

What's on Tap This Spring

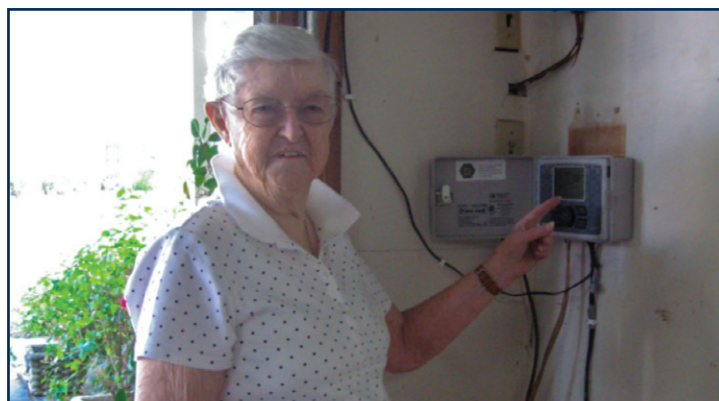
CHWD In the Community

As we mark 100 years as your neighborhood independent water service provider, CHWD remains 100 percent focused on providing our customers with safe, clean and dependable water. Our past reveals a long history of CHWD's dedication to meet our customers' needs and to sustain our community's growth. To learn more about CHWD's first 100 years as an independent water provider, please visit our website or our growing YouTube Channel.

We deliver on our commitment to our customers by:

- Pursuing projects to reinvest in your water system's aging infrastructure, such as CHWD's Project 2030—a 50-year water main replacement plan, and developing a cost-effective, multi-agency approach to managing the replacement/upgrade of aging water meters;
- Expanding our groundwater supply;
- Providing value-added services to our residents through our Water Efficiency Program, including several web-based classes that customers can view live and interact with our instructors, or view later on-demand; free in-person or virtual home efficiency water audits; a free smart irrigation controller direct install program; and rebates on low-flow toilets, high-efficiency clothes washers and home pressure-reducing devices.

Our customers are at the center of our efforts to plan for tomorrow's CHWD and improve our services—customers just like Margaret Morgan who has been a CHWD customer for 50 years. Planning for the future of CHWD can only succeed with customer input. In 2018, CHWD formed a Customer Advisory Committee made up of residential, commercial and public agency customers from across CHWD's nearly 13 square mile service area to help us plan for tomorrow. Meet our CAC members and learn more on our website, chwd.org/customer-advisory-committee/



Meet Margaret Morgan A 50-Year CHWD Customer

Margaret Morgan, a CHWD customer for 50 years, was our first customer to participate in the FREE Smart Irrigation Controller Direct Install Program. CHWD installed her free smart irrigation controller, which is helping Margaret save water and money by adjusting irrigation schedules based on local weather. Margaret is thankful to have an easy tool that will help her care for her yard for years to come. chwd.org/rebates/

Online Bill Pay

Did you know we have an easy, at-home option to pay your bill? Register today and experience the convenience of online bill pay. Set-up is free and easy. Users will enjoy these features:

- **Schedule a payment:** Schedule for same day, a future date, or enroll in automatic payments.
- **Email Reminder:** Never forget a payment. Receive email reminders when a payment is due and a confirmation after making your payment.
- **24/7 Access:** Provides you with around-the-clock access to your payment history and bills (available for print and download).
- **Text Alerts:** Sign up to receive text messages and access Pay by Text.
- **Paperless:** Support the environment, reduce paperwork and CHWD paper-related costs with electronic billing.
- **For more information** and to register, visit chwd.org/bill-pay/.



In This Issue

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Water Efficiency from the Inside, Out.

CHWD offers a wide range of free resources, tips and tools to help you increase your water efficiency while caring for your home and landscape.

