



waterline

In This Issue:

- FREE Water Efficiency Reviews
- Stage 4 – Water Crisis Regulations
- CHWD’s New Assistant Manager
- Poster Contest Winners

Summer 2015 | Volume 24 | Number 2

Mandatory Water Regulations Continue

There continues to be a lot of buzz in the news about California’s ongoing drought. The State’s water supply situation is dismal, with limited surface water supplies and no Sierra snowpack. As this drought remains, so must our State-mandated reduction regulations.

In June, we notified our customers about a State-mandated reduction of 32% from the 2013 gallons per capita (per person) per day (GPCD). These reductions are outside of our control as your local water supplier. Our 2013 usage was 207 GPCD or 5.65 units of water per person per month. To meet our 32% reduction goal, CHWD customers need to reduce water use down to 141 GPCD. While this may seem challenging, CHWD customers have an incredible ability to meet water conservation goals.

We understand that it can be difficult to continue to find ways to reduce water usage. Please keep in mind that reducing outdoor watering is the best way to cut back. To help meet these conservation goals, outdoor irrigation is limited to two pre-scheduled days per week (see

the Watering Schedule table below). Other regulations for water use reductions are outlined in the Stage 4 – Water Crisis Regulations on Page 2 of this newsletter.

We are also doing our part to conserve the water supply and ensure that water is not wasted. CHWD crews are committed to a short response time to fix leaks in the system faster. We are as committed as you are to protecting our region’s most valuable resource.

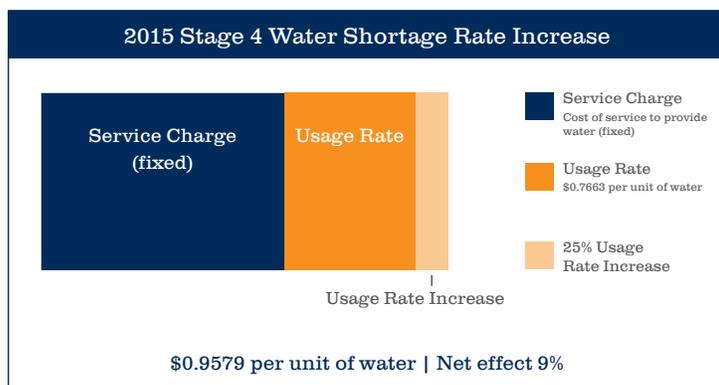
We are asking for your help by reporting residential or commercial waste of water. CHWD will investigate claims of wasted water. The District intends to work cooperatively with all customers to comply with mandated regulations. Please call us at (916) 725-6873, option 6 or fill out the online contact form at www.chwd.org/drought-resources.

We appreciate your continued efforts through this time of drought. Remember, we are all in this together! For more information about the drought please visit www.chwd.org/drought-resources.

Drought Rates

In response to the State’s water reduction requirements, CHWD adopted a temporary drought rate increase based on water use, which went into effect July 15, 2015. This rate is not intended to be permanent; however, it will remain in effect until further notice.

A typical residential customer bill consists of approximately 65% service charges. This portion of the bill remains the same. The other 35% of the bill, which consists of charges for actual water use, was increased by 25%. This increased the cost of actual water use from \$0.7663 to \$0.9579 per 748 gallons, or 100 cubic feet of water (1 billing unit). Please refer to the diagram below:



Watering Schedule

Under the Stage 4 Restrictions, outdoor watering is limited to two days per week. Days of the week are based upon the last digit of your address number. For example 123 Main Street is “odd” and 144 Main Street is “even”

DAY OF THE WEEK	LOCATION
Sunday	“Even” addresses
Monday	No watering permitted
Tuesday	“Odd” addresses
Wednesday	“Even” addresses
Thursday	No watering permitted
Friday	No watering permitted
Saturday	“Odd” addresses

