



The Water Drop

Elk Grove Water District



August 1, 2013

Message from the General Manager

To maintain continuous improvement throughout the District, we conducted a comprehensive customer survey this past spring. While encouraging in certain areas, the survey also informed us areas where we need to improve.

The survey generally indicated that our customers were pleased with our service and the quality of our water. 94% agreed or were neutral on the question of whether they thought our water was safe to drink. 99% agreed that the District is good at maintaining a reliable water supply. The survey also indicated that our customers enjoy reading the Water Drop and we will continue these newsletters as a way to keep you informed.

A high percentage (46%) of customers responded that our water was priced unreasonably and this has been strongly heard by the District and our Board. After approximately four years of holding rates constant, the District has adopted a new 5-year rate program which will begin on January 1, 2014. These annual adjustments are (in my opinion) very modest and needed to maintain pace with inflation and pay for future capital improvement projects.

The majority of our customers, however, indicated that they did not know how these capital improvements would benefit them or their families. There is a brief article in this Water Drop on our capital improvement program, but I encourage you to visit our website where more information on our projects can be found.

Another way to obtain this information is to simply give me or Bruce Kamilos (our Engineer) a call. We'd be happy to tell you about our projects and why they are important to you.

-Mark

Elk Grove Water District receives District Transparency Certificate of Excellence

The Special District Leadership Foundation announced in early May that EGWD successfully completed the District Transparency Certificate of Excellence program. In order to receive the award, EGWD demonstrated the completion of eight essential governance transparency requirements, including conducting ethics training for all board members, properly conducting open and public meetings, and filing financial transactions and compensation reports to the State Controller in a timely manner.

The Elk Grove Water District also fulfilled fifteen Web site requirements, including providing readily available information to the public, such as board agendas, past minutes, current district budget, and the most recent financial audit. This information is available at www.egwd.org.

A certificate recognizing this achievement will be presented to the Elk Grove Water District at the California Special Districts Association's annual conference in September.

Rate Adjustment Approved

On June 26th, the Board of Directors approved a rate structure prepared by Willdan Financial Services that estimates the costs of service and the corresponding revenue requirements for the next five years. The Board also approved rate adjustments over the next five years as recommended by this study. The first adjustment will be implemented in January 2014. Actual adjustments for each customer will vary, largely depending on water use.

EGWD was required to follow a legal process, known as Prop. 218, when increasing rates. The process included opportunities for public input and protest. EGWD had several public meetings, workshops and hearings before the process was complete. To better understand the new rate structure and to review the entire rate setting process, please visit the EGWD Web site at: <http://www.egwd.org/2013waterratestudy.html>

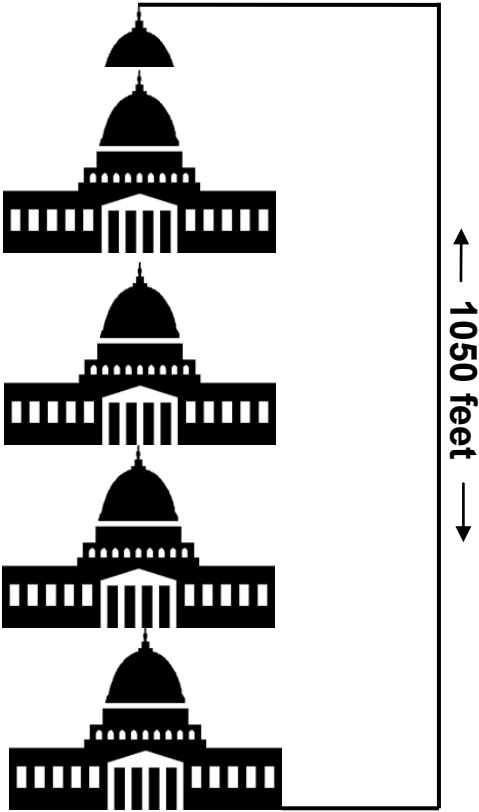
Consumer Confidence Report

In 1996, an amendment to the Safe Drinking Water Act added a requirement that water systems deliver an annual water quality report to its customers. The Consumer Confidence Report (CCR) summarizes the information that EGWD already collects to comply with regulations. EGWD surpassed all water quality standards this year.

