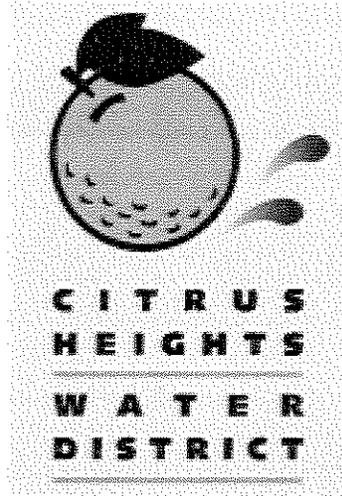


Citrus Heights Water District



USBR Water Management Plan 2009 Update

December 2009

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Section 1: Description of the District

District Name: Citrus Heights Water District
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A. History

The Citrus Heights Water District (CHWD) is located in the northeast portion of Sacramento County and south Placer County, California, approximately 23 miles northeast of downtown Sacramento. The District was formed on October 25, 1920 under Division 11, the Irrigation District Act of the State of California Water Code. The District is governed by a three member Board of Directors elected at large from divisions within the District.

The District initially used American River surface water supply from the North Fork Ditch Company and five groundwater wells. Concurrently with the completion of Folsom Dam in 1956, the San Juan (suburban) Water District (SJWD) was formed and acquired the facilities and water rights of the North Fork Ditch Company. SJWD has also contracted for additional water from the United States Bureau of Reclamation (USBR). Citrus Heights Water District now receives surface water from the American River through the San Juan Water District. Along with CHWD, SJWD provides treated surface water to Fair Oaks Water District, Orange Vale Water Company, portions of the City of Folsom, and SJWD's own retail service area. These agencies are all located within the SJWD community service district boundaries and are collectively referred to as the SJWD Family of Agencies. SJWD also provides treated surface water to Sacramento Suburban Water District and the City of Roseville. The District continues to supplement its surface water supply with groundwater to meet peaking, pressure, shortage and emergency demands.

In the early years of the District, residential and agricultural growth was nominal. Since then, urban development has flourished to such a degree that presently there is no significant agricultural water use within the District.

CHWD provides water service to portions of the Cities of Citrus Heights and Roseville, and portions of the unincorporated communities of Orangevale, Fair Oaks, Carmichael and a portion of unincorporated Placer County.

1. *Date District formed and original size*

Provide date district formed: *October 25, 1920*

Date of first Reclamation contract: None – subcontractor to San Juan WD, 1974 USBR contract.

Original size (acres): *3,050*

Current year (last completed calendar year): *2008*

2. *Current size, population, and irrigated acres*

Size (square miles)	12.14
Population served	65,904
Irrigated acres	0

3. *Water supplies received in current year*

Water Source	2008, AFY
Federal urban water	17,153
Federal agricultural water	0
State water	0
Local/other	0
Local surface water	0
Upslope drain water	0
District groundwater	351
Transferred water	0
Reclaimed water	0
Other (define)	0
Total	17,504

4. Annual entitlement under each right and/or contract

	AF	Source	Contract #	Contract Restrictions
Urban AF/Yield (AF/Y)	Unlimited	SJWD	2004 Water Supply Agreement with 2006 and 2007 amendments	Temporary reductions due to maintenance or other O&M. During shortages water will be allocated equitably.
Agriculture AF/Y	None			
Other AF/Y	None			

CHWD purchases treated surface water from San Juan Water District (SJWD), a USBR contractor, from Folsom Lake. SJWD maintains a 24,200 acre-feet per year (AFY) contract with the USBR, and also has 33,000 AFY in water rights. CHWD and SJWD maintain an interim supply agreement dated January 1, 2004. The agreement does not list specific supply volumes, but states that SJWD will deliver sufficient supply to CHWD to meet their needs. SJWD is able to reduce supply deliveries to CHWD in times that SJWD's rights and contracts are reduced by either the USBR or other parties. Specific reductions are not listed in the CHWD-SJWD contract but will be determined for each individual case.

5. Anticipated land- use changes

The majority of the District's service area is zoned residential and commercial and is approximately 90 percent built out. Future growth is likely to consist of predominately infill projects. Review of the City of Citrus Heights and Sacramento County General Plans indicate there are no significant changes to the zoning or land use designation within the District's boundary.

6. Cropping patterns

There are no significant agriculture users in the District's service area.

7. Major irrigation methods (by acreage)

There are no significant agriculture users in the District's service area.

B. Location and Facilities

A map of the CHWD service area and supply connections is presented in Attachment A.

1. Incoming flow locations and measurement methods

Location Name	Physical Location	Type of Measurement Device	Accuracy
72-inch	Near Oak Ave. and Filbert Ave.	Electromagnetic flow meter	0.2 percent of reading
42-inch	Canyon Falls Drive and Santa Juanita Ave.	Electromagnetic flow meter	0.2 percent of reading

The San Juan Water District recently installed all new meters on the supply connections to Citrus Heights Water District.

2. Current Year Agricultural Conveyance System

Not applicable.

3. Current Year Urban Distribution System

The District contains approximately 266 miles of water transmission and distribution pipelines, with pipe type breakdown listed in the table below.

Asbestos Cement	Steel-Mortar Lined	Cast/Ductile Iron	Polyvinylchloride	Coal Tar Dipped and Wrapped Steel
149 mi.	16 mi.	23 mi.	71 mi.	7 mi.

4. Storage facilities (tanks, reservoirs, regulating reservoirs)

The District does not have storage facilities at this time. All water is delivered based on pressure created by the SJWD storage and SJWD/CHWD delivery systems and by local groundwater wells.

5. Outflow locations and measurement methods (Agricultural only)

Not applicable.

6. Description of agricultural spill recovery system

Not applicable.

7. Agricultural delivery system operation

Not applicable.

8. Restrictions on water source(s)

Restriction	Cause of Restriction	Effect on District Operations
Dry Years – supply to CHWD not reduced, but SJWD Family supply will be reduced on a sliding scale down to 54,200 AF.	Surface water dry year restrictions through Sacramento Water Forum Agreement as a member of the San Juan Family	Certain SJWD Family members will provide groundwater supply as necessary to meet Family-wide water needs. Family will also increase conservation measures to meet water demands during supply restrictions.
Driest Years - supply to CHWD not reduced, but SJWD Family supply will be reduced to 54,200 AF.	Surface water dry year restrictions through Sacramento Water Forum Agreement as a member of the San Juan Family	Certain San Juan Family members will provide groundwater supply as necessary to meet Family-wide water needs. Family will also increase conservation measures to meet water demands during supply restrictions.

