

Attachment IV

Type of Protest Letters/Concerns	Number of Protest Letters Received	City's Response
General Protest stating "I protest the water rates" without stating any specific reasons.	9	A protest letter was received, and no response was issued as protests did not include any concerns that needed to be addressed.
Alleging the City is not in compliance with Proposition 218	6	Provided information regarding the reason for the rate increase. The response also included water conservation resources to help reduce water use.
Experiencing Financial Hardship or on Fixed Income	4	Provided information regarding the reason for the rate increase. In addition, a low-income discount application was included for water meter service charge to single-family residential customers who meet specific income qualifications. Information regarding water conservation resources was also included to help reduce water use.
Total Protest Letters Received (As of June 2, 2025)	19	