibited.

TGW Members with private pump systems should not connect to TGW distribution system without installing an intermediate tank substantially similar to that shown in Exhibit A. The purpose of the intermediate tank is to provide protection to the Member's pump system in the event of a water shortage or drop in pressure and to prevent direct suction from the distribution mains of TGW. The tank must be equipped to insure that the pump system is turned off when the water level in the tank drops below an operating level. The tank inlet pipe should be constructed to provide backflow protection through an air gap as shown in Exhibit A.

Responsibility for Member Equipment.

TGW Member shall, at his or her own risk and expense, furnish, install and keep in good and safe condition all equipment that may be required for receiving, controlling, applying and utilizing water. TGW shall not be responsible for any loss or damage caused by the improper installation of such water equipment, or the negligence or wrongful act of the member, his or her agents, employees, contractors, licensees or permittees in installing, maintaining, repairing, using or operating such equipment. TGW shall not be responsible for damage either when water is turned on originally or when turned on after a temporary shutdown.

Trout Gulch Mutual Water Co. Exhibit A

NOTE: Private water storage tank shall provide suction for member's booster pump. Direct suction from the TGW system is not permitted.

