



From the Source to Your Tap

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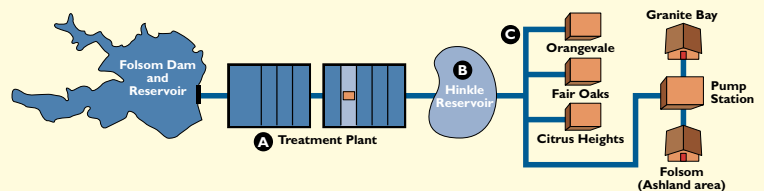
Fall Back Into Water Efficiency

DID YOU KNOW THAT THE WATER DELIVERED RIGHT to your home is excellent quality, at least as pure as bottled water and, in many cases, even higher quality than bottled water? It's also much less expensive — something to keep in mind the next time you reach for a bottle of water. Your tap water costs just one penny for 22 gallons!* Although this number can fluctuate from time to time, you're always getting a deal for high-quality SJWD water.

Your water comes from one of the most pristine watersheds in the country — the American River watershed. It begins its journey to your tap by flowing from the American River watershed to Folsom Reservoir, where it is stored before going through the treatment process (see A above).

From the reservoir, the water is piped to the treatment plant. The treatment plant, located near our office, can treat up to 120 million gallons of water a day. The district's state-certified water quality staff ensures the water meets state and federal standards every day, around the clock.

From the treatment plant, treated water flows into the Hinkle Reservoir, also located near our office (see B above). Storing



treated water in this reservoir, one of the largest of its kind, allows the treatment plant to operate at a steady, efficient pace. On hot days, the reservoir is drawn down by increased water demand and then refilled at night when demand is lower.

To maintain water pressure and distribute water to our retail customers, we operate five pump stations and more than 200 miles of pipe. Where possible, the pipeline system is designed so the water will flow by gravity to save pumping costs. In elevated areas where pumping is required, the size and placement of the pump station is designed to minimize electrical power use. These pump stations are the final step involved with moving water to your home's pipes (see C above).

To learn more about the steps we take to provide you with refreshing, high-quality water, visit www.sjwd.org.

*Based on baseline rate for residential customers.



New! Announcing Online Bill Payment!

SJWD IS PLEASED TO ANNOUNCE that online bill payment is now available. Please go to www.sjwd.org and click on "Pay your bill online" to pay by check or credit card. You can view your bill online and you may also sign up for online bill presentment, thus eliminating costly paper bills.

New Rate Schedule Approved to Upgrade Facilities, Increase Water Supply Reliability

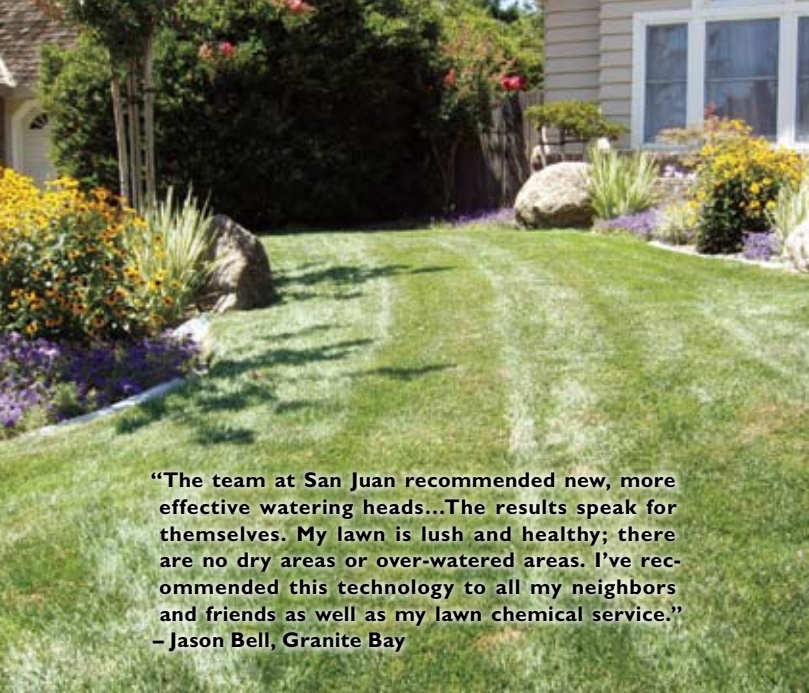
IN KEEPING WITH OUR practice to protect your water supply infrastructure and provide your family with high-quality water, SJWD is moving forward with improvement projects to be constructed over the next 10 years. These projects are important improvements that will enhance the reliability of your water supply for decades to come. As we evaluated the projects, we also developed a financial plan that included proposed rate increases over a five-year period to fund these projects. The first year increase was included in the rate schedule adopted in 2006.