9. Proposed changes or additions to facilities and operations for the next five (5) years

The District maintains an ongoing main replacement program. In the previous five years, the District has added two new groundwater wells. The District plans to add an additional new groundwater well and was awarded grant funding for the project. However, actual funding availability has changed and may impact the project timing.

C. Topography and Soils

1. Topography of the District and its impacts on water operations and management

The terrain is slightly hilly with drainage creeks. The area slopes northeast to southwest, with drainage discharging into the American River via tributary creeks exiting at the District’s south and west boundaries.

2. District soil associations map (Agricultural only)

Not applicable.

3. *Agricultural limitations resulting from soil problems (Agricultural only)*

Not applicable.

D. Climate

1. *General climate of the District service area*

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Avg Precip. (in.)	4.4	3.8	3.9	1.9	0.6	0.2	0.1	0.1	0.5	1.5	3.4	3.5	23.9
Avg Temp. (°F)	46	51	54	59	65	72	77	76	73	66	54	47	62
Max. Temp. (°F)	73	78	86	94	106	112	115	114	108	102	86	74	115
Min. Temp. (°F)	17	19	26	30	35	43	50	45	46	32	26	16	16

Weather Station ID: Western Regional Climate Center, Folsom Dam (043113)

Date Period: Year 1955 to Year 1993

CHWD has a climate that is generally characterized as “Zone 8” which is the Cold Air Basin of the Central Valley. Summers are hot and dry, and winters are cool, with an annual average of 23.9 inches of precipitation. The region is subject to wide variations in annual precipitation, which occurs almost entirely between November and April.

Average wind velocity: Not available as climate data. During wet season, wind generally moves from southwest to northeast.

Average annual frost-free days: 352.

2. *Impact of any microclimates on water management within the service area*

There are no microclimates within the District’s service area.

E. Natural and Cultural Resources

1. *Natural resources area within the service area*

There are no natural resources within the District’s service area.

2. *Description of District management of these resources in the past or present*

The District does not provide water to any natural resource areas.

3. *Recreational and/or cultural resources areas within the service area*

Not applicable.

F. Operating Rules and Regulations

1. *Operating rules and regulations*

See Attachment L, CHWD Policies and Procedures.

2. *Water allocation policy*

Not applicable.

3. *Official and actual lead times necessary for water orders and shut-off*

Not applicable.

4. *Policies regarding return flows (surface and subsurface drainage from farms) and outflow*

Not applicable.

5. *Policies on water transfers by the District and its customers*

CHWD has established mutual aid agreements with various neighboring water utilities for which they share emergency interconnections. These agreements are also used to periodically transfer water to meet special operations needs of each respective utility. A transfer agreement is amended to each respective mutual aid agreement. The transfer agreements include items such as compensation, time of transfer, and place of transfer for each respective connection. A sample mutual aid agreement is shown in Attachment B.

G. Water Measurement, Pricing and Billing

1. *Agricultural Customers*

Not applicable.

2. *Urban Customers*

- a. Total number of connections: 19,586
- b. Total number of metered connections: 19,573
- c. Total number of connections not billed by quantity: 13

- d. Percentage of water that was measured at delivery point: 99 percent
- e. Percentage of delivered water that was billed by quantity: 99 percent
- f. Measurement device table. The compound and turbine meters listed are also included in the totals for each respective meter by size.

<i>Meter Size and Type</i>	<i>Number</i>	<i>Accuracy (+/- percentage)</i>	<i>Reading Frequency (Days)</i>	<i>Meter Testing Frequency (Months)</i>	<i>Maintenance Frequency (Months)</i>
5/8-3/4"	1,706	90-101%	60	48-72	As Needed
1"	16,634	90-101%	60	48-72	As Needed
1 1/2"	534	90-101%	60	48-72	As Needed
2"	636	90-101%	60	48-72	As Needed
3"	27	90-101%	60	48-72	As Needed
4"	17	90-101%	60	48-72	As Needed
6"	9	90-101%	60	48-72	As Needed
8"	10	90-101%	60	48-72	As Needed
10"	0	90-101%	60	48-72	As Needed
<i>Compound</i>	33	90-101%	60	48-72	As Needed
<i>Turbine</i>	1,200	90-101%	60	48-72	As Needed

3. Agriculture and Urban Customers

- a. Current year agricultural and/or urban water charges – including rate structure and billing frequency

All but 13 CHWD connections are metered and charged bimonthly on metered rates. The 13 non-metered accounts are also billed bimonthly. The metered rates consist of two parts; service charge and volumetric charge. The volumetric charge is based on three tiers, with the unit cost increasing from Tier 1 through Tier 3. Although the service charge rate is based on meter size, the volumetric rate is the same for all meter sizes. Rates are divided into six categories; Commercial and Domestic, Irrigation, Combination, Construction and North Ridge Country Club.

The District has begun to adjust its rate structure toward meeting California Urban Water Conservation Council (CUWCC) BMP No. 11 requirements for 70 percent revenue from volumetric charges. Achieving this will be a gradual process over several years as the District

builds financial reserves to withstand revenue fluctuations as well as giving customers time to adjust consumption habits to the new pricing structure.

The 2010 CHWD rate structure is provided in Attachment C. A sample customer bill is provided in Attachment D.

b. Annual charges collected from customers

Billing values may be different than reported in CUWCC annual reports due to revised billing system procedures.

Commercial and Domestic Meters

Metered Service Charges			
Meter Size	Bi-Monthly Unit Rate	2008 meters	2008 \$ billed
¾-inch meter	\$34.88	1,762	368,751
1-inch meter	\$50.04	16,384	4,919,132
1.5-inch meter	\$87.29	474	248,252
2-inch meter	\$132.51	482	383,219
3-inch meter	\$236.80	25	35,520
4-inch meter	\$385.88	8	18,522
Total:	--	19,135	5,973,396
Metered Volumetric Charges			
Tier 1	.5055		
Tier 2	.5948		
Tier 3	.6514		
Total Units Charged			2,756,270

Irrigation Meters

Metered Service Charges			
Meter size	Bi-Monthly Unit Rate	2008 meters	2008 \$ billed
¾-inch meter	\$17.44	42	4,395
1-inch meter	\$25.02	94	14,111
1.5-inch meter	\$43.64	84	21,995
2-inch meter	\$66.25	132	52,470
3-inch meter	\$118.40	2	1,420
4-inch meter	\$192.94	7	8,103
Total:	--	361	102,494
Metered Volumetric Charges			
Tier 1	.5055		
Tier 2	.5948		
Tier 3	.6514		
Total Units Charged			255,720

Combination Meters

Metered Service Charges			
Meter Size	Bi-Monthly Unit Rate	2008 meters	2008 \$ billed
4-inch meter	\$132.51	2	1,590
6-inch meter	\$236.80	11	15,628
8-inch meter	\$385.88	10	23,152
Total:	--	23	40,370
Metered Volumetric Charges			
Tier 1	.5055		
Tier 2	.5948		
Tier 3	.6514		
Total Units Charged			68,452

Construction Meters

Metered Service Charges			
Meter Size	Bi-Monthly Unit Rate	2008 ccf billed	2008 \$ billed
3-inch meter	\$118.40	15	10,565
Metered Volumetric Charges			
Tier 1	.5055		
Tier 2	.5948		
Tier 3	.6514		
Total Units Charged			4,918

North Ridge Country Club

Metered Service Charges			
Meter Size	Bi-Monthly Unit Rate	2008 ccf billed	2008 \$ billed
8-inch meter	\$150.12	--	805
Metered Volumetric Charges			
All sizes	\$1.7984/ccf	0	0

Note: The North Ridge County Club connection is for fire service only. There was no usage in 2008, and therefore zero volumetric billing.

