



CITRUS
HEIGHTS
WATER
DISTRICT

WaterLine

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District Sharpens Focus on Service Mission

Directors, management and staff have engaged in a series of meetings to sharpen their focus on customer service and the District's primary mission of providing safe, affordable water.

The sessions have developed a complementary vision statement and core values to provide a stronger sense of direction as the District continues to meet the challenges of providing affordable, safe and reliable water to its customers.

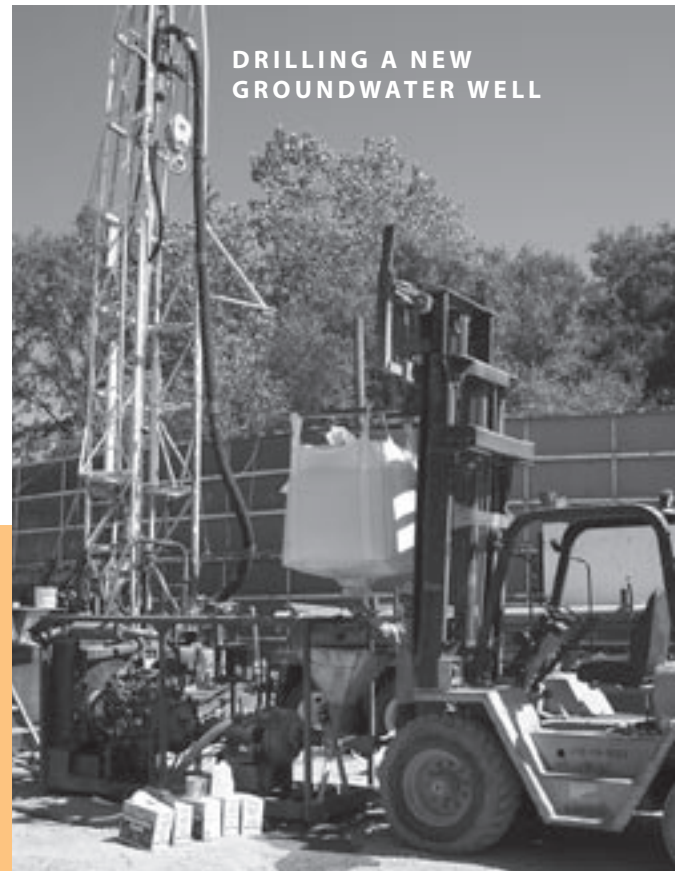
"It's human nature to start taking things for granted, but we want to make sure that all of us working at the District are promoting the same mission and values as we go about our daily jobs," said General Manager Bob Churchill.

"By working together to reinforce our mission and develop the vision statement and core values, we all have a greater sense of the commitment we need to make everyday to serve our customers."

The District initially adopted its mission statement in 1995. It states: ***"It is the mission of the CHWD to furnish a dependable supply of safe, quality water delivered to its customers in an efficient, responsive and affordable manner."***

The new vision statement adds that the District will provide the best value without customers having to give a second thought about their water service. Core values are: Integrity, Teamwork, Dependability, Accountability and Professionalism.

In addition, staff has dedicated itself to a variety of commitments that ensure the mission and vision of the District are fulfilled. These include high levels of customer service, ethical conduct, and mutual support. Please visit the District's web site at www.chwd.org to learn more about the District.



Workers drill a new groundwater well at Mitchell Farms on Fair Oaks Boulevard near Greenback Lane. Preliminary tests for the well indicate it will provide up to 700 gallons per minute of additional water for the District.

This well, and others planned, will provide Citrus Heights Water District customers with a valuable back-up water supply in case of drought or other water shortages. The \$900,000 cost for this well is being split between the District and money from a state water bond.

District Supports State-wide Water Action Plan

Recognizing that local water issues are linked to statewide concerns, the Board of Directors of the Citrus Heights Water District voted to support an industry “blueprint” for addressing a variety of pressing water needs.

No Time To Waste: A Blueprint for California Water was developed by the Association of California Water Agencies in cooperation with the association’s more than 400 public agency members. It outlines a comprehensive program for state and federal leaders to pursue.

Among the more than one dozen recommendations are proposals to develop additional groundwater and surface storage, support and fund local efforts to expand recycled water use and improve drinking water quality.