The CCR includes information on source water, levels of any detected contaminants and EGWD's compliance with drinking water regulations, plus some educational information. Because some customers receive water purchased from Sacramento County Water Agency (SCWA), the CCR contains information about both EGWD's water quality and SCWA's water quality. Your CCR was mailed at the end of June. This year's report, along with previous reports, is also available at <http://www.egwd.org/waterquality.html>. Additional copies may be picked up at EGWD's administrative office at 9257 Elk Grove Blvd.

Did You Know?

Some of EGWD's wells are 1,050 feet deep! That's the equivalent of 4 and 1/4 California State Capitol buildings!



Of course, it takes a lot of electricity to pump water up to the surface from our wells. EGWD pumps most of its water at night, when SMUD rates are at their lowest. In 2012, EGWD used more than 3,200,000 kWh of electricity. That's enough to power almost 300 homes for a year!

Our Values:

- Leadership
- Caring
- Integrity
- Professionalism
- Vision

Elk Grove Water District

9257 Elk Grove Blvd.
Elk Grove, CA 95624

Phone: 916-685-3556
Fax: 916-685-5376
www.egwd.org

Mark J. Madison, General
Manager

Employee Highlight: Richard Salas

For the past several years, the EGWD has been installing new water meters throughout the District. Our crews have an unrivaled standard of professionalism and their installations are made with minimal disruption to our customers. Compliments are routinely received about their clean installations and customer relations. Leading these crews is our Water Utility Foreman, Richard Salas. Richard is the "pro's pro" in the water utility and construction industry. His performance is exemplary.

Richard joined the District in 2005 and has been the Water Utility Foreman since 2008. His employees

will tell you he is a hard-driving supervisor that holds them to very strict working standards. He also takes care of his employees (and you as our customers) ensuring that safe work practices are adhered to and that high standards of conduct are maintained. On the personal side, Richard has a heart of gold. He keeps a steady supply of gummy bears for his employees, and an assortment of treats for the many dogs that he feeds every day in our District. These are, of course, always purchased by Richard and it greatly illustrates his dedication and caring towards those who work for him and those we serve.

The Elk Grove Water District is very fortunate to have Richard Salas.

PS. If you are another district reading this, you cannot have him. He is all ours.



Richard Salas oversees the moving of water lines to make way for the new Elk Grove pedestrian overpass.

Why Capital Improvement Projects?

Elk Grove Water District (EGWD) has a responsibility to provide our customers with safe, reliable drinking water. Moreover, EGWD must produce, treat and deliver the water in a manner that complies with all laws and regulations governing drinking water, safety, and other operations related to our business. These laws and regulations are ever changing and usually change in a direction resulting in more stringent operating requirements. EGWD prides itself in meeting all legal requirements, and meeting the water delivery demands of our customers. EGWD also prepares for the future so that safe, reliable drinking water is available for the next generations. EGWD meets these demands, current and future, through its Capital Improvement Program (CIP). The CIP is a five-year plan that estimates and prioritizes major projects. The CIP is reviewed annually as EGWD completes some projects and identifies new needs.

An important CIP project coming up is the refurbishment of the Hampton Village Water Treatment Plant. A few years ago, this plant was shut down when water quality fell below acceptable standards. New technologies make it possible to treat the water to meet EGWD's stringent expectations and the requirements of the California Department of Public Health. The refurbishment will increase EGWD's water supply and provides a backup to water produced at the Railroad Street Water Treatment and Storage Facility. This backup source will reduce EGWD's dependence on expensive, imported water in the event of emergency.

All of EGWD's capital improvement projects are listed in the Capital Improvement Program report, which is available to the public on EGWD's website: http://egwd.org/pdf/CIP_2014-2018_Final.pdf.