Unmetered Flat Rate Accounts		
# of Accounts	Total Water Use (AF)	\$ Billed
13	8	6,844

c. Water-use data accounting procedures

Water use data for all customers is maintained in the billing system database. Customer meters are read bi-monthly. Currently, all data history is archived daily on tapes stored on site, and moved to off-site storage. Each metered customer's bill lists the meter values and water use for the current billing cycle, as shown on the attached sample bill in Attachment D. Customers may access their usage history by calling or visiting CHWD for a complete listing.

H. Water Shortage Allocation Policies

1. Current year water shortage policies

CHWD has established a Five-Stage Water Conservation Ordinance and a comprehensive water shortage contingency plan, which was incorporated into the District's Emergency Response Plan in early 1992. The District's plan is consistent with provisions in the County's Emergency Response Plan. Both plans contain procedures for the distribution of potable water in a disaster; these procedures are consistent with guidelines prepared by the California State Office of Emergency Services. The Water Shortage Contingency Plan is shown in Attachment E.

The water shortage contingency plan assigns five stages with respect to the amount of available water supply. The assigned stage number increases with the water supply shortage, and

appropriate measures are required and enforced through an ordinance to ensure proper allocation and usage of available water. The five stages of the plan are outlined as follows:

- Stage 1 - Normal Water Supply
- Stage 2 - Water Alert
- Stage 3 - Water Warning
- Stage 4 - Water Crisis (Short-Term and Long-Term)
- Stage 5 - Water Emergency (Short-Term and Long-Term)

2. Current year policies that address wasteful use of water

As part of the California Urban Water Conservation Council's 14 best management practices, CHWD has implemented, among others, BMP 13, Water Waste Prohibition and Enforcement. The wasteful use of water is incorporated into the Water Conservation Ordinance. Wasteful use of water is prohibited at all times. During times of supply shortage, additional measures are implemented and enforced to prevent wasteful use of water. The wasteful use of water policy is part of the Water Conservation Ordinance presented in Attachment E.

Section 2: Inventory of Water Resources

A. Surface Water Supply

1. Acre-foot amounts of surface water delivered to the District by each of the contractor's sources

See Water Inventory Table 1 at end of this section. The supply meters are owned and operated by the San Juan Water District (SJWD). SJWD recently replaced the supply meters and implemented a program to calibrate the meters more frequently. Because of the older supply meters in 2008, the supply volumes may not correspond to the customer demand values listed in this section.

2. Amount of water delivered to the District by each of the District sources for the last 10 years

See Water Inventory Table 8 at end of this section.

B. Groundwater Supply

1. Acre-foot amounts of groundwater pumped and delivered by the contractor

See Water Inventory Table 2 at end of this section.

2. Groundwater basin(s) that underlies the District

The groundwater basin underlying the District is the North American Subbasin, part of the larger Sacramento Valley groundwater basin. Water bearing formations beneath the District occur in two major strata. The upper water-bearing units include the geologic formations of the Victor, Fair Oaks and Laguna Formations and is typically unconfined. The lower/deeper water-bearing unit consists primarily of the Mehrten Formation, which exhibits confined conditions with depth. However, there are no known regionally-extensive confining layers in the region. The Mehrten Formation is the most productive fresh water-bearing unit in the eastern Sacramento Valley, though some of the permeable layers of the Fair Oaks Formation produce moderate amounts of water. Supply wells in the Sacramento Region draw water primarily from the Mehrten and Fair Oaks formations and typically produce 500-2,000 gpm of good-to-excellent quality water. Much of the recharge of these aquifer systems comes from the American, Bear and Sacramento Rivers and their tributaries where gravel deposits exist. Aquifer recharge also occurs where the Merhten Formation reaches the surface in the foothills in eastern Sacramento and western El Dorado County.

Groundwater levels in the central part of the basin in Sacramento County generally declined from the 1950s to the mid-1990s at a rate of 1.5 feet per year. According to the Sacramento Groundwater Authority (SGA), since the mid-1990s, groundwater declines have abated, with some recovery of groundwater elevations in the vicinity of the former McClellan Air Force Base (personal communication with Rob Swartz, SGA, December 2009).

The following table presents data on the groundwater basin beneath the District. Total usable capacity and safe yield have not yet been determined. The Sacramento Groundwater Authority will conduct such studies over the coming years. Usable capacity is assumed to be the yield calculated in the Department of Water Resources' American Basin Conjunctive Use Project Feasibility Study (1997). The study assumed a specific yield of seven percent (7%) and an assumed thickness of 200 feet.

Name	Size (Square Mile)	Usable Capacity (AF)	Safe Yield (AF/Y)
Sacramento Valley, North American Subbasin (5-21.64)	548	4,914,000 (estimated, still to be determined)	To be determined

3. Map of District-operated wells and managed groundwater recharge areas

The District operates five wells for peaking, pressure, shortage and emergency operations. The wells are shown along with the surface water connections in Attachment A. CHWD does not maintain any groundwater recharge areas.

4. Description of conjunctive use of surface and groundwater

The District does not use groundwater on a regular basis for conjunctive use. However, should the surface water supplies be limited or reduced, CHWD will be able to use its wells to produce additional supply both for itself and possibly for other San Juan Family members. The San Juan Family consists of the San Juan Water District, Citrus Heights Water District, Orange Vale Water Company, Fair Oaks Water District, and a portion of the City of Folsom. The Family collectively implements conjunctive use through this use of groundwater and surface supplies between all the Family members.

5. Groundwater management plan

The Sacramento Groundwater Authority is the lead agency for the groundwater management plan north of the American River in Sacramento County. The title page and table of contents is provided in Attachment F. The full document is available online at www.sgah2o.org.

6. Groundwater banking plan

There are no active groundwater banking programs within CHWD or the San Juan Family service area.

