

In This Issue:

- Stage 3 Conservation Requirements
- Construction Project Update
- Groundwater Well Work Continues
- Poster Contest Winners

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Water Supply Update: Still Below Average

Our region was fortunate to enjoy some late-season rain throughout February, March and April. This precipitation was much-needed and helped to improve the water level of Folsom Lake. However, the lake level and the region's water supplies as a whole are still well below average.

Additionally, the Sierra snowpack is a mere 18% of normal as of the end-of-season snow survey on May 1, 2014. Our region heavily relies on this snowpack throughout the summer to provide a steady water supply as it melts.



The end-of-season snow survey conducted on May 1, 2014 indicated that the Sierra snowpack is only 18% of normal.

To meet customer demand for water, CHWD has been using groundwater wells to supplement the surface water supply. This also preserves the Folsom Lake supply. However, the groundwater wells by themselves do not produce enough water to meet the typical summertime water demands of CHWD customers.

Since the water supply is still limited, it must be used cautiously. Customers are asked to continue to reduce water usage by 20% under CHWD's Stage 3 Water Warning Conservation requirements. These requirements were put into effect in January of this year, and will likely remain in effect through the summer and fall. However, they could continue longer if the water supply does not increase. Be sure to check out Page 2 of this newsletter for the specific requirements of the Stage 3 Water Warning.

At CHWD, not only are we asking our customers to reduce water usage, but we are also doing our part to protect our water supply. CHWD crews are stepping up the response time to fix leaks in the system faster. By working together with our customers, we can achieve these conservation goals.

Kudos to CHWD customers! You have done a great job stepping up conservation efforts. For the year-to-date, District customers are using about 14% less water than they have used on average for the last five calendar years. That is a great start! Please help us decrease water use further to reach our goal of 20% conservation across the board.

The easiest and most effective way to make major reductions to water use is by cutting back on outdoor watering. CHWD customers use about three times more water during the summer months than during the winter. About 65% of a household's yearly water use goes to outdoor irrigation!

Cutting back on outdoor water usage does not mean that you have to let your lawn go brown and your plants die. In fact, many of us water too much—as much as 30% of water used outdoors is lost because of overwatering or evaporation. There are many easy ways to cut back significantly on outdoor water use while still maintaining a beautiful landscape:

- Experiment with cutting back your watering frequency and duration— you will likely find that your lawn and plants still look healthy.
- Install a water-efficient drip irrigation system.
- Only water plants or your lawn between dusk and dawn – do not water during the day to reduce evaporation.
- Before watering, stick your finger a few inches down in the soil, if it is still moist, skip the watering.
- Adjust sprinklers so they are only spraying water on the lawn and not on the driveway, sidewalk, etc.
- Fix any leaks or broken sprinkler heads immediately.
- Let your lawn grow a bit longer to keep soil moist, and leave your mulched lawn clippings on the lawn for extra nutrients for the soil.

Technicians perform an irrigation efficiency review. CHWD offers this service free to all customers. Call (916) 725-6873 to schedule.



Did you know that CHWD offers free irrigation efficiency reviews for customers? Take advantage of this free service to get the most out of your outdoor water usage. Give us a call at (916) 725-6873 to have a trained technician visit your home and evaluate your watering system. The technician will leave you with a written report including tips to improve your irrigation efficiency and a custom watering schedule based on your landscape's needs.

Thank you to our customers for treating one of our region's most valuable resources with such great respect! For more conservation tips, visit www.chwd.org/conservation.

Construction Project Update



Construction crews work to replace a CHWD water main. These replacements are necessary to keep the system up to date and reliable.

CHWD is continually reinvesting in the water system by replacing and enhancing underground pipelines and other water infrastructure to ensure safe, reliable and efficient water service to you, our customers. In 2014, 43 cents of every dollar you pay in your water bill is being spent on improving the water system. Below is a list of some of the projects that the District now has underway or planned for construction later this year.

Project Description	Construction Date	Estimated Construction Cost
Install 24-Inch water main on Mariposa Avenue from Greenback Lane to south of Chula Vista Drive	Early June 2014 to August 2014	\$478,000
Replace water mains on Park Drive and Poplar Avenue	July 2014 to December 2014	\$485,000
Replace water mains on Sonora Way and Hanson Avenue	December 2014 to April 2015	\$350,000

Reminder: Stage 3 Water Warning Requirements

While late winter and early spring brought us a nice dousing of rain, our region's water supply is still far below average. After three dry years, and uncertainty for future precipitation, CHWD will continue its Stage 3 Water Warning into the spring and fall, and possibly longer. This level of conservation calls for a 20% reduction of water use by all customers. However, this level of conservation is easier than it sounds! CHWD has implemented the following requirements to make more efficient use of water on a District-wide level. Below are the Stage 3 – Water Warning Mandatory Requirements as developed by the District:

