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## Preparing for the Future: Taking your service to new heights



### METER REPLACEMENT PROGRAM

Did you know that water meters have a 20-year life expectancy? CHWD installed meters in the early 2000's after a 1992 law change went into effect. We are coming upon the end of life for the current water meters and are developing a strategy for their replacement. Moreover, our current meters don't provide real time measurements of water usage, so we aren't able to quickly

capture potential water waste. That's why CHWD is taking the initiative to develop a plan to replace its aging and outdated meters.

CHWD is leading an effort to partner with other water agencies in the region to provide a cost-effective solution. Most neighboring

agencies have the same end of life challenge with their meters, but many use different meters. CHWD is leading a collaborative effort among 10 agencies to form a water meter consortium to become a volume purchaser of meters to lower the cost of individual meter units.

We think you'll like the next generation of water meters, too. With digital reading, accessible on your smart phone or your computer, new smart meters will provide customers with their water usage data on demand. Also, the new generation of water meters will be able to detect any leak in real-time that the Citrus Heights Water District can address immediately.

If you are interested in learning more about the Water Meter Replacement Project, please visit our website [chwd.org/meter-replacement](http://chwd.org/meter-replacement).

### It's Easy – Try Online Bill Pay

Did you know that 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 # when registering]



Upon registering, users will enjoy these features:

- **Auto Pay** – Schedule a payment 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 and reduce paperwork with electronic billing
- **For more information** and to register, visit: [chwd.org/online-bill-pay-service](http://chwd.org/online-bill-pay-service).

### Ahead of the Curve

Imagine waking up in the morning to take a shower, and there is no water! Or, imagine being late to work in the morning because of a water main break. Both scenarios are not how you want to start your day. **Project 2030** is our proactive approach to planning for the future and preventing these types of scenarios.

The 2017 Infrastructure Report Card by the American Society of Civil Engineers (ASCE) gave a "D" grade to drinking water for the country, and the average water loss from leaking pipes is between 14-18% per year. An existing 30 year master plan is in place to rejuvenate our District with the latest technology to balance cost effectiveness with a reliable water system to meet our mission to provide safe, clean drinking water to our customers. Currently, CHWD is updating an Asset Management Plan, which addresses plans to evaluate the overall condition and performance of all components of the District's water main distribution system.

Our goal is to replace any outdated infrastructure and repair damage to critical assets. We believe that this proactive approach is needed to ensure that our customers are receiving the most reliable water possible in the long term.

# CHWD in the Community

## Sunday FunDay

CHWD proudly participated in the 21st annual Citrus Heights Sunday FunDay event on September 23. Through our booth, we provided a fun water trivia game to educate while entertaining our young water users and “big kid” water users alike! We look forward to seeing you on September 22 at Rusch Park for this year’s event!



## Reminder – Free Irrigation Review

Please take advantage of our FREE irrigation efficiency review to help you manage and maintain your outdoor irrigation system more efficiently. Our experts will come to your location, review your sprinkler system, evaluate your irrigation needs and provide written recommendations along with a one-year watering guide. To make your appointment or learn more, please call (916) 725-6873 or visit [chwd.org/our-water/water-efficiency/](http://chwd.org/our-water/water-efficiency/).

## Customer Appreciation Day & Open House

In partnership with our water supplier, San Juan Water District, CHWD participated in a Customer Appreciation Day and Open House where a full day of educational workshops and interactive fun was available for the public. Attendees also received free giveaways and a tour of the San Juan Water District’s water efficient garden. The event took place at San Juan Water District’s main office in Granite Bay.



## Howl O’Ween Parade & Harvest Festival

On October 20, CHWD participated in the annual Howl O’Ween Parade and Harvest Festival. At the festival in Rusch Park, CHWD offered water-saving

tips, complimentary moisture meters and faucet aerators to booth visitors. We had a great time celebrating the spooky season! Our regional water industry mascot, Les Leaky also marched in the parade raising parade-goers attentions on the need for water efficiency!



### WaterSmart Classes

**April 6, 2019 & May 11, 2019**

We hosted our final WaterSmart class of 2018 in September with record attendance as guests learned important Fall & Winter landscape maintenance tips to keep their trees and plants healthy and beautiful. Join us for our upcoming classes, Saturday, April 6, 2019 and Saturday, May 11, 2019 from 9am-12pm at the Citrus Heights Community Center. Check our website for additional class dates [chwd.org/our-water/events/](http://chwd.org/our-water/events/).