Because all improvements ultimately affect you through rates, we want to assure you that we carefully study alternatives to construction projects in an effort to avoid

Facilities to meet new growth will be paid for by new development, not by existing customers.

rate increases. As a result of our efforts, we were able to reduce the 2008 rate increase recommended in our financial plan. Still, there are facilities that have reached the end of their useful life and need to be upgraded. Increasing state and federal regulations mandate facility upgrades as well. To fund the needed upgrades, SJWD's Board of Directors has approved a new rate schedule for 2008 that will result in an average increase of \$4.45 per month (collected bi-monthly) for our typical residential water user (who uses an average of 45 units or 33,000 gallons of water per month).

As a non-profit public agency, the district cannot charge customers more than the cost of providing service.



“The team at San Juan recommended new, more effective watering heads...The results speak for themselves. My lawn is lush and healthy; there are no dry areas or over-watered areas. I’ve recommended this technology to all my neighbors and friends as well as my lawn chemical service.”
– Jason Bell, Granite Bay

Jason Bell’s yard benefited from the new sprinkler technology.

New Irrigation Technology Improves Water Efficiency and Saves Money

ADVANCEMENTS IN IRRIGATION TECHNOLOGY CAN increase the efficiency of your system, save money and improve landscape appearance. The new rotor and drip technologies are easy to install and ensure that water is evenly distributed around your landscape, with less water lost to over-spraying, wind and evaporation. The latest rotor sprinklers, for example, provide consistent rotation speed regardless of nozzle size or pressure, deliver even water distribution, have interchangeable nozzles for any application and feature a screen that prevents clogged nozzles. If installing drip systems, use an advanced subsurface drip irrigation system that is easy to install, delivers water uniformly and is pressure compensating and self-cleaning.

Your irrigation system improvements may qualify for valuable rebates up to \$500. To find out more, please call (916) 791-2663 or visit our website at www.sjwd.org and click on Programs & Resources before making any improvements.

Earn Money For Saving Water!

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. Some of the rebates we offer include:

- Irrigation improvement reimbursement program*
- Hot water re-circulation system rebate*
- Washing machine rebate*
- Toilet rebate

Remember: Call to make sure the equipment you plan to purchase qualifies for a rebate before you purchase it! For more information, visit www.sjwd.org/ProgramsAndResources.htm or call (916) 791-2663.

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

Note: To qualify for rebates (other than the toilet replacement rebate), 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.

Using Certain Chemicals Can Damage Your Toilet



ADDING BLEACH, chlorine or other disinfectants to toilet tank water can cause flapper valves and other parts to deteriorate more rapidly, which can result in leaky and malfunctioning toilets. A leaky toilet can waste up to 500 gallons of water per day.

Thinking of replacing a leaky toilet? If you’re replacing a two-gallon-per-flush (or greater) toilet with a more efficient one, you may be eligible for an up-to \$75 toilet rebate and an additional \$50 made possible through partnerships with the Regional Water Authority, the Sacramento Regional County Sanitation District and the South Placer Wastewater Authority. Call (916) 791-2663 for more information.



A Necessary Fee For Late Payments

EACH 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 make payments on time:

- **Pay your bill online:** The online bill pay option is now available on our Web site! Log on to www.sjwd.org to pay by check or credit card.
- **Electronic Funds Transfer (EFT):** Have your water 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 use.

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

Call Before You Pour

ARE YOU PLANNING TO POUR concrete, modify your landscape or complete other construction projects near your water meter or service line? If your project is near your water service, call the district at (916) 791-0115 before you start. We may want to raise, lower, or even relocate your service box to enhance your project and to help avoid any service-related problems.



Fall Back Into Water Efficiency

AS THE SUMMER DRAWS TO A CLOSE and we enter the autumn months, keep these helpful tips in mind to continue using water efficiently.

- **Reduce your watering.** As temperatures cool, your landscape needs less water than in warmer months. Gradually reduce your outdoor watering to every other day and then to one day per week later in the season.
- **Water with the weather.** Eliminate unnecessary watering by turning off your irrigation system when it rains, or install a rain sensor, which automatically shuts off irrigation when it’s raining. Rain sensors are inexpensive and available at most home improvement stores.
- **Sweep up your mess.** To save water and keep storm drains free of debris, use a broom — not a hose — to sweep your driveway and walkways.

San Juan Water District

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