



# Notice of Public Hearing on Proposed Water Rate Adjustments Beginning in 2023

**Thank you for your continued support of the Citrus Heights Water District (CHWD or District).** The District is committed to balancing current needs for safe and reliable water with long term investments to ensure reliability and price stability of our water supply.

Our commitment to you is demonstrated through responsive customer service, capital improvements, infrastructure maintenance, water efficiency programs, and advocacy on your behalf with regional, state, and federal interests. **Through careful planning and timely investments, the District aims to keep ratepayer water bills below the Sacramento regional average.**

The District continues to take proactive steps to prevent large and unexpected expenses by prioritizing infrastructure and operational investments. As such, the District will request a rate adjustment for 2023. Gradual rate adjustments ensure that the District can continue to balance short-term demands and long-term needs as well as help avoid significant unplanned rate adjustments which can result from failing infrastructure.

**Public Hearing: Monday, December 12, 2022 at 6:00 p.m.**

**Hearing Location: Citrus Heights Community Center, South Flex Room A - 6300 Fountain Square Drive, Citrus Heights, California**

The Citrus Heights Water District Board of Directors will hold a Public Hearing on Monday, December 12, 2022, at 6:00 p.m. to consider the adoption of rate adjustments as described in detail in this notice.

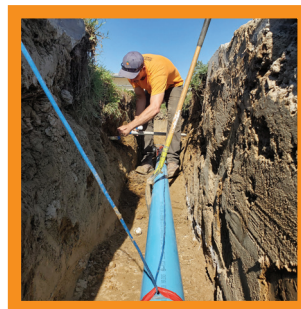
## Did You Know?

CHWD is funded by customers, for customers. As an independent irrigation district, separate from the City of Citrus Heights, the District does not receive any taxpayer funds. Close to 97% of CHWD's revenue is funded from charges billed to customers for the cost of services provided, and this revenue is being invested into infrastructure, operations, and services needed to ensure a continuous delivery of safe, clean, and reliable water.

## Why Have I Received This Notice?

The District is committed to providing timely information through direct mail, videos, website content, newsletter updates, bill inserts, community meetings, and media outreach.

This notice was developed to provide you with key information about the District's Capital Improvement Projects, the cost of delivering safe water, and why rate adjustments are necessary.



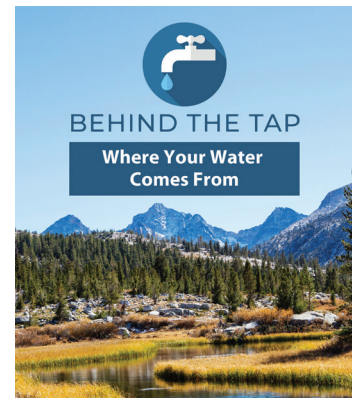
## Where Does Your Water Come From?

CHWD is the water provider to approximately 70,000 customers in portions of Citrus Heights, Fair Oaks, Orangevale, Carmichael, and Roseville, California.

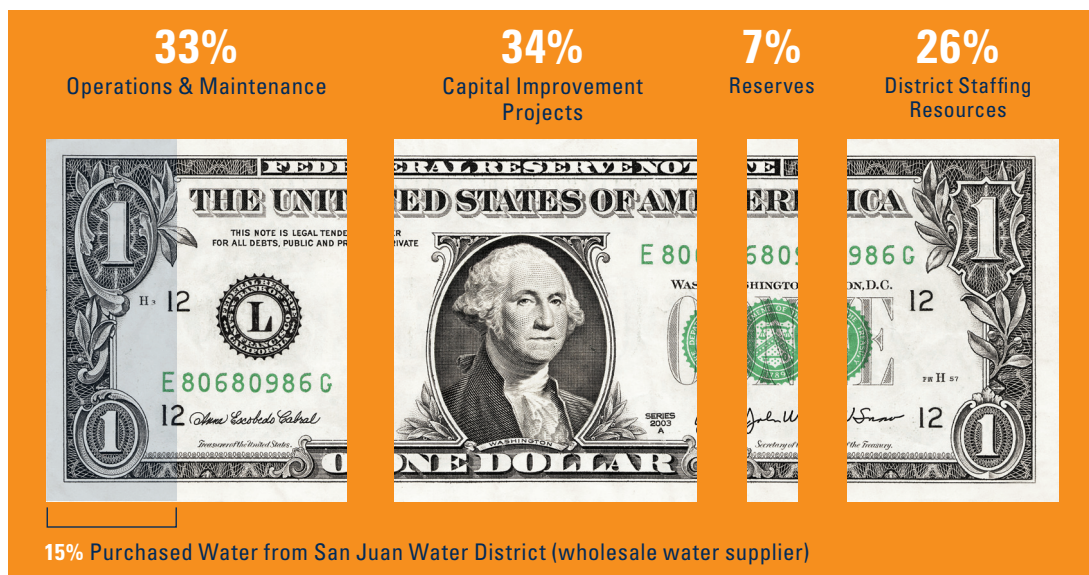
The District's service area consists of 12.8-square-miles with over 20,000 service connections.