Spring Water Efficiency Tips

- **Fix Leaky Toilets and Faucets:** A faucet dripping at the rate of only one drip per second will waste 180 gallons of water in a month's time. Toilets that leak and run continuously will waste considerably more water.
- **Run Dishwashers and Washing Machines Only When Full:** No matter how efficient your dishwasher or washing machine is, running it half full wastes twice the water.
- **Turn Off the Water While You Brush Your Teeth or Shave:** Leaving water running while brushing teeth or shaving can send gallons of water down the drain. A family of four that diligently turns off bathroom faucets could save 11,000 gallons a year!
- **Water Your Landscape Only When Needed:** Reduce your watering time and frequency during cooler weather when the days are shorter. Most common landscaping will survive during winter months with the irrigation system shut off entirely. If you must water, do so infrequently and monitor your watering to prevent overwatering and run-off.

Upcoming WaterSmart Webinars

To help you learn how to reduce your home and landscape water usage, CHWD offers FREE web-based WaterSmart classes. Our online library offers nine separate classes with tips for all seasons. From building healthy, less thirsty soil, to irrigation best practices and home audits, our WaterSmart classes are full of information to improve your water efficiency.

Register for upcoming classes and visit our online library of past classes at chwd.org/community/#classes



2021 WaterSmart Class Schedule | Thursdays at noon

May 13	The Perfect Plants: What, Where and When Find the perfect plants for your landscape with CHWD's how-to's: What to Plant, Where, and When. Our water efficiency pros will help you understand the basics of gardening in the Sacramento region, one step at a time.
June 17	Tree Care 101 Learn how to choose, purchase, and plant your young tree. Next, you'll be taught how to establish your tree by using smart watering and effective pruning strategies.
Sept. 16	SRCG Demonstration Garden One year ago, CHWD constructed a beautiful demonstration garden at the Sylvan Ranch Community Garden. Check out our progress over the last year and learn about the types of plants growing in this garden and water-efficient strategies you can use in yours.

Volunteer for the Community Garden Corps

CHWD acquired plots at the Sylvan Ranch Community Garden and has developed a demonstration garden to showcase water-efficient garden practices that anyone can use at home. Do you have a green thumb? Want to meet creative and fun neighbors, have access to master gardeners and other training opportunities, and help shape our new demonstration garden's operations and future? We invite you join our new CHWD Garden Corps and be a part of our garden team today! To sign-up, please go to: chwd.org/community/#community-garden



Home Rebates

CHWD offers several rebate programs to help reduce water use and protect property.

- **High-Efficiency Toilets:** Customers may apply for the (ULF) Ultra-Low Flush toilet rebate when replacing older, less water-efficient toilets (3.5 gallon per flush (gpf) or higher). You may claim up to three toilet rebates per household.
- **High-Efficiency Clothes Washers:** CHWD offers a \$50 rebate to help customers be more efficient when replacing their washing machines.
- **Pressure Reducing Valve Rebate:** Reduce incoming water pressure in your home or business by installing a pressure reducing valve (PRV) on your service connection. You may be eligible to receive up to \$150 with this rebate. To learn more about this rebate program and qualifications, visit the link below.

For more information visit chwd.org/rebates/

Delivering Today: Looking to the Future

CHWD works hard to ensure that our customers' needs are met. We are committed to smart infrastructure investments to ensure those needs are met today and in the future. Our efforts include current improvement and maintenance efforts as well as key forward-looking projects.

PROJECT 2030 WATER MAIN REPLACEMENT



Most of the urban development within the District's service area occurred between 1960-1985. During that time, water mains were installed by private developers and inspected by CHWD staff. These water mains became donated assets to the District, and it became CHWD's responsibility to operate, maintain, and replace them. Today, we operate and maintain over 250 miles of pipeline that distribute water throughout CHWD's 12.8-square-mile service area. Working with the Customer Advisory Committee, we are in the final phase of evaluating how to phase, cost and fund the replacement of more than 70 percent of CHWD's water mains.

Remaining ahead of the curve of an anticipated tidal wave of water main replacements will prevent system failure, service disruption and failure-related expenses due to deferred replacements. Therefore, we will see a significant increase in water main replacements annually beginning in 2030.