“Water is always a key issue for California and even a relatively small district like ours can be greatly impacted by statewide water concerns,” noted Board of Directors President Joe Dion. “If the state and federal governments were to take up the challenge and address the issue in a comprehensive manner, then everyone would benefit from a secure, safe water supply as well as the environmental improvements that could result.”

ACWA has communicated its plan to elected and appointed governmental leaders and is

working with its members at the grassroots level to develop support for its recommendations.

Staff Joins Relay for Life Fundraiser

A team from Citrus Heights Water District participated in the second annual Relay for Life benefiting the American Cancer Society. The team raised \$4,587 from local businesses and other sponsors.

Led by twelve-year employee Jason Tupper, the team committed to a 24-hour relay race June 11 and 12 at San Juan High School. Overall, 40 teams participated, raising \$156,400.

Auburn Boulevard Service Main Replacement Set

An aging 3,000-foot length of 8-inch water pipe along Auburn Blvd. is scheduled to be replaced in the spring of 2006. The replacement will occur from Cedar Drive to Linden Avenue and will cost approximately \$600,000.

“Because the pavement in that vicinity is so thick, it is very expensive to fix leaks along that water line—upwards of \$4,000 per leak versus an average District leak repair costs of \$1,000 or less,” noted Operations Superintendent John Townsel.

The steel pipeline was originally installed in the 1940s and is at the end of its useful life.

Residents and businesses along the affected corridor will be invited to attend a planning meeting before construction starts to assist in planning the renovation so that it lessens impacts on the neighborhood.

Water Service Payment Due January 20, 2006

Water service bills will be mailed directly to customers in early December 2005. The first installment of the semi-annual flat rate bills will be due in the District’s office no later than 5:00 p.m. Friday, January 20, 2006. Make sure your payment is in the office on or before the due date—postmarks are not accepted.

Mortgage companies no longer pay customer service bills. Customers who are delinquent in payment are subject to water shut-offs and disconnection fees.

The District now provides an electronic funds transfer (EFT) service. This payment option allows a customer’s water bill payment to be automatically withdrawn from a checking or savings account. Call the District office for details on this convenient, free service.

If payment of your bill by the due date presents a financial hardship, please contact the District office at (916) 725-6873 to discuss other payment options.

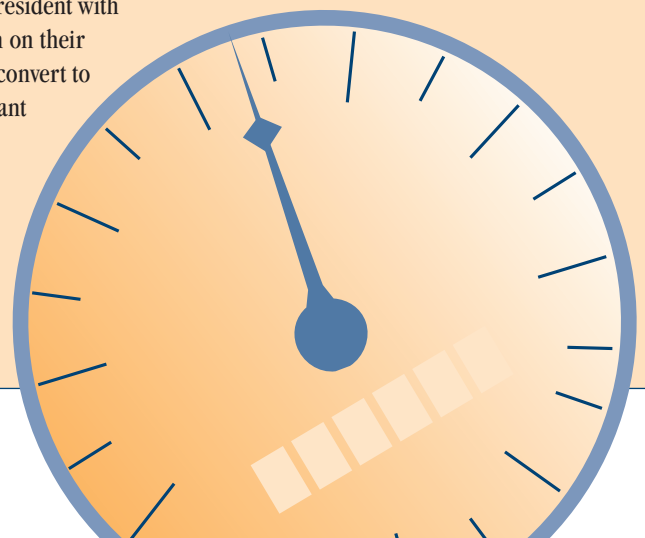
Metering Program Nearing Completion

Citrus Heights Water District’s metering program—mandated by a federal law passed in 1992—is nearing its final goal of installing a meter on every water service connection in the District. Out of 19,250 water connections, approximately 16,500 have now been metered.

District crews and contractors are installing the final 2,750 meters at the rate of about 10 per day.

“Our goal is to provide every resident with at least one year’s information on their metered water use before we convert to metered billing,” noted Assistant General Manager Dave Kane.

“That way they can make changes to their water use patterns, if necessary, and save themselves money.”



Sunday Fun Day

The Citrus Heights Water District participated in the annual community Sunday Fun Day at Rusch Park in September.

Hosting a booth at the event, the District spread its message about the importance of good water use habits with games and giveaways. Hundreds of residents attended the event.