1. Use water only for beneficial purposes. All unnecessary and wasteful uses of water are prohibited. In particular, we ask customers to stop overwatering or repair leaks where water is allowed to run to waste.
2. Water must stay on the customer's property and is not allowed to run-off to adjoining properties or to the roadside ditch or gutter.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices must be attached to any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers must be repaired in two working days or less. A quicker repair may be required based on the severity of the problem.
5. Pools, spas and ornamental fountains or ponds must be equipped with a recirculation pump and be free of any leaks. Pool draining and refilling is not allowed unless it is a matter of health, maintenance or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or building is not allowed unless it is necessary for health or sanitary purposes. (Tip: Use a broom instead to sweep your sidewalk or driveway.)
7. Customers are encouraged to take advantage of the District's conservation programs and rebates. Visit www.chwd.org/rebates for more information.
8. Reduce landscape and pasture irrigation by 20% or more. Customers with "smart" irrigation timers or controllers are asked to set their controllers to achieve 75-89% evapotranspiration (ET) rate. Drip irrigation systems are excluded from this requirement.
9. Reduce indoor water use by 20% or more.
10. Restaurants shall serve water only upon request.
11. Users of construction meters and fire hydrant meters will be monitored for efficient water use.

CHWD Website Update

CHWD is pleased to introduce a refreshed version of our website, www.chwd.org. The new website offers all of the features and functions of the previous version, but the design has been modernized and the layout revamped for improved navigation. Additionally, this new site will also be compatible with mobile devices for easier viewing. The updated website is part of CHWD's commitment to provide you with extraordinary customer service. Be sure to check out our new website at www.chwd.org and let us know what you think!

Construction Updates: Groundwater Well Work Continues

CHWD is in the process of installing a new groundwater well in order to continue providing reliable service to customers. This new well will add a sixth well for the District's use.

While most of your water comes from surface water, some of it also comes from the groundwater aquifer. Because of the recent dry conditions, CHWD has been relying more on groundwater pumping to meet demand without straining the surface water supply.

The well is expected to be complete in October or November of this year. This new well is one step closer towards the District's goal of having 11 groundwater wells in its system.

This project will cost a total of \$2.7 million, with \$600,000 being funded by the State of California's Proposition 50. Prop 50 was passed by voters in 2002 and provides funding for public water systems. The remaining cost will be paid by CHWD. This project is an example of how your rates are reinvested back into the water system to provide better service for you and for future generations.



CHWD is in the process of constructing a sixth groundwater well. These wells help CHWD meet demand at times without straining the surface water supply.

Thank You David Kane!



In July, Assistant General Manager, David Kane, will retire after 18 years with the District.

The part about working at CHWD that Dave will miss the most is seeing his CHWD "family" every day. "It's the part of the job that has made it such a special place for me to work," says Dave.

In his retirement, Dave looks forward to giving back to the community through volunteer work, including expanding the work he does with his therapy dog. He also plans to fill his time by pursuing his music craft, completing a long list of projects around the house, and spending time with family and friends.

Thank you, Dave, for your exemplary service to CHWD, and we hope retirement treats you well!

Darlene Gillum has joined CHWD as its new Assistant General Manager. Darlene brings over 22 years of experience to the position, most recently as Assistant General Manager for Rancho Murieta Community Services District. Darlene was selected from among 80 candidates for the position. She will be responsible for overseeing the District's finances, billing and customer service, human resources, water efficiency and other programs and services.

Join Us at the 2015 Budget and Rate Workshop

Curious about CHWD's budget and possible rate changes for the coming year? Attend the annual Budget and Rate Workshop to learn more. All interested members of the public are invited to attend the workshop to gather information, ask questions, and provide input on the District's programs and financial plans. Join us again in November at a public hearing to give formal comments. The workshop and public hearing are both held during regularly scheduled CHWD Board meetings. We hope to see you September 9th and November 18th at the CHWD Office at 6230 Sylvan Road in Citrus Heights.

Workshop: Tuesday, September 9, 2014, 6:30 p.m.

Public Hearing: Tuesday, November 18, 2014, 6:30 p.m.



Water Supply Update
Stage 3 Conservation Requirements
Construction Project Update
Groundwater Well Work Continues

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ECRWSS

Postal Customer and Water Consumer in Citrus Heights Water District

CHWD Announces Kids Poster Contest Winners

Thank you to the students who participated in the 18th annual water conservation poster contest! A total of 683 entries were received from 4th, 5th and 6th graders within CHWD’s service area. This year’s theme was “Do Folsom Lake A Favor-Be A Water Saver.” As usual, so many excellent submissions were received and choosing a winner was tough. The winners were recognized and awarded at the May 13, 2014 CHWD Board of Directors Meeting. The first-place student was awarded a \$100 prize, and also \$100 for the winning student’s classroom. Each runner-up receives a \$50 prize. The winning entries will also be featured in the 2015 Water Conservation Awareness Calendar.

And the winners are...

First Place Winner:

ISABELLA ZUBKU
5th Grade, Skycrest Elementary School
Teacher: Connie Peters

Runner Up:

CALI ROIZ
5th Grade, Oakview Elementary School
Teacher: Kristie Hanson

Runner Up:

CARISSA COATS
6th Grade, Woodside Elementary School
Teacher: Susanne Slayton



*Kids poster contest winners (from left to right):
Carissa Coats, Isabella Zubku, and Cali Roiz.*