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## CIP Update

**S**JWD IS CONTINUOUSLY EVALUATING AGING FACILITIES IN AN EFFORT TO improve, upgrade or replace your water treatment and distribution systems before they fail. Improvements to the water system are carefully studied and planned in advance of any construction to ensure we are proceeding in the most cost-effective manner possible. The following represent some of the significant water system improvement projects scheduled for this year.

**Barton Road Bridge water main improvements will add to the reliability of the water distribution system by replacing the currently exposed pipeline.** In partnership with Placer County, SJWD will replace an existing water main during the construction of a new bridge for the creek crossing at Miners Ravine on Barton Road (see photo).

**The Golden Gate main replacement will lead to a more efficient and reliable water main between Excelsior and Peerless Avenues.** This summer, the district will begin constructing the replacement section which has experienced more than 25 significant leaks during the last three years.

**The Auburn-Folsom Road widening and transmission main project will help the district realize cost savings through a partnership with Placer County during the South Phase of the Auburn-Folsom Road Widening project.** SJWD will install a new water transmission pipeline that will ultimately allow the direct pumping of water from our treatment plant to the entire eastern region of Granite Bay.

**To ensure the treatment plan remains in compliance with federal and state regulations, chlorine treatment system improvements will enhance safety and reduce operation and maintenance costs.** Construction is anticipated to begin in June 2008, with completion scheduled for June 2009.

**In order to handle planned maintenance or unplanned emergency outages, a new pipeline will be constructed parallel to the existing raw water supply line.** This will provide added reliability and give SJWD two supply lines from Folsom Reservoir. Construction is scheduled to begin in late spring 2008.

## Effects of Prop 1A

**G**OVERNOR SCHWARZENEGGER recently declared a state of California fiscal emergency which will likely lead to the state "borrowing" property taxes from SJWD and other local government agencies. The magnitude of this is not yet known, but may impact the Capital Improvement Program (CIP). Previously, the district managed the loss by shifting capital projects, participating in cooperative projects with other agencies and making efficiency improvements that resulted in cost savings. We will continue that approach and pursue grant or other funding for projects that can also help balance loss of revenues. The district has written to Assembly and Senate members communicating the importance of these revenues in maintaining water supply reliability.

While the condition of the state indicates that we must all participate in responsible state spending, loss of these revenues to the district, even temporarily, means delaying capital improvements to water systems originally constructed decades ago. For example, \$500,000 represents nearly seven percent of annual retail revenues. It is easy to see what the impact might be if the district needed to collect this lost property tax revenue through our water rates to continue to fund planned capital improvements.

## Mark Your Calendar!

**A**TTEND A FREE DRIP IRRIGATION workshop to learn how to improve your existing system or install a new one. Call (916) 791-2663 to reserve your spot!

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

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



## Customer Opinion Survey... The Results Are In!

**T**HE CUSTOMER OPINION PHONE SURVEY RECENTLY CONDUCTED by an outside consulting firm yielded great results! Your thoughts on water conservation, water quality and supply will help SJWD continue to improve our services, keep delivering quality water and target the areas of interest for our customers.

We were pleased to learn that 87 percent of the respondents were favorably disposed toward the service provided by SJWD and 86 percent who had interactions with SJWD staff reported the interaction as a positive experience. We will continue to work very hard to provide top-level services!

Additionally, drinking water quality and the reliability of the water supply were considered important by 98 percent of those surveyed. Sixty percent rated the quality of water they receive from SJWD as excellent! Another 33 percent rated it above average, for a combined total of 93 percent. Additionally, 81 percent of participants considered SJWD water to be of equal or better quality than bottled water.

When surveyed about water conservation, 86 percent of respondents were able to identify one or more water conservation measure they use inside their home. Additionally, 90 percent were able to identify one or more measure they use for water conservation outside their home and 46 percent said they are generally watering less outdoors. Thanks for conserving!

Thank you to all of the customers who took the time to participate in the phone survey. We will continue to accept your comments year round and will be implementing these important findings in our programs. To review the entire report, please visit [www.sjwd.org](http://www.sjwd.org).

## Rate Changes Shown on March Bills

**O**VER THE NEXT SEVERAL YEARS, the district will continue to make improvements and repairs to the system. Facilities will be replaced in order of priority as recommended by an independent engineering firm while at the same time striving to keep rates as low as possible. We want to assure you that we carefully study alternatives to construction projects in an effort to avoid rate increases. For example, we were able to reduce the recommended increase for January 1, 2008 from 13 percent to 9 percent.

To fund necessary improvements to our facilities this year and continue to provide reliable service and high-quality water, a nine percent rate increase was approved at a public hearing held last August and took effect January 1.

If you would like additional information, please visit [www.sjwd.org](http://www.sjwd.org) or call (916) 791-0115.

**February and March water bills were prorated with the old and new rates because the service period included water used at both rates.**



## Keeping Your Water Lines Clear and Root Free

**S**JWD REMINDS CUSTOMERS TO KEEP their service boxes clear from landscaping. Roots in the ground often intrude and break water lines and service boxes causing severe damage and very inconvenient water outages for customers. As shown, damage to one property in the district was caused by trees being planted too close to an eight-inch water mainline. Not only was there severe flooding and costly repairs, but it took 48 man hours to repair the damage and clean the site.

**Note:** Repairs to service lines (from the meter to your home or business) are the responsibility of the customer.

To avoid these inconveniences and keep service boxes easily accessible, SJWD asks customers to plant trees and large shrubs at least 10 feet from all service boxes and lines.

## Renovations? New Appliances? Learn How to Save Some Money

**A**T 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. Some of the rebates we offer include:

- Irrigation improvement reimbursement program (up to \$500 for residential and up to \$1,500 for commercial customers)\*
- 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) and 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.



## Garden Makeover Contest 2008

**G**ET READY FOR THE 2008 ULTIMATE Water Smart Garden Makeover Contest sponsored by the Regional Water Authority! The 2007 contest was such a success that San Juan Water District is participating again in this regional program so our customers can enter to win. The grand prize is a free front yard makeover, complete with a customized design to best fit your home's style.

The contest goal is to help local homeowners save water and money by incorporating water-wise gardening concepts into their landscaping. We know that outdoor water use accounts for more than half of all residential water use. SJWD wants to provide a fun and easy way for homeowners to become more water-efficient in their yards and gardens. What better way than a contest to win a free makeover? Visit [www.sjwd.org](http://www.sjwd.org) for entry information and to download your entrance application today.

### San Juan Water District

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