



Water



WATER EFFICIENCY TIP

Looking for Leaks

Did you know that a leak in your water line can waste thousands of gallons every month? This can result in substantial water loss and expensive water bills, which is why it is important to routinely check for leaks. Here's how:

- 1 Shut off all water fixtures and then check your water meter. If the leak detection dial is still spinning, you probably have a leak. (See meter graphic, top right.) First, check your toilets, faucets and showerheads to make sure there are no leaks inside. (Visit www.h2ouse.org/tour/bath.cfm for tips on how to check for indoor leaks.) Then, check your sprinkler heads, valves and landscaping for signs of outdoor leakage.
- 2 Turn on your sprinklers and observe their performance. If you see unusual wet spots on the pavement/other areas, or dry spots in the lawn, you may need to identify and repair/replace broken or clogged heads. If only the sprinkler closest to the valve is leaking, there may be a problem with the valve not shutting off completely; check it and replace worn or damaged parts.
- 3 Pay attention to constant wet spots on your lawn and throughout your landscaping. Muddy spots, eroding soil and bulging sod can be signs of a broken pipe. You may need to do some digging to locate the trouble.

For assistance in repairing sprinklers and valves, locating water leaks, finding and repairing broken pipes, or to have your water turned off while you make major repairs, call SJWD at (916) 791-0115.



Leak detector

Read your meter to detect leaks by turning off all faucets, spigots and other water devices. If the triangular-shaped leak detector is still spinning, you probably have a water leak.

RATE CHANGES IN EFFECT

Last year, SJWD customers began to experience changes in their water bills. These changes are a result of the district's efforts to move toward a more equitable structure and stay on track with the cost of providing services.

This is the second year of a three-year plan to standardize rates for some of our customers. 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 should have received a rate change notice in the mail last month explaining how the standardization would affect their water rates. Rather than being charged based on the pressure zone and size of water service connection, all flat rate customers will pay an equal share of the cost of providing service under the standardized rate structure.

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.

Also, a 5 percent rate increase went into effect on September 1 for all customers.

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

MARK YOUR CALENDAR

September 7 (9 a.m.)

SJWD is offering another free class to help you learn more about landscaping. Join us for a free composting, pruning and grafting demonstration at the district's office, located at 9935 Auburn-Folsom Road, Granite Bay. Call (916) 791-0115 or visit www.sjwd.org for more information.



ACCOUNT INFORMATION UPDATE

In order to keep up with current technology and provide our customers with state-of-the-art service, SJWD is in the process of updating its customer information software. The change in the software will have a minor affect on current account information, but will make it easier for both SJWD and customers to manage account information.

Right now, account numbers have eight digits with a three-digit extension, such as 99999999.000. Once the billing system is updated, the eight-digit number will remain the same, but a customer number will be added and take the place of the three-digit extension. Watch for these changes on upcoming bills.

We are working to make this an easy and efficient transition. However, if you notice any information about your account, other than the number, that has been altered by mistake, please provide us with the correct information on the back of your bill stub. Also, if you use an online bill-paying service or check-free service, you will need to update your San Juan account information to ensure payments are correctly applied to your account.

EXPLORE OUR BILL PAYMENT OPTIONS



San Juan Water District's Electronic Funds Transfer (EFT) program makes bill paying simple and hassle-free. Customers can have their water payments automatically deducted directly from their bank account. SJWD also offers the option of paying your water bill with a credit card. We accept Visa and Master Card, 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. To find out more about credit card payments and electronic funds transfers, visit www.sjwd.org or call customer service at (916) 791-0115.

FREE METERED RATE COMPARISONS

As you may know, a federal mandate requires all San Juan customers to be billed based on a metered rate by 2005. Currently, SJWD customers are 100 percent metered, but metered rates won't go into effect until 2005. In preparation for this deadline, SJWD has been reading meters throughout the district to gather water consumption information. We can provide you with a comparison of your flat rate to a metered rate to give you an idea of how metered rates will affect you. To request a comparison, please call (916) 791-0115 or e-mail jgagnier@sjwd.org.



CALLING ALL GARDENERS!

If you are a gardener or homeowner who plans to improve your existing landscape or prepare new landscapes, the Regional Water Authority (RWA) has a great opportunity for you! The organization is hosting three integrated landscape training classes throughout November and December:

- Learn more about fertilizers, pesticides and minimizing solid waste in the landscape from 8:30 to 3:30 on Saturday, November 2.
- Find out how to select and install plants and design and install drip and micro irrigation from 8:30 to 4:30 on Saturday, November 23.
- Join RWA to learn about irrigation controllers and residential irrigation design, installation and renovation from 8:00 to 4:30 on Saturday, December 7.

Workshops will be instructed by Rob Littlepage who is founder and director of the California School of Garden Design. Rob, an expert in the gardening business, teaches landscape design at Sierra Community College and Placer Adult School and runs his own landscape design business.

All workshops will be held at the South Natomas Community Center located at 2921 Truxel Road in Sacramento. Each workshop costs \$10 and is limited to a maximum of 40 students. Lunch will be provided. For information, please contact the RWA at (916) 967-7692 or e-mail pina@rwah2o.org.

INFORMATION ABOUT YOUR WATER IS JUST A MOUSE-CLICK AWAY!

SJWD continually updates its Web site with new information. Visit www.sjwd.org for information on upcoming meetings and events, water industry news, water quality updates, contact information and more.



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