

- Coming Soon: PhonePay System
- Tips for Being Water Smart This Summer
- Celebrating Jerry Lee's Retirement
- Kids Poster Contest Winners

## CHWD Picks Up the Pace of Pipeline Replacements

**D**id you know that more than half of every dollar you pay on your 2013 water bill is invested back into projects that keep your water infrastructure up-to-date and efficient? At CHWD, we are committed to providing the best and most reliable service for you—our customers. Your dollars are hard at work throughout the District, as workers replace aging pipelines and update the water system for the future.

In spring of 2013, CHWD completed several large-scale projects involving distribution main replacements on Livoti Avenue and Frances Avenue in south Placer County. New transmission and distribution main installations on Antelope Road and Lauppe Lane and Old Auburn Road between Sunrise Boulevard and Soquel Way have also been completed. Other smaller residential main replacement projects were recently finished on portions of Northlea Way, Baird Way and Kalamazoo Drive in Citrus Heights.



*A crew works to replace an aging pipeline to update the water system for future reliability.*

This year CHWD is planning four more main projects totaling an investment of \$2 million at the following locations:

- Old Auburn Road from Bonita Way to Wickham Drive and Mariposa Avenue north of Chula Vista Drive in Citrus Heights
- Palm Avenue from San Juan Avenue to west of Dove Drive and Castle Street from Palm Avenue to Gail Way as well as Kilborn Drive, Ronnie Street and Billie Street in Fair Oaks
- Northgrove Way and Walnut Drive between Auburn Boulevard and Holly Drive in Citrus Heights
- Old Auburn Road between Orelle Creek Court and Robert Creek Court

Water mains are not the only assets being replaced. CHWD continues to replace hundreds of service connections that connect the water meter to the water main for both residential and commercial buildings. Aging fire hydrants are also replaced to ensure that they continue to provide a reliable level of service for fire protection.

Improvements made to the water system have drastically reduced the number of water leaks, which cost time and money. Fewer leaks result in fewer disruptions to customers' water supply, and less water being wasted.

We are also pleased to announce that a new groundwater well will be installed and is expected to be operational in mid-to-late 2014. Although most of your water comes from surface water, CHWD also pumps some water from the groundwater aquifer. By pumping groundwater, CHWD can help provide customers with an additional water supply in an emergency or drought.

The District currently owns and operates five groundwater wells. Most of the time, the wells are only turned on one at a time to keep them in a state of operational readiness. This new well will add a sixth to the system and is another step in working towards CHWD's ultimate goal of having a total of 11 groundwater wells in the system. By increasing the number of groundwater wells, CHWD is continuing to improve the reliability of your water system. This new well will cost about \$2.6 million, with \$600,000 in funds coming from State of California Proposition 50, passed by voters in 2002 that allocates funding for public water systems. The remaining cost will be paid for by CHWD funds for capital projects—another example of your water bill dollars being invested to enhance your water system.

CHWD's top priority is to ensure that the water system is reliable and continues to deliver high-quality water to you. For more information on CHWD's projects, please visit [www.chwd.org/projects](http://www.chwd.org/projects).

## Coming Soon: CHWD's PhonePay Option

CHWD will soon launch PhonePay, a new option for customers to pay their bills easily and conveniently over the phone. With this new automated option, you will be able to pay your water bill from anywhere, 24 hours a day, 7 days a week simply by using your phone keypad. You will even be able to use the system during CHWD's office hours and still get this fast, automated service. More details on PhonePay will be announced soon, so keep those phones handy!

CHWD will continue to offer customers the option of making payments through our website or having automatic payments made with our free Autopay service. With Autopay, there is no need to worry about late payments—the balance of your water bill can be automatically withdrawn from your checking or savings account every other month.



CHWD invites you to try one of our convenient payment options on your next water bill. To get more information on our Autopay service or online bill payment, please visit [www.chwd.org](http://www.chwd.org) and select "Bill Payment Options" from the Quick Picks menu.

## Be on the Lookout for Leaks!

Why pay for water you aren't even using? Check your home regularly—inside and out—for leaks. Leaks may be easier to identify inside your house, such as a leaky faucet or running toilet. However, leaks outside of your house may go unnoticed while continuing to add on to your water bill. Check your water bill or meter for higher-than-normal use, which could indicate that you have a leak. Inspect sprinkler heads, pools, spas, fountains and ponds for leaks. If you find a leak, repair it as soon as possible to prevent wasted water and wasted money.

## Kids Encourage Conservation through Poster Contest

Congratulations to this year's winners of CHWD's water conservation poster contest! The theme of this year's contest was "Rain or Shine! How I Save Water All the Time!!" A total of 779 students ranging from 4th through 6th grades from local schools competed. Competition was fierce this year and many excellent submissions were received. These posters are not only a great way for students to learn about water conservation, but also to share the importance of water conservation with the CHWD community.

The winning student received a prize of \$100. The runners-up each earned \$50. The teacher of the winning student also received \$100 for classroom use.