Board Adopts Budget, Sets Rates for 2006

In order to maintain current levels of service and be better prepared for the next drought, the Citrus Heights Water District Board of Directors has approved an operating budget of nearly \$75 million and a capital improvements budget of \$3.8 million for 2006.

The budget, adopted in early October after a public hearing, includes a \$3.50 per month rate increase for the majority of the District's customers. With a monthly water charge of \$29.33, the District's rate is nearly 9 percent lower than the average of 21 water providers in the Sacramento region and fully 56 percent lower than the highest rate charged.

"The increase is necessary for the District to maintain its current level of service to its customers and to maintain the integrity of our 240-mile underground water distribution system," said General Manager Bob Churchill.

"We will also be able to add essential improvements to the system to increase the reliability of water supplies, especially in dry years," Churchill added.

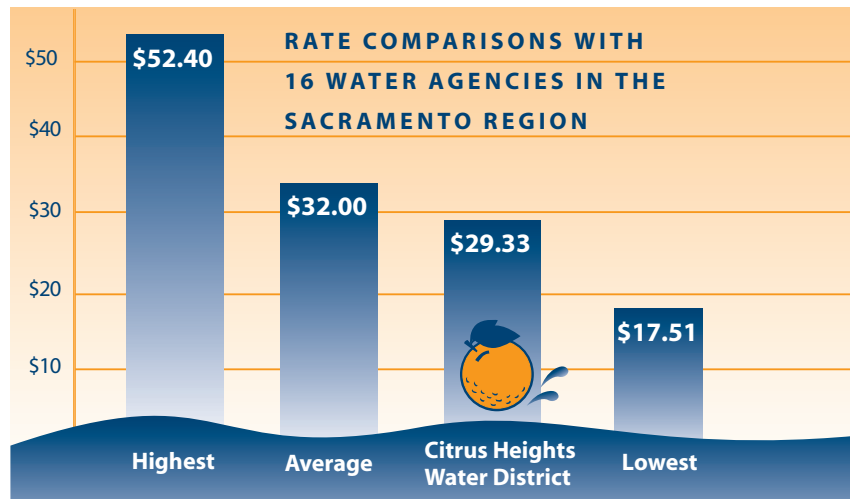
Many costs beyond the District's control continue to rise. Insurance, purchase of treated water, electricity to pump groundwater, fuel, and materials to repair and maintain the water system are all costing more money.

Even with the rate increase, the District's anticipated expenditures will be \$2.9 million more than revenues. The gap will be closed by using financial reserves set aside for capital improvement programs in past years.

"We have purposefully set aside reserve funds in order to moderate year-to-year rate increases for our customers," Churchill noted.

Among the planned improvements for the coming year are two new groundwater wells. The wells will provide an important back-up supply in case of drought or other water shortages. Half of the estimated \$1.8 million cost of the new wells is being funded by a Proposition 13 grant from state water bond monies coordinated through the Regional Water Authority.

The District has also budgeted \$1.2 million to install residential water meters, a multi-year program that is scheduled for completion by the end of 2006. ●





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

INSIDE

Payments Due January 20
Board Sets Rates for 2006

Rebate, Free Services Available

Did you know that you can avail yourself of a variety of water conserving—and money-saving!—services from the Citrus Heights Water District?

- For example, if you are remodeling or upgrading a bathroom, you can receive up to **\$125 for installing a new ultra-low-flush toilet**. Rebates are provided as part of the District's conservation program and in cooperation with the Sacramento Regional County Sanitation District.
- Or, if you are using the long winter nights to plan that new garden for the spring, the District has a variety of informational materials that can **help you plant for success**. Tips on grouping plants by water needs, irrigating and a host of other helpful topics can make your garden project go smoothly.
- We also provide **free system checks** for your irrigation systems to ensure that they are in optimal operating mode. In fact, we'll even program your sprinkler timers! (And don't forget to turn your sprinklers off during the rainy season!)
- We also offer **water conserving showerheads and faucet aerators** to reduce your interior water usage without cramping your lifestyle.

CITRUS HEIGHTS WATER DISTRICT:

At your service...

Check it out. Call the Citrus Heights Water District for additional free information today. The number is **(916) 725-6873**.

