



FACILITY UPGRADES PLANNED

January Rate Increase Helps Fund Improvements

As you may already know, an independent engineering evaluation of San Juan Water District's water distribution system found that many of our facilities are approaching the end of their useful lives.

Over the next several years, we will continue to make improvements and repairs to the system, replacing facilities in an order of priority recommended by the engineering study while at the same time striving to keep rates as low as possible.

To fund the necessary improvements scheduled for 2007 and continue providing reliable service and high-quality water, a board-approved rate increase went into effect on January 1. If you have questions about your bill, please contact us at (916) 791-0115.

WIN A WATER-EFFICIENT MAKEOVER FOR YOUR GARDEN



In partnership with the Regional Water Authority and other water providers in the Sacramento region, the San Juan Water District invites you to enter the Ultimate Water Smart Garden Makeover Contest. The grand prize is a **complete garden makeover** (valued at up to \$40,000) featuring a design by Christy Tveit, winner of HGTV's "Landscape's Challenge."

Entries are due May 31, 2007. Entry forms can be downloaded from www.sjwd.org. More details are available through the Regional Water Authority's hotline at (888) WTR-TIPS (888-987-8477).

MARK YOUR CALENDAR!

Attend a **free drip irrigation workshop** to learn how to improve your existing or install a new drip irrigation system.

When: Saturday, April 21, 9 a.m. to noon

Where: SJWD, 9935 Auburn Folsom Road, Granite Bay

For more information, call (916) 791-2663.



A NECESSARY FEE FOR LATE PAYMENTS

Each month, we deliver 150 to 250 past-due notices to customers, resulting in substantial administrative and operational costs for the district.

To help recover the additional costs associated with delivering late notices, SJWD applies a \$15 late payment fee when a notice is delivered. This way the costs are not passed on to customers who are conscientious about making timely payments.

Ideally, penalties would never need to be assessed. However, the late payment fee helps 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:

- **Electronic Funds Transfer (EFT):** You can 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 also can call us to make a credit card payment over the phone.

We also offer an **equalized payment plan**. Under this plan, you will be charged the same amount on every bill. The equalized billed amount is set by calculating a 12-month average of your bills. The district will revisit the equalized billed amount annually and adjust the amount if necessary.

The District does not charge a fee to provide these payment options. You can obtain an application from our website at www.sjwd.org or by calling (916) 791-0115.

COMING SOON!

You will soon be able to view and pay your bill online. We are striving to have this feature available to customers by May 1. You will find an update in the May/June Water Gram.

Watergram

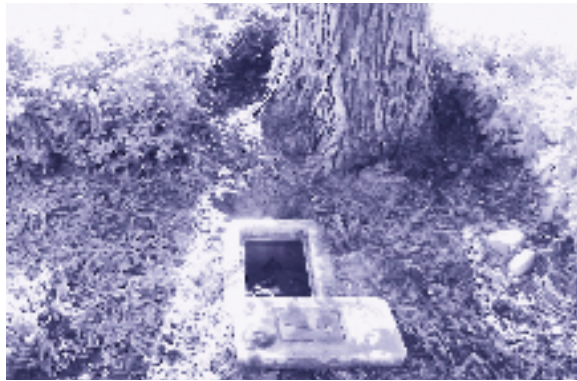


TREATMENT PLANT TRIVIA

SJWD's Sidney N. Peterson Water Treatment Plant started processing water for delivery to customers in August 1979. Throughout the years, we've made many improvements and upgrades to keep up with state and federal regulations and to continue providing the highest quality water possible.

Did You Know...?

- The district has been providing water service since 1854.
- As of November 4, 2006, a total of a half trillion — that's 500,000,000,000 — gallons had been processed through our treatment plant.
- At capacity, Folsom Lake holds 325,824,000,000 gallons (1 million acre-feet). This means SJWD has treated more than 1½ times the maximum amount of water held in Folsom Lake!



This tree was planted too close to the service box. As the tree matured, its roots damaged the service box, causing a leak.

KEEPING YOUR SERVICE BOX ROOT FREE

SJWD reminds customers to keep their service boxes clear from landscaping. Even though the damage may not appear on the surface, roots in the ground often intrude and break water lines and service boxes, causing severe damage and very inconvenient water outages for the customer whose service line was broken.

To avoid these inconveniences and keep service boxes easily accessible, SJWD asks customers to plant trees and large shrubs at least 10 feet from all service boxes and service lines.

DISTRICT HELPS TARGET HIGH WATER USE

A leaky pipe or sprinkler can waste thousands of gallons of water per month — and substantially increase your metered water bill. SJWD helps customers by reviewing water meter data and checking for changes in water use patterns. When we notice a substantial increase in a customer's water use, we'll make an effort to contact you. Our specialists can offer you assistance in checking your system for unseen leaks.

Additionally, our irrigation experts can help you by reviewing your irrigation system for leaks and water-saving opportunities. Now is a great time to replace sprinklers, drip lines and other landscape materials to prepare your yard for spring planting. Our staff, certified by the Irrigation Association and Cal Poly's Irrigation Training and Research Center, provided landscape or irrigation assistance to more than 700 customers in 2006. Just call (916) 791-2663 to schedule an appointment.



PLANNING TO MOVE?

If you are planning to move, please notify SJWD before you load the moving van and leave town. This allows the district to obtain a final meter reading and ensure proper billing on your final statement.

Moving? Please call (916) 791-0115 and let district staff know in advance!

REMINDER! SOUTH ENTRANCE GATE NOW OPEN

The district's new entrance is protected by a traffic signal and designed to provide easier and safe access for our visitors. The entrance is located at the intersection of Pinebrook Drive and Auburn-Folsom Road, just south of the former entrance. The bill payment drop box is now located at the new entrance.



SAN JUAN WATER DISTRICT

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