## Water Main Replacement Update



CHWD is committed to keeping our infrastructure up-to-date in order to deliver safe, clean drinking water to our customers. To the right is a list of the current water main projects that we are replacing. If you have any questions, please contact Missy Pieri, Engineering Manager/District Engineer, [mpieri@chwd.org](mailto:mpieri@chwd.org).

*Citrus Heights Water District partnered with the City of Citrus Heights to complete water infrastructure improvements prior to the City’s road improvements project in the Fall of 2018.*

Projects	Date
Sunrise Blvd. Complete Street Improvement Project Phase 2A	Completed
Pleasant View Drive Water Main Replacement Installation	Winter 2018/19
Wind Way & Longwood Way Water Main Replacement Installation	Winter 2018/19
Cologne Way Water Main Replacement Design	Winter 2018/19
Old Auburn Road Water Main Replacement Design	Winter 2018/19
Quiet Oak Lane Water Main Replacement Design	Winter 2018/19

# Project 2030 – Water Main Replacement Study Rolls Forward

Long-term planning to consider options for the replacement of more than half of CHWD’s water mains beginning in 2030 and carrying forward in years ahead continues to move forward with several workshops planned for 2019. Twenty-four members of our newly created Customer Advisory Committee (CAC) attended three meetings in 2018.

In August, the CAC learned about the basics of the water demand forecast, and key asset inventory results for the District: water main age and pipe type. And in December, our CAC discussed the various criteria that we use to determine which water mains to replace first such as: pipe type, pipe diameter, pipeflow, leak history, high traffic areas, and more.

You can watch entire CAC meetings on our Citrus Heights Water District YouTube Channel; they are also accessible on the District’s

website [chwd.org/customer-advisory-committee/](http://chwd.org/customer-advisory-committee/). While you’re there, please subscribe to the channel for updates on our CAC meetings.

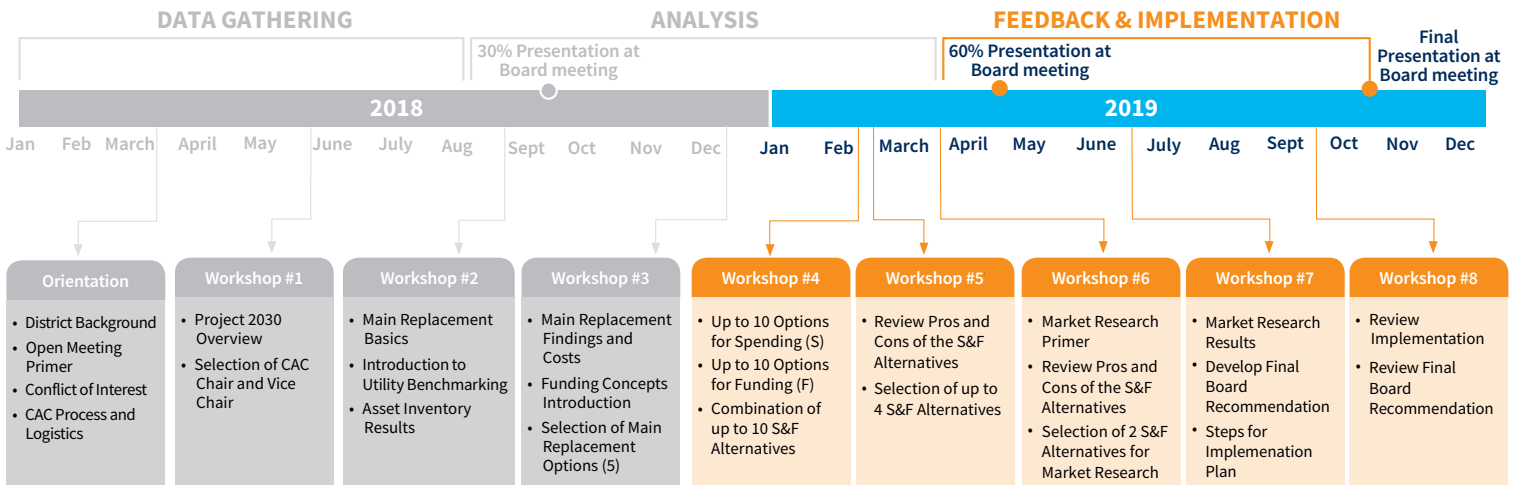
The next Project 2030 Customer Advisory Committee meeting will be held on Tuesday, March 19, 2019 at 6:30 p.m. at the Citrus Heights Community Center. All of our meetings are open to the public and will be video-recorded and posted to our YouTube channel and web site.

The Project 2030 process is open and transparent to Citrus Heights Water District customers. You are encouraged to attend our Customer Advisory Committee (CAC) Meetings to stay up-to-date on our capital improvements.

