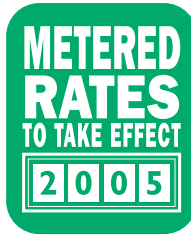




### RATE INCREASE PUBLIC HEARING ON NOVEMBER 15

We annually evaluate the costs associated with state and federally mandated programs, operations and maintenance, improvement programs and other service needs. In order to continue providing safe, reliable water, we must increase our rates from time to time. A public hearing will be held on November 15 at 7 p.m. to discuss the proposed rate increase for San Juan Water District customers. This rate increase will affect all customers to varying degrees, depending on your type of water service, billing category and water use. **New water rates will not take effect until January 2001.**



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

We welcome customer input and we encourage you to attend the November 15 workshop at 7 p.m. at the district offices at 9935 Auburn Folsom Road in Granite Bay. If you cannot attend but wish to comment, written comments can be addressed to the San Juan Board of Directors, c/o San Juan Water District, P.O. Box 2157, Granite Bay, CA 95746. All comments must be postmarked on or before November 14. Comments can also be emailed to [jenglish@sjwd.org](mailto:jenglish@sjwd.org).

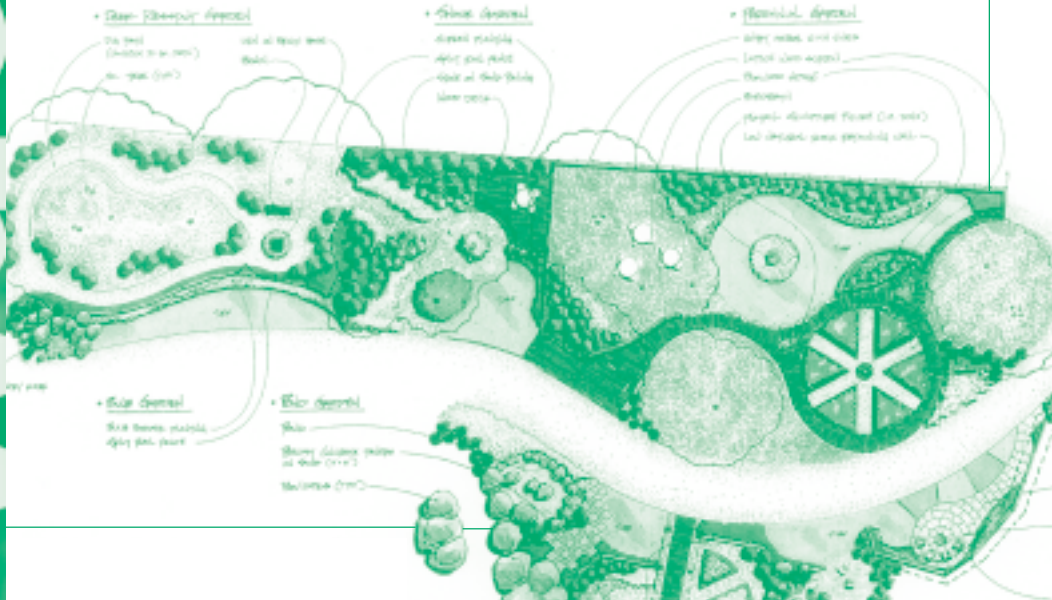
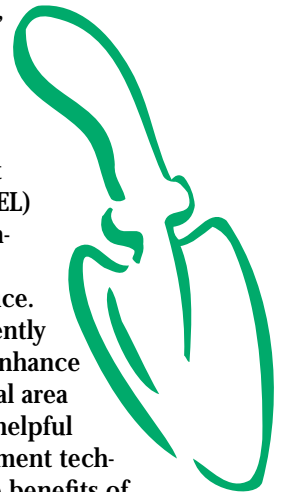
If you have any questions about the upcoming rate changes, please call us at (916) 791-0115 and a district representative will be happy to help you.

### NEW PAYMENT OPTIONS BEING IMPLEMENTED

Some customers have expressed an interest in paying their water bill electronically or by credit card. To address these requests, we are currently working out the details to implement an electronic funds program by mid-January 2001. We are also looking into the possibility of allowing credit card payments. Please watch for an update about how you can sign up to have funds electronically debited from your bank account and for more information about credit card payments in our January *Water Gram*.

### IMPROVEMENTS PLANNED FOR THE WATER EFFICIENT LANDSCAPE GARDEN

In spring 2001, construction will begin on the residential gardens in the Water Efficient Landscape (WEL) Garden demonstration area behind our office. Plans are currently underway to enhance this educational area which shows helpful water management techniques and the benefits of drought tolerant plants. We'll keep you posted about the project as plans unfold. The WEL Garden is a free service that is open to the public Monday through Friday from 8:30 a.m. – 5 p.m.



WaterGram



### PLEASE CHANGE YOUR SPRINKLER TIMERS

As the fall weather approaches, the need to frequently water your lawn and plants decreases. The moisture in the air and rain allows your lawn and many plants to live longer without as much water. Please remember to reset or turn off your sprinkler timers to help conserve water during winter months. If you have any questions about how to adjust your sprinkler system or how much water your landscape needs, please contact our conservation department at 791-2663.

### NEW OAKS 10 YEAR ANNIVERSARY

This year marks the 10th anniversary of our New Oaks Project. On November 4, many area youth groups will join us in an acorn-planting event to celebrate 10 successful years of fulfilling our community service commitment.



The New Oaks Project was started as an effort to replace the old oak trees lost during area development. Each tree is planted from an acorn and nurtured by members of youth groups until they are ready to be planted. The trees are then made available to the community for planting free of charge. Over five thousand trees have been planted in residential gardens, along the American River and in many other community locations.

### PUBLIC HEARING ON DECEMBER 13

We are currently preparing our Urban Water Master Plan for submittal to the Department of Water Resources. Please come to a public hearing at the December 13 board meeting at our district offices to learn more about what is in store for our district in the coming years.

### THANK YOU FOR USING WATER EFFICIENTLY!

We are pleased to announce that, on average this past year, production was the same as in 1988. Although our community continues to grow, our water use has remained steady over the past 12 years. Thank you to everyone for helping us to conserve this precious resource. Keep up the good work!



### WE VALUE YOUR FEEDBACK

We are committed to providing excellent customer service and being available to serve you 24 hours a day. If you would like to provide feedback about our service or need to reach a district representative, please contact us. Here's how:



- Call us at (916) 791-0115 Monday through Friday from 8:30 a.m. to 5 p.m. If you need to reach us in an emergency situation after hours, our answering service will contact a representative to help you.
- Stop by our office at 9935 Auburn-Folsom Road in Granite Bay, Monday through Friday from 8:30 a.m. to 5 p.m.
- E-mail us by logging on to our web site at [www.sjwd.org](http://www.sjwd.org) or directly at [jenglish@sjwd.org](mailto:jenglish@sjwd.org)



SAN JUAN WATER DISTRICT  
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