METER REPLACEMENT PROGRAM

ACCURACY • EFFICIENCY • TECHNOLOGY

- CHWD's first generation of water meters have almost reached the end of their lifespan and will need to be replaced in the next few years.
- CHWD is leading a consortium of 12 local water agencies to complete an Advanced Water Meter Planning Study, evaluating and assessing current meter programs, and how we can work together to reduce on-going water meter replacement costs.
- As part of the Study, the consortium is looking into new meters with advanced capabilities, which will provide customers with increased access to information and the ability to adjust and reduce water usage in real time.



Capital Improvement Projects

While CHWD plans for Project 2030, our Operations Department is hard at work maintaining and replacing an average of 250-300 service lines each year to ensure a safe, clean and dependable water supply.



FREE Smart Irrigation Controller Program

Smart home irrigation systems are simple to program and deliver exactly the amount of water needed to help landscapes thrive while reducing water use. While supplies last, CHWD customers who have a standard sprinkler timer installed can obtain one smart irrigation controller, including installation, at no charge.

Visit chwd.org/rebates/



Water Main Replacements

Date

Robie Way & Admiral Avenue Water Main Replacement Design & Construction	Completed Dec 2020
Wells Avenue Water Main Installation Design	Completed Fall 2020
Wells Avenue Water Main Installation Construction	In Construction, Complete by Spring 2021
Marsala Court Water Main Installation Design and Construction	Completed Fall 2020
Walnut Drive Water Main Replacement Design	Completed Winter 2020
Wisconsin Drive Water Main Replacement Design and Construction	In construction, Complete by Spring 2021
Fair Oaks Boulevard Water Main Installation Design	Completed Winter 2020
Langley Avenue & Chance Drive Water Main Installation Design	Completed Winter 2020

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 Treasurer

Alberto Preciado
 Accounting Manager/
 Assessor Collector

ECRWSS

Postal Customer and Water Consumer in Citrus Heights Water District

Stay Connected: Have Your Voice Heard

Inside, you will read about numerous important projects that Citrus Heights Water District is undertaking to ensure continued quality service today and into the future.

Your voice and input are important in determining our path forward on future projects that affect our community. To better represent its customers, CHWD adopted a “by-district” election system in May 2020. This ensures that your voice is heard and shared by your CHWD elected Board representative. San Juan Water District (SJWD), CHWD’s wholesale water supplier, will be implementing district-based elections in 2022, with separate divisions that will be used in 2022.

Find out how you can get involved today:

chwd.org



Follow and like our social media to stay informed of CHWD developments, services and community 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



facebook

@citrusheightswaterdistrict



Nextdoor

Citrus Heights Water District



YouTube

Citrus Heights Water District



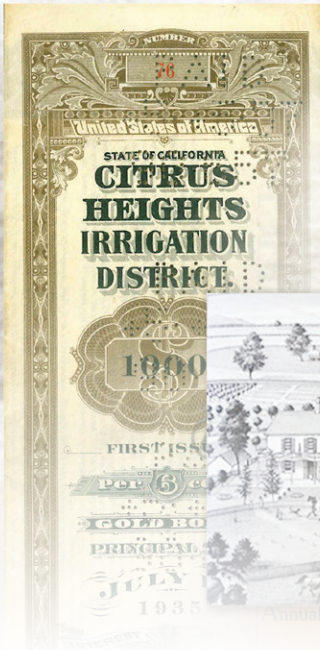
Twitter

@CHWaterDistrict

Our Centennial Story: Past, Present and Future

A history of quality service since 1920.

CITRUS HEIGHTS WATER DISTRICT
CELEBRATING
100
YEARS of SERVICE



CITRUS HEIGHTS IRRIGATION DISTRICT

FAIR OAKS, CALIFORNIA

December 7, 1922.

