



Water Conservation

IMPORTANT BILLING NEWS

In July 1999, the board of directors created a Customer Rate Resource Committee (CRRC) to provide input during the development of a five-year financial plan. The CRRC participated in monthly workshops over a nine-month period. At the end of the nine-month period, the CRRC made several recommendations about the district's rate structure to the board of directors. The board of directors appreciated the contribution by the CRRC and has accepted these recommendations. A portion of the recommendations related to rates are summarized below:

Three Percent Rate Increase Necessary

To accommodate the financial needs addressed in the five-year financial plan, the CRRC recommended a series of modest increases over the next five years. This September, consistent with the recommendations in the report, there will be a three percent rate increase for water service to allow us to keep pace with inflation and the cost of providing service. Flat rate customers will notice the three percent increase on their bi-monthly billing statement in September.

New Tiered Rate Structure to Take Effect for Metered Customers

The CRRC also recommended a metered rate structure that simplifies our billing process by eliminating the distinction between customer pressure zones. The new rate structure also standardizes the fixed charges and incorporates a tiered rate for consumption for all residential metered customers.

All customers currently billed on a metered rate will be transitioned to a new metered billing rate structure in September that also includes the three percent rate increase for water service. The effect on your individual bill will depend on your location and size of your meter, which currently is used to determine your fixed charge. If you have questions about this transition, please call us at 791-0115.

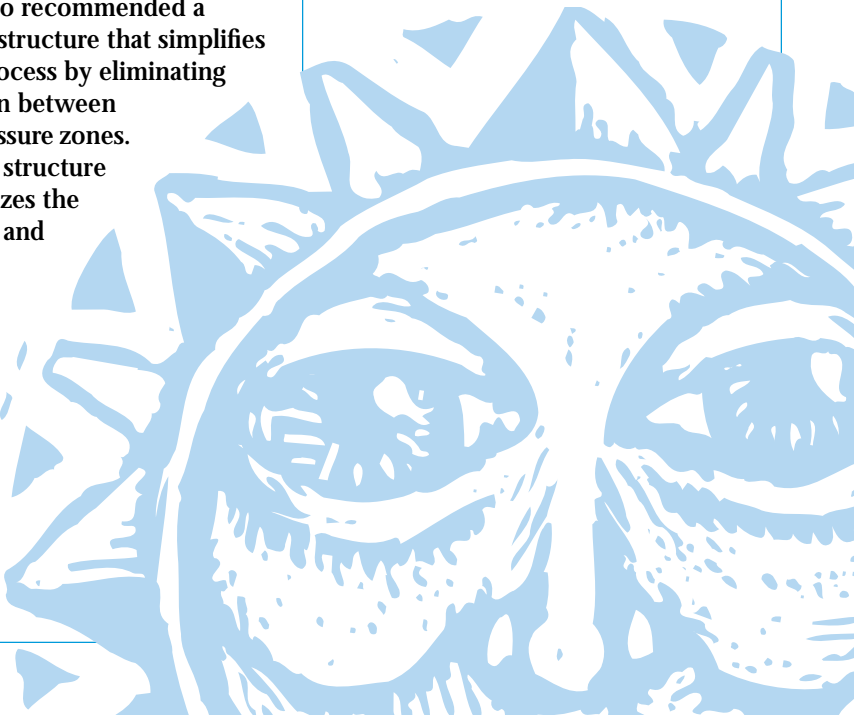
RE M I N D E R :
The federally-mandated metering program will take effect for all customers in 2005. Until then, customers paying a flat rate can voluntarily switch to a permanent metered billing rate structure.

Interested in learning more about efficient water use? We can help! Contact our water education team at (916) 791-2663 for details.

SUMMER WATER CONSERVATION TIPS

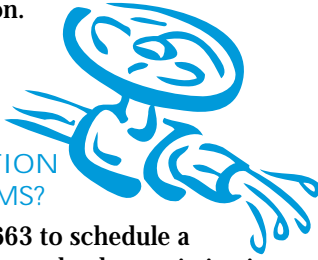
With the hot summer days here, more and more people will increase their outdoor water use. Don't forget it is especially important that we use water efficiently during this time. Here are a few simple tips we encourage you to follow:

- attach automatic shut-off devices to your sprinkler system or garden hose.
- do not operate your sprinkler system on windy days since most of the water will be wasted.
- check your sprinkler system for leaks regularly. If it has any leaks, repair them immediately.



TAKE ADVANTAGE OF OUR MASTER GARDENER!

Are you putting in a new yard or re-landscaping your current one? We can help! Through our master gardener program, a master gardener will visit your home to provide a complimentary consultation about your overall landscaping needs and water efficient landscaping tips. This is a free, no obligation service that is available upon request. Please contact us at 791-2663 to schedule your consultation.



IRRIGATION PROBLEMS?

Call 791-2663 to schedule a complimentary landscape irrigation review. A certified district representative will visit your home to review your irrigation system, provide helpful tips and can even design an irrigation schedule based on your property's individual specifications. This service usually results in a more healthy landscape with less water applied and could save you money if you're paying a metered rate.

SCIENCE FAIR WINNERS

We recently participated in the annual Cavitt Junior High School Science Fair where we judged student projects that featured a water education theme. Congratulations to the following winners:

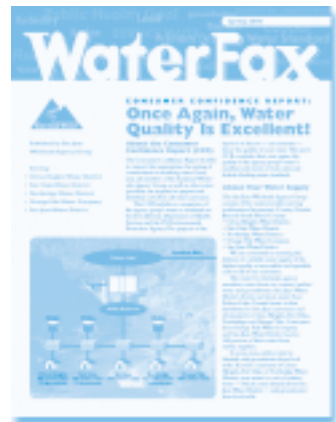
- **First Place:** Stephanie Wetzel; Mr. Davis, teacher
- **Second Place:** Scott Hollingshead; Mr. Pozzi, teacher
- **Third Place:** Stuart Short; Mr. Pozzi, teacher
- **Runner-up:** Jared Farr; Mr. Pozzi, teacher
- **Runner-up:** William Kolkey; Mr. Davis, teacher

Participating in this program helps us raise overall water awareness among our future leaders. Thank you to the participating students, teachers and parents for all of their time and effort in making this a success!



FREE RESIDENTIAL RETROFITS AVAILABLE

Free residential plumbing retrofit kits are available to customers with homes built before 1992. We will provide water saving devices such as low-flow showerheads, toilet tumblers, kitchen and bathroom faucet aerators and toilet tank dye tablets that test for leaks. Installing these items in your home can help you use water efficiently and save money.



ANNUAL WATER QUALITY REPORT — ANOTHER A-PLUS!

We recently distributed our annual water quality report to all of you, our customers. The results again show that your drinking water is excellent quality and meets or exceeds all state and federal drinking water standards.

Why are we so lucky?

Your water source begins in the American River — one of the most pristine watersheds in the state. Then, before the water is delivered to you, it undergoes an extensive treatment process at our treatment plant. We continually test and monitor the water to ensure pure, high quality drinking water for all of our customers. So, be assured you are receiving safe drinking water — straight from your tap!



SAN JUAN
WATER DISTRICT
P.O. Box 2670
9935 Auburn Folsom Road
Granite Bay, CA 95746
www.sjwd.org

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