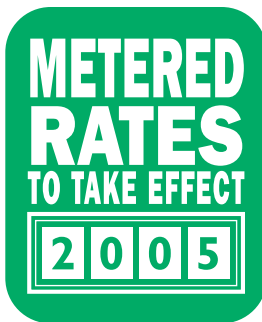


## DON'T BE SURPRISED IN 2005! METERED RATES REPLACE FLAT RATES

SJWD has been reading all customer meters for the past year. Late last year, we began providing metered rate comparisons on flat rate bills. This comparison indicates what you would be paying if you were currently billed a metered rate.\*

If your comparison consistently shows that you will pay more on a metered rate, there are two situations that may be contributing to this, aside from water use habits:

- **You may have a leak.** SJWD is happy to visit your home to investigate possible water leaks, free of charge. (To learn how much water a leak can waste, see "A Little Leak Goes a Long Way" to the right.)
- **Your current flat rate may not accurately reflect your water use.** Flat rate customers pay a base rate for domestic use and irrigation of up to 5,000 square feet (or approximately one-tenth of an acre). Customers who irrigate more than that are billed an extra footage or irrigation charge in addition to the domestic flat rate. If you water more than 5,000 square feet of land but are not currently charged for the additional footage, you are being charged incorrectly. Your metered rate may be higher because you will pay for the actual amount of water used for domestic and irrigation use.



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

\*The comparisons provided on flat rate bills are cumulative and will eventually reflect a full year's consumption. However, we can provide you with the past year's comparison to see what your average yearly water rates will be when based on a metered rate. Call us at (916) 791-0115 to request a full year's comparison.

**WE'RE HERE TO HELP**

We are committed to making the transition to metered rates as smooth as possible for our flat rate customers. We offer a number of free programs and services designed to increase water use efficiency, which can help decrease metered bills. Please visit [www.sjwd.org](http://www.sjwd.org) or call customer service at (916) 791-2663 to learn more.



### A LITTLE LEAK GOES A LONG WAY

During a two-month period:

- a 1/4" leak wastes 788,000 gallons and could cost as much as \$474.
- a 3/16" leak wastes 444,000 gallons and could cost as much as \$267.
- a 1/8" leak wastes 197,000 gallons and could cost as much as \$118.
- a 1/16" leak wastes 49,000 gallons and could cost as much as \$23.

### HERE COMES THE SUN

Spring's arrival is the perfect time to venture out to your yard and prepare for summer sprinkling. Outdoor watering accounts for most household water consumption during warmer months, so prepare your irrigation system this spring for increased water efficiency:

- Most importantly, check for leaks! As illustrated above, leaks can add up to significant water waste, so it's important to repair any leaking pipes, valves or other plumbing and irrigation fixtures right away. Call SJWD at (916) 791-0115 for a free landscape irrigation review — we'll check for leaks and help you determine the best way to fix them.
- Flush your irrigation system to remove any small critters or debris that may have made their way into sprinklers, emitters, tubes or pipes during the winter. To flush the system, open the ends of drip tubes or remove the sprinkler nozzles and run the water. After flushing it, ensure the system works properly by running it for a few minutes.
- Replace clogged emitters or nozzles with new ones. Simply cleaning them leaves small scratches, which disrupts the spray pattern and can create dry spots on your lawn.
- Check your irrigation controller to make sure there are proper run times for each station. Run times should be adjusted each season. If your controller has a back-up battery, replace it with a fresh one.

## DISTRICT WELCOMES NEW BOARD MEMBER

The San Juan Water District Board of Directors has selected Dave Peterson, Granite Bay, to serve as the district's interim board member.



Dave Peterson

Peterson, a registered civil engineer with HDR Engineering in Folsom, has 20 years experience in water resources. He also serves on the boards of directors for the National Water Resources Association and the Water for the West Foundation. This is his first appointment to public office.

"Giving back to the community is an important thing for me, and I believe my experience will be of service to the district," Peterson said.

Peterson replaces Lyle Hoag, who retired from the board at the end of last year, and will serve the remainder of Hoag's term, which expires in November 2006.

For more information about the SJWD Board of Directors, visit [www.sjwd.org](http://www.sjwd.org).

## DISTRICT MARKS 150 YEARS OF SERVICE

Join us on Saturday, May 22 at district facilities from 10 a.m. to 1 p.m. to celebrate SJWD's rich history and long tradition of customer service. The event will feature a number of activities the whole family can enjoy, including:

- displays of historical memorabilia and publications
- grand opening of the district's newly renovated Water Efficient Landscape (WEL) Garden
- various speakers and activities
- give-away items

To find out more about SJWD's 150 years of service and/or details about the anniversary event, visit [www.sjwd.org](http://www.sjwd.org) or call us at (916) 791-0115.



SAN JUAN  
WATER DISTRICT  
P.O. Box 2157  
9935 Auburn-Folsom Road  
Granite Bay, CA 95746  
(916) 791-0115  
[www.sjwd.org](http://www.sjwd.org)

Board of Directors  
Dorothy Kilgore,  
*President*  
Joe Alessandri,  
*Vice President*  
Edward J. "Ted" Costa  
Kenneth Miller  
Dave Peterson

General Manager  
Shauna Lorange

**150 YEARS**  
OF SERVICE TO  
SAN JUAN WATER DISTRICT  
CUSTOMERS

**150TH ANNIVERSARY EVENT**  
Saturday, May 22, 10 a.m. to 1 p.m.  
San Juan Water District  
9935 Auburn-Folsom Road, Granite Bay

## FINANCIAL STATEMENTS AVAILABLE ONLINE

At SJWD, we make everything from board meeting minutes and agendas to financial statements and budgets available to the public. This information can be viewed by simply visiting [www.sjwd.org](http://www.sjwd.org). We strive to run the district in a fair, open and honest manner, and we invite our customers to examine how we conduct business.

## ASK JUDY! ANSWERS TO YOUR BILLING AND CUSTOMER SERVICE QUESTIONS

Why did the district  
standardize flat rates?

Before standardized rates, all customers were assessed according to the pressure zone in which they live and the size of their water service connection. With standardized rates, customers are charged an equal share of the cost of providing service. In September 2003, the district completed the third year of a three-year process of standardizing the rates of our flat rate customers. Customers paying a metered rate were switched to a standardized rate in 2001.



Why were rates increased  
12 percent last year?

The board-approved 12 percent rate increase went into effect in September 2003 to cover the costs of bringing the district's water treatment plant in line with new, more stringent federal and state water treatment regulations. (If you've visited the district office recently, you have seen that construction has already begun.) In addition to helping cover the cost of water treatment plant upgrades, the rate increase will fund improvements to pump stations and reservoirs that are more than 20 years old. Upgrading older infrastructure will help ensure the district has a high-quality, reliable water supply for many years to come.

If you have any other questions related to your water bill or a customer service question, e-mail [jgagnier@sjwd.org](mailto:jgagnier@sjwd.org). You can also contact the district at (916) 791-0115. We're always happy to assist you!

## MARK YOUR CALENDARS

### Drip Irrigation Class

**When:** Saturday, April 17, from 9 a.m. to noon

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

**Why:** To provide an opportunity for do-it-yourself landscapers to learn more about drip irrigation techniques and maintenance.

For more information, call (916) 791-0115.