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Winter 2010 | Volume 19 | Number 1

CHWD Celebrates 90 Years in 2010

Citrus Heights Water District is celebrating 90 years of supplying quality water and service to its customers. To commemorate the District's 90th birthday, here's a walk down memory lane, recounting some key events in the District's history.

Citrus Heights Irrigation District, as it was formerly known, came into existence on October 25, 1920, encompassing slightly more than 4.7 square miles and serving approximately 225 farms. It was the last of three such Districts formed in northeast Sacramento County and was organized under the State Water Code Irrigation District Act.

In 1951, the Directors of Citrus Heights Irrigation District, Fair Oaks Irrigation District and Orange Vale Water Company formed the San Juan Water Districts Association. That alliance led to the 1954 creation of the first Community Services District in the State of California: the San Juan Suburban Water District.

The face of the community changed dramatically in 1970 with the construction of Sunrise Mall. The first water meters were installed at the mall and a meter rate schedule was adopted in late 1971. Today, all commercial and residential customers are billed on a metered rate.

The drought of 1976-1977 forever changed the District's focus on conservation and water management, including the need for policies and patrols. From this time forward, water conservation and water efficiency are an integral part of the District's focus. The need for that focus has been reinforced through the three recent years of drought and the possibility of a fourth year in 2010.

In the mid-1990s, the District joined with other area water agencies and representatives from other government, commerce and environmental interests in crafting the Sacramento Area Water Forum Agreement. The Agreement was executed in 2000 and has as its core objectives "Preservation of the fishery, wildlife, recreational and aesthetic value of the Lower American River and providing



On the left, Clori M. Spiers, Secretary/Treasurer (CHID: 1942-1961) and on the right, Mamie R. Morissett, Assessor/Collector (CHID: 1940-1961), are seen in front of the District's office building on Sylvan Road around 1944. The District continues to operate from newer facilities at this site today. Ms. Spiers' great grandson Nick Spiers, with 21 years of service, presently works for the District.

a reliable and safe water supply for the region's economic health and planned development through to the year 2030."

Today, the District covers more than 12 square miles (7,800 acres) and has 29 full-time employees. It serves a population of more than 65,000 in five communities, including approximately two-thirds of the City of Citrus Heights and portions of Fair Oaks, Orangevale, Carmichael and Roseville. Read more about the history of the District online at www.chwd.org. ●

WATER CONSERVATION



Draining Your Swimming Pool?

If you have a swimming pool, winter is a good time to have it checked for leaks while it is not in regular use. If you plan to drain your above-ground pool or if it is the rare occasion that you must drain some water out of your built-in pool, please call (916) 725-6873 to let the District know beforehand. This way, if we receive calls regarding large amounts of water running off your property, we'll know the source. Do not drain water onto neighboring property and do not add chemicals for at least ten days prior to draining. It is also suggested you call a pool service or pool construction professional before you drain any water out of your built-in pool to help with proper drainage techniques and compliance with pool water wastewater disposal regulations. ●

FREE Landscape Irrigation Review

CHWD can arrange a FREE Landscape Irrigation Review to help you manage and maintain your irrigation system. Upon completion of the Review, you will receive a written report that includes recommendations for improving your system's performance and a 12-month irrigation schedule based upon your personal landscape needs.

Efficient management of your water use will directly affect your water bill. Call (916) 725-6873 to schedule your FREE Landscape Irrigation Review today! ●

Winter Water Conservation Tips

When it's cold and raining outside, water conservation is not something you readily think about, but it is still very important. Here are some simple things you can do around your house to continue conserving water during the winter season.

Turn off your automatic irrigation systems – 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 but if there is a period of no rain, water by hand or set your system for manual operation.

Winterize your pipes – Protect exposed water pipes by wrapping them with insulation to protect them 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. ●

Year-Round Water Conservation Tips

Check for and fix leaky pipes – Regularly inspect both indoor and outdoor pipes for leaks. If any pipes are leaking, repair or replace them immediately.

Turn off your faucet – While you brush your teeth and shave. And, when hand-washing pots, pans and dishes, don't let the water run continually. Instead, fill one sink or wash pans with soapy water and fill another sink with rinse water.

Fill them up – Run your washing machine and dishwasher only when they are full. ●



Your Safety is Our Priority

At CHWD, we pride ourselves on providing the highest level of customer service. Sometimes that level of service 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. ●



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 or high efficiency 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.

You can also save money when you replace your washing machine. CHWD is participating in a cooperative washing machine rebate program with SMUD, the local provider of electricity. This program allows CHWD to provide 100 eligible customers with a \$50 rebate on top of rebates up to \$200 already being offered by SMUD to their customers with electric water heaters. For more information, visit www.chwd.org/rebates. ●

New look for water statements

You may have noticed that your water statements have a new look. We have enhanced the format of the water statements to include more detailed information about your water charges. If you have any questions about your water statement, please call the District at (916) 725-6873. ●

What a Fourth Dry Year Could Mean

The greater Sacramento region has seen three consecutive years of drought conditions and must prepare for the possibility of a fourth year in 2010. A continued drought could have a staggering effect on our state's economy and environment.