More than half of the water CHWD serves its customers originates in the Sierra Nevada Mountains before it reaches our customers' faucets. Water from the American River flows into Folsom Lake before it is treated by San Juan Water District, CHWD's wholesale water provider. Lastly, treated water travels through miles of pipeline operated and maintained by CHWD into your home.

To supplement surface water from Folsom Lake, CHWD also owns and operates four active groundwater wells and two additional reserve wells to ensure a consistent source of water supply to our customers.



## The Cost of Delivering Safe Water



The District's 2023 annual budget continues to prioritize Capital Improvement Projects, with 34% invested into the water system to maintain infrastructure, increase capacity, and ensure reliable delivery of water to our customers.

Operations and maintenance costs are 33% of CHWD's expenses, including San Juan Water District wholesale costs, which are 15% of CHWD's total budget.

To ensure long term reliability, CHWD's contribution to its designated reserves is 7% for 2023, and the remaining 26% of expenses fund the District's staffing resources.

### Purchased Water from San Juan Water District (SJWD)

CHWD purchases treated surface water through SJWD, CHWD's wholesale water provider. A series of bond elections, water supply purchases, acquisition of water rights and facilities, and contracts with the U.S. Bureau of Reclamation all play a part in how you receive your water. SJWD acquired the North Fork Ditch Company water rights and facilities, and subsequently contracted with the U.S. Bureau of Reclamation for additional water from Folsom Lake.

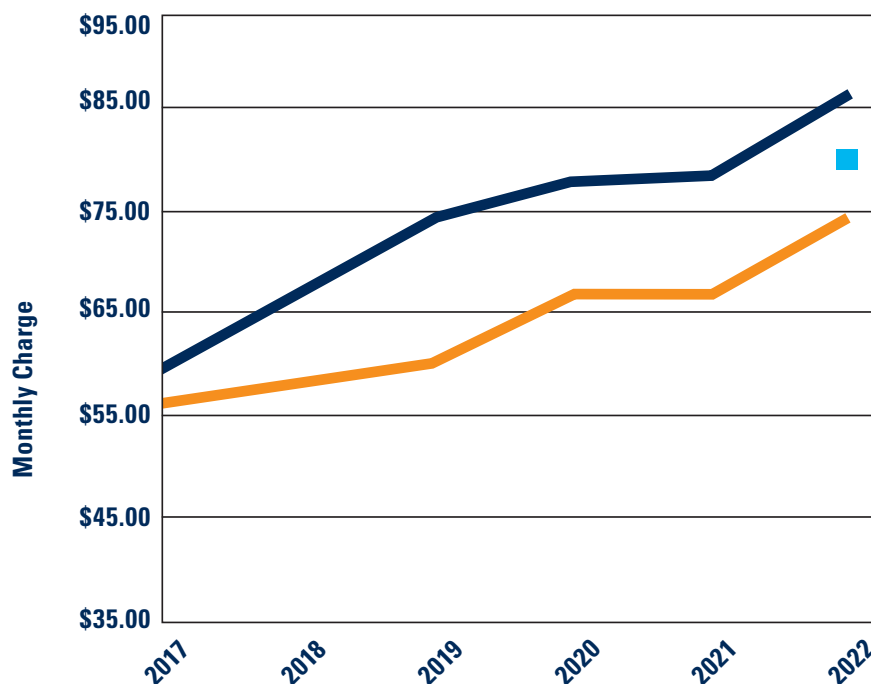
Decisions made by SJWD's Board of Directors on wholesale water rates directly impact CHWD's customers. CHWD will continue to advocate for our customers, and we encourage all CHWD customers to attend SJWD board meetings and make your voices heard. Find out more at [sjwd.org/board-meetings](https://sjwd.org/board-meetings).