If you have any questions or concerns about Project 2030 and its timeline, please email [CAC@chwg.org](mailto:CAC@chwg.org), visit [chwd.org/project2030](http://chwd.org/project2030) or contact Project Manager Missy Pieri at (916) 735-7724. We are happy to bring you up to speed!



## PROJECT 2030 WATER MAIN REPLACEMENT STUDY PUBLIC ENGAGEMENT/CAC WORKSHOPS



## Meet our New Team Members



Staff members from left to right: Brittney Moore, Jeff Ott and Madeline Henry

CHWD is pleased to welcome the following new members to our team.

**Madeline Henry** is our new Management Services Specialist/Deputy Board Clerk. She comes to CHWD from the Institute for Local Government in Sacramento, where she worked on projects to improve the efficiency and transparency of public agencies in California. At CHWD, Madeline works in a variety of areas including human resources, risk management, public information, and community engagement.

She holds a B.A. in Political Science & a B.S. in Community & Regional Development from UC Davis as well as a Master’s Degree in

Public Policy & Administration from CSU Sacramento. A native of the Central Valley, Madeline looks forward to getting to know the Citrus Heights community.

**Jeff Ott** is our new Principal Information Technology (IT) Analyst. A

Sacramento region resident for the past 20 years, Jeff owned his own IT consulting company for the past 9 years and has worked as an IT contractor with Citrus Heights Water since 2002.

A CPA by education, Jeff enjoys making work more efficient for others. His favorite thing about IT is solving problems. At CHWD, Jeff is involved in customer support, system upgrades, application support and long-term planning. Jeff also assists with our accounting/billing system. CHWD has known Jeff for several years and we are glad to welcome him onto our staff team.

**Brittney Moore** is our new Customer Service Technician II. She joins the CHWD team from the City of Roseville where she spent six years in numerous roles from Customer Service to Finance and utility billing. Brittney is excited for the return to a customer-service position assisting customers with their needs and offering the satisfying solutions she has been known for at the City of Roseville.

Receiving her B.S. in Business Administration, Brittney looks forward to utilizing her education in her new role with CHWD and providing support in many ways to help CHWD continue to thrive.



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**Directors**

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Accounting Supervisor /  
Assessor/Collector

**ECRWSS**

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

**Farewell to Director Allen Dains**

CHWD congratulates and thanks its retiring Board Member Allen B. Dains whose last Board meeting was on December 19, 2018. Al served as a Director of CHWD for 20 years, beginning in December of 1998. In addition to serving on the Board, Al had over 30 years of service in the water industry working in operations. Throughout the past two decades, Al provided exceptional leadership serving on the CHWD Board as President and Vice President. Al was also a member of the Board of Directors for the Regional Water Authority, serving that organization since 2009.

In his role with CHWD, Al was a founding Board Member of the Sacramento Groundwater Authority (SGA), and served 12 years on the SGA Board.

Al's retirement is our loss, but well-deserved for him. Al, a native of our community, is known by those who have worked with him as a mentor, a teacher, and most of all – a great friend. There is no doubt that he has left a legacy for the water industry, and he will be missed.

**State of California Adopts Mandatory Conservation Requirements**

The State of California recently passed new regulations to limit residential water usage beginning in 2022. Find out about the framework state regulators will use to set indoor residential water usage requirements at [chwd.org/our-water/water-efficiency/](http://chwd.org/our-water/water-efficiency/).

You can also find an online water calculator that estimates how much water your household uses at [www.home-water-works.org/calculator](http://www.home-water-works.org/calculator).

**Water Efficiency Tips for Winter**

The days are shorter and there's a winter chill in the air. With winter rains upon us, here are some ways to stay water efficient this season:

- Change your sprinkler timer.** The rainy season is here, which means you can maintain a healthy garden with little or no irrigation. Try investing in a rain sensor to automatically turn your sprinkler system off, so you don't have to worry about it.
- Insulate your water heater and water pipes.** This will reduce heat loss and save energy. Keeping your pipes warm will also minimize the amount of water that goes down the drain while you're waiting for hot water.
- Replace your existing toilet with a better model.** If your toilet is from 1994 or earlier, it's likely using up to 3.5 gallons per flush. Please visit our website to learn how you can receive a rebate for toilet upgrades at [chwd.org/our-water/rebates/](http://chwd.org/our-water/rebates/).
- Check for leaks.** Even a small leak can lead to hundreds of gallons of water wasted. Make sure you're replacing old pipes that may be at risk of bursting in cold weather.

Visit [www.bewatersmart.info](http://www.bewatersmart.info) for more information.