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# Water Quality and Customer Confidence Tops CHWD's Priorities



**CHWD drinking water is rigorously tested to ensure the highest quality for customers.**

**C**HWD takes great pride in providing you, our customer, with high-quality water that meets or exceeds all state and federal water quality standards.

CHWD is fortunate to receive high-quality surface water from the American River Watershed via Folsom Lake. The American River begins in the Sierra Nevada with three forks leading to Folsom Lake—the watershed's largest reservoir.

The San Juan Water District (SJWD) treats the Folsom Lake water to drinking water standards at its water treatment plant located near the southwestern edge of Folsom Lake in Granite Bay. The treated water is then delivered to Citrus Heights Water District and other water agencies within the boundaries of the SJWD wholesale service area.

CHWD's drinking water is tested more than 800 times over the course of the year to ensure a safe supply at all times. Testing is conducted on a daily, weekly, quarterly and annual basis. Water agency laboratories and state-certified water quality laboratories conduct a variety of tests on your drinking water.

Another step that CHWD is taking to ensure a safe and healthy water system is the regular testing of backflow prevention assemblies. Backflow is defined by the American Water Works Association as "the undesirable reversal of the flow of water or mixtures of water and other liquids, gases or

other substances into the distribution pipes of the potable water system from any source(s)." Backflow prevention assemblies help to protect the potable (drinking) water system from possible health hazards by preventing this reversal of flow from happening.

Commercial buildings must have backflow prevention assemblies and must be tested annually to make sure they are working properly. In the past, it has been the property owner's responsibility to hire an independent contractor and notify CHWD that the testing has been completed. However, to expand service to our commercial customers, CHWD is starting a program to perform the inspection by certified District personnel at a competitive cost. This service is an important step in CHWD's commitment to efficiently maintaining a quality water system.

Each consumer receives an annual consumer confidence report mailer from San Juan Water District. This report includes detailed information on the quality of your water compared to the standards set by the U.S. Environmental Protection Agency and the State Department of Public Health.

To see the most recent report from 2011, please visit <http://www.chwd.org/quality>. The report for 2012 will be delivered to consumers by July 1, 2013.

## Take Advantage of CHWD's Rebate Offers!

**C**HWD offers customers rebates as an incentive to replace old, water-hogging appliances with new, water-efficient ones. Currently, CHWD is offering rebates for replacing toilets and washing machines. You can save money now with the rebate, and save money in the future through reduced water usage!

Rebates are subject to available funding so be sure check with CHWD to ensure a rebate is still active before making any replacements. Visit [www.chwd.org/rebates](http://www.chwd.org/rebates) for more information. Also, be sure to check back in the future, as new rebates may be added!

# Winter Water Wisdom

Winter is here and this time of year it is very important to conserve water and take special care of vulnerable pipes. Here are a few tips for keeping your home water conscious this season!

- Turn off your sprinklers when it's raining. If you have an automatic irrigation system, alternate your watering days or completely turn off your system. Until spring, water by hand or manually operate your irrigation system as needed.
- Don't pay for water you aren't using! Regularly inspect indoor and outdoor pipes for leaks and repair them immediately. If you suspect a leak, call CHWD at (916) 725-6873 for more information.
- Learn where the main water shut-off valve is in case a pipe bursts. This can be incredibly costly in terms of the damage to your property and wasted water. The faster you can shut off the water, the better.
- Check around your home for areas where water supply lines are located in unheated areas such as crawl spaces, attics and garages, and wrap these exposed pipes with insulation. These vulnerable areas are the most likely to freeze. In the event that your pipes do freeze, they can be thawed by heating water on the stove, soaking towels in the warm water and wrapping them around the affected pipe. Please remember to use caution when handling hot towels to prevent scalding. Begin thawing the pipe nearest to the faucet or spigot and turn it on to allow the melted ice to drip out.

If you do experience a water emergency, please call CHWD day or night at (916) 725-6873. After business hours you will hear a recorded message with instructions on how to contact a live operator to report your emergency and request help.