# Regional Rate Comparison

## Below the Regional Average

Even with the proposed rate adjustment, the average CHWD water bill will remain **below the Sacramento regional average cost at 6.43% as shown to the right.**

- Regional Average Rates
- CHWD Rates
- 2023 Proposed Rate



## Summary of Rates

Below is a summary of proposed changes to the bi-monthly customer service charges and usage charges for water consumption.

TYPE OF CHARGE	APPLIED BASIS OR FREQUENCY	2022 ADOPTED	2023 PROPOSED
<b>Charges for Metered Rate Customer Accounts</b>			
<b>Service Charge, Domestic, Commercial &amp; Irrigation Meters</b>			
¾-inch meter	bi-monthly, per meter	\$ 56.08	\$ 60.35
1-inch meter	bi-monthly, per meter	\$ 91.33	\$ 94.69
1½-inch meter	bi-monthly, per meter	\$ 150.08	\$ 151.92
2-inch meter	bi-monthly, per meter	\$ 220.58	\$ 220.60
3-inch meter	bi-monthly, per meter	\$ 443.82	\$ 438.07
4-inch meter	bi-monthly, per meter	\$ 773.14	\$ 758.81
<b>Service Charge, Combination Meters</b>			
Low flow bypass meter	bi-monthly, per meter	\$ 0.00	\$ 0.00
4-inch meter	bi-monthly, per meter	\$ 220.58	\$ 220.60
6-inch meter	bi-monthly, per meter	\$ 443.82	\$ 438.07
8-inch meter	bi-monthly, per meter	\$ 772.81	\$ 758.55
10-inch meter	bi-monthly, per meter	\$ 2,500.01	\$ 2,441.10
<b>Usage Charges for Water Consumed (1 unit = 100 cubic feet = 748 gallons)</b>			
<b>Domestic, Commercial, Irrigation &amp; Combination Meter</b>			
All meter sizes	per unit	\$ 1.1900	\$ 1.4300

A Water Main Replacement Dedicated Charge remains in effect and is not proposed to be changed. For more information about the Water Main Replacement Dedicated Charge and Project 2030 Water Main Replacement Program, **scan the QR code or visit [chwd.org/project-2030](https://chwd.org/project-2030).**



# CHWD's Priority Projects

## PROJECT 2030 WATER MAIN REPLACEMENT



Our water is only as reliable as the pipes that supply it to our customers. The District's service area urbanized mostly between 1960-1985 with water mains mostly installed by private developers. These water mains became donated assets to the District, which then became CHWD's responsibility to operate, maintain, and replace them. Today, CHWD operates and maintains over 250 miles of pipeline.

Just because water mains are underground does not make them any less important. The life span of a water main is approximately 70 years. CHWD must substantially increase its annual replacement of aging water mains above its current annual level of \$2 million per year to nearly \$8 million per year beginning in 2030 and beyond for many decades to ensure long term water reliability.

To help prioritize water main replacements, CHWD is conducting in-field inspections of the District's transmission (large diameter) water mains. This condition assessment process is a proactive and planned approach which will identify which water mains to replace first.

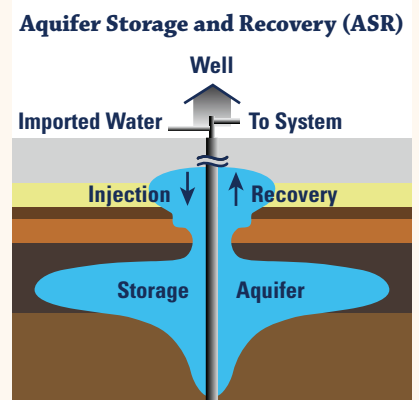
To learn more about Project 2030, **scan the QR code or visit [chwd.org/project-2030](https://chwd.org/project-2030)**.



## Groundwater Wells

Groundwater meets more than one fourth of CHWD's water supply needs during a normal year, and even more during drought periods. The District has four active wells and two wells in reserve, and is planning to construct two additional wells to better meet the demands of our customers. The new wells will be the first wells equipped with Aquifer Storage and Recovery (ASR) technology that allows excess surface water in wet years to be injected into the ground and stored, and later extracted in dry periods to meet the water supply needs of CHWD's customers.

