



waterline

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Winter 2009 | Volume 18 | Number 1

Every Drop Counts

Conserve Now to Protect One of our Most Valuable Resources

We are in the midst of a severe drought. That is a strong, stark statement but it is an accurate description of our current status. After two consecutive years of below-average rainfall, water levels in Folsom Lake – the main source of Citrus Heights Water District’s water – are at historic lows. There has been little precipitation so far this year, which means drought conditions will continue.

The San Juan Family of Water Agencies, along with water agencies throughout the state, has had its water supply allocation reduced by the U.S. Bureau of Reclamation. Unfortunately, even if we have a “normal” rainfall year this year, we will experience continued cutbacks in 2009.

That’s why it is so important for all customers to conserve water as much as possible. Every drop counts. The District currently has

enough water to meet our customers’ needs, in part due to our continued investment in groundwater wells to supplement our water supply in times of shortage. We may rely more on those groundwater wells during this drought but they do not have the capacity to be our main source of water, so using water wisely is essential.

The last issue of *WaterLine* had information about the Governor’s drought

declaration and the resulting Stage 2 Water Alert declared by CHWD. Several specific cutbacks to reduce water usage are part of a Stage 2 Alert, including reducing indoor and outdoor water use by five to ten percent. There is the possibility that a Stage 3 Water Warning may need to be declared. A Stage 3 Warning includes more wide-ranging reductions, including reducing indoor water usage by up to 25 percent, reducing landscape and pasture irrigation by up to 25 percent and requiring that restaurants serve water only upon request.

You can and should continue to take steps to use water as efficiently as possible to ensure an adequate supply this year and in the future. Read on for conservation tips and visit the CHWD web site at www.chwd.org/ conservation for more water saving ideas and information on the District’s five water conservation stages. ●

Historically low water levels at Folsom Lake have again brought part of the former Mormon Island community to the surface.

Rebates

If you live in an older home and are looking for ways to save water and money, here’s an idea: replace your older, less water-efficient toilets (3.5 gallon per flush or higher) with a new, ultra-low-flush toilet (1.6 gallon per flush or lower). You may be eligible for rebates up to \$175 as part of CHWD’s conservation program, in cooperation with the Sacramento Regional County Sanitation District and the Regional Water Authority. Call (916) 725-6873 for a rebate application.

Winter Water Conservation Tips

Conserving water is important year-round, but it is especially important this winter, when we are experiencing drought conditions. There are many simple things you can do to conserve water—one of our most valuable resources—both inside and outside.

Turn off your automatic irrigation systems – Outdoor watering accounts for as much as 60 percent of a household’s water usage. Most plants and lawns go dormant during the winter and require little or no water. Outdoor landscaping water needs will likely be met by rain; if there is a period of no rain, water by hand.

Check for and fix leaky pipes – Inspect your pipes, both indoors and outdoors, for evidence of leaks. If any are leaking, repair or replace them immediately. A continuous leak from a hole as small as ¼ inch in diameter would waste more than one million gallons of water in three months.

Winterize your pipes – Protect exposed water pipes by wrapping them with insulation. This protects the pipes from freezing.

Know the location of your main shut off valve – If a pipe does freeze and burst, you will be able to shut off the water immediately. If a pipe bursts and you are unable to shut off the water, call CHWD at (916) 725-6873 for assistance. ●

A continuous leak from a hole this size would, over a three month period, waste water in the amount shown below.

Streams Diameter at 50 psi		Gallons	Daily Average
Inches	MM		
1/4"	6.5	1,181,000	13,122
3/16"	4.8	652,000	7,244
1/8"	3.2	296,000	3,288
1/16"	1.6	74,000	822

Thank You for Your Service!

Steve Corothers retired from service as CHWD’s purchasing/inventory specialist in June 2008 after more than 25 years with the District. He started with the District as a field laborer in 1977 after he graduated from high school, went to work for four and a half years in a family business, then returned to the District in 1988 as a construction foreman. We wish you well in retirement, Steve, and thank you for helping make CHWD the organization it is today! ●

CHWD PEOPLE: CHWD Expands its Team



The family of dedicated CHWD staffers grew again earlier this year with the addition of two new members: Kelly Drake and Robyn Evans.

Kelly is our new water meter technician, responsible for the maintenance, repair and replacement of water meters and meter boxes; you

may have seen him in your neighborhood. Kelly has worked with water districts for more than 20 years, most recently at Carmichael Water District. He joined CHWD in May and most enjoys the friendly atmosphere—both in the office and out in the field working with you, our customers!

Robyn joined CHWD in October as a purchasing/inventory specialist. She is responsible for purchasing goods the District needs, ranging from uniforms to supplies to vehicles. She also manages our inventory storerooms and our maintenance management program. Robyn came to us from Fair Oaks Water District and is enjoying working with the other friendly and supportive people on staff at CHWD.

