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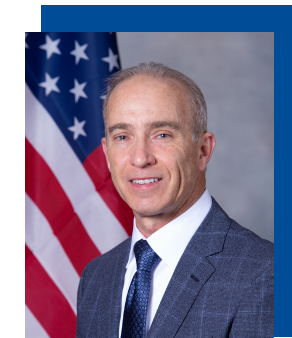
| Summer 2022

The Water Drop

ELK GROVE WATER DISTRICT NEWSLETTER

Message From the General Manager

We are moving! On Wednesday, September 7, 2022, the Elk Grove Water District (District) will open the doors to its new administration building located at 9289 Waterman Road. This building used to be the home of the Masonic Lodge. The inside of the building has been completely renovated to meet the needs of the District. It will have a comfortable lobby for our customers to use, a board room to conduct public meetings, and enough space to bring staff together under one roof. These are all things that are lacking at our current administration building on Elk Grove Blvd. I would personally like to welcome you to come in and see the new administration building for yourself on or after September 7th.



Switching gears to water conservation, on May 24, 2022, the State Water Resources Control Board adopted an emergency water conservation regulation to address the drought. The regulation requires urban water suppliers to implement stage 2 actions of their water shortage contingency plans. Although not a mandate to reduce water usage by 20%, that is the goal. For the months of May and June, the District's residential customers reduced water usage by 12% and 9% respectively. These numbers show that our customers are taking actions to reduce water usage. Thank you for your past and continued efforts to conserve water during this drought.

Finally, I would like to share some thoughts about the service we provide to our customers and the engagements we have with you. Providing safe drinking water to our customers is the District's number one priority. However, a close number two priority is the customer service we provide to you. Our field and office staff do a wonderful job serving the customers of the District. There is always room for improvement, which is why this fiscal year, the District will initiate an Exceptional Customer Service Program that includes customer surveys and the potential forming of a community advisory committee. I also want our customers to have knowledge about what it takes to get drinking water to your taps. Engaging the community is the best way to get this information to you. That is why we will continue to participate in the Giant Pumpkin Festival, the Dickens Street Faire, and other civic events so that we can answer your questions. On a personal note, when customers call me to ask questions, I make it a point to use those phone calls as opportunities to share information about the District's operations and matters involving water. These engagements are rewarding, and from them I find that most often customers gain a better understanding and appreciation for what we do as your water provider. I want you to know that exceptional customer service and community engagement are priorities of the District. Thank you for reading and I look forward to seeing you at our new administration building!

B. M. Lewis

Sign up for paperless billing:

Visit www.egwd.org

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.



GO GREEN!
GO Paperless!

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) every month.

August 16
September 20
October 18
November 15

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 OR SAVEOURWATER.COM



What are Stage 2 Restrictions?

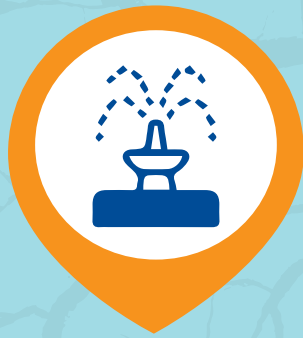


Irrigation watering will be limited to two times per week.

Addresses ending in an odd number irrigate on Tuesday, Friday from 8pm-8am.

Addresses ending in an even number irrigate on Monday, Thursday from 8pm-8am.

Restaurants shall serve water only upon request.



Pools, ponds, and fountains – Water use for ornamental ponds and fountains is prohibited. No potable water from EGWD's system shall be used to fill or refill new swimming pools, artificial lakes, ponds, or streams. Existing pools shall be drained and refilled for health, maintenance, or structural considerations only.

Water Restriction AND Drought Regulations

Leaking customer pipes or faulty sprinklers shall be repaired within two working days or less if warranted by the severity of the problem.



Prohibition on irrigating non-functional turf with potable water in the commercial, industrial, and institutional sector including homeowner associations' common areas. The ban on irrigation includes non-residential grass areas that are considered ornamental and not otherwise used for recreation or other community purposes.



EMPLOYEE SPOTLIGHT

Brandon Wagner

In August, Brandon Wagner will be celebrating nine-years working for the District. Brandon started with the District as an Operator in training and has worked his way to being an operator 2 in the Treatment Department. His duties include daily well checks and weekly water quality sampling. Brandon is a local resident and is often our first responder to after hours emergencies. Brandon enjoys Giants baseball and is a huge fan of the 49ers. When not at work Brandon enjoys spending time with his family including two sons and two daughters and has his first granddaughter on the way.

CIP Update

Just as your car requires regular attention to repair and maintenance, so too does the public water system from which you, the customer, receive safe, clean drinking water. The District closely monitors and assesses the condition of its water system infrastructure for its customers. Each year in January, a team, consisting of key personnel from the Operations and Technical Services Departments meets to review the District's Asset Management Plan which looks out over the next 100 years, and guides the District on how and when to repair and replace infrastructure. This planning tool drives the five-year Capital Improvement Program (CIP). The CIP provides the District with a roadmap for repair and maintenance work to District infrastructure on a rolling five-year schedule. The District updates the CIP on a yearly basis.

Key projects in this year CIP are the continued replacement of old water mains throughout the District's service area as well as upgrades to water treatment infrastructure at the Railroad Water Treatment Facility. The District completed a water main replacement project on Sharkey Avenue in June 2022 and is currently finishing a water main replacement on Adams and Truman Streets. The next scheduled water main replacement project is located on 2nd Avenue.