

**In This Issue:**

- Winter Water Conservation
- CHWD Thanks Local Boy Scout
- CHWD's Office Updates
- On the Lookout for Leaks

## CHWD Tackles Capital Improvement Projects

CHWD is committed to keeping your infrastructure up to date so we can provide you with a high-quality and reliable source of drinking water. Fortunately our assets last a long time with proper maintenance—our water mains have an average life span of 70 years. However, they eventually must be replaced to ensure effective delivery of water to our customers. We are taking a proactive approach to capital improvement projects. This means investing in the water system now to make sure that it continues working the best it can in the future.

A majority of the dollars from your bimonthly water bill are invested right back into improvements in infrastructure. By completing these necessary improvements now, we can prevent future failures in the water delivery system, ranging from small leaks to large water main breaks. Whether big or small, these issues can cause interruptions to service, cost money, and are an unnecessary waste of water. Additionally, completing these projects in the present is a more responsible use of the District's finances. This work costs less in today's dollars, as opposed to tomorrow's dollars because of inflation and the increased costs of supplies and labor.

One large-scale project that CHWD recently completed is the Skycrest groundwater well. Groundwater wells allow CHWD to pump water from underground aquifers. These wells are vital during times when surface water supply is low, such as this current California drought. They allow CHWD to have more flexibility in the way it delivers water to customers. The well will become operational in spring of 2016.

The Skycrest groundwater well is 385 feet deep and can pump water at approximately 2,000 gallons per minute. It features a quiet, submersible motor which prevents any noise impacts to nearby residents. This project received \$600,000 of funds from the State of California's Proposition 50, which was passed by voters in 2002 to provide funding for public water systems. This is the sixth groundwater well that CHWD now has in its system. The ultimate goal of the District is to have enough groundwater wells to meet demand in an emergency or drought scenario.

CHWD has many other capital improvement projects under way. Some of these projects are being coordinated with the City of Citrus Heights to provide increased efficiencies in terms of both time and cost. The table below shows the water main replacement projects CHWD has underway, or will be starting soon. For more information about CHWD's capital improvement plan, please contact us at (916) 725-6873.



Here's an inside look at CHWD's recently completed Skycrest groundwater well pumping station.

Project	Dates	Estimated Cost
San Juan High School Transmission Main Installation	Completion in Early 2016	\$450,000
San Juan Park Water Main Installation	Completion in Early 2016	\$340,000
Mariposa Ave, Limerick Way, Dublin Way Water Main Replacements	Summer 2016	\$750,000
Skycrest Well	Spring 2016	\$3,000,000
Mesa Verde High School Transmission Main	Fall 2016	\$110,000

# Winter Weather Still Calls for Conservation

We appreciate the outstanding efforts of CHWD customers during the summer months to keep water usage to a minimum. Although we are in the winter season, we ask that customers still retain their same water saving habits. Now's the time to make increased water conservation part of your New Year's Resolution!

Even if rain is falling, please keep in mind that our State's water supplies have taken a severe hit from four consecutive years of drought. It will take more than one season for our State to be back to a normal water supply. This winter's rain drops are literally just a drop in the bucket for our State's depleted water reservoirs.

Conserving water during the winter months can be more challenging than during the summer months. Sprinklers should be shut off during the winter, as most plants become dormant. Hand watering should only be done very sparingly as needed. This means conservation often has to be focused inside the house. Here are some indoor conservation tips:

- **Run appliances such as clothes washers and dishwashers only when full.** Challenge family members to see who can most creatively load the dishwasher!
- **Take a five minute shower to save time and water in the mornings.** It may be the start of an entire day of increased efficiency!
- **Fix leaky toilets, faucets and showerheads.** Check your house for leaks and fix them immediately. You'll save water and also avoid that annoying dripping sound. To learn how to find leaks in your home, visit [www.bewatersmart.info](http://www.bewatersmart.info)
- **Know the location of your main shut off valve.** If a pipe bursts, you will be able to shut off the water immediately. If a pipe bursts and you are unable to shut off the water, call CHWD at (916) 725-6873 for assistance.