There is no way to know what 2010 will bring in terms of rainfall. Even if we receive normal rainfall, we will continue to experience statewide water shortages due to the lasting effects of the drought we have experienced over the past three years, making it important for everyone to continue conserving water.

"We have asked our customers to reduce water use during the past few years and we've gotten a good response," said David Kane, CHWD assistant general manager. "And while the District currently has full water allocations for its customers, we urge them to continue their conservation efforts and prepare for a possible fourth dry year." The District's water supply for the coming year will be determined later in the spring of 2010 when most of the rainy season has passed and water allocations from Folsom Reservoir are known. ●

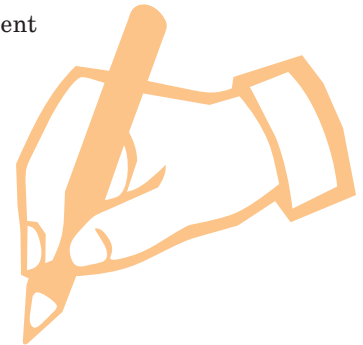
BILL PAYMENT OPTIONS:

CHWD provides several convenient ways for you to pay your bill:

Online at www.chwd.org/payment – Our web bill pay site allows you to quickly and easily pay your bill with your credit or debit card and is VeriSign certified, assuring you a high level of security for your transaction.

Electronic Funds Transfer – Your water bill payment can be automatically withdrawn from your checking or savings account – just visit www.chwd.org and click on the "Sign up for EFT" icon. Complete and submit the authorization form for this free service and you're on your way to having one less thing to worry about.

District Office – And, as always, you can also mail your payment to the mailing address shown on your water bill remittance stub or bring it to the District office at 6230 Sylvan Road, Citrus Heights, CA 95610. ●



District Maintains Efficiencies

In an ongoing effort to control and reduce costs, the District is deferring capital improvement projects slated for 2010. Projects currently underway, such as the Bonita Way storage building, will be completed in 2010. In addition, replacement of the water main crossing Madison Avenue at San Juan Avenue is slated for construction. If you have any questions about the District's capital improvement projects, call (916) 725-6873. ●

CITRUS HEIGHTS WATER DISTRICT
6230 Sylvan Rd Citrus Heights CA 95610-5610
PO Box 286 Citrus Heights CA 95611-0286

For Billing Inquiries Please call
Tel: 916.725.6873 Monday - Friday 9:00 am to 5:00 pm
Fax: 916.725.0345

Visit our web site at www.chwd.org to pay your bill on-line

Service Type	Size	Meter No.	Service Dates	Readings	Current	Units	Water Charge
Domestic Meter	1"	54321678	08/08/2009 - 10/06/2009	1293	1403	110	\$111.14

Water Charge Detail	Rate Effective	Rate	Usage	Charge
Service Charge	01/01/2009	50.04		\$ 50.04
Tier 1 Usage Charge	01/01/2009	0.5955	52	\$ 26.28
Tier 2 Usage Charge	01/01/2009	0.5948	52	\$ 30.92
Tier 3 Usage Charge	01/01/2009	0.6514	6	\$ 3.90
Total Current Water Charge				\$ 111.14

Summary of Charges

Previous Balance	\$ 88.37
Payment Received - Thank you	-88.37
Current Water Charge	111.14

Total Due by 10/15/2009 \$ 111.14

Please include your Account Number on your check
Make check payable to: **CITRUS HEIGHTS WATER DISTRICT**

Account Number: 12345-9876543
Statement #: 123456
Service Address: 123 MAIN ST



Inside:

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PRESORTED STANDARD
U.S. POSTAGE PAID
CITRUS HEIGHTS, CA
PERMIT NO. 393

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95611-0286

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Citrus Heights, CA
95610-5610

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Fax: (916) 725-0345

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Directors

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President

Joseph M. Dion,
Vice President

Allen B. Dains,
Director

Robert A. Churchill,
General Manager/
Secretary

David B. Kane,
Assistant General
Manager/Treasurer

Nancy E. Alaniz,
Assessor/Collector

ECRWSS

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

Citrus Heights Water District gratefully acknowledges the U.S. Bureau of Reclamation's field services grant for funding water conservation programs.

CHWD in the Community

Citrus Heights Water District participated in the September 27, 2009 Sunday FunDay at Rusch Park in Citrus Heights. The event was sponsored by the City of Citrus Heights, Sunrise Recreation & Park District, Citrus Heights Chamber of Commerce, and several local businesses and was attended by thousands of people. Visitors to CHWD's booth played games, won prizes and learned more about how simple actions at home can help conserve water both indoors and outdoors. ●

Chris Nichols, Maintenance/Construction Worker II (left) and Teresa Gallman, Customer Service Representative (right) provided water conservation education at the Sunday FunDay event through fun interactive games.

