

NOVEMBER/DECEMBER 2025

DELIVERING HIGH-QUALITY, RELIABLE WATER

MEET OUR NEW WATER TREATMENT PLANT MANAGER: MICHAEL SPENCER



A deep sense of duty and a passion for public service have guided Michael Spencer's career from the very beginning. His journey in the water industry began in the United States Air Force, where he served as a Utilities Craftsman stationed at Travis Air Force Base in Fairfield, California. While there, he maintained critical water, sewer, and natural gas infrastructure – a role that expanded during deployments to Iraq and Qatar, where he helped build and maintain water systems for military operations overseas.

In 2009, after six years in the Air Force, Michael transitioned to civilian service with the San Juan Water District, bringing with him a strong commitment to water quality and infrastructure. Over the years, he has served in multiple roles, including Water Treatment Operator and Shift Operator, and ultimately as Chief Operator for the past 12 years.

As Chief Operator, he led a team of skilled and dedicated Water Treatment Plant Operators who ensured the daily operation of the 120 million gallon-per-day treatment facility met the highest standards, providing safe, clean drinking water to the communities we serve.

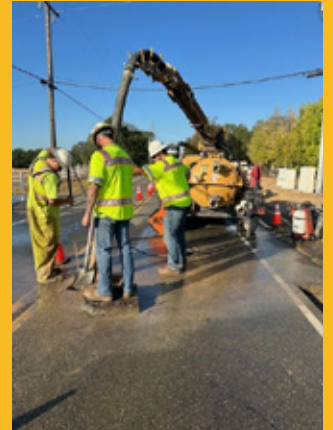
Outside of work, Michael values spending time with his family, including his wife and son—who is currently in U.S. Coast Guard boot camp. He is also an avid fisherman.

Michael succeeds Greg Turner as the new Water Treatment Plant manager. Greg retired in June 2025 after 27 years of dedicated service with SJWD.

24/7 COMMITMENT IN ACTION

CREW TACKLES EARLY-MORNING LINE LEAK

We are committed to serving our community around the clock. In the event of an emergency, customers can call our main line at **(916) 791-0115** and press 1 to be connected to our 24/7 answering service, which will immediately notify our on-call personnel.



This commitment was demonstrated early Sunday morning, September 21, when our Field Services crew responded quickly to an emergency service line leak on Cavitt Stallman Road near Hidden Valley Place. Because of the location of the leak, traffic control was also necessary to ensure a safe work environment, which required additional crew support.

The team began working at 7 a.m., setting up traffic control, repairing the leak, backfilling the excavation, and clearing the site—all before returning to the shop by 10 a.m. The repair was completed safely and professionally with minimal disruption to customers.

A special thank you to the crew members who responded and to the rest of the crew who offered support. We are proud of our team and the pride they take in serving the community.

OFFICE CLOSURES

Our office will be closed on the following dates:

- November 11
- November 27-28
- December 25
- January 1

For any water-related emergencies, please call **(916) 791-0115**.

MONTHLY BOARD MEETING INFORMATION

Our Board of Directors meets monthly on the third Wednesday at 6:00 p.m. in the District Office. We encourage participation and welcome public comments on District activities. For more information and to view the agenda for the next meeting, please visit sjwd.org/board-meetings.





KOKILA RESERVOIR REPLACEMENT PROJECT UNDERWAY

Construction is underway on the Kokila Reservoir Replacement Project. The 4.56-million-gallon reservoir provides operational and emergency storage of drinking water. The current reservoir’s liner and cover, installed in 1984 with a 25-year lifespan, have been extended through maintenance but are now in critical need of replacement. This project will replace the existing structure with a 4-million-gallon prestressed concrete tank, with a service life of approximately 100 years.

To finance the project, SJWD secured low-interest financing through the State Drinking Water Revolving Fund, administered by the State Water Resources Control Board, saving ratepayers approximately \$6.2 million compared to traditional bond market rates. Additionally, SJWD obtained a \$1.25 million grant from the U.S. Environmental Protection Agency that does not require repayment.