AUSTIN MARRIAGE, Secretary

Our water has a long history dating back to the Gold Rush era. In 1856 the North Fork Ditch was built to convey water from the High Sierra Nevada through the North Fork of the American River. Water was needed to separate gold from the earth, but it was the vision of others eyeing the fertile flatland soil that would ultimately lead to sustainable growth. A claim was made by the American River Water and Mining company for 3,000 miner's inches, or about nine gallons of water per minute, from the river. The canal the miners built would reach 33 miles long, 3 feet deep, 8 feet wide at the top, and 5 feet wide at the bottom.

This was the beginning of the ingenuity and commitment to our community that would become the Citrus Heights Water District. Originally named the Citrus Heights Irrigation District, the infrastructure we built, the collaborations we nurtured, and our reliable services supported the growth of a new community – first of agriculture and farms and then of residents and businesses. We have come a long way from delivering water through a canal, or sirens prior to water turnoffs. Today, our customers can count on a safe, clean and dependable water supply.

To ensure this commitment into the future, we have detailed plans inside this newsletter and on our website for continued infrastructure reinvestment and improvements. While delivering water from the High Sierra Nevada through a ditch was our past, Project 2030 — the Water Main Replacement Program, expanding groundwater capacity and our other ongoing capital improvement projects are our present and future.

We thank KFBK's Kitty O'Neal for hosting our special Facebook Live Centennial event and the community officials and business leaders who shared their congratulatory messages to mark our special moment. If you missed the event, you can view it on-demand on our Facebook page or on our YouTube channel. www.youtube.com/watch?v=Wl6kXAQSZlo

We invite you to join the celebration as your local, independent water provider, CHWD, continues to highlight our community, our customers and the CHWD team, who are hard at work through thick and thin to meet our customers' needs.

Today, CHWD's service area covers 12.8 square miles and serves a population of 67,000 in five different communities in Sacramento and Placer Counties. We are committed to a future that honors and builds on the hard work, innovation and vision of our past to meet the needs of you – our valued customers.



Citrus Heights Water District Timeline

1856

North Fork Ditch delivered water from high Sierra Nevada.



1896

Orange Vale Water Company delivers water by wooden tank wagons.



1951

CHID, Fair Oaks Water District, and Orange Vale Water Company form the San Juan Water Districts Association.

1958

Construction of primary transmission pipeline completed.



1994

CHID was renamed Citrus Heights Water District.



1887

Wright Act allows irrigation districts to form.

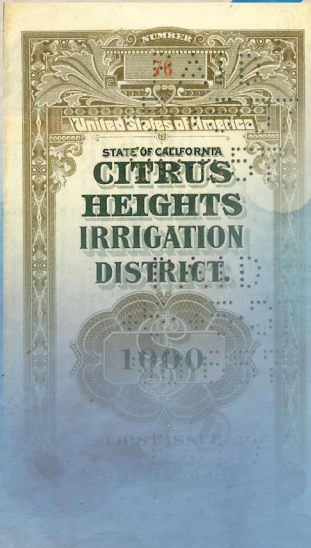
CITRUS HEIGHTS IRRIGATION DISTRICT

FAIR OAKS, CALIFORNIA

December 7, 1922

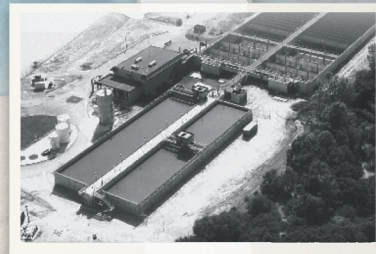
1920

Citrus Heights Water Irrigation District (CHID) established.



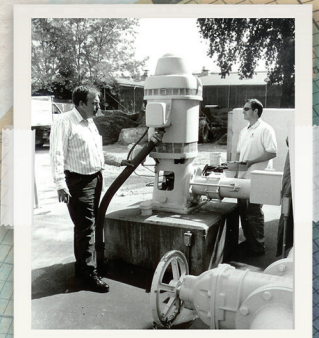
1954

San Juan Water District becomes wholesale surface water provider to CHWD.



1960-1985

Water mains constructed.



CITRUS HEIGHTS WATER DISTRICT
CELEBRATING
100
YEARS of SERVICE