

- Customer Advisory Committee
- Enhanced Online Bill Pay
- Regulatory Recap
- Capital Improvement Projects
- Winterize Your Garden
- CHWD New Employees
- CHWD in the Community

Customer Advisory Committee to Help Plan the Future of Water in Our Community

Citrus Heights Water District has been serving our customers for nearly 100 years and we've always worked hard to plan for the future water needs of our customers. In this spirit of stewardship, CHWD will be reaching out to the community for input on the best means for re-investing in our system infrastructure. Most of the District's water mains were installed between the 1960's and 1980's, and water meters were installed between the 1980's and 2000's. These are key components of our water system, and many of these components will soon approach the end of their useful lives.

With this in mind, CHWD recently initiated two major planning efforts, the **Project 2030 Water Main Replacement Study** and the **Meter Replacement Program**. These efforts will focus on developing strategies for funding and replacing our water mains and water meters, and will include evaluations of options to meet CHWD's mission of providing safe, reliable drinking water to our customers.

To ensure that the alternatives considered adequately address the needs of the community we serve, CHWD has formed a Customer Advisory Committee (CAC). This committee will work with CHWD staff and technical consultants to consider options to replace water mains and meters while considering key factors such as financial and technical issues. After considering policy alternatives, the CAC will present its input on strategies to replace water mains and water meters to the CHWD Board of Directors.

The CAC will be comprised of 22 members representing neighborhoods across the District, including the areas of Citrus Heights, Orangevale, Fair Oaks, and Carmichael. The CAC is intended to reflect the needs of both the residential, commercial, institutional and industrial members. The window for applying for membership on the committee was open for two months and closed in mid-November. CHWD was thrilled to receive over 40 applications for CAC membership and anticipates designating the 22 representative Committee members in early 2018.

CAC meetings will be held on weeknights and will be structured, facilitated meetings to ensure efficiency. The public is welcome to attend CAC meetings, and there will be opportunities to provide public comment. Interested customers can also sign up for updates, including the CAC meeting schedule, location, agendas, and other relevant information by visiting chwd.org/customer-advisory-committee/ or calling (916) 725-6873.



Save Time and Take Advantage of Enhanced Online Bill Pay Services!

Did you know that the Citrus Heights Water District recently updated our online billing service to offer more convenient options for viewing and paying your water bills? Customers can save time and paper by viewing bills online, and taking advantage of flexible payments online, by phone, or by text message with a credit/debit card or bank account.

Register for an account and enjoy these features:

- **Receive** email reminders when a payment is due and a confirmation email after making your payment
- **Enjoy** 24/7 access to your payment history and bills (available to download or print)
- **Schedule** a payment for the same day, a future date, or enroll in automatic payments
- **Sign up** to receive text notifications and access Pay by Text
- **Go** paperless with electronic billing to help the environment and reduce paperwork



For more information, please visit our website at chwd.org/online-bill-pay-service/

Regulatory Watch 2018

CHWD strives to keep your rates as low as possible by tracking state legislation that could affect our customers or our operations. CHWD partners with the Regional Water Authority (RWA) and the Association of California Water Agencies (ACWA) legislative staff to ensure that your needs and concerns are positively represented throughout the regulatory process.

Several bills raised concerns for the District this year:

1. Mandatory Conservation Limits – Proposed legislation would have authorized state agencies to adopt and enforce water use standards by urban water suppliers, including CHWD. Under this legislation, state agencies could require water suppliers to take local enforcement actions (including fines) to meet water use objectives. The District agrees that long-term water use efficiency is an important goal, but it should not come at the expense of local control and increased costs for our customers.

2. Public Goods Charge Bill (Water Tax) – This proposal would levy a statewide tax on water users (including CHWD customers) to create a Safe and Affordable Drinking Water Fund. The intent of this legislation is to ensure stable water sources and infrastructure in California, especially in low income regions with water quality issues or other system needs.

CHWD and our partners were able to stop these proposals from being approved this year, but we expect the State Legislature will make similar proposals next year. The District supports the objectives of these bills, but does not want to compromise local control of our water rights or redistribute fiscal resources away from our service region. For more information on these proposals and other legislative issues, go to rwah2o.org/news-info/

Capital Improvement Projects Update

Keeping infrastructure up to date and reliable is a core component of providing quality service to our customers – both today and in the future. These capital improvement projects are necessary to replace aging underground pipes and ensure that we offer enough capacity to meet water needs. Below is a partial list of capital improvement milestones the District plans to reach in 2017-2018.

