



## Enter to Win a Water-Efficient Garden Makeover

**I**N PARTNERSHIP WITH THE REGIONAL WATER AUTHORITY and other water providers in the Sacramento region, SJWD will be participating in the Ultimate “Water Smart” Garden Makeover Contest again in 2008 and invites you to enter for your chance at a water smart front yard makeover. Watch for details in upcoming Water Grams. We will also post information on our Web site as it becomes available.

The 2007 winner, a Folsom homeowner, has a brand new front yard compliments of the Ultimate “Water Smart” Garden Makeover Contest sponsored by the Regional Water Authority (RWA). Their new front yard, valued at \$40,000, incorporates water-wise gardening concepts into the landscape.

## Changes in Your February/March Water Bill

**A**S YOU MAY ALREADY KNOW, an outside engineering firm evaluated San Juan Water District’s water distribution system and found that many of our facilities are approaching the end of their useful lives. The board-approved rate change went into effect on January 1. This rate increase will fund the necessary improvements planned for 2008 so that we can continue to provide reliable service and high quality water.

Over the next several years, the district will continue to make improvements and repairs to the system. Facilities will be replaced in an order of priority as recommended by the engineering study while at the same time striving to keep rates as low as possible.

About two percent of the rate change will be used to plan for potential water shortages and emergency outages. The district is working with neighboring districts to identify back-up water supplies for drought or emergency scenarios.

If you have questions about your bill, please call (916) 791-0115.

**Your bill will be prorated so that you are billed at the old rate through December 31 and at the new rate starting January 1.**

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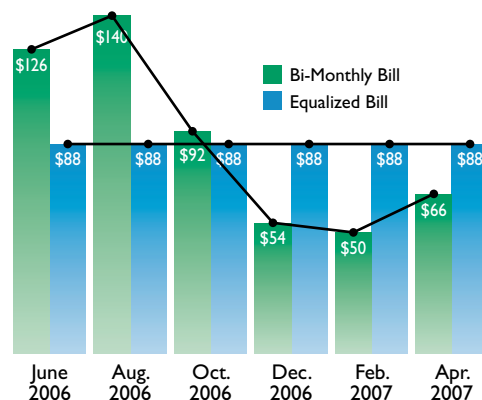
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## Balance Seasonal Water Bills

**E**NJOY CONSISTENT WATER BILLS throughout the year by taking advantage of the district’s equalized payment plan.

Water consumption can fluctuate seasonally, resulting in unbalanced water bills. However, with the equalized payment plan, you will be billed the same amount on every two-month water bill. The billed amount is determined by calculating a 12-month average of your bills based on previous consumption. The district will revisit the equalized billed amount annually in May or June (depending on your billing month) and adjust the amount as necessary.

For more information, please call the district at (916) 791-0115 or visit [www.sjwd.org](http://www.sjwd.org).

## Drought Preparation

**S**TATE WATER EXPERTS PREDICT that 2008 will be a dry year and have urged local water utilities to take necessary measures for a possible drought. SJWD will closely assess possible water availability issues and will update the Web site as needed. For additional information, please call (916) 791-0115.



## Customer Opinion Survey

**T**HANK YOU TO THE HUNDREDS OF SJWD CUSTOMERS who participated in the recently completed phone survey. We understand that surveys take time and we appreciate your cooperation to help us serve you better.

The customer opinion survey was conducted by an independent market research firm that specializes in telephone surveys. The firm used its expansive database to randomly dial phone numbers within the SJWD service area; the district did not provide any customer contact information.

Overall, participants reported that SJWD is doing well. The next Water Gram issue will provide a more detailed review of the results.

For those of you who received multiple calls, we are very sorry for the inconvenience. A programming error by the market research firm temporarily caused multiple calls. Again, we apologize.

## Comments/Questions?

**Y**OU DON'T HAVE TO WAIT FOR PHONE SURVEYS TO PROVIDE SAN JUAN Water District your feedback because we always welcome it. You can complete a customer satisfaction survey online, send an e-mail to [jgagnier@sjwd.org](mailto:jgagnier@sjwd.org) or call (916) 791-0115. To help us respond promptly to your questions or comments, please be sure to include your name, address and a telephone number so we can reach you if follow up is required. Thank you!

## What Are Best Management Practices?

**B**EST MANAGEMENT PRACTICES (BMP), mandated by state and federal agencies, require water providers to follow established guidelines that result in more efficient use or conservation of water.