C. Other Water Supplies

1. "Other" water used as part of the water supply

There are no "Other" sources for water as identified in Water Inventory Table 1 at the end of this section. The District maintains emergency connections with its neighboring water agencies, but does not rely on these sources for normal water supply.

D. Source Water Quality Monitoring Practices

1. Potable water quality

There are no known water quality issues with the surface water supply. The 2008 San Juan Water District Water Quality Report is presented in Attachment G.

Three significant groundwater quality impairment areas with contamination are under active remediation at McClellan AFB, Union Pacific Railroad, and the Aerojet Superfund Site. The first two sites are down gradient from the CHWD service area and are not expected to impact groundwater quality within the District's wells. The third site, Aerojet, is south of the CHWD service area and on the south side of the American River. However, a recent study (Montgomery 2000) indicates a contaminant plume (including TCE and PCE) extends under the American River and into the North American subbasin near Hazel Avenue. Aerojet General Corporation is actively operating treatment systems for parts of the contamination plume. It is unknown whether the Aerojet plume may ultimately affect groundwater quality for the District's wells. Currently, the plume is several miles from the District's service area and remediation efforts are underway, and no immediate threat to groundwater quality for the District's wells is apparent. However, the District continues to track the monitoring and remediation efforts to ensure that any potential impacts are identified when and if they should arise.

2. Agricultural contractors concerns

Not applicable.

3. Description of the agricultural water quality testing program and the role of each participant, including the District, in the program

Not applicable.

4. Current water quality monitoring programs for surface water by source (Agricultural only)

Not applicable.

E. Water Uses Within the District

1. *Agricultural*

Not applicable.

2. *Types of irrigation systems for each crop in current year*

Not applicable.

3. *Urban use by type in current year*

Customer Type	Number of Connections	Year 2008 Use (AF)
Single-family	16,251	10,445
Multi-family	2,193	2,609
Commercial	647	1,230
Industrial	0	0
Institutional	88	379
Landscape irrigation	358	1,234
Wholesale	0	0
Reclaimed	0	0
Other (specify)	49	796
Unaccounted	--	792
Total	19,586	17,485

The “Other” customer type represents individual metered occurrences the District is aware of such as sampling stations and construction meters. Unaccounted for water use from leaks, breaks, flushing, fire suppression and other un-metered uses is estimated.

4. *Urban wastewater collection/treatment systems serving the service area*

All of the wastewater generated in the District is collected and treated at the Sacramento Regional Wastewater Treatment Plant (SRWTP).

Treatment Plant	Treatment Level (1, 2, 3)	Acre-feet	Disposal to
SRWTP	2	147,860	Sacramento River
SRWTP	3	1,052	Reuse outside of CHWD service area
	Total	148,912	
Total discharged to ocean and or saline sink		0	

Information from <http://www.srsd.com/fastfacts.php>

5. *Groundwater recharge/management in current year*

There is no formal groundwater recharge/management/banking other than non-monitored natural recharge.

6. *Transfers and exchanges into or out of the service area*

From Whom	To Whom	Year	(AF)	Use
Citrus Heights Water District	California American Water Company	2008	4.4	Retail

7. *Trades, wheeling, wet/dry year exchanges or other transactions*

None.

8. *Other uses of water*

None.

F. Outflow from the District (Agricultural only)

Not applicable.

G. Water Accounting (Inventory)

See Water Supply Tables at end of this section for all required information.

1. *Water Supplies Quantified*

See Water Supply Tables at end of this section for all required information.

2. *Water Used Quantified*

See Water Supply Tables at end of this section for all required information.

3. *Overall Water Inventory*

See Water Supply Tables at end of this section for all required information. The surface water supply meters are owned and operated by the San Juan Water District (SJWD).

H. Assess Quantifiable Objectives

The CALFED Bay-Delta Program is a unique collaboration of state and federal agencies formed whose mission is to develop and implement a long-term comprehensive plan that will restore the ecological health of the San Francisco Bay/Sacramento-San Joaquin River Delta. The CALFED program developed quantifiable objectives for specific water agencies that could impact the Bay-Delta. There are no quantifiable objectives identified for CHWD by CALFED.

Urban Tables

Table 1 – Surface Water Supply

2008 Month	Federal Urban Water (acre-feet)	Federal Agric. Water (acre-feet)	State Water (acre-feet)	Local Water (acre-feet)	Other Water (SJWD) (acre-feet)	Total (acre-feet)
January	0	0	0	0	642	642
February	0	0	0	0	600	600
March	0	0	0	0	1,078	1,078
April	0	0	0	0	1,494	1,494
May	0	0	0	0	1,848	1,848
June	0	0	0	0	2,208	2,208
July	0	0	0	0	2,378	2,378
August	0	0	0	0	2,076	2,076
September	0	0	0	0	1,992	1,992
October	0	0	0	0	1,335	1,335
November	0	0	0	0	732	732
December	0	0	0	0	770	770
TOTAL	0	0	0	0	17,153	17,153

Table 2 – Groundwater Supply

2008 Month	District groundwater (acre-feet)	Private groundwater (acre-feet)
January	0	0
February	0	0
March	0	0
April	0	0
May	0	0
June	0	0
July	0	0
August	0	0
September	33	0
October	120	0
November	93	0
December	105	0
TOTAL	351	0

Table 3 – Total Water Supply

2008 Month	Surface Water Supply (acre-feet)	District Groundwater (acre-feet)	Recycled M&I Wastewater (acre-feet)	Total District Water Supply (acre-feet)
January	642	0	0	642
February	600	0	0	600
March	1,078	0	0	1,078
April	1,494	0	0	1,494
May	1,848	0	0	1,848
June	2,208	0	0	2,208
July	2,378	0	0	2,378
August	2,076	0	0	2,076
September	1,992	33	0	2,025
October	1,335	120	0	1,455
November	732	93	0	825
December	770	105	0	875
TOTAL	17,153	351	0	17,504

Recycled wastewater is treated urban wastewater that is reused

Table 4 – Distribution System

2008 Area or Line	Length (feet)	Leaks (acre-feet)	Breaks (acre-feet)	Flushing/Fire (acre-feet)	Total (acre-feet)
Service breaks/leaks (249)		198			198
Main breaks/leaks (40)		317			317
Hydrants (208 tests)				119	119
Flushing (307 events)				158	158
TOTAL	0	515	0	277	792

Urban water districts do not file a Table 5, the next table is Table 6.

