



waterline

What's on Tap This Summer

This year, Citrus Heights Water District (CHWD) celebrates 100 years as a leading independent water service provider! We take pride in continuing our work to deliver a safe, dependable and healthy supply of water to our customers.

As we mark this moment, we reflect on the substantial investments in infrastructure and community programs we have offered over the years; and we are expanding investments in our communities' future through our Project 2030 Water Main Replacement Project, expansion of our available groundwater supply, Water Meter Replacement Project, and Water Efficiency Program.

We are committed to continuously improving our services as we plan for the future and seek your input. We invite you to attend our Customer Advisory Committee (CAC) meetings to learn more about upcoming projects. Learn more on our website chwd.org.

Online Bill Pay – It's Easy and Convenient.

Did you know we have an easy, time-saving option to pay your bills? Register today and experience the convenience of online bill pay. Set-up is free and easy [must have full account number when registering].

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:** Enjoy 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/online-bill-pay-service.



In This Issue

- **Online Bill Pay**
- **CHWD in the Community**
- **Water Efficiency Matters**
- **Delivering Today and Planning for the Future**
- **Coming Down the Pipeline**

ALERT!

COVID-19 is NOT in Water.



**CHWD Water is
Safe, Clean & Dependable.**

chwd.org/covid-19

CHWD in the Community

For 100 years, Citrus Heights Water District's efforts have been focused on you, our customer, offering water efficiency and water-saving rebate programs in addition to WaterSmart classes and developing the Customer Advisory Committee to ensure customer input for our long-term planning.

We're Here for You!

Citrus Heights Water District serves high-quality surface and groundwater. It continues to be safe and reliable. During the COVID-19 public health emergency, CHWD has taken the following steps to ensure that your service continues without interruption.

We have:

- Staff responding to customer calls. We are open Monday-Thursday 8:00 a.m.-5:30 p.m. If you have a water emergency at any time of day call **(916) 725-6873**.
- Suspended all water shutoffs for nonpayment. We understand the importance of providing our customers access to a safe and reliable water supply. We appreciate those who continue to pay their bill on time. Flexible payment plans are available.
- Updates available. We have created a COVID-19 website page with the latest information: chwd.org/covid-19.

Customer Advisory Committee

The Customer Advisory Committee (CAC) ensures community input is considered in our plans to reinvest in our water system's aging infrastructure. We value your voice and opinion! Help shape the future of water in our community. To apply to be a part of the Customer Advisory Committee, and help shape the future of the District, visit chwd.org/customer-advisory-committee.



How's it Flowing? Water Efficiency Matters.

Water efficiency matters for our community. Let's work together to make water efficiency a way of life. Citrus Heights Water District has tips, WaterSmart classes and rebate programs to help you improve your efficiency—saving water and saving you money.

Summer Water Efficiency Tips

- **Install a drip irrigation system** to water your garden.
- **Use a moisture meter** to see if you need to water your yard.
- **Adjust sprinklers** to prevent overspray.
- **Mulch** your flower beds.

CHWD is Here to Help

- **Rebates** – We offer rebates for being water efficient. Install an Ultra-Low Flush Toilet and earn up to \$75 in rebates. Upgrade to a high-efficiency clothes washer and receive a \$50 rebate. Learn more at chwd.org/our-water/rebates.

FREE Virtual WaterSmart Webinars

Gardening weather is upon us. Join us for one of our upcoming WaterSmart webinars focusing on summer landscape maintenance tips to keep your garden and trees healthy, beautiful and water-friendly. District customers who attend will be put into a raffle to win a free weather-based smart controller – valued at \$200 – at each class. Don't miss out!

Visit our Facebook page and chwd.org/watersmart-class-resources for more information and to access previous classes.

Join us for FREE landscaping webinars to learn how to make your yard beautiful and WaterSmart.



Delivering Today and Planning for the Future

At Citrus Heights Water District, we are committed to working hard for you – staying ahead of the curve by keeping our infrastructure up to date in order to deliver safe, clean drinking water to our customers.

Vacuum Excavation Dump Basins

Vacuum excavation is the process of digging using high-pressure water to soften soil, and using a vacuum to remove soil and debris. The practice is safer than hand digging around underground utilities.