The project is estimated to be completed by February 2027.

IMPORTANT NOTICE:

LATE FEES RESUME WITH JANUARY/FEBRUARY 2026 BILLING

Beginning in early 2026, San Juan Water District will resume assessing late-payment charges on past due water bills. Depending on your billing cycle, the first bill subject to these new fees will be your January or February 2026 bill.

Under the updated ordinance, any bill that remains unpaid 35 days after the billing date will be assessed a Late-Payment Fee in accordance with the District’s Schedule of Rates, Fees, Charges, and Deposits. To avoid these fees, please ensure all outstanding balances are paid in full before your next billing cycle.

The District’s Board of Directors adopted Ordinance No. 25-01 to help encourage timely payments and recover the costs associated with managing delinquent accounts. Since discontinuing water shutoffs for nonpayment, the District has relied on a property tax lien process to collect overdue balances.

While this process is effective and ensures water service is not interrupted, it also requires the District to carry unpaid amounts for a longer period of time. The new late fees help offset the administrative costs and lost interest that result from these extended delinquent balances, ensuring the financial impact is not carried by customers who pay their bills on time.

We encourage all customers to review their accounts and make any necessary payments before their January or February 2026 billing. For questions about your bill, payment options, or to check your billing cycle, please contact Customer Service at (916) 791-0115 or visit sjwd.org.

WATER EFFICIENCY TIPS FOR THE FALL

Colder weather is on the way. Use these tips to adjust your watering habits and prepare for the season ahead.



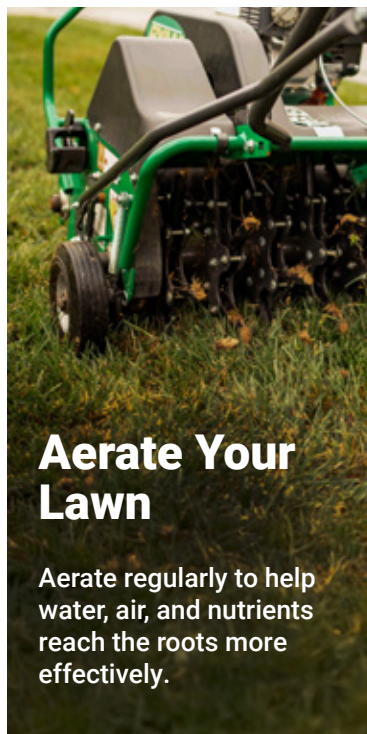
Adjust Your Irrigation Schedule

As temperatures cool, reduce watering to no more than two or three days a week.



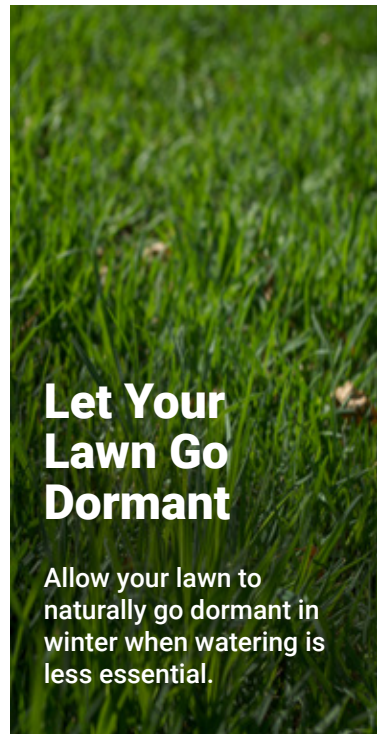
Inspect Your Irrigation System Regularly

Catch and fix leaks early to prevent water waste and keep your system running efficiently.



Aerate Your Lawn

Aerate regularly to help water, air, and nutrients reach the roots more effectively.



Let Your Lawn Go Dormant

Allow your lawn to naturally go dormant in winter when watering is less essential.

San Juan Water District

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