# Rebates Available

Another great way to save water during the winter is to take advantage of CHWD's rebates. We currently are offering rebates for toilets and washing machines. The ultra-low flush (ULF) toilet rebate could reimburse up to \$75 for replacing older, water guzzling toilets (3.5 gallons per flush or higher). ULF toilets use only 1.28 gallons per flush. CHWD customers are also eligible to receive a SMUD rebate on high-efficiency clothes washers. Rebates are subject to available funding. For more information about CHWD's rebates, please visit [www.chwd.org/rebates](http://www.chwd.org/rebates) or call (916) 725-6873.

# Operations Manager Transition

CHWD would like to thank John Townsel for his nearly 18 years of service to CHWD. John worked a total of 35 years in the water industry. He most recently served as Operations Manager for CHWD. John retired on September 10, 2015 and was presented with a Resolution of Appreciation at the September CHWD Board of Directors meeting. We wish John the best of luck in retirement!

David Gordon is currently serving as Interim Operations Manager. David had previously been serving as an Associate Civil Engineer for the District. As the Interim Operations Manager, David is responsible for the operations and maintenance of the water distribution system. He is also responsible for groundwater production, water quality, facilities, fleet, and purchasing.



David Gordon is the Interim Operations Manager for CHWD.

**Thank you to our customers for protecting our state's most precious natural resource.**

Your conservation efforts are making a difference—keep up the great work.

*CHWD ran this advertisement in October to thank customers for their outstanding conservation!*

Flickr photo by Ray Bouknight

– Citrus Heights Water District, Fair Oaks Water District, Orange Vale Water Company, San Juan Water District, and the City of Folsom

# Local Boy Scout Gives Back



CHWD would like to extend a huge thank you to Chris Boster from Boy Scout Troop #635 of Citrus Heights. Chris, a senior at San Juan High School, is working towards becoming an Eagle Scout. For his Eagle Scout project he coordinated the painting of 158 fire hydrants within the District.

Chris rounded up 26 volunteers to help get the fire hydrants painted, including his family members, troop members, and members of his church. The fire hydrants were painted white in compliance with Sacramento Metropolitan Fire District standards.

Chris got the inspiration for his project from his uncle, who did a similar project in the past as a successful fundraiser for charity. Chris is proud to join his uncles and older brothers, who have all earned the rank of Eagle Scout.

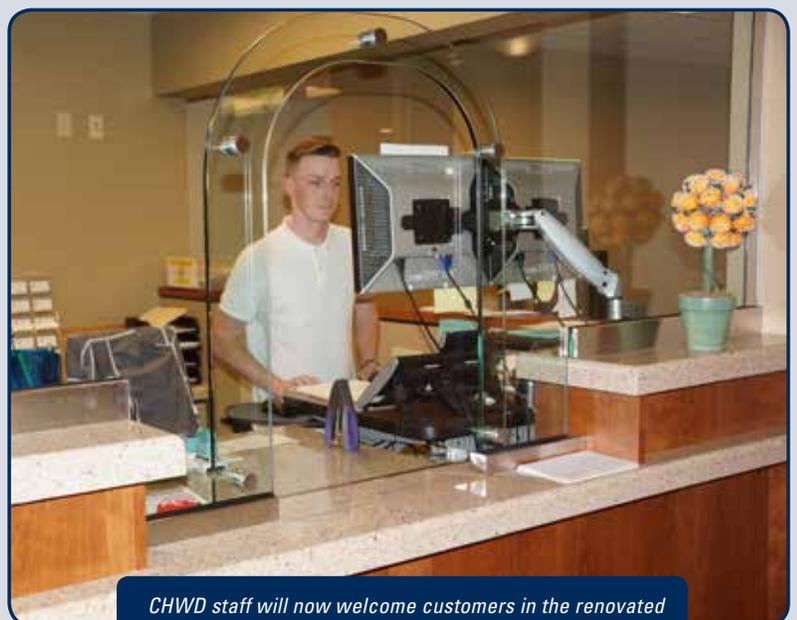
The CHWD Board of Directors presented Chris with a Resolution of Appreciation at the November 10, 2015 Board meeting to thank him for his community service. After completing this project, Chris reports having a greater appreciation for nicely painted fire hydrants.