Through our commitment to advocate on your behalf with regional, State, and Federal interests, CHWD has secured \$1.6 million in Federal and State grant funding for its groundwater expansion program. These high-capacity groundwater wells will be capable of delivering more than 1,000 gallons of drinking water per minute each. There are very few opportunities for non-ratepayer funding, and CHWD continues to be aggressive in identifying and applying for grants and other non-ratepayer funding opportunities.



## METER REPLACEMENT PROGRAM

ACCURACY + EFFICIENCY + TECHNOLOGY

The District became fully metered in December 2006 and began metered billing in January 2008 as a result of Federal and State regulations. CHWD's first generation of meters will soon approach the end of their lifespans.

Under CHWD's leadership, a consortium of 12 local agencies recently completed a study to review new meter technologies and determine the best path forward for water meter testing and replacements. Since then, CHWD completed a pilot program to test out new technology, and is working toward developing a meter testing program to better inform future meter purchasing decisions. Whenever possible, CHWD will partner with other water providers to reduce costs for the replacement of aging water meters.

The new generation of meters is anticipated to provide real-time measurements of water usage, allow on-demand tracking, and easier detection of small leaks to improve water efficiency.



# Water Efficiency Resources

The District offers a variety of rebates and programs to help CHWD's customers use water efficiently.

## Ultra-Low Flush (ULF) Toilet Rebate



CHWD offers a \$75 rebate on a new ULF toilet from CHWD's water efficiency program.

## Pressure Reducing Valve (PRV) Rebate



Rebates are available if you install a PRV on your service connection and pass the on-site inspection by a CHWD representative.

## High-Efficiency Clothes Washer Rebate



CHWD now offers a \$50 rebate for an Energy Star washer and a \$75 rebate for a washer on the EPA's "Most Efficient" list.



For information on rebates, visit [chwd.org/rebates](https://chwd.org/rebates).

## How To Protest The Proposed Rate Adjustments

All property owners receiving CHWD water service and customers of record are invited to attend the Public Hearing on Monday, December 12, 2022, at 6:00 p.m. at the Citrus Heights Community Center, South Flex Room A, 6300 Fountain Square Drive, Citrus Heights, California to comment on the proposed rate adjustments that would take effect on January 1, 2023. Proposition 218 allows property owners or customers to file a written protest before or during the Public Hearing. Only one written protest per identified parcel or property will be counted to determine whether there is a majority protest. If written protests are presented by a majority of the affected parcels, a rate adjustment will not be approved. Protests must be received in writing prior to the close of the Public Hearing to be considered. Electronic delivery of protests by fax or e-mail will not be accepted.

The written protest must be signed by a property owner(s) or customer(s), and must include a description of the affected property, including address and/or Assessor's Parcel Number.

Written protests can be mailed to:

**District Secretary | Citrus Heights Water District**  
**P.O. Box 286, Citrus Heights, CA 95611-0286**

Written protests may also be hand-delivered to CHWD officials or staff at the District Administration Office by 5:30 p.m. on Monday, December 12, 2022, or until the close of the Public Hearing on the night of the Board of Directors meeting, Monday, December 12, 2022, at 6:00 p.m. at the Citrus Heights Community Center, South Flex Room A, 6300 Fountain Square Drive, Citrus Heights, California.

The CHWD Administration Office is located at 6230 Sylvan Road, Citrus Heights, CA 95610. Office hours are Monday through Thursday, 8:00 a.m. to 5:30 p.m. For the latest information from CHWD about the proposed rate adjustments, visit [chwd.org/water-rates](https://chwd.org/water-rates).



6230 Sylvan Road  
Citrus Heights, CA  
95610-5610



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

## CITRUS HEIGHTS WATER DISTRICT

# Delivering Today & Planning for the Future

### Key Successes in 2022:

- 296 water service connections installed or replaced
- 139 attendees at the District's FREE WaterSmart classes
- Over 4,200 feet of water mains installed or replaced
- More than 160 customers assisted with FREE water audits and smart controller installations
- 36 water valves and 11 fire hydrants installed or replaced
- 25 water meters replaced



Follow and like our social media to stay informed of CHWD developments, services, and customer engagement opportunities. You can also sign up for CHWD emails on our website to ensure that this important information lands in your inbox and is never missed. Visit [chwd.org/#email-list](https://chwd.org/#email-list).