Stage 4 – Water Crisis Regulations

1. Under State Water Resources Control Board (SWRCB) mandate, the District must reduce overall water usage by 32% from 2013 use.
2. Water shall be used for beneficial purposes only; all unnecessary uses of water are prohibited.
3. Irrigation for pop-up sprinklers and non-drip irrigation systems shall be limited to two days per week. The days of the week when outdoor water is permitted shall be set based on the last digit of the street address. Odd addresses, streetscapes, and medians shall limit watering to Tuesdays and Saturdays; even addresses shall limit watering to Wednesdays and Sundays. No irrigation is permitted on Mondays, Thursdays and Fridays. Irrigation should be limited to the minimal amount of water necessary to keep plants and trees alive. Application of potable water to outdoor landscapes during and within 48 hours after measurable rainfall is prohibited. Please visit www.chwd.org after each rainfall to determine if watering is permissible.
4. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties, non-irrigated areas, private and public walkways, roadways, driveways, sidewalks, parking lots, structures or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
5. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use. Customers are encouraged to wash automobiles or equipment at commercial establishments that use recycled or reclaimed water.
6. Leaking customer pipes or faulty sprinklers shall be repaired within 24 hours or less if warranted by the severity of the problem. Non-compliance may result in water service being disconnected/shut off until the leak is repaired and assessment of a disconnect/reconnect service charge.
7. All pools and spas shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling is prohibited unless specifically authorized by the District for health, maintenance, or structural purposes subject to written documentation by a pool maintenance professional.
8. Use of potable water to fill or refill artificial lakes or ponds, ornamental ponds, and fountains is discouraged.
9. Washing streets, parking lots, driveways, sidewalks, or buildings is prohibited except as necessary for health or sanitary purposes.
10. Customers are encouraged to take advantage of the District's water conservation programs and rebates. For more information please visit www.chwd.org/conservation.
11. Irrigation with potable water of ornamental turf on public street medians is prohibited.
12. Commercial, industrial and institutional (CII) customers, which include public schools, public parks, public and private cemeteries and private golf courses, can choose to submit an alternative water use reduction plan to the District for consideration.
13. Eating and drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars, or other public places where food or drink is served and/or purchased shall serve water only upon request.
14. Flushing of sewers or fire hydrants is prohibited except in cases of emergency, essential District operations or unless specifically authorized by the District.
15. Water for flow-testing is prohibited. Water for construction purposes from fire hydrants and blow-offs will be metered and monitored. Use of reclaimed water for construction purposes is encouraged.
16. No new commitments will be made to provide service for new water service connections unless the Department of Water Resources Model Water Efficient Landscape Ordinance, found at <http://www.water.ca.gov/wateruseefficiency/docs/MWEL009-10-09.pdf> is followed and the plans have been approved by the county or city building department which has jurisdiction over the property location. Any authorized landscape for new connections is subject to all restrictions set forth in these Stage 4 Water Crisis Regulations.
17. Irrigation of new turf or landscaping outside of newly constructed homes is prohibited unless water is delivered by drip or micro spray systems.
18. Customers are encouraged to reduce landscape and pasture irrigation by a minimum of 32%. Customers with "smart" irrigation timers or controllers are asked to set their controllers to achieve a minimum of 32% conservation.
19. Customers are encouraged to reduce indoor water use by a minimum of 32%. Contact the District for tips and techniques to reduce indoor water use.
20. Stage 4 Water Crisis "Water Shortage Charge" pricing went into effect on July 15, 2015, and will remain in effect until further notice.

Save Water and Money with CHWD's Rebates

In this time of drought, having efficient appliances is critical to conservation. If you have not replaced your old toilet and/or washing machine with a new water efficient one, we highly recommend it! CHWD offers rebates for both of these items. Toilet rebates could earn you a rebate of up to \$75. Through a partnership with SMUD, CHWD also offer rebates on high-efficiency clothes washing machines. Please note, rebates can be discontinued at any time. For more information on CHWD rebates, visit www.chwd.org/rebates or please call (916) 725-6873.

CHWD's 2016 Budget and Rate Workshop

You're invited to attend our annual budget and rate workshop and public hearing. Learn more about the District's financial plan for 2016. The September workshop is an opportunity to gather information, ask questions, and provide input on CHWD's programs and financial future. In November, a public hearing will be held, which provides an opportunity to give formal comments. The workshop and hearing are expected to be held at the main CHWD Office at 6230 Sylvan Road in Citrus Heights, as we anticipate the building remodel will be completed by this time. However, please **check www.chwd.org** prior to confirm.

Workshop: Tuesday, September 8, 2015, 6:30 p.m.

Public Hearing: Tuesday, November 10, 2015, 6:30 p.m.

Are You Irrigating Efficiently?

During this time of incredibly stringent water requirements, CHWD customers are limited to two days of irrigation per week. We highly encourage you to take advantage of our FREE irrigation efficiency reviews to make sure that you aren't wasting a drop! Please call us at (916) 725-6873 to have a trained technician visit your home and evaluate your watering system. He or she will leave you with a written report with tips to improve your irrigation efficiency and a custom watering schedule based on your landscape's needs. It is highly recommended that you consider replacing your lawn, or other water-thirsty landscape with more drought efficient options. Your local nursery can help with ideas!