Table 6 – 2008 District Water Inventory

Water Supply	Table 3		17,504
Environmental Consumptive Use		minus	0
Groundwater Recharge	(Perc ponds & recharge wells)	minus	0
Water Exchanges or Transfers	(into or out of the district)	minus / plus	-4.4
Flushing / Fire	Table 4b	minus	277
Distribution System Leaks & Breaks	Table 4b	minus	515
Non-Urban (Agricultural) Deliveries	<2,000 AF	minus	0
Water Supply Available for Sale			16,712
2008			
Actual M&I Water Sales		From District Records	15,256
Inside Use	Feb use x 12	minus	7,200
Landscape / Outside Use	(calculated)		8,056

Urban water districts do not file a Table 7, the next table is Table 8.

Table 8 – Annual Water Quantities Delivered Under Each Right or Contract

Year	Federal Urban Water (acre-feet)	Federal Agric. Water (acre-feet)	State Water (acre-feet)	Local Water (acre-feet)	Other Water (SJWD) (acre-feet)	Total (acre-feet)
1999	0	0	0	0	20,343	20,343
2000	0	0	0	0	18,363	18,363
2001	0	0	0	0	20,554	20,554
2002	0	0	0	0	17,576	17,576
2003	0	0	0	0	17,938	17,938
2004	0	0	0	0	19,753	19,753
2005	0	0	0	0	18,934	18,934
2006	0	0	0	0	18,692	18,692
2007	0	0	0	0	19,749	19,749
2008	0	0	0	0	17,153	17,153
Total	0	0	0	0	189,055	189,055
Average	0	0	0	0	18,906	18,906

Section 3: Best Management Practices (BMPs) for Agricultural Contractors

Not applicable.

Section 4: BMPs for Urban Contractors

CHWD maintains a comprehensive and successful water conservation program. The District is a member of the California Urban Water Conservation Council (CUWCC) and annually reports best management practice (BMP) results. The District bills by commodity rates for 99.9 percent of its customers and offers all the CUWCC BMPs to its customers. CHWD maintains an annual budget of approximately \$329,000 for its water conservation programs. Annual monitoring and reporting for both the CUWCC and USBR requirements are accomplished through the CUWCC annual reporting website. In addition, CHWD is a signatory to the Sacramento Water Forum Agreement, and submits its BMP efforts, status and results annually to the Water Forum.

Actions and descriptions of each CUWCC BMP are presented in this section. The next three years' budgets for each BMP are included in the tables at the end of this section. The CUWCC 2008 Annual Report is presented in Attachment H. The budgets presented in the annual reports were reported prior to actual budget approval and may be different than the approved budget values presented in the budget tables at the end of this section.

BMP 01: Water Survey Programs for Single-Family and Multiple-Family Residential Customers

CHWD has implemented a water survey program for single-family and multi-family residential customers in the service area since 2000. Surveys are offered to all single-family and multi-family customers every year. 297 surveys were completed for single-family customers and 22 for multi-family customers in 2008. CHWD will continue to offer these audits to all residential customers.

CHWD does not conduct interior water audits due to liability issues. The District does include an indoor retrofit kit to new residents and all survey participants. Leak checks are conducted when a resident requests an inspection of their residence exterior and property.

This program includes the following:

- All residential customers are notified of availability of survey in bi-monthly bill
- Instruct customers of meter reading program and applicable tiered rates
- Detection of outside leaks and instruct residents on interior leak detection
- Provide interior low-flow devices as appropriate in lieu of interior audit
- Recommend ultra-low flow toilet (ULFT) or high efficiency toilet (HET)

replacements

- Check irrigation system for leaks/overlap and determine timer functioning and seasonal scheduling
- Measure landscape area and develop irrigation schedule
- Provide customer with evaluation results, water saving recommendations and other information

BMP 02: Residential Plumbing Retrofit

CHWD offers residential plumbing retrofit kits as part of the conservation program. These kits are available for all customers at their request and at the counter in the CHWD office lobby. The kits are also offered as part of the District's new customer package. CHWD markets this program through its newsletter, bill stuffer, and bill messages.

CHWD maintains records of names and addresses of customers that have received the retrofit kits. In 2008, the District distributed 100 single-family residential retrofit kits and 18 multi-family residential retrofit kits, indicating an increasing market saturation. Based on tracking of total kits distributed, the District estimates it has achieved 79 percent saturation of single-family residences and 55 percent saturation for multi-family residences. As the multi-family saturation is still below the CUWCC goal of 75 percent, the District will be targeting multi-family customers with increased marketing efforts.

CHWD, the cities of Citrus Heights and Roseville and the counties of Sacramento and Placer do not have an ordinance to mandate plumbing retrofits. Until the agencies with authority pass such an ordinance, CHWD will continue to offer the retrofit kits as a voluntary option for its customers.

The plumbing retrofit kits consist of the following:

- High quality 2.5 gpm showerheads
- 2.2 gpm faucet aerators
- Toilet leak dye tablets and displacement device
- Automatic shutoff hose nozzles
- Conservation and water saving literature

BMP 03: System Water Audits, Leak Detection and Repair

The District continually evaluates its system for unaccounted for water. The District utilizes audit procedures as outlined by the AWWA M36 water audit protocol and maintains audit results for each year. In 2008, the unaccounted for water audit indicated an unaccounted for water factor of five percent, well below the 10 percent goal.

The District operates a system leak detection program and monitors the system through pressure recorders, customer reports, and visual inspection by employees and crews who can react quickly to repair a detected or reported leak. The District has enlisted the assistance of a leak detection contractor to inspect portions of the District's system that have a history of leaks. Water main leaks are typically repaired within three days (to allow proper utility pre-excavation notification) and a leak repair report is prepared by the responsible field operations personnel. These reports are reviewed and tabulated by management staff including plotting of leak locations and frequency on a water distribution map. From these records, short and long-term plans are developed for replacement of chronically leaking infrastructure. The District has been tracking leaks in this manner since 1973. Presently 93 percent of all water main leaks are occurring on coal-tar dipped and wrapped steel pipelines installed prior to the 1960's. This type of pipeline material represents only four percent of the District's water transmission and distribution system.

BMP 04: Metering with Commodity Rates for all New Connections and Retrofit of Existing

The CHWD service area is 99.9 percent metered for all customer sectors including single-family, multi-family, commercial, institutional and landscape irrigation. All CHWD metered customers are billed bi-monthly based on commodity rates, including a three-tier price structure for all residential, irrigation and combination meters. There are 13 single family customers not yet metered out of the total 19,586 connections. These accounts generally represent older large lots that were subdivided prior to District involvement. The District's plan is to convert these 13 connections to meters at such time as property ownership changes or development of the property takes place. In any event, the District will have these connections metered not later than December 31, 2025.

BMP 05: Large Landscape Conservation Programs and Incentives

CHWD provides education and assistance to non-residential customers with support and incentives to improve their landscape water-use efficiency. The District offers landscape surveys to customers with dedicated irrigation meters through its newsletter, billing notices and web site. The District also contacts specific accounts noted for high water use through direct mailing and personal contact. This District maintains a water efficient landscape system at its headquarters and is developing plans for an additional system at one of its groundwater well sites. The District provides start and end of irrigation season notices to all its customers.