## 2013 Rate Increase Notification

In 2012, CHWD was pleased to be able to deliver water to our customers at the same water rates as the previous year. In 2013, because of increased costs of operations, maintenance and capital improvement projects you will see a rate increase of 3 percent on your bi-monthly bill as of January 1. For a typical residential customer, this will be an increase of \$2.30 every two months. This rate increase, which was approved by the Board of Directors on November 13, 2012, will provide the District with the necessary funds to continue to keep capital infrastructure up to date. Regular improvement and replacement projects are essential to avoid costly repairs and ensure the integrity of the CHWD water system, increase water supply reliability, and continue to provide excellent service to customers.

## A Friendly Reminder about Meter Boxes

Do you have plans to re-landscape, pour concrete or do any other work around a water meter box? Your meter box may need to be raised or replaced. Please call CHWD at (916) 725-6873 when you begin planning your project. Two weeks' advance notice is sufficient in many cases to give District personnel adequate time to respond and complete the job before your work begins, but some locations will require as much as two months for CHWD to schedule and complete. Please keep in mind that homeowners are responsible for any damage they or their contractors cause to water meter boxes. Also, please remember not to block fire hydrants with any fences, vehicles or landscaping, as they are a vital part of our water system and essential to public safety. Fire agencies require three feet of unobstructed clearance around fire hydrants.

If you have any questions concerning your meter box or a fire hydrant, please call us at (916) 725-6873.



It is important to be cautious while working around meter boxes to avoid damaging them.

## New Ways to Pay!

Have one less bill to worry about paying on time by enrolling in CHWD's Autopay program. Your water bill payment will be automatically withdrawn from your checking or savings account bi-monthly, saving you time and effort.

Paying automatically not for you? Our 24/7 Pay by Phone option is coming soon, allowing you to pay your bill easily anytime with your Visa, MasterCard or Discover credit or debit card.

With both of these easy ways to pay, you can forget about checks, envelopes and stamps. Free yourself from check writing chores, and make your payments on time, even when you're far from home.

For more information about your payment options or to enroll, visit <http://www.chwd.org/payment> or call (916) 725-6873.



# Construction Project Updates

CHWD is committed to offering our customers the highest quality drinking water in the most consistent, efficient and reliable way possible. That is why we are taking steps to replace aging underground pipes and increase needed capacity by planning and carrying out capital improvement projects. To learn more about these projects visit [www.chwd.org/projects](http://www.chwd.org/projects).

Project Description	Construction Date	2013 Proposed Cost
Transmission main replacements on Old Auburn Road at Mariposa Avenue in Citrus Heights.	2013	\$341,603
Water main replacements on Palm Avenue, Castle Street, Kilborn Drive, Ronnie and Billie Streets in Carmichael.	2013	\$1,052,888
Distribution main replacements on Northgrove Way and Walnut Drive in Citrus Heights.	2013	\$421,948
Fire hydrant infill, additions, upgrades and replacements.	2013	\$160,966

## New Director Joins CHWD Board

In a close election in November, David L. Goforth emerged victorious over incumbent CHWD Director Charles (Chuck) T. Rose. David now represents Division 1 of the CHWD service area. Division 1 covers the portion of the District that is south of Old Auburn Road and west of Sunrise Boulevard. David's term of office as Director began in early December 2012. As a Board member, David will help to guide the District's efforts to fulfill its mission of furnishing safe, quality water in an efficient, responsive and affordable manner.

Thank you, Chuck, for your 16 years of service to CHWD!

Directors for Citrus Heights Water District are elected for four-year terms of office. Directors must live within the boundaries of the Division that they represent, but they are elected at-large by all of the voters within the Citrus Heights Water District service area.



(From left to right) Director Joe Dion, Former Director Chuck Rose, Director David Goforth, and Director Al Dains.

## CHWD Introduces Four New Team Members



CHWD welcomes new employees (from left to right) Daniel Hesse, Jarrett Flink, Missy Pieri and Borey Swing.