CHWD operates and maintains 2,316 fire hydrants in its 12.2 square mile service area. If you have a fire hydrant on your property, we ask for your help in keeping a three foot radius of clearance around the fire hydrant. This allows for the best possible visibility and access to the fire hydrant during emergencies and also makes it easier for regular maintenance.

## CHWD Main Office Renovation Complete

CHWD completed a renovation of its main office in October of 2015. The new office allows us to better serve our customer's needs. The lobby is larger and is improved to be more accommodating to the Americans with Disabilities Act (ADA) standards. Improvements have also been made to increase the energy efficiency of the building. It utilizes smart lighting and a water efficient landscape. These green upgrades reduce costs and minimizes the District's environmental footprint.

2015 also marked 95 years since CHWD began service! We owe it all to our great customers. Thank you for your support over the years, and be sure to come by and visit us at 6230 Sylvan Road!



*CHWD staff will now welcome customers in the renovated lobby. These renovations allow us to serve you better.*



Capital Improvement Projects Update  
Winter Water Conservation  
CHWD Thanks Local Boy Scout  
On the Lookout for Leaks

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U.S. POSTAGE PAID  
SACRAMENTO, CA  
PERMIT NO. 1890

**Mailing Address**

P.O. Box 286  
Citrus Heights, CA  
95611-0286

**Street Address**

6230 Sylvan Road  
Citrus Heights, CA  
95610-5610

**Office Hours**

M-Th: 8:00 am – 5:30 pm  
Closed on Friday, Holidays

**24-Hour Phone:**

(916) 725-6873

**Fax:** (916) 725-0345

**Web:** [www.chwd.org](http://www.chwd.org)

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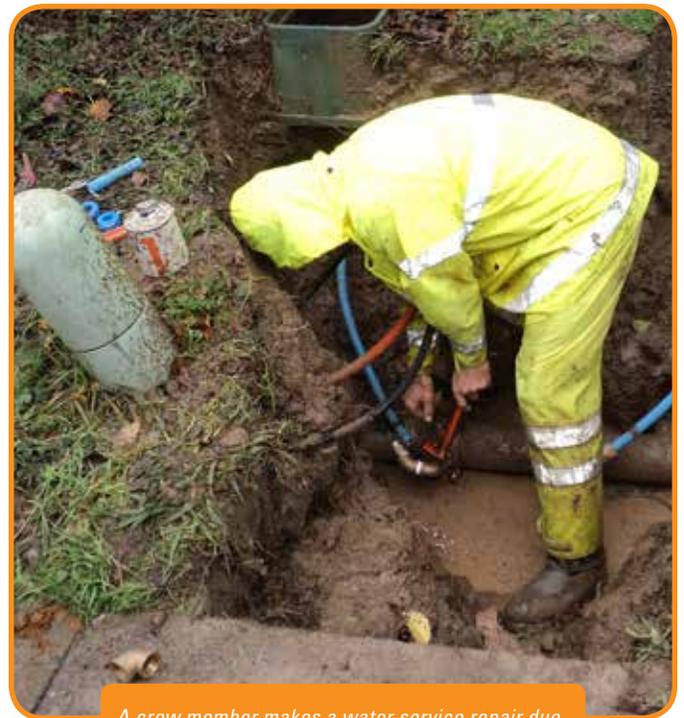
**ECRWSS**

*Postal Customer and Water Consumer in Citrus Heights Water District*

## On the Lookout for Leaks

CHWD owns, operates and maintains more than 237 miles of underground pipes that deliver high-quality drinking water to its customers. A modest team of 16 employees work in the Operations Department to maintain all of this infrastructure. All of the Operations Department employees are State of California, State Water Resources Control Board, Certified Water Distribution Operators.

With so much infrastructure and such a lean staff, we rely heavily on customers to be our eyes and our ears by reporting leaks in the system. The quicker leaks are identified and reported, the quicker we can repair them. This minimizes the impacts to your service and also reduces the amount of water wasted. If you see water running where it shouldn't be, please call us 24/7 at (916) 725-6873, you will hear a recording with an emergency contact number. We appreciate you being on the lookout for leaks!



*A crew member makes a water service repair due to a leak in the system.*