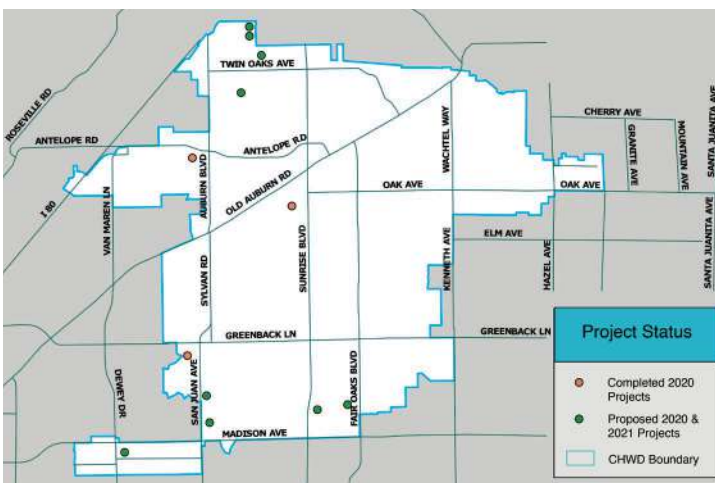


The District's facilities consist of two new concrete vacuum excavation basins making the process more efficient. The use of these pits has decreased turnaround time from 45 minutes down to just 15 minutes, and allows the District to use vacuum excavation during the rainy season. We are committed to installing and utilizing innovative practices and technologies to cut costs and be more efficient for our customers.

Capital Improvement Projects

Our Operations Department works hard to maintain and replace your infrastructure. On average they replace **250 to 300 water service lines** a year!

Projects	Date
Robbie Way & Admiral Avenue Water Main Replacement Design & Construction	Summer 2020 (Design) Fall 2020 (Construction)
Wells Avenue Water Main Installation Design	Fall 2020
Marsala Court Water Main Installation Design	Fall 2020
Walnut Drive Water Main Replacement Design	Fall 2020
Wisconsin Drive Water Main Replacement Design	Fall 2020
Fair Oaks Boulevard Water Main Installation Design	Winter 2020/21
Langley Avenue & Chance Drive Water Main Installation Design	Winter 2020/21



GROUNDWATER WELLS

- Did you know that Folsom Lake supplies much of our region with water, including CHWD?
- CHWD is continuing its focus on supply reliability by constructing new, technologically advanced groundwater wells to diversify our water sources and ensure we continue to enjoy a quality water supply.
- The new groundwater wells will be constructed over the next 10 years, giving us the flexibility to obtain the highest quality water at the most affordable price. CHWD works hard for you!
- Visit chwd.org/about-us/projects for more information.

METER REPLACEMENT PROGRAM

ACCURACY + EFFICIENCY + TECHNOLOGY

- CHWD recognizes some of its water meters have almost reached the end of their lifespan are planning for their replacement.
- CHWD is leading a consortium of 12 local water agencies to complete an Advanced Water Meter Planning Study, evaluating and assessing current meter programs.



- The water meter replacement study and partnership efforts have the potential to deliver a plan to install new meters. New meters with advanced capabilities can provide our customers with increased access to information about their water use. Visit chwd.org/customerservice/meter-replacement-program for more information.

PROJECT 2030

WATER MAIN REPLACEMENT

- Project 2030 is a forward-thinking capital improvement planning and effort that will replace our aging water mains to prevent system failure, service disruption and unplanned expenses associated with an aging water system.
- We operate and maintain over 250 miles of pipeline that distribute water across CHWD's 12.8 square-mile service area. Many of the water mains will come to the end of their useful life span beginning in 2030.
- Did you know the Customer Advisory Committee (CAC) helped to shape the study for this project? CHWD values public engagement and is committed to working hard for you!
- Visit chwd.org/project2030 for more information.



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ECRWSS

Postal Customer and Water Consumer in Citrus Heights Water District

Coming Down the Pipeline

- The Meter Replacement Study continues with an in-depth review of meter testing options.
- CHWD celebrates 100 years of providing safe and dependable water this year. A centennial celebration with web based content will kick off this fall! There will more information to come soon, so stay tuned!
- **FREE** Web-Based WaterSmart Classes are available by visiting chwd.org/watersmart-class-resources.

CHWD Approves By-District Elections

To better represent its ratepayers, CHWD unanimously adopted an ordinance in May to change to a “by-district” election system. CHWD historically elected its Board of Directors through an “of-division” electoral system, by which each Board Member was required to reside within a separate division, but each Board Member was elected by the voters of the entire electorate within District boundaries to provide District-wide representation.

San Juan Water District (SJWD), CHWD’s wholesale water supplier has voted to postpone switching to district-based elections until 2022. CHWD encourages you to attend SJWD’s public hearings on August 3, August 5, September 9 and October 14. **Make your voice heard!**

For information, visit sjwd.org/transitioning-to-division-based-elections.

Follow and like our social media pages for regular CHWD updates.



@citrusheightswaterdistrict



Citrus Heights Water District



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