Both Kelly and Robyn are helping the District provide excellent customer service in an effective and efficient manner. Welcome, Kelly and Robyn! ●



Water Meter Maintenance

Please keep your meter box free of debris and shrubs and call the District if you are doing landscaping or driveway paving work near your meter. If you have questions about your meter, please call the District at (916) 725-6873.

BUDGETS AND RATES FOR 2009

A New Year, A New Budget

Citrus Heights Water District is ready to start the year with an approved operating budget of \$9.7 million. The Board of Directors approved the 2009 budget, which includes rate increases, after broad public outreach and a public hearing in November. The new rates take effect January 1, 2009.

“The District is facing challenging economic times just as our customers are,” said Bob Churchill, CHWD’s General Manager. “This budget works to balance the District’s

financial obligations with our goal of excellent customer service, while trying to minimize the financial impact to our customers.”

The Board of Directors approved an increase in bimonthly service charges and the unit price of water that will raise the average residential customer’s bill by about \$4.97 per month above 2008 rates. The average cost of service for a typical residential customer will be \$38.65 per month under the 2009 rates. Customers who consume more water

than the “typical customer” (19,500 gallons per month, on average) will pay more than this amount; customers who use less will pay less.

The bulk of the rate increase is due to a sizeable increase in the cost the District pays to San Juan Water District, which supplies our water. The increase is believed to be the minimum amount necessary for CHWD to preserve the current level of service to customers, maintain the integrity of our 266-mile underground water distribution system and add essential improvements to

the system to increase the reliability of water supplies, especially in dry years.

The District is taking steps to control and reduce costs, including deferring capital improvement projects slated for 2009. Projects already underway, such as the Bonita Way Well, will be completed. The District receives grants to offset the cost of some of these projects. Call the District at (916) 725-6873 if you have questions about the new rates.



Auburn Boulevard Pipeline Replacement Project Update

As part of the District’s efforts to reduce costs in 2009 by deferring capital improvement projects, the Auburn Boulevard Pipeline Replacement Project will be postponed until 2010. The project to replace a 60-year-old pipeline running beneath Auburn Boulevard from Cedar Drive to Linden Avenue is necessary because as pipes age, they are more prone to leak or fail. The strategy for this year is to repair, rather than replace, and plan to begin this project as soon as it is fiscally prudent. ●

Your Safety is Our Priority

At CHWD, we pride ourselves on providing the highest level of customer service. That sometimes involves a visit to a customer’s home to inspect a potential issue or address questions. Please be aware that CHWD staff will not need to enter your home unless an appointment has been scheduled (for a water conservation review, for example), and that all CHWD staff members have photo identification. If you are ever in doubt as to whether someone at your home is a CHWD staff member, please call our office at (916) 725-6873. ●

WEB BILL PAYMENT:

A New Way to Pay Your Water Bill

CHWD has launched a new way for you to pay your water bill—through a secure page on our web site. Similar to online bill pay programs offered by banks, our system allows you to quickly and easily pay your bill with your credit or debit card. Our web bill pay site is VeriSign certified, assuring you of a high level of security for your transaction. Give it a try today! Visit www.chwd.org/payment for more information or to register to use this service.

Moving? Need Help Closing Your Account? You’ve Come to the Right Place!

Moving can be a stressful time—so let us help you take the stress out of closing your water account. If you’re moving and need to close your account with CHWD, we’re sorry to see you go. To help with the process, here are a few simple steps to close an account:

- Visit the Customer Service page on www.chwd.org to download the “Closing Account Application” or pick up the form in person at the District office.
- Fill out the form to provide CHWD with essential information, such as the date for service shut off and a forwarding address.
- Sign and return the form to CHWD by mail, fax, in person, or by email to custserv@chwd.org. Then continue packing and preparing to move!

When you close your account and vacate the property, water service will be shut off and a lock and red tag will be placed on the meter. DO NOT cut the tag or lock to restore service; please call the District at (916) 725-6873 for assistance. ●



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Manager/Treasurer

Nancy E. Alaniz,
Assessor/Collector

ECRWSS

Postal Customer and Water Consumer in Citrus Heights Water District

Meet Your Board of Directors – AGAIN!

The recent elections brought new leadership at the national level and returned an experienced veteran to represent you on the CHWD Board of Directors. Did you know that each of our Directors has served multiple terms helping to guide the District? It's true!

Charles T. Rose, Division One, was just re-elected to his fourth term on the Board. Joseph M. Dion, Division Two, is serving his second term, while Allen B. Dains, Division Three, is serving his third term. ●



Pictured from left to right are Charles T. Rose, Joseph M. Dion and Allen B. Dains.