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| Spring / Summer 2021

# The Water Drop

ELK GROVE WATER DISTRICT NEWSLETTER

## Message From the General Manager



Greetings, my name is Bruce Kamilos and I am the new general manager of the Elk Grove Water District (District). Though this is a new role for me I am not new to the District. In 2011, I joined the District as the Associate Civil Engineer. Since that time, I have been involved with every capital improvement project the District has constructed. I have also been closely involved on matters involving operations. In 2016, I assumed the role of Assistant General Manager, taking on greater managerial duties while continuing my involvement with the capital improvement program and operations. In my ten years of service, I have had the pleasure to help build a culture within our organization of which I am quite proud. Our dedicated staff is focused on excellent customer service that delivers clean, safe potable water to the residences and businesses within our service area. Whether you call into our office and speak to one of our helpful customer service representatives or see our trained operators in the field doing work, our goal every day is to provide you with high quality water and high quality customer service.

As California emerges from the COVID pandemic and gets back to a normal way of life, we too are getting back to normal operations. On May 17, 2021, we reopened the District office to the public so that our customers could come in and take care of their needs in person. We are also a hundred percent back in action with the implementation of the District's preventative maintenance and capital improvement programs. We are currently replacing old and undersized water mains in the Elk Grove Estates subdivision near Emily Street and Elk Grove-Florin Road. This project will help ensure the reliability of the water system for many, many years to come. Serving safe, clean potable water to our customers is a responsibility we take very seriously. The District's proactive approach to maintaining and improving its water system ensures the District continuation to deliver on this important responsibility.

Welcome back, everyone! We look forward to closing out 2021 on a high note.

**Bruce Kamilos**

## Upcoming Regular Board Meetings

Florin Resource Conservation District regular board meetings are held every 3rd Tuesday of the month from 6:00pm – 8:00pm. Location information can be found on Elk Grove Water District's website ([www.egwd.org](http://www.egwd.org)) every month.

July 20  
August 17  
September 21

Take the Be Water Smart pledge!

**CHECK THE SOIL AND SAVE**  
A MOISTURE METER TELLS YOU IF YOUR YARD NEEDS WATER



TO LEARN MORE VISIT [BEWATERSMART.INFO](http://BEWATERSMART.INFO) OR [SAVEOURWATER.COM](http://SAVEOURWATER.COM)



**GO GREEN!  
GO Paperless!**



Sign up for paperless billing:

- Visit [www.egwd.org](http://www.egwd.org)
- Customers
- Pay Your Bill
- View Account

You can register for a new account or update your existing account with your email address. Please remember to include your email address when registering for the first time.

# We Listened and Heard You

Back on a cold day in December 2020, I met one of our District's work crews at a customer's address to have a firsthand look at a water leak. Several days earlier, the customer at this address had called in to report the leak on his property. Some water leaks are easier to find than others, and the source of this water leak turned out to be a tricky one to locate. As our crews performed exploratory work in the customer's front yard, I struck up a conversation with the customer. The customer suggested that the District should issue information to all its customers about what to expect when a customer reports a leak. For instance, what is the process the District takes when investigating a water leak? Whose responsibility is it to fix the leak, the District's or the customer's? If it is the customer's responsibility, what should the customer do to help insure the leak is fixed properly and at a fair price? These are excellent questions, and I appreciate the suggestion to get this information out to our customers. That is why we have added this topic to the FAQs section of the District's website at [egwd.org](http://egwd.org), and also below. (The FAQs section can be found underneath the Customers dropdown menu.)



## Q: How do I report a water leak, and then what happens after I report it?



Please call 916-685-3556 to report a water leak. A customer service representative will take down the information and pass it on to a District Water Distribution Operator for investigation. The Operator will investigate the leak and perform a series of tests to determine where the water leak is coming from. If it is determined that the water leak is coming from pipes on the "street side" of the water meter, including the water meter itself, then the District will repair the leak. If it is determined that the water leak is coming from the pipes on the "building side" of the water meter, repairing the leak is the customer's responsibility. If the District is responsible for repairing the leak, a work crew will perform excavations to repair the leak. This may require that excavations occur on a customer's property or in the street. The District will minimize the amount of excavation as much as possible to get the leak repaired. If the excavation occurs on a customer's property, the District will make every attempt to repair the property to its original condition. If the leak is the customer's responsibility to repair, then the customer should call at least three (3) plumbers to get competitive quotes. This will help insure that the customer receives a fair price for the work that needs to be done.

*B. M. Mendosa*



## EMPLOYEE SPOTLIGHT Jose Mendoza

Jose Mendoza is a Water Distribution Operator III for the District and helps maintain the District's distribution system and works on capital improvement projects. Jose started with the District through an internship program at Calvin High school in 2009. He quickly went from intern to full time employee and has worked hard to become one of the District's top operators. Outside of work Jose enjoys spending time with his friends and family. Our District is lucky to have Jose and his hard work and unwavering commitment to serve our customers.

# Best Ways to \$AVE

In the Sacramento region, most of the water we use daily goes on lawns and outdoor landscaping, and about 30 percent of that is lost due to overwatering and evaporation. There are lots of ways to save water at home, but using water efficiently outdoors can make the biggest difference of all. Here are ways to save this summer:

1

Check soil moisture with a moisture meter before turning on sprinklers—saves 80 gallons of water per day. You can get a complimentary soil moisture meter at the EGWD administrative office, customers only, one per household while supplies last.

2

Replace older sprinklers with more high-efficiency rotary nozzles—saves 8 gallons of water per 1,000 square feet of yard per day. Learn how at [www.BeWaterSmart.info/Sprinklers](http://www.BeWaterSmart.info/Sprinklers).

3

Upgrade to a WaterSense-labeled weather-based sprinkler timer—saves up to 100-150 gallons of water per day.

4

Water plants early in the morning to reduce evaporation—saves 50 gallons of water each time you water.

5

Inside your home, check and fix leaks—saves 30-50 gallons of water per day.

Learn more at [www.BeWaterSmart.info](http://www.BeWaterSmart.info)



The Elk Grove Water District occasionally receives calls regarding water quality issues including discolored water and debris. Quite often, the cause of these issues is lack of maintenance of home water softener systems. The following maintenance tips are provided as general information for homeowners, and do not represent a comprehensive maintenance plan or requirements for all water softeners.

### FOUR TIPS TO MAINTAIN WATER SOFTENER SYSTEMS:

1. Use pure salt with iron remover. Standard rock salt is less expensive, but the contaminants it contains will cost you more in the long run.
2. Don't add salt until almost all the salt in the tank is used up. Then refill the tank no more than two-thirds full.
3. Use Iron-Out once a year to clean the resin bed and the parts in the control valve.
4. Clean the brine tank once a year. Even pure salt contains contaminants. Specific questions regarding the maintenance and repair of your water softener system should be directed to a local water treatment dealer or plumber.