The District offered 358 large landscape surveys and conducted 31 in 2008. The large landscape survey includes:

- Irrigation system check
- Distribution uniformity analysis

- Review and/or develop irrigation schedules
- Measure landscape area and total irrigable area
- Customer report and information

BMP 06: High-Efficiency Washing Machine Rebate Program

CHWD implements this rebate program with the assistance of the local power company, Sacramento Municipal Utilities District (SMUD). SMUD's rebate program is based on rebates for efficient appliances, but also includes an amount for water efficiency in the overall rebate. SMUD notifies CHWD of number of rebates issued, and CHWD refunds SMUD for the rebates. CHWD offers up to \$50 in rebates depending on rating of washing machine. The program began in 2009.

BMP 07: Public Information Programs

CHWD provides information on its water conservation program and on water conservation to the public through speakers for community groups, events, and schools. In addition, customers receive information through paid and public service advertising. The District is an active participant in the Regional Water Authority's (RWA) regional water efficiency program, which produces public service announcements in print and radio ads. The District also participates in numerous fairs and community events with a booth and distributes free conservation materials.

In 2008, the public information program provided 13 paid advertisements, 823 public service announcements, four newsletters, five media events and four speaker events. The District participates in funding a cooperative demonstration garden at its wholesaler, San Juan Water District. Some examples of the public information material and results are included in Attachment I. Refer to the CHWD website for a full listing of all available public information materials. Additional material used by the San Juan Family and the Regional Water Authority are included in the San Juan Water District USBR Water Management Plan, CHWD's wholesale provider and USBR contractor.

CHWD maintains a conservation education center in the office lobby. Information is provided on both general conservation and school education programs. The CHWD website provides a full listing of all available public information materials plus links to other conservation information web sites.

BMP 08: School Education Programs

CHWD participates with the SJWD Family agencies in a school education program to provide institutional assistance, educational materials and classroom presentations that identify urban, agricultural and environmental issues and conditions in the local watershed that meets State education framework requirements. CHWD sponsors an annual poster contest with 4th, 5th, and 6th grade students in their service area. In 2008,

728 students submitted posters and each was awarded a t-shirt and a conservation-themed calendar. Three posters are selected at each of the SJWD Family member agencies with First Place receiving a \$100 savings bond and the two second place winners receiving a \$50 savings bond. The classroom teacher of each winner receives a \$100 check for their classroom's use. In addition, a grand prize winning poster is chosen from the four water agencies' 12 winning posters (three winners from each agency) and that winner receives an additional \$100 savings bond and their poster is featured on the following year's Water Awareness Calendars front cover and the month of May (California's Water Awareness Month). The other winning posters are used on the other months of the Water Awareness Calendar that is distributed to all the participating schools. Additional calendars are available on request while supplies last.

CHWD has offered class presentations to kindergarten through eighth grade since 1994. In 2008, one presentation was given to K-3rd grade, and 10 presentations were given to 4th through 6th grade, reaching a total of 650 students. CHWD maintains a conservation education center in the office lobby. Information is provided on the conservation calendars, and the winning posters are highlighted. A regional water wise gardening handbook is provided. The District also has several conservation coloring books for elementary grade students that visit the District office. A sample of school information materials is provided in Attachment I.

BMP 09: Conservation Programs for Commercial, Industrial and Institutional (CII) Accounts

CHWD provides conservation programs for each CII account. The program offers water audits and surveys through its newsletter, bill notices, web site and direct contact based on water use. The District also partners with RWA in its Large Landscape Grant Program. In 2008, surveys were offered to 732 commercial accounts and 156 institutional accounts. Two of the institutional accounts requested the survey.

There are no industrial accounts within the District. This program resulted in the installation of 13 high-efficiency urinals and pre-rinse spray nozzles in 2008.

The CII audit includes:

- Site visit
- Evaluation of water-using devices
- Report identifying recommended efficiency measures and potential incentives available to the customer

BMP 10: Wholesale Agency Assistance Programs

CHWD is a retail water agency and, as such, BMP 10 is non applicable. However, as a wholesale customer, CHWD continues to coordinate its collective conservation efforts with SJWD.

BMP 11: Conservation Pricing

Virtually all (99.9 percent) CHWD connections are metered and charged on a three-tiered metered rate. The remaining unmetered accounts pose unique legal, property and/or engineering challenges and will be metered when each of their respective circumstances are resolved. The metered rates consist of two parts; service charge and volumetric charge. Each customer is charged a fixed service charge based on meter size. The three-tiered water rate structure contains increasing volumetric prices and is applicable to all residential, irrigation, and combination meters. Meters are read bi-monthly and customers are billed bi-monthly. The rate schedule is included in Attachment C, Rate Structure. The 2008 revenue sources are shown in the CUWCC 2008 report included in Attachment H.

The District has begun to adjust its rate structure toward meeting CUWCC BMP 11 requirements for 70 percent revenue from volumetric charges. Achieving this will be a gradual process over several years as the District builds financial reserves to withstand revenue fluctuations as well as giving customers time to adjust consumption habits to the new pricing structure.

BMP 12: Conservation Coordinator

CHWD has a full-time conservation coordinator. The conservation coordinator duties include the following:

- Coordination and oversight of conservation program and BMP implementation
- Preparation and submittal of the CUWCC BMP Implementation Report
- Preparation and submittal of the USBR Five-Year Water Management Plan and Updates
- Coordination of conservation efforts and programs with District executive team, other staff and other agencies
- Preparation of annual BMP budgets
- Participation in CUWCC meetings
- Preparation of conservation elements in the District's Urban Water Management Plan
- Participation in RWA Water Efficiency Program committee meetings

- Supervision of the District's Water Conservation Specialist.

In addition to the conservation coordinator, there is one full-time equivalent position budgeted to support and implement the conservation program.

The following lists the current conservation coordinator's contact information:

Name: Joseph P. Scherrer
Email: scherrer@chwd.org
Phone: 916-725-6873

BMP 13: Water Waste Prohibition

The District's water waste prohibition is an ongoing component of the water conservation program. The CHWD water waste ordinance includes the following water waste prohibitions:

- Water shall be used for beneficial purposes only; all unnecessary and wasteful used of water are prohibited.
- Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
- Free-flowing hoses for all used are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in used.
- Leaking customer pipes or faulty sprinklers shall be repaired within five working days or less if warranted by the severity of the problem.
- All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
- Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic, or sanitary purposes, is prohibited.
- Customers are encouraged to take advantage of the water agency's conservation programs and rebates.