BMP participation is an expensive, but necessary, part of SJWD operations. Despite SJWD's size and budget, we have managed to meet nearly all BMP targets, making us a regional leader. It is important for SJWD to continue to meet the BMP targets because recent legislation was passed requiring water agencies to meet established BMPs or risk losing potential state grants. In addition, our federal water contract requires compliance with the BMPs as a condition to receiving surface water through federal facilities, such as Folsom Dam.

Be assured, SJWD is committed to meeting the BMPs and is working to plan for future budgetary needs.

SJWD is committed to the following BMPs:

- Residential water surveys
- Plumbing retrofit kits
- Distribution system water audits
- Customer connection metering
- Landscape water audits
- Water budgets for customers with dedicated irrigation meters
- High efficiency washing machine rebates
- Public education about water use efficiency
- Water use efficiency promotion with schools
- Commercial water use surveys
- Wholesale assistance to SJWD family agencies
- Conservation rate structure
- Conservation coordinator employment to facilitate programs
- Water waste ordinance adoption and enforcement
- Low flush toilet rebates

## Take Advantage of Money Saving Opportunities!

**P**LANNING TO RENOVATE YOUR bathroom? Want to replace your washing machine? We may be able to help with costs!

At SJWD, helping customers find simple ways to use water efficiently is a priority. That's why we have several rebates available to customers who install water efficient equipment and appliances in and around their homes. We offer the following rebates:

- **Irrigation improvement reimbursement program** (up to \$500)\*
- **Hot water re-circulation system rebate** (up to \$100)\*
- **Washing machine rebate** (up to \$100)\*
- **Toilet rebate** (up to \$150 for residential ultra-low flush toilets (ULF), up to \$175 for residential high-efficiency toilets (HET), up to \$200 for commercial toilets)\*\*

If you need advice or assistance reviewing your water use, schedule an appointment for a water survey. Our staff will work with you to identify areas of efficiency around your home and make suggestions for improvement.

Before you purchase equipment or appliances, call to make sure it qualifies for a rebate! For more information and a complete list of services, visit [www.sjwd.org/ProgramsAndResources.htm](http://www.sjwd.org/ProgramsAndResources.htm) or call (916) 791-2663.

\* Rebates made available through funding from the U.S. Bureau of Reclamation.

\*\* Rebates made available by the district and through partnerships with the Regional Water Authority, the Sacramento Regional County Sanitation District and the South Placer Wastewater Authority

NOTE: To qualify for rebates (other than the toilet replacement), customers must agree to a free indoor water audit or a free landscape irrigation review by certified SJWD staff before any improvements are made. Call (916) 791-2663 to schedule. Toilet rebates do not require an indoor water audit.



## A Necessary Fee for Late Payments

**E**ACH MONTH, WE DELIVER 150 TO 250 past due notices to customers. To recover the additional administrative and operational costs associated with delivering late notices, SJWD applies a \$15 late payment fee when a notice is delivered. If your water is shut off, there is a \$30 fee to reconnect.

Ideally, penalties would never need to be assessed. However, the late payment and reconnect fees help ensure that the follow-up costs are paid by those responsible and not passed on to all of our customers.

### Avoid Late Fees with Simple Payment Options

SJWD offers free bill payment options to make it easy to pay on time:

- **Pay your bill online:** The online bill pay option is now available on our Web site! Log on to [www.sjwd.org](http://www.sjwd.org) to pay by check or credit card.
- **Electronic Funds Transfer (EFT):** Have your payments automatically deducted directly from your bank account.
- **Credit card payments:** We accept Visa and MasterCard, and you can sign up to have the amount of your bill automatically charged to your credit card each billing cycle. You can also call us to make a credit card payment over the phone.
- **Equalized payment plan:** Under this plan, you will be charged the same amount on every bill. Your equalized bill amount is an average based on your past 12 months' water usage.

Applications for bill payment options and the equalized payment plan are available online at [www.sjwd.org](http://www.sjwd.org) or you may request an application by calling (916) 791-0115.



## Mark Your Calendar!

**A**TTEEND A FREE DRIP IRRIGATION workshop to learn how to improve your existing system or install a new one.

**When:** Saturday, February 23  
9 a.m. to noon

**Where:** SJWD, 9935 Auburn-Folsom Road  
Granite Bay

### San Juan Water District

P.O. Box 2157  
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