



### RATE INCREASE APPROVED

In order to help the district stay on track with the costs of providing services, the San Juan Water District Board of Directors recently approved a 5 percent water rate increase effective this September.

Annual rate increases are consistent with recommendations by a 12-member customer advisory group, which helped the district develop a five-year plan for transitioning to metered rates.

The advisory group also recommended standardizing rates in order to create a more equitable structure for all flat-rate customers. San Juan Water District is entering into the second year of its three-year plan to standardize rates, which will also help ease the transition to mandatory metered billing in 2005.

Most of our flat-rate customers were fully converted to the standardized rate structure last year. Those customers who are still in the conversion process will receive a rate change notice in the mail prior to

September explaining how the standardization will affect their water rates.

Questions? Please call our customer service staff at (916) 791-0115. We will be happy to assist you.

As a community services district, San Juan Water District is a non-profit organization established for the benefit of the consumer. The water district cannot charge customers more than the cost of providing service.



### BILLING CYCLE CHANGE FOR FLAT-RATE CUSTOMERS

On July 1, customers paying a flat rate experienced a change in their billing cycle. Customers are still billed every-other month, but half are now billed in alternating months. Previously, all flat-rate customers were billed at the same time.

In order to implement the change, some customers experienced a one-time diversion to the two-month billing cycle by receiving a bill in July for the month of July only — a one-month bill.

All of our flat-rate customers should have received a letter in May explaining how they would be affected by the billing cycle changes. If you did not receive a letter, or are unsure how these changes affect you, please call our customer service staff at (916) 791-0115.



### KEEPING COSTS DOWN

#### On-time payments

What if you had no idea when to expect your paycheck every month? What if your employer paid you a day, a week or even a month late?

Just as individuals depend on a reliable income to monitor their bank accounts, so does SJWD. Managing past-due accounts impacts the district's ability to predict cash flow and operate an efficient budget. Delivering past-due notices and processing late payments also costs the district additional time and money.

Eventually, those additional costs can add up to higher rates for everyone, including those who are conscientious about paying their bills on time. To help mitigate this, please note that a \$15 late payment fee is applied to all past-due accounts.

#### Using water efficiently

Using water wisely helps us keep costs down and will also help you keep your costs down when metered rates take effect in 2005. At that time, customers will pay for the amount of water they use — similar to gas and electric services.

One easy way to save water is to not let water run into the gutter. Water flowing into the gutter pollutes streams and wastes energy. It signals that you are over-watering your lawn and garden, which is harmful for plants.

To avoid over-watering, test soil moisture with an inexpensive moisture meter from your local hardware store or use a screwdriver as a soil probe. If the screwdriver goes in easily, there's no need to water.

Another way to save water is to fix leaks in your irrigation system and toilets. If you would like help locating leaks, please call us — we'll be more than happy to help!

Water



From left: Laura Day, Lisa Judd, Jessica Lakosil, Jennifer Barry and Christine Hastrup

### SCIENCE FAIR WINNERS

We recently judged student projects that featured a water education theme at the annual Cavitt Junior High School Science Fair. The top winners each received savings bonds and their teachers received science equipment for their classrooms. There were many terrific entries and we congratulate everyone who entered, including:

#### First Place

Name: Jessica Lakosil  
Entry: *Pollution and pH*

#### Second Place

Name: Lisa Judd  
Entry: *What Water District Has Lowest Hardness*

#### Third Place

Name: Jennifer Barry  
Entry: *How pH Affects Drinking Water*

#### Honorable Mentions

Name: Laura Day  
Entry: *A Tour of a Water Plant*

Name: Christine Hastrup  
Entry: *Human Development & the pH of Surface Water*



### YOUR WATER MAKES THE GRADE!

Every year, we are required to complete a Consumer Confidence Report (CCR) to inform our customers about the quality of their water. We are happy to report that your drinking water continues to meet all federal and state health standards. You should have received your copy of this report in the mail in June. If you have questions about the report or want to request additional copies, please call us.



### WATER METER ACCESS REMINDER

San Juan Water District reminds you to leave a three-foot clearance on all sides of your water meter box — free of landscaping or other obstructions. This makes it possible for SJWD representatives to read your water meter on a regular basis.

We realize that the required three-foot clearance can impact the appearance of your yard. If you have concerns about trimming or removing your landscaping or need help with the work, SJWD will be more than happy to assist you — free of charge. Please contact us at (916) 791-0115.

### FREE WATER EFFICIENCY PROGRAMS

SJWD offers a variety of free programs and services to help you use water wisely. We encourage you to take advantage of the following opportunities:

- Landscape Irrigation Review:** Our staff will visit your home and evaluate your irrigation system to develop an optimum watering schedule for your landscape. Landscape irrigation reviews take from one to three hours, depending on the size of your landscaped area. 
- Water Meter Assistance:** Would you like help understanding your water meter? Give us a call! A SJWD representative will visit your home to show you how to read your water meter and use it to track water use and detect leaks on your property. While we're there, we'll also help you trim or remove landscaping around your meter box, if necessary. 

For more information about SJWD's free programs, or to schedule an appointment, call our conservation department at (916) 791-2663.



### CHECK US OUT ON THE WEB!

SJWD recently updated its Web site with new information and improved navigation. Want more information about the quality of your water? Visit [www.sjwd.org/waterquality.htm](http://www.sjwd.org/waterquality.htm).



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