The water waste prohibition program is implemented as part of the District's water shortage contingency plan. Depending on hydrologic or supply conditions, additional constraints on water use are enforced by the District through violation notices and fines. The CHWD Water Conservation Ordinance is part of the Rules and Regulations included in Attachment E.

BMP 14: Residential Ultra Low Flow Toilet (ULFT) Replacement Programs

CHWD, together with the California Department of Water Resources, RWA and Sacramento Regional County Sanitation District (SRCSD), provides ULFT and HET rebates for all its customers. A rebate of up to \$175 per toilet is offered for any customer that replaces a 3.5 gallon per flush (gpf) or higher toilet with a 1.28 gpf or lower HET, and a rebate of up to \$125 is offered for replacement with a 1.6 gpf ULFT. Additional eligible expenses include toilet seat, supply line, wax ring, caulking, bolts, bolt covers and cost of installation up to rebate amount. The customer is required to provide proof of purchase and the District inspects the installation prior approval.

Applications are processed on a first-come, first-served basis. The program is in effect until budgeted funds are expended or the Board of Directors alters the program or funding. Not all customers will qualify for the SRCSD portion of the rebate. If SRCSD does not approve the rebate, CWHD will only provide up to \$75 per toilet replaced.

2008 program results resulted in 327 1.6 gpf rebates, 25 1.28 gpf rebates, and 13 1.2 gpf rebates.

3-Year BMP Budget for Expenditures and Staff Effort

Budget dollars and staff hours may change in the future in response to new State legislation mandating demand reduction measures and demand reduction results by calendar year 2010 and 2020.

2010 Year Budget and Staff Time Summary

BMP No.	BMP Name	Estimated Budget \$	Estimated Staff Time (Hours)
1	Residential Water Audits	15,000	288
2	Residential Retrofits	2,000	192
3	System Water Audit, Leak Detection and Repair	In other budget	--
4	Metering w/Commodity Rates	In other budget	--
5	Large Landscape Water Audits	6,000	96
6	Washing Machine Rebates	5,000	96
7	Public Information	30,000	96
8	School Education Program	10,000	192
9	CII Conservation	6,000	96
10	Wholesale Agency Programs	N/A	N/A
11	Conservation Pricing	In other budget	--
12	Conservation Coordinator	101,060	2,080
13	Water Waste Prohibition	85,000	288
14	ULFT Program	69,000	384
	Total	329,060	3,808

2011 Year Budget and Staff Time Summary

BMP No.	BMP Name	Estimated Budget \$	Estimated Staff Time (Hours)
1	Residential Water Audits	15,000	288
2	Residential Retrofits	2,000	192
3	System Water Audit, Leak Detection and Repair	In other budget	--
4	Metering w/Commodity Rates	In other budget	--
5	Large Landscape Water Audits	6,000	96
6	Washing Machine Rebates	5,000	96
7	Public Information	34,000	96
8	School Education Program	10,000	192
9	CII Conservation	6,000	96
10	Wholesale Agency Programs	N/A	N/A
11	Conservation Pricing	In other budget	--
12	Conservation Coordinator	103,000	288
13	Water Waste Prohibition	85,000	2,080
14	ULFT Program	69,000	384
	Total	335,000	3,808

2012 Year Budget and Staff Time Summary

BMP No.	BMP Name	Estimated Budget \$	Estimated Staff Time (Hours)
1	Residential Water Audits	15,000	288
2	Residential Retrofits	2,000	192
3	System Water Audit, Leak Detection and Repair	In other budget	--
4	Metering w/Commodity Rates	In other budget	--
5	Large Landscape Water Audits	6,000	96
6	Washing Machine Rebates	5,000	96
7	Public Information	39,000	96
8	School Education Program	10,000	192
9	CII Conservation	6,000	96
10	Wholesale Agency Programs	N/A	N/A
11	Conservation Pricing	In other budget	--
12	Conservation Coordinator	105,000	288
13	Water Waste Prohibition	85,000	2,080
14	ULFT Program	69,000	384
	Total	342,000	3,808

Section 5: Plan Implementation

CHWD reports plan implementation annually through the CUWCC reporting website.

Section 6: Exemption Process

CHWD implements all CUWCC BMPs and is not requesting exemptions at this time.

Section 7: Regional Criteria

There are no Regional Criteria at this time. If in the future regional criteria are considered, they will be developed as a separate document.

Attachment A

Service Area and Facility Map

Attachment B

Sample Mutual Aid Agreement

AMENDMENT NUMBER 6
TO
AGREEMENT NUMBER CUCC/CHWD-002-1999
BETWEEN
CALIFORNIA AMERICAN WATER
AND
CITRUS HEIGHTS WATER DISTRICT
CONCERNING
CONVEYANCE OF WATER
THROUGHT THE SANDALWOOD DRIVE INTERCONNECTION

WHEREAS, Agreement Number CUCC/CHWD-002-1999, which is hereby incorporated by reference, was made and entered into as of the 29th day of June, 1999 by and between Citizens Utilities Company of California (also known as Citizens Water Resources) ("CITIZENS") and Citrus Heights Water District ("CITRUS HEIGHTS"), collectively referred to as "AGENCIES", and

WHEREAS, said Agreement is now assigned to California American Water ("CAL-AM") as a successor in interest to CITIZENS, and

WHEREAS, this limited term Agreement for conveyance of water typically from CITRUS HEIGHTS to CAL-AM through the Sandalwood Drive interconnection was and is intended to provide water to CAL-AM during such times and at such quantities as may be mutually agreed upon, by the AGENCIES subject to operating conditions, and

WHEREAS, said Agreement was extended by Amendments 1 through 5, and

WHEREAS, CITRUS HEIGHTS has received a written request from CAL-AM to extend the Agreement until December 31, 2009, and

WHEREAS, CITRUS HEIGHTS is agreeable to the request of CAL-AM subject to the following modifications to the Agreement:

Term of Agreement: The Term for which water can be conveyed between the AGENCIES pursuant to this Amendment shall retroactively commence on January 1, 2007 and end on December 31, 2009 unless otherwise extended by written mutual agreement between both AGENCIES.