*The winners of this year's water conservation poster contest winners left to right: Melissa Quinlan, Danielle Santos and Parker Malmstrom.*



### FIRST PLACE: DANIELLE SANTOS

6th Grade, Woodside Elementary  
Teacher: Susanne Slayton

### RUNNER-UP: PARKER MALMSTROM

5th Grade, Trajan Elementary  
Teacher: Jim Cordellos

### RUNNER-UP: MELISSA QUINLAN

6th Grade, Carriage Elementary  
Teacher: Cindy Townsend



*Jerry Lee receives a Resolution of Commendation from former Director Chuck Rose and Director Al Dains.*

## CHWD Honors Jerry Lee's Retirement

After 34 years of service, Gerald "Jerry" Lee retired from CHWD in April. Jerry's most recent role was as the Water Distribution Supervisor.

CHWD would like to thank Jerry for the loyalty he demonstrated with his long standing career at CHWD. It is rare nowadays for a person to stay with one employer for such a long time. For that reason, we honor his commitment and dedication to the District. We wish you the best in retirement, Jerry!

Tim Cutler, former Water Distribution Specialist and 10-year District employee has assumed the role of Water Distribution Supervisor.

We would also like to announce that Nick Spiers, a 24-year CHWD veteran, has been appointed to Water Distribution Specialist. Nick will be out in the field responding to customer's calls and may be the first person you see in a water emergency such as a busted water pipe or a broken fire hydrant.

## You're Invited to the 2014 Budget and Rate Workshop

Each year, CHWD holds a budget and rate workshop to provide our customers with information on the proposed budget and service charges for the upcoming year. This workshop gives ratepayers an opportunity to ask questions and provide input on the District's programs and financial plans. About two months later, a public hearing will be held where ratepayers can provide formal comments. These workshops and public hearings are open to the public and held during regularly scheduled CHWD Board of Directors meetings.

Please join us at the CHWD Office at 6230 Sylvan Road in Citrus Heights:

**Workshop:** Tuesday, September 3, 2013, 6:30 p.m.

**Public Hearing:** Tuesday, November 12, 2013, 6:30 p.m.

## Be Water Smart This Summer

For CHWD customers, the summer months mean not only Daylight Savings Time, but also water saving time! The hotter weather leads to a huge jump in outdoor water use. You may think that saving water in the summertime means letting your plants die and your lawn turn brown, but that is far from the truth! You can reduce your water use this summer while still having a beautiful, healthy looking yard.

Did you know that more plants are lost because of overwatering than under watering? Too much watering can actually "drown" plants. The soil around the roots needs to dry out in order for the plant to get oxygen. Unfortunately for us, the signs of an under watered plant and an overwatered plant are the same—curled leaves, droopy stems, leaf drop, etc. One good way to test if your plants need watering is to stick your finger a couple of inches down into the soil. If it is still moist, you can skip the watering, but don't forget to check that plant again soon. If it is dry, that means it's time to give that plant a drink. If you use an automatic drip system or sprinklers, be sure to make adjustments as needed to meet the water needs of your plants.

If you water by hand, remember that plants don't need fresh water out of the hose to get the hydration they need. "Recycled" water from things such as unfinished drinking glasses, pots from steamed vegetables and pet bowls are a great way to revive thirsty plants. For a nutrient-rich treat for your plants, use old water from a fish bowl or tank to water.

Keeping the length of your lawn a little bit longer is another great way to cut down on water use. Longer blades of grass create shade that keeps moisture in the soil longer. To do this, simply adjust your lawnmower to a higher setting. For added shade and extra nutrients, remove the bag from your lawnmower and let the clippings mulch your lawn as you mow. Don't forget to water your lawn during the cooler hours of the day—between late evening and early morning—to prevent water loss from evaporation.

Just how efficient are your outdoor watering habits? We can tell you with a free irrigation efficiency review. Just give us a call and a trained technician will come to your house and evaluate your watering system. You'll receive a written report with tips on how to improve your watering efficiency, including a watering schedule based on your landscape needs.

For your FREE irrigation efficiency review, call us at (916) 725-6873. For more information on water conservation, visit [www.chwd.org/conservation.php](http://www.chwd.org/conservation.php).



*CHWD provides customers with a free irrigation efficiency review. Schedule yours today by calling (916) 725-6873*



CHWD Pipeline Replacements  
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**ECRWSS**

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

# 2013 Water Supply Update

As you are undoubtedly aware, this past winter our region experienced a limited amount of rainfall and snowfall in the Sierras. Since much of our water comes from melted snow in the mountains, this can have an impact on supply.

Fortunately, there is enough water for this year to meet reasonable demands. However, this is the second year in a row where rainfall and snowfall has been below average, so please remember to use only what you need.

Since Mother Nature is unpredictable, we never know when the next "wet" winter will occur. CHWD encourages customers to be mindful of their water use. CHWD customers have been very good stewards of their water—let's keep up the good work! For more tips about water conservation, see the article "Be Water Smart this Summer."



*This photo, taken in 2008, shows how low snowfall in the Sierras is reflected by low water levels in Folsom Lake. Folsom Lake is CHWD's primary source of surface water.*