CHWD currently does not have a "cash for grass" rebate program in place. The District will consider this type of program if a funding source can be identified in the future. To put your email address on a list to receive more information in the future, please visit www.chwd.org/drought-resources.

Summer 2015 Construction Update

Here at CHWD we are wisely investing your rates back into the water system. Our continued goal is to provide quality and reliable service to you. Particularly during this time of drought, we want to make sure that the infrastructure is up to date and that no additional water is being wasted as a result of broken, aged pipes. Besides pipeline replacement, CHWD is also continuing work on a sixth groundwater well. This well, the Skycrest Well, is underway and is expected to be operational in September.

Additionally, CHWD is still operating out of its temporary office location at 7011 Sylvan Rd. in Citrus Heights. The main office at 6230 Sylvan Road is undergoing a remodel and addition to modernize the customer service lobby, meeting room, bathrooms and support staff work areas. The remodeled office is expected to reopen in September 2015.

PROJECT DESCRIPTION	CONSTRUCTION DATE	PROJECT BUDGET
New Groundwater Well/ Pumping Station	Spring-Summer 2015	\$ 2.7 million
Water Service, Valve, and Fire Hydrant Replacements	2015	\$ 953,000
Mariposa Avenue Water Mains – Sycamore Drive to Pratt Avenue	Summer 2015	\$ 471,000

Kids Show How They Help Out During a Drought

CHWD's 19th annual poster contest brought out some amazing talent among our local 4th, 5th and 6th graders! A total of 641 students created amazing works of art within this year's theme "How I Help Out During a Drought." Each year it is very tough to pick a winner and this year was no exception!

The winners were recognized and awarded at the May 12, 2015 CHWD Board of Directors Meeting. The first-place student was awarded a \$100 prize, and another \$100 for the winning student's classroom. Each runner-up received a \$50 prize. Thank you to all of the students who participated. We appreciate your efforts to help preserve water during the drought!

Here are your 2015 winners!

First Place Winner: **Caela Carpenter**
6th Grade
Woodside Elementary School,
Teacher: Mrs. Slayton

Runner-Up **Clea Bamba**
6th Grade
Woodside Elementary School,
Teacher: Mrs. Slayton

Runner-Up: **Mason Martell**
4th Grade
Citrus Heights Elementary,
Teacher: Ms. Bayless



From left to right, Mason Martell, Clea Bamba, Caela Carpenter



Stage 4 – Water Crisis Regulations
 FREE Water Efficiency Reviews
 CHWD's New Assistant Manager
 Poster Contest Winners

**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

Email: custserv@chwd.org

Directors

Allen B. Dains,
 President

Caryl F. Sheehan,
 Vice President

Raymond A. Riehle,
 Director

Robert A. Churchill,
 General Manager/Secretary

Hilary M. Straus,
 Assistant General
 Manager/Treasurer

Susan K. Sohal,
 Accounting Supervisor/
 Assessor/Collector

ECRWSS

Postal Customer and Water Consumer in Citrus Heights Water District

CHWD Welcomes New Assistant General Manager Hilary Straus

Citrus Heights Water District extends a warm welcome to our newest hire, Assistant General Manager Hilary Straus. Hilary brings 20 years of experience in working for public agencies. In fact, Hilary may be a familiar face to some long-term Citrus Heights residents. He worked for the City of Citrus Heights in various positions from 1998 to 2008, including Assistant to the City Manager.

Between 2008 and the present, Hilary served as a Deputy City Manager and then as City Manager for the City of Hanford, and the Assistant City Manager for the City of South Pasadena. He brings a wide variety of executive management experience, including water policy and program experience, strategic planning and financial oversight.

Hilary joined CHWD in April. Former Assistant General Manager Darlene Gillum left CHWD at the end of 2014 after a promotional appointment at her former place of employment, Rancho Murieta Community Services District. We wish Darlene the best in her future career endeavors, and we welcome Hilary to Citrus Heights Water District!

Thank you Director Dion for Your Service

CHWD would like to thank Director Joe Dion for his service! Director Dion stepped down from the CHWD Board of Directors in January 2015. The Board of Directors adopted Resolution No. 01-2015, which expressed appreciation for Director Dion's more than 14 years of dedicated and distinguished service. As a Director, he made a large impact on CHWD, as well as the regional and State-wide water community. His role as Division 2 Director has been filled by Raymond A. Riehle.



In order to provide you with more information about the drought, CHWD has created a special webpage and a Facebook page.

Drought resources: www.chwd.org/drought-resources

Like us on Facebook:

www.facebook.com/citrusheightswaterdistrict