



waterline

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CHWD Asks Customers for Continued Conservation

It was one year ago, in our Winter 2014 newsletter that we first shared news with you about the severe state of our region's water supply. Since that time, we have asked a lot from you as our customers. And as always, you have delivered by making substantial decreases in your water consumption.

We are so thrilled about the efforts undertaken by our customers to reduce water use. In fact, for the first ten months of 2014, customers have reduced water usage by 20.8% compared to the same time period in 2013.

As of December 8, 2014, the volume of water stored in Folsom Lake was only 33% of its total capacity, or about one-third. The historical average for this date is about 68% of total capacity. With this in mind, we are still asking customers to keep up these good conservation habits. We are also hoping to encourage some further conservation efforts.

Even though our region has already seen more rain than this time last year, the District will continue its Stage 3 Water Warning requirements. California is currently in its fourth year of drought and only mild to moderate rainfall is predicted for this winter. Unfortunately, even if our region receives a great deal of rainfall for the remainder of the winter and into the spring, there would still be

a drought. The severity of the water situation is one that cannot be surmounted without several years in a row of above average rainfall.

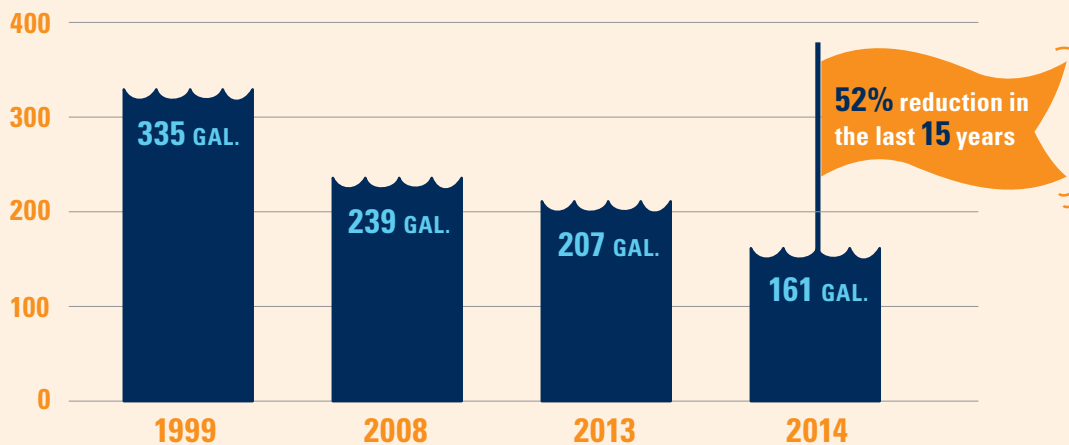
With this in mind, we ask that you continue to abide by the State Water Resources Control Board's mandatory conservation requirements. These are the first-ever state issued water conservation requirements, which were issued in July 2014. More information on these requirements and CHWD's Stage 3 Water Warning requirements can be found on the homepage of our website, www.chwd.org.

We also want to bring to your attention that during times of drought, it is possible that the reduced consumption of water could result in a substantial financial deficit to the District. If this occurs, there is the possibility that CHWD would have to implement special drought rates for our customers. If this were to happen, we will notify you at least 30 days in advance. At CHWD, we always do our best to keep rates as low as possible for our customers. However, some things, including Mother Nature and pricing from our water and electricity suppliers, are outside of our control.

Thank you for your continued support as we all endure this delicate water supply situation together. For monthly updates on the water supply throughout the winter and spring months, please visit the homepage of our website.

Our customers have responded to the regional water conservation challenge dramatically reducing overall Gallons Per Capita (per person) Per Day (GPCD) since the late 1990's. Keep up the good work!

Gallons Per Capita (per person) Per Day (GPCD)



Tips for Continued Conservation

During the summer months, a 20% reduction in water use can be easy to achieve simply by making significant reductions to outdoor irrigation. However, in the winter time, the need for watering is almost minimal, as your lawn and most plants go dormant. Customer water use is significantly lower during the winter months, so achieving a 20% reduction can be more challenging. It is during these months that it is important to take your conservation efforts inside.

Here are some tips for winter water conservation:

- **Turn off your timers.** If you have not already done so, make sure your timers for irrigation systems are shut off. If outdoor watering is absolutely necessary, please hand water and use sparingly.
- **Shorten your showers.** While nothing feels better than a nice warm shower on a cold winter morning, long showers are a waste of water and energy. It is recommended that you limit the length of showers to five minutes. Shower timers are a low-cost way to remind you to keep your shower short. Consider investing in a towel warmer to make getting out of the shower as cozy as getting in.
- **Turn off the tap.** While brushing your teeth or shaving, turn off the tap. It may not seem like much, but consistently doing so adds up to significant water savings!
- **Only wash full loads of clothes and dishes.** Save water (and time) by only running these appliances when they are full.
- **Rebates.** Take advantage of CHWD's rebate offers for installing high-efficiency toilets and washing machines. Learn more in the "Rebates" article in this newsletter.
- **Fill a bucket.** While you are waiting for your shower water to heat up, don't let all that water be wasted. By placing a bucket in the shower basin or tub, you can capture that water for other uses such as any necessary outdoor watering!
- **Be creative.** Looking for little ways to save water makes a big difference! For example, "gently used" water does not need to go down the drain! Take water from a pet bowl, drinking glass or steamed veggies and give it to a thirsty plant. Please feel free to share with us any unique ideas you have for conserving water! We'd love to hear from you.

Remember—saving water also saves you money! For more conservation tips, check out these other great resources: Local Water Conservation (www.dryfolksomlake.com), Be Water Smart (<http://bewatersmart.info/>), Save Our Water (www.saveourh2o.org/). Thank you for your continued conservation efforts!



