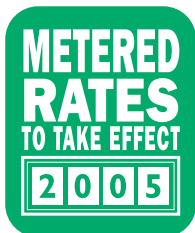




### NOTICE: 3 PERCENT RATE INCREASE PUBLIC HEARING ON OCTOBER 25

In the July *Water Gram*, we stated that a proposed three-percent rate increase would go into effect for all customers. The proposed effective date has been postponed from September 2000 to January 2001. The proposed increase, which is less than the 3.8 percent cost of living increase, is necessary to allow us to keep pace with inflation and the cost of providing service. In accordance with Proposition 218, a rate increase public hearing will be held October 25 at 7 p.m. at San Juan Water District.



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

### NEW RATE STRUCTURE TO TAKE EFFECT FOR METERED CUSTOMERS

The proposed new billing structure will affect those currently billed on a metered rate and includes the three-percent water service rate increase. The new rate structure is scheduled to take effect in January for all customers paying a metered rate. This new rate structure eliminates customer pressure zone surcharges and standardizes the fixed charges and rate for consumption for all residential metered customers.

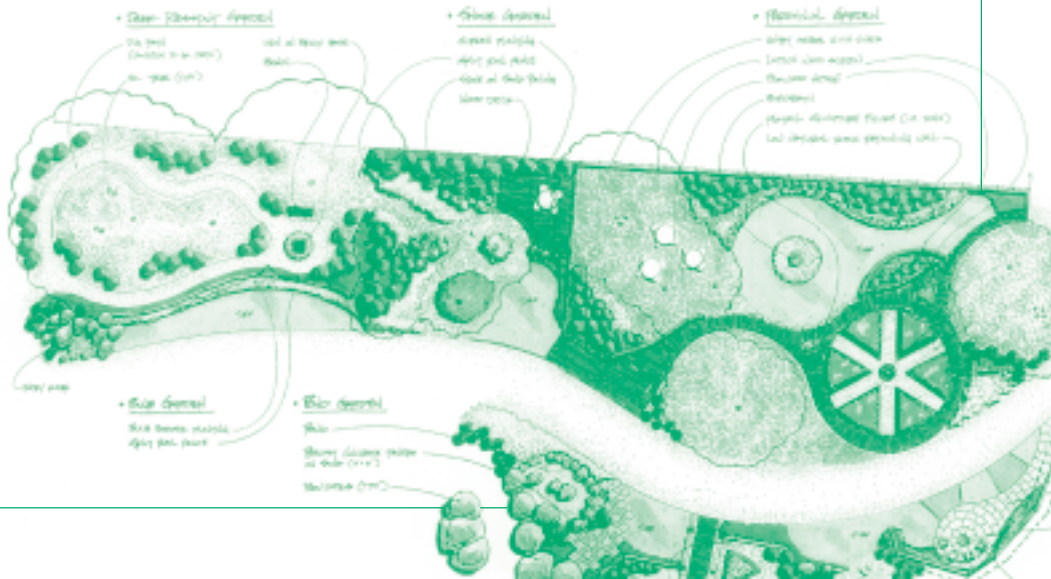
Please call us at 791-0115 if you have any questions regarding the three percent rate increase or new metered rate structure.

### NEW PAYMENT OPTIONS BEING CONSIDERED

Some customers have expressed an interest in additional options other than check payments for paying their water bill. To address this request, we are currently looking into the possibility of allowing customers to pay their bill via electronic transfers or credit card payments. We'll keep you posted as more information becomes available. Please watch for an update in the next *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, public service that is open to the public Monday through Friday from 8:30 a.m. to 5 p.m.



WaterGram



### FREE LANDSCAPE IRRIGATION REVIEWS AVAILABLE

Do you wonder if you are irrigating properly? We can help answer your questions through our free landscape irrigation reviews. Upon request, a certified district representative will visit your home to review your irrigation system, provide helpful irrigation tips and design an irrigation schedule based on your property's individual specifications. Please call 791-2663 to schedule your complimentary landscape irrigation review.



### NEW OAKS 10-YEAR ANNIVERSARY

This year marks the 10th anniversary of our New Oaks Project. On November 4, youth groups will join us for 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 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. If you would like trees to plant in your yard or know of a public area in need of trees, please call us at 791-2663.

### MARK YOUR CALENDAR

Free Composting Class



A free composting class will be given on Saturday, October 7 at 9 a.m. It will be followed with a pruning demonstration in our fruit orchard at 10 a.m.

### Blood Drive Planned

We are hosting a blood drive on Wednesday, September 20 from 8 a.m. to 2 p.m. Please join us! Call 791-0115 to schedule an appointment to donate blood or for more information.

### THANK YOU FOR USING WATER EFFICIENTLY

We're pleased to announce that, on the average this past year, customers used the same amount of water as they did in 1988. Although our community continues to grow, our water use has remained steady which means all of you are using water efficiently. Thank you to everyone for helping us to conserve this precious resource. Keep up the good work!

### WE VALUE YOUR FEEDBACK

We're 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 (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 website at [www.sjwd.org](http://www.sjwd.org) or e-mailing us directly at [jenglish@sjwd.org](mailto:jenglish@sjwd.org)



SAN JUAN WATER DISTRICT

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