

## SUPPLY AND DEMAND: HOW SJWD KEEPS WATER FLOWING

At San Juan Water District, **we plan ahead in order to continue to provide a reliable, high quality water supply for our customers.** While many California communities are impacted by drought, population growth, agricultural use and reductions in water supply, our strategic planning helps to reduce potential impacts these conditions could have on our customers.

SJWD balances increased water demand by promoting water efficiency and supporting regional planning efforts. Saving water today will help ensure sufficient future water supplies. SJWD offers many free programs and services to help you use water efficiently. These programs range from drip irrigation classes to landscape irrigation reviews, workshops and more.

It sometimes is easy to forget that water is a finite resource, especially when rain is on the way, and Folsom Dam releases water down the American River. However, increased water demand and limited supplies are two of California's top issues. In fact, it is expected that water demands throughout the state will increase 40 percent over the next 25 years.

You can help SJWD **save water and protect future supplies by implementing simple water-saving measures at home and work.** Read on for ways to save water for the future!



## HOW CAN YOU IMPROVE YOUR IRRIGATION SYSTEM?

Many customers don't know where to turn when their irrigation systems need repairs or a complete overhaul. We offer a free landscape irrigation review program that helps customers learn about watering times for different seasons and the best use for each soil type. For a complete listing of free programs and services, call us at (916) 791-2663 or visit [www.sjwd.org](http://www.sjwd.org).

**To report a leak in SJWD pipes or other infrastructure, please call (916) 791-0115. To request assistance in locating internal leaks within your irrigation or plumbing system, please call (916) 791-2663.**

## DO YOU WATER WITH THE WEATHER?

As the seasons change, so should your landscape irrigation routine. Winter's cool temperatures, fog and rain provide nearly all the water your lawn and outdoor landscaping needs. We've listed below several simple ways you can "water with the weather."

- Gradually reduce outdoor watering times. Reset your irrigation system to water your landscape every other day and then reduce irrigation to one day per week.
- Eliminate unnecessary watering by turning off your irrigation system when it rains or install a rain sensor to automatically shut off your irrigation system during rain. Rain sensors are inexpensive and available at most home improvement stores.

## PIPES NEED TO BUNDLE UP IN THE WINTER, TOO!

Tired of waiting a long time for hot water to come out of your tap? A relatively easy, do-it-yourself solution can help relieve the problem: just wrap your hot water pipes with foam or another insulating material. This will help reduce the time it takes for hot water to reach the tap, which saves water, and prevents pipes from freezing during cold winter nights.



Follow these tips to avoid serious damage to your pipes:

- Locate and learn how to use your water shut-off valve in case your pipes burst.
- If your pipes freeze, thaw them by wrapping them with rags and pouring warm water over the rags. Then, remove the rags and rewrap the pipes with foam to prevent further freezing. Never use a blow torch to thaw your pipes!
- You also can wrap an insulated fire-proof water heater blanket, available at your local hardware store, around your water heater. This saves water and energy.

## KEEP YOUR PROPERTY ABOVE WATER THIS WINTER

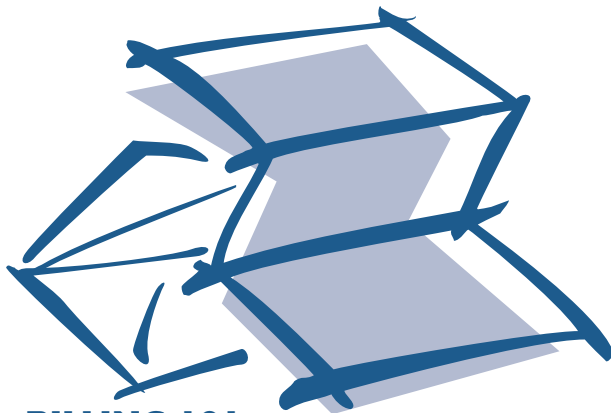
As the rainy season approaches, it is important to check gutters, storm drains and other areas that are prone to flooding. To prevent localized flooding, clear leaves and other debris from gutters and storm drains and remember to adjust your irrigation system to prevent excess water run-off.

Don't forget to turn off the water pump in your pool! Too much rain, mixed with a running water pump, can cause your pool to overflow and flood your property.



San Juan Water

Water



## BILLING 101

### Bill Design and Account Number Changes Coming Soon

#### Watch for these changes coming in January

In response to customer requests, the district is working on changing the bill design to provide the following information:

- current billing period consumption
- prior billing period consumption
- consumption in the same period last year

In order to continue processing payments received from customers who use an online bill-paying service, it is necessary to combine your account number and customer number. For example, if your account number is 12345678 and your customer number is 0001234, your new account number will be 12345678.0001234. Please notify your payment service that your account number has changed to a new format.

### Your Water Bills Don't Have to Vary Month-to-Month

#### Sign up for an Equalized Payment Plan

With metered rates, water bills may fluctuate throughout the year based on usage. For example, more water is typically used in the summer, resulting in higher water bills. By signing up for this program, an average two-month bill will be determined based on a 12-month calculation of your average water consumption. This way, you pay the same amount throughout the year.

### Credit Card Payment Reminder

We offer a credit card payment option and accept VISA and MasterCard. You can sign up to have the amount of your bill automatically charged to your credit card each billing cycle or call to authorize each transaction over the phone.

If you are enrolled in the credit card program and have your bills automatically charged to your credit card, **please remember to complete a new authorization form** when your card expires or if a new card is issued to you.

For more information on other available payment options visit [www.sjwd.org](http://www.sjwd.org) and click on "Customer Service," then "Payment Options."

## CONSTRUCTION UPDATE

Construction to replace old, leaky piping along Joe Rodgers Road near Auburn-Folsom Road began in September and was complete in October. A second construction project to upgrade the Hinkle Pump Station and improve reliability began in September and anticipated completion is August 2006. The pump station is located at the San Juan Water District on Auburn-Folsom Road.

## NEW ENTRANCE OPENING SOON AT SJWD

Look for the district's new entrance at the intersection of Pinebrook Drive and Auburn-Folsom Road. This new entrance provides convenient and safe access for customers and other district visitors. The bill payment drop box also will be relocated to the new entrance for your convenience. The existing entrance will be transitioned out of service over the coming weeks as visitors get used to the new entrance.



## PLANNING A MOVE?

Are you planning to sell or vacate your current property? If so, remember to call us at (916) 791-0115 to let us know when to discontinue your service so we can read your meter and send an accurate closing bill.

## DID YOU KNOW?

### Quick facts about indoor water efficiency

- **Installing a low-flow showerhead** saves up to 800 gallons a month.
- **Turning off the tap while brushing your teeth** saves up to 10 gallons a day.
- **Using a high-efficiency washing machine** saves more than 16 gallons a load.
- **Repairing a leaky faucet** saves up to 430 gallons a month.
- **Installing a low-flow faucet aerator** saves more than 140 gallons a month.
- **Fixing toilet leaks** saves up to 500 gallons of water a day.

Meters are read in units of 100 cubic feet (ccf).  
1 unit of water = 100 cubic feet = 748 gallons



### SAN JUAN WATER DISTRICT

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