



Winter Water Tips

Now that the rainy season is officially here, it is important to remember to use water wisely. Here are a few tips to help you save water during this time:



Reset your sprinkler timers to help conserve water.



Insulate your pipes to keep them from bursting during freezing temperatures.



Water outdoor landscaping only when needed. With cooler nights and rainfall in the forecast, you will find that your lawn and plants will receive sufficient moisture to supply their water needs.



Install a rain sensor on your irrigation system. The rain sensor will automatically shut down your irrigation system whenever it rains.

If you would like more information about using water efficiently or assistance with reprogramming your sprinkler timer, please contact our conservation department at (916) 791-2663.

RATE INCREASE PUBLIC HEARING RESULTS

Beginning January 1, our new rate structure will go into effect. The rate structure has been described and delivered to each customer through an individual notice in the mail and was included in the last *Water Gram*. This rate increase, which will continue to allow us to provide you with safe, reliable water, was discussed during a public hearing held November 15 and approved by the board of directors following the hearing.

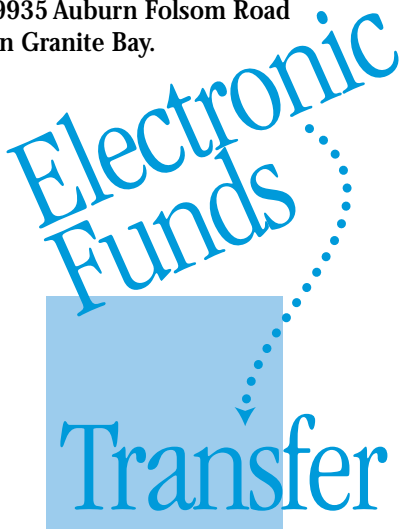
The new rate increase will work as follows. Residential flat rate customers will experience a three-percent increase in each component of their rates. All residential customers billed on a metered rate will be charged a standardized service charge of \$19.25 and a commodity charge based on the actual amount of water used. All commercial metered customers will be billed a uniform commodity rate and a service charge based on meter size.

Water



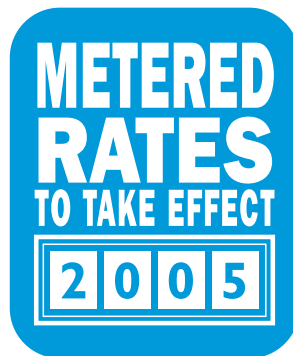
ELECTION RESULTS ARE IN!

In the recent election, Lyle Hoag was re-elected to the San Juan Water District Board of Directors to serve a two-year term. Kenneth Miller and Glenn Miller were unopposed and will be returning to serve a four-year term. As a reminder, the public is always welcome to attend board meetings. The board of directors meets regularly on the second and fourth Wednesday of the month at 7 p.m. at the district office, 9935 Auburn Folsom Road in Granite Bay.



NEW WATER BILL PAYMENT OPTIONS

As mentioned in the last issue of *Water Gram*, we have expanded payment options for our customers. Our Electronic Funds Transfer (EFT) program will allow customers to have their water bill deducted directly from their bank account or customers may use VISA or Master Card to pay their water bill. To sign up for the EFT program, please contact our customer service department at (916) 791-0115 to request a form. You may also request a form on-line at www.sjwd.org. Once we receive your information, it will take one full billing cycle to enroll you in the EFT program. VISA and Master Card payments will be accepted starting in January.



All flat rate customers will be transitioned to a metered rate due to a federal mandate

METERING REMINDER

As we previously informed you, we are implementing a federally mandated metering program to comply with the Central Valley Project (CVP) Improvement Act passed by US Congress in 1992. This act requires water providers who receive CVP water to meter and apply metered rates to all service connections. We must have our program completed by 2005.

Metered water rates will not become mandatory for all residential customers until 2005. However, we do offer a program that allows customers to voluntarily switch to a permanent metered rate. Until metered rates are mandatory, flat rate residential customers will continue to be billed on a flat rate.

We recognize that the implementation of metered rates will impact some customers. We are committed to providing excellent customer service to make the transition as smooth as possible for our customers. Please contact us if you have any questions regarding the transition or about your individual account.

TOILET REBATE PROGRAM

Are you installing a new toilet? If so, please take advantage of our toilet rebate program! We offer up to a \$75 rebate to all customers who replace an existing 3.5-gallon per flush (gpf) or larger toilet with a 1.6-gpf toilet. Please call the district office at (916) 791-2663 for rebate information.



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