



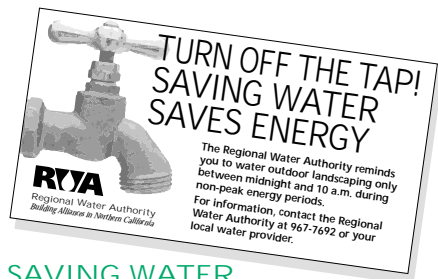
NEW FLAT RATE STRUCTURE THIS MONTH

San Juan Water District began transitioning all flat rate water customers to a standardized rate this month. Last month these customers were notified about their individual changes through a mailer. With the assistance of a customer advisory committee, the district determined that a standardized rate structure would result in a more fair and equitable method of billing. Previously, flat rate customers were billed according to the pressure zone in which they are located and the size of their water service connection.

San Juan Water District is a non-profit organization (a community services district) that charges its customers based on the cost of providing services.

Residential customers paying a metered rate were already transitioned to a standardized rate last January. For those residential customers who are billed a metered rate, the rate increase effective this month includes a 58-cent increase in your base monthly water rate and a one-cent increase per unit of water.

If you have any questions about your rate change or any concerns, please contact our customer service staff directly at 791-0115. We will be happy to assist you.



SAVING WATER SAVES ELECTRICITY!

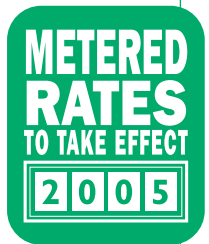
San Juan Water District is helping spread the word about the connection between energy and water efficiency through the newly formed Regional Water Authority (RWA). The RWA, an organization that represents the unified interests of almost 20 Sacramento-area water providers, recently sponsored a three-month radio and print media campaign to encourage the public to "Turn Off the Tap! Saving Water Saves Electricity." By using water efficiently, we can conserve water and energy and, ultimately, reduce consumer costs.



FREE METERED RATE COMPARISONS

Are you wondering how the transition to metered rates will affect your water bill? Let us show you! A federal mandate requires all San Juan customers to be billed based on a metered rate by 2005. In preparation, we have been reading meters throughout most of the district to gather water consumption information. Based on your consumption, we can provide you with a comparison of your current flat rate bill to a metered rate. To date, more than 400 customers have voluntarily switched to a metered rate based on the comparison information provided to them.

We encourage you to take advantage of free programs available to help you decrease water consumption and ease the transition to metered rates. For more information, please call 791-0115 or visit our Web site at www.sjwd.org and click on "Programs and Services."



San Juan Water District offers a variety of free services to help its customers use water more efficiently, including: landscape water review, landscape expert consultation, residential plumbing retrofit, low-flow toilet rebates and a resource center with informational literature and videos.



ARE YOU WATERING EFFICIENTLY? YOU MAY BE SURPRISED!

Our staff has been trained by the California Polytechnic State University to perform landscape irrigation reviews. At no cost to you, a certified staff member will visit your home to evaluate your irrigation system, landscape and soil composition. Using a computer program, we can design an optimum watering schedule for your landscape's specifications.

Based on your review, some customers may qualify to participate in our free irrigation controller replacement program. With funding provided by the Bureau of Reclamation and participation from Rain Bird, qualified customers can exchange their controller for a water efficient controller and rain sensor. Please note that customers must attend a workshop prior to installation to learn how to use their new controllers.

This will help you create a landscape that is more water efficient and healthy. The landscape irrigation review takes from one to three hours, depending on the size of your landscaped area, and is offered spring through fall. For more information or to schedule an appointment, please call 791-2663.

YOU CAN MAKE A DIFFERENCE

As we mentioned in the last issue of *Water Gram*, San Juan Water District is in a Stage 2 Water Alert. Conservation Stage 2 builds on Stage 1 by asking customers to voluntarily reduce water consumption by 5 to 10 percent. SJWD recommends that customers water outdoors between midnight and 10 a.m., but avoid the peak demand hours from 5 to 8 a.m. Please use water for beneficial purposes only and avoid all unnecessary and wasteful uses of water. Every drop counts!

ARE YOU PLANNING TO REPLACE OR INSTALL NEW LANDSCAPE?

If so, visit our Water Efficient Landscape (WEL) garden. This educational area, designed to be water efficient, demonstrates how to group plantings according to their water needs for the most water efficient landscape. The garden is also filled with beautiful, low-water-use plants, trees, groundcover and shrubs, designed to provide you with ideas about alternative landscape designs and efficient watering techniques that can be easily applied to your yard. Many exciting improvements are underway, including the addition of residential gardens with varying types of landscape and hardscape, proper water application information and metering demonstrations. The WEL Garden is open to the public for self-guided tours Monday through Friday, 8:30 a.m. to 5 p.m.

Another resource for our inspired gardeners is our landscape expert, who is also a master gardener. Our expert will visit your home to discuss your landscape, soil and irrigation needs and provide you with valuable tips on water efficient landscaping. Please take advantage of this free, no obligation service. For more information or to schedule an appointment, please call 791-2663.



BILLING FREQUENCY TO CHANGE FOR METERED CUSTOMERS

Beginning in February, billing for our metered-rate customers will switch from monthly to bimonthly (every other month). Half of our customers will start receiving their bimonthly bill in February (for December and January consumption). The other half will start receiving their bimonthly bill in March (for January and February consumption). Questions? Please call 791-0115.



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