



YOU MAY BE ELIGIBLE TO RECEIVE A FREE IRRIGATION CONTROLLER

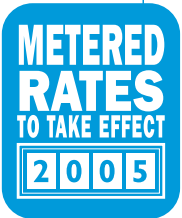
We want to help you create a landscape that is more water efficient and healthy. At no cost to you, our staff will visit your home and evaluate your irrigation system to develop an optimum water schedule for your landscape. Based on the review, you may qualify to participate in our free irrigation controller replacement program. With funding provided by the U.S. Bureau of Reclamation and participation from Rain Bird, qualified customers can exchange their controller for a water efficient controller and rain sensor. Please note that you must attend a workshop prior to installation to learn how to use your new controller.

Landscape irrigation reviews take from one to three hours, depending on the size of your landscaped area. For more information or to schedule an appointment, please call (916) 791-2663.

WEB SITE UPDATES

SJWD is updating its Web site! New information and resources soon will be available to help you learn more about your water and your water district. Keep an eye out for additional sections, including a complete plant list with photos from the district's thriving Water Efficient Landscape (WEL) Garden, information about reading your water meter as well as a new search option and site index. In the meantime, please feel free to submit Web site recommendations by calling customer service at (916) 791-0115 or e-mailing jgagnier@sjwd.org — we're listening!

FREE METERED RATE COMPARISONS



Are you wondering how the transition to metered rates will affect your water bill? Let us show you! A federal mandate requires all San Juan customers to be billed based on a metered rate by 2005. In preparation, we have been reading meters throughout most of the district to gather water consumption information. If you are in an area where we have been reading meters, we can provide you with a comparison of your current flat rate bill to a metered rate based on your historical consumption. To date, more than 800 customers have voluntarily switched to a metered rate based on the comparison information provided to them.

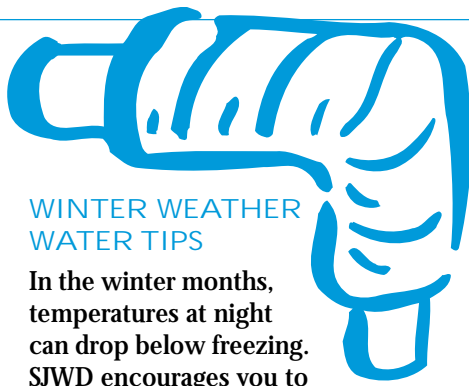
We encourage you to take advantage of our free programs to help you become more water efficient. For more information, please call (916) 791-0115 or visit our Web site at www.sjwd.org.

EASY WATER SAVING TIPS

Although the rainy season is officially here, it is still important to be mindful about water use. Here are a few tips to help you save water during this time.

- With winter rainfall and cooler temperatures, lawns and gardens will often stay healthy without additional watering. If you have an automatic irrigation system, turn it off or reset your sprinkler timer to water less frequently. You can also install a rain sensor, which will automatically shut down your irrigation system whenever it rains.
- If the weather is dry and you're unsure whether your lawn needs watering, use a moisture meter. These can be purchased at your local hardware store or garden center.
- Don't send precious water down the gutter! Use a broom or a rake rather than a hose to clean driveways and patios.
- Washing machines and dishwashers use less water than washing by hand. You can be even more water efficient by washing only full loads.





WINTER WEATHER WATER TIPS

In the winter months, temperatures at night can drop below freezing. SJWD encourages you to take three simple steps to protect your pipes from freezing:

- Wrap your pipes with foam to insulate them from the cold weather. Pipe foam can be purchased at local hardware stores, or you can simply wrap pipes in old towels and secure them with duct tape.
- If your pipes freeze, thaw them by wrapping the pipes in towels and repeatedly pouring warm water over them. Once they are thawed, remove the towels and immediately insulate them (as described above) to prevent re-freezing.
- In case your pipes burst, know where to locate your water shut-off valve and how to operate it safely.

If you would like more information about winter pipe preparation or need assistance locating your water shut-off valve, please contact our customer service department at (916) 791-2663.

BILL PAYMENT OPTIONS

SJWD wants to remind you that if you pay your water bill online or through a bill-paying service, it can take up to 10 days for the district to receive your payment. To avoid this delay, you may want to take advantage of either our Electronic Funds Transfer (EFT) program or pay automatically by credit card. This allows you to have your water bill deducted directly from your bank account or charged to your VISA or Master Card. To sign up for either program, please contact our customer service department at (916) 791-0115 to request an application. You may also download an application online at www.sjwd.org. Once we receive your information, it will take one full billing cycle to enroll you in the program you select.



SJWD IN YOUR NEIGHBORHOOD

At SJWD, we not only want to give you the best possible water service, but we care about your safety, too. With this in mind, be assured that all of our conservation and field staff members carry identification badges and drive white vehicles with the SJWD logo on the driver and passenger doors. In addition, they wear SJWD polo shirts or plain orange tee shirts. You may also see representatives from GSFM Contract Reading Service, the company contracted by SJWD to read water meters on a monthly basis. All meter readers drive GSFM vehicles and wear light blue shirts with the GSFM logo. They also carry SJWD Customer Service Manager Judy Gagnier's business card as additional identification. Finally, you may see representatives from BSK or Montgomery Watson Laboratories collecting required samples from your water service. Their vehicles are marked and they carry photo identification.

Of course, all SJWD employees and contractors will be friendly, helpful and greet you with a smile! Feel free to ask anyone conducting work on or around your property for identification, and if you have any questions or concerns, please call customer service at (916) 791-0115.

BILLING FREQUENCY TO CHANGE FOR METERED RATE CUSTOMERS

Beginning in February, billing for our metered-rate customers will switch from a one-month to a two-month bill. Half of our customers will start receiving their two-month bill in February, for the months of December and January. The other half will start receiving their two-month bill in March, for the months of January and February. Questions? Please call 791-0115.



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