Rebates Available

Did you know that CHWD offers rebates for water-efficient toilets and washing machines? If you replace your old water-guzzling toilet with a new ultra-low flush (ULF) or high-efficiency toilet (HET), you could earn a rebate of up to \$75. Some old toilets use as much as 3.5 gallons per flush or more, while ULF toilets use only 1.6 gallons and high-efficiency toilets use only 1.28 gallons. To request an application for a toilet rebate, you may send an e-mail (including your name and mailing address) to: rebates@chwd.org or call CHWD at (916) 725-6873. An application will be emailed to you.

Additionally, CHWD has partnered with SMUD to offer rebates on high-efficiency clothes washing machines. Please note, rebates can be discontinued at any time. For more information on CHWD rebates, visit www.chwd.org/rebates or call (916) 725-6873.

Pardon Our Dust!

If you stop by our Administrative Office at 6230 Sylvan Road in Citrus Heights after the first of the year, you'll start to notice that things are looking a bit different. This is because a remodeling project of the CHWD office is underway! This remodel will modernize the administrative office customer service lobby, meeting room, kitchen and bathrooms and will provide needed private offices for our Human Resources Specialist and Accounting Supervisor. This work should be completed by September 2015.

During this remodel, please follow the signs to our "temporary" office, which will be located just up the street at 7011 Sylvan Road. All operations and services will be provided as normal. Our telephone number will not change and hours of operation will remain the same—Monday through Thursday from 8:00 a.m. to 5:30 p.m.

2015 Rate Increases Implemented

Each year, CHWD must balance two conflicting goals: keeping costs low for customers while continuing to provide high-quality water service. Unfortunately our cost to provide you with this service goes up from time to time. With this in mind, a 3% increase in rates has been put into effect as of January 1, 2015. This will increase the bi-monthly water bill for a typical residential customer by approximately \$2.53. The 2015 rate increase was approved by the CHWD Board of Directors at a public hearing on November 19, 2014.

CHWD carefully considers how the dollars from your water bill are spent. Approximately 46 cents of every dollar goes into replacing pipelines and other capital improvement projects. Replacing aging portions of the District's 265-mile water distribution is a top priority for CHWD. Learn more about these plans in the "Capital Improvement Plan" article of this newsletter.



Happy Retirement Pam Peters!



The CHWD team will greatly miss recent retiree Pam Peters! Pam has retired after more than 20 years of service. Pam served many roles with the District, most recently as the Office Administrator. A resolution thanking Pam for her service was presented at the October board meeting. Immediately after her retirement, Pam and her husband relocated to South Carolina. We hope that this

new move treats them both well and we wish them the best in this next chapter of their lives!

Do you know where your meter box is?

Your water meter is just below the ground in a rectangular box located in your lawn, yard landscaping or driveway. It is important for you as a CHWD customer to know where this meter box is located so that you can make sure to keep the access lid clear. There should be no plants, bark, gravel, or any other material covering the lid to your meter box. By having the lid clear, it is easier and safer for CHWD workers to obtain the meter reading. It also keeps your costs as a ratepayer low. When boxes are covered and inaccessible, it can require CHWD workers to have to revisit your property. While this may not seem like a big deal, when CHWD workers have to revisit many homes due to inaccessible meter boxes, CHWD's costs increase. Keeping your meter box clear is a win-win for everyone! Thank you for your cooperation!

CHWD Welcomes New Employees

If you have been into the CHWD office lately, you might have noticed some new, friendly faces greeting you at the front desk! These are CHWD's newest Customer Service Representatives – Brady Chambers and Desiree Smith. Brady began in June 2014 and Desiree in October 2014. If you have not met them yet, be sure to say hello next time you stop by.

In addition to these new hires, a few current CHWD employees will be taking over new roles. Lisa Smoot is now serving as the District's Human Resources Specialist with full responsibility for human resources and payroll activities. Lisa previously filled the role of Accounts Payable / Human Resources Specialist. Lisa has been with the District for more than three years. Beth Shockley, formerly CHWD's Customer Service Technician, is now filling the roll of Accounts Payable Specialist. Beth has been with the District for more than seven years.



Left to right, Desiree Smith, Beth Shockley, Brady Chambers and Lisa Smoot.



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ECRWSS

Postal Customer and Water Consumer in Citrus Heights Water District

Capital Improvement Plan

We've said it many times, but we'll say it again—ensuring a reliable water supply for our customers is one of CHWD's top priorities! Having a reliable water system means going through and periodically replacing aging water mains, as well as adding new mains and other facilities where necessary to keep up with customer needs.

A large portion of the money from your water bill is invested right back into the system to make these improvements. The result of CHWD's capital improvements has been a 53% reduction in water main leaks since 2010 and a 73% reduction since 2001. This saves water, keeps repair costs low, and provides you with dependable water service!

We want to make sure that every dollar of this money is used in the most efficient and impactful way possible. With this in mind, CHWD has a Capital Improvement Plan, which is revised as project priorities evolve over time. This Plan provides a detailed long-term plan for making these necessary infrastructure and water supply investments totaling \$35.1 million through year 2023. The following projects are scheduled for construction in 2015.

Project Description	Construction Date	Estimated Cost
New Groundwater Well/Pumping Station	Spring-Summer 2015	\$ 2.7 million
Water Service, Meter, Valve, and Fire Hydrant Replacements	2015	\$ 1,002,110
Sonora Way and Hanson Avenue Water Main replacements	Spring 2015	\$ 460,380
Mariposa Avenue Water Mains – Sycamore Drive to Pratt Avenue	Summer 2015	\$ 406,780