Project	Date
Mesa Verde High School Transmission Main Installation	Fall 2017
Baird Way Water Main Replacement Project Installation	Fall 2017
Rosa Vista Lane and Highland Avenue Water Main Replacement Design and Installation	Fall 2017
Graham Circle and Circuit Drive 8" Water Mains Design	Fall 2017
Wind Way and Longwood Way 8" Water Mains Design	Fall 2017
Pleasant View Drive 8" Water Main Design	Fall 2017
Michigan Drive 8" and 6" Water Mains Design	Fall 2017
Rehabilitation of the Palm and Sunrise Wells	Fall 2017
Sunrise Boulevard Complete Street Improvement Project Phase 2A (work to be performed prior to City of Citrus Heights Project)	Spring 2018



Work progresses on the Baird Way Water Main Replacement Project.



Workers shown here are assisting with the installation of pipeline for the Mesa Verde High School Transmission Main Project.

Winterizing Your Garden Tips

The days are shorter, the leaves have fallen and there's a winter chill in the air. With the winter rains upon us, it's time to winterize your home and garden!



Remember to adjust your landscape irrigation when the rainy season begins.

Did you know CHWD is offering rebates for high-efficiency washers and ultra low-flow toilets? Visit the water-saving rebates page on our website here: <http://chwd.org/our-water/rebates/>

Here are a few tips to help you save water, energy, and money this winter:

- 1. Change your clocks, and your sprinkler timer.**
Cooler, wetter weather means you can maintain a beautiful garden with little or no irrigation.
- 2. Invest in a rain sensor.**
Rain sensors automatically turn off your sprinkler system, so you don't have to worry about it. They're inexpensive, easy to install, and available at most hardware stores.
- 3. Check indoor fixtures for leaks.**
Even a small leak can lead to hundreds of gallons of water wasted.
- 4. Insulate your water heater and water pipes.**
This will save energy and minimize the amount of water that goes down the drain while you're waiting for hot water.
- 5. Consider replacing your existing toilet with a high-efficiency model.**
This is especially important if your toilet dates from 1994 or before. Older models use up to 3.5 gallons per flush, wasting 4,000 gallons per person per year on average!

For more information, visit www.bewatersmart.info

Welcome to our Team



New CHWD team members Chris Castruita, Tamar Dawson and Neil Tamagni

CHWD extends a warm welcome to our newest employees.

Tamar Dawson, Assistant Engineer was hired in March 2017. He is a native of Hawaii and became a resident of Citrus Heights in 1990. He joins our team with decades of residential construction experience. Tamar holds a Civil Engineering degree from Sacramento State University. Prior to working for CHWD, he completed an Internship at Sacramento Suburban Water District.

Neil Tamagni, Senior Construction Inspector, was hired in July 2017. Born and raised in Citrus Heights, Neil began his career with Fair Oaks Water District after graduating from San Juan High School. He joins the CHWD team with over 20 years in the water industry and served as Fair Oaks Water Districts Operations Superintendent. **Chris Castruita**, Management Services Supervisor/Chief Board Clerk was hired in June 2017. He joins our team from Southern California where he worked 11 years in local government. Chris is a native of Covina, CA and holds a Master's Degree in Public Administration from the University of Southern California. Welcome to our team!



Customer Advisory Committee
 Enhanced Online Bill Pay
 Regulatory Recap
 Capital Improvement Projects
 Winterize Your Garden
 CHWD New Employees
 CHWD in the Community

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

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

Raymond A. Riehle,
 President

Caryl F. Sheehan,
 Vice President

Allen B. Dains,
 Director

Hilary M. Straus
 General Manager/Secretary

Susan K. Sohal,
 Administrative Services
 Manager/Treasurer

Alberto Preciado,
 Senior Accountant/Assessor/
 Collector

ECRWSS

Postal Customer and Water Consumer in Citrus Heights Water District

CHWD in the Community

CHWD is proudly on hand each year at community events to promote water education and water use efficiency in the community, to share about CHWD Programs that benefit our customers. On September 24, 2017, CHWD participated in Sunday FunDay, a long-standing tradition that draws thousands of enthusiastic attendees from the community. Held annually in Rusch Park, FunDay features everything from pony rides and foot-stomping music to a classic car show.



Local residents visit the CHWD booth during Sunday Funday.



CHWD staff and mascot Les Leaky, who helps CHWD promote water efficiency, enjoyed participating in the Howl O'Ween Parade and Harvest Festival.

On October 21, 2017, CHWD joined in the Howl O'Ween Parade and Harvest Festival at Rusch Park. With a car show and parade that includes the Citrus Heights Community Marching Band, Howl O'Ween is an annual tradition that is not to be missed.

CHWD is always pleased to meet folks and promote water education and efficiency. We look forward to seeing you in 2018 at one of these fun events!