Citrus Heights Water District is pleased to introduce four new employees! These new employees have filled vacancies created by retirements as well as two new positions to provide support in water quality and project management programs. Jarrett Flink and Daniel Hesse are our new Water Distribution Operators, bringing a combined 15 years of experience in water distribution operation and maintenance with other local water agencies. Melissa (Missy) Pieri has joined us as a Senior Engineering Technician. Missy has 16 years of experience in engineering and project management with a local engineering firm. She will manage capital improvement projects for CHWD. New Engineering Technician Borey Swing has brought along his 7 years of private industry experience in computer-aided drafting and engineering. Borey's work for CHWD includes creating maps and plans for maintaining the water system. Welcome, Jarrett, Daniel, Missy and Borey!



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PRESORTED STANDARD  
 U.S. POSTAGE PAID  
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**Directors**

**Allen B. Dains,**  
 Director

**David L. Goforth,**  
 Vice President

**Joseph M. Dion,**  
 President

Robert A. Churchill,  
 General Manager/Secretary

David B. Kane,  
 Assistant General  
 Manager/Treasurer

Nancy E. Alaniz,  
 Assessor/Collector

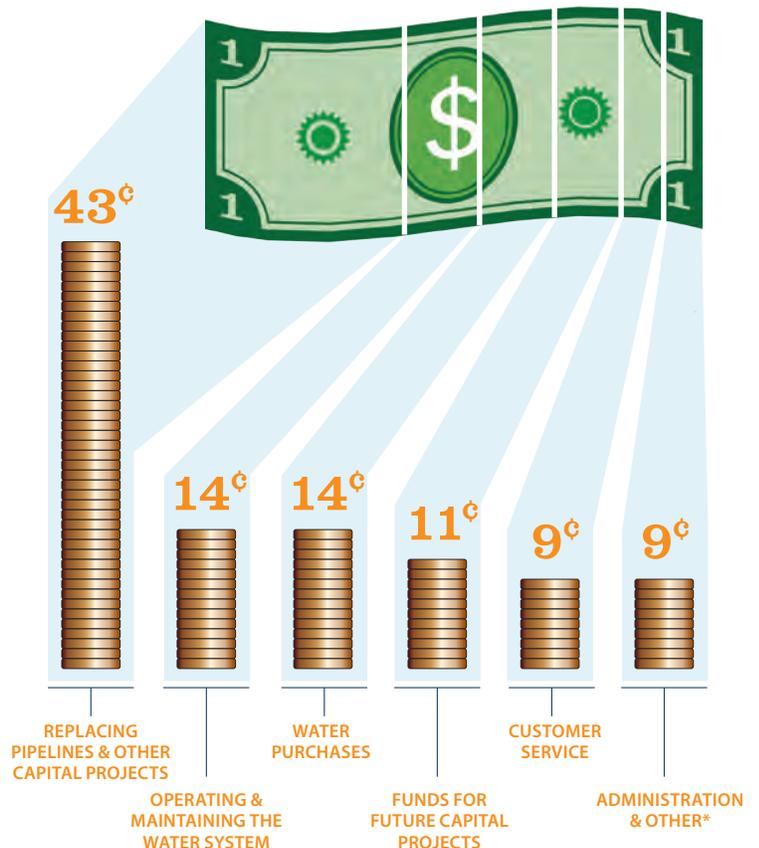
**ECRWSS**

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

# Where Do Your Water Bill Dollars Go?

Customers occasionally ask us why they have to pay for water when it literally falls from the sky. The answer to this is that your water bill payment ensures clean drinking water and a reliable water system to deliver that water to you. In fact, in 2013 more than 50 cents of every dollar from your water bill goes towards current and future infrastructure upgrades to keep the water system reliable and up to date. About 14 cents per dollar goes to operating and maintaining the water system and another 14 cents goes towards purchasing water. For a full breakdown of costs, check out the graphic to the right.

CHWD does its best to keep your water rates affordable while still providing you with superior service. We are proud to report that our customers have lower water rates than many other local water agencies in the Sacramento region. For more information about water rates, visit <http://www.chwd.org/rates>.



\*Includes pumping water from wells, administration, debt payments, and water demand management.