Billing Rate for Water Conveyed to CAL-AM from CITRUS HEIGHTS:

CAL-AM agrees to pay CITRUS HEIGHTS for water conveyed according to the following cost per acre-foot schedule:

	<u>Water Supply</u>		<u>Water Conveyance</u>		<u>Total</u>
January 1, 2007 to December 31, 2007	\$ 98.95	+	\$24.75	=	\$123.70
January 1, 2008 to December 31, 2008	\$114.87	+	\$29.45	=	\$144.32
January 1, 2009 to December 31, 2009	\$136.70	+	\$33.16	=	\$169.86

Billing Rate for Water Conveyed to CITRUS HEIGHTS from CAL-AM:

CITRUS HEIGHTS agrees to pay CAL-AM for water conveyed according to the following cost per acre-foot schedule:

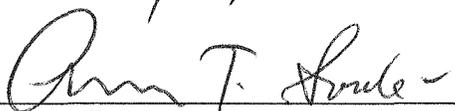
	<u>Water Supply</u>		<u>Water Conveyance</u>		<u>Total</u>
January 1, 2007 to December 31, 2007	\$104.41	+	\$39.97	=	\$144.38
January 1, 2008 to December 31, 2008	\$108.90	+	\$41.69	=	\$150.59
January 1, 2009 to December 31, 2009	\$128.51	+	\$49.20	=	\$177.71

Counterparts: This Amendment may be executed in counterparts.

Execution of Amendment to Agreement:

NOW, THEREFORE, the AGENCIES hereby agree to the aforementioned amended terms and conditions and execute this document in duplicate originals.

Date: 5/14, 2009



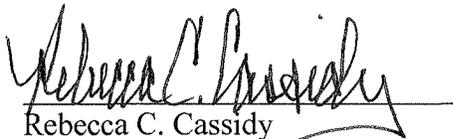
Andrew T. Soulé
General Manager, Northern Division
CALIFORNIA AMERICAN WATER COMPANY

Date: 6/9, 2009



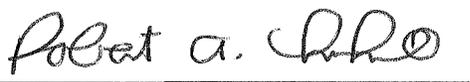
Allen B. Dains
President, Board of Directors
CITRUS HEIGHTS WATER DISTRICT

Witness:



Rebecca C. Cassidy
Operations Supervisor, Northern Division
CALIFORNIA AMERICAN WATER COMPANY

Attest:



Robert A. Churchill
General Manager
CITRUS HEIGHTS WATER DISTRICT

Seal:



Attachment C

Rate Structure

CITRUS HEIGHTS WATER DISTRICT

COMPARISON OF 2009 WATER RATES, FEES AND CHARGES TO PROPOSED 2010 RATES, FEES AND CHARGES

Type of Charge	Public Hearing Draft -- November 10, 2009 Applied Basis or Frequency	2009 Adopted	2010 Proposed	\$ Change
<u>Charges for Metered Rate Customer Accounts</u>				
<i>Service Charge, Domestic & Commercial Meters</i>				
¾-inch meter	bi-monthly, per meter	\$34.88	\$34.88	\$0.00
1-inch meter	bi-monthly, per meter	\$50.04	\$50.04	\$0.00
1½-inch meter	bi-monthly, per meter	\$87.29	\$87.29	\$0.00
2-inch meter	bi-monthly, per meter	\$132.51	\$132.51	\$0.00
3-inch meter	bi-monthly, per meter	\$236.80	\$236.80	\$0.00
4-inch meter	bi-monthly, per meter	\$385.88	\$385.88	\$0.00
<i>Service Charge, Irrigation Meters</i>				
¾-inch meter	bi-monthly, per meter	\$17.44	\$17.44	\$0.00
1-inch meter	bi-monthly, per meter	\$25.02	\$25.02	\$0.00
1½-inch meter	bi-monthly, per meter	\$43.64	\$43.64	\$0.00
2-inch meter	bi-monthly, per meter	\$66.25	\$66.25	\$0.00
3-inch meter	bi-monthly, per meter	\$118.40	\$118.40	\$0.00
4-inch meter	bi-monthly, per meter	\$192.94	\$192.94	\$0.00
<i>Service Charge, Combination Meters</i>				
4-inch meter	bi-monthly, per meter	\$132.51	\$132.51	\$0.00
6-inch meter	bi-monthly, per meter	\$236.80	\$236.80	\$0.00
8-inch meter	bi-monthly, per meter	\$385.88	\$385.88	\$0.00
10-inch meter	bi-monthly, per meter	---	\$562.50	---
<i>Service Charge, Construction Meters</i>	bi-monthly, per meter	\$118.40	\$118.40	\$0.00
<i>Service Charge, North Ridge CC Meter</i>	bi-monthly, per meter	\$150.12	\$150.12	\$0.00
<hr/>				
<u>Commodity Charges for Water Consumed</u>	<i>1 unit = 100 cubic feet = 748 gallons</i>			
<i>Domestic, Commercial, Irrigation & Combination Meters - Tier 1</i>				
¾-inch meter	per unit, for 1-26 units bi-monthly	\$0.5055	\$0.6369	\$0.1314
1-inch meter	per unit, for 1-52 units bi-monthly	\$0.5055	\$0.6369	\$0.1314
1½-inch meter	per unit, for 1-156 units bi-monthly	\$0.5055	\$0.6369	\$0.1314
2-inch meter	per unit, for 1-208 units bi-monthly	\$0.5055	\$0.6369	\$0.1314
3-inch meter	per unit, for 1-416 units bi-monthly	\$0.5055	\$0.6369	\$0.1314
4-inch meter	per unit, for 1-832 units bi-monthly	\$0.5055	\$0.6369	\$0.1314
6-inch meter	per unit, for 1-832 units bi-monthly	\$0.5055	\$0.6369	\$0.1314
8-inch meter	per unit, for 1-832 units bi-monthly	\$0.5055	\$0.6369	\$0.1314
10-inch meter	per unit, for 1-832 units bi-monthly	\$0.5055	\$0.6369	\$0.1314
<i>Domestic, Commercial, Irrigation & Combination Meters - Tier 2</i>				
¾-inch meter	per unit, for 27-52 units bi-monthly	\$0.5948	\$0.7494	\$0.1546
1-inch meter	per unit, for 53-104 units bi-monthly	\$0.5948	\$0.7494	\$0.1546
1½-inch meter	per unit, for 157-312 units bi-monthly	\$0.5948	\$0.7494	\$0.1546
2-inch meter	per unit, for 209-416 units bi-monthly	\$0.5948	\$0.7494	\$0.1546
3-inch meter	per unit, for 417-832 units bi-monthly	\$0.5948	\$0.7494	\$0.1546
4-inch meter	per unit, for 833-1664 units bi-monthly	\$0.5948	\$0.7494	\$0.1546
6-inch meter	per unit, for 833-1664 units bi-monthly	\$0.5948	\$0.7494	\$0.1546
8-inch meter	per unit, for 833-1664 units bi-monthly	\$0.5948	\$0.7494	\$0.1546
10-inch meter	per unit, for 833-1664 units bi-monthly	\$0.5948	\$0.7494	\$0.1546
<i>Domestic, Commercial, Irrigation & Combination Meters - Tier 3</i>				
¾-inch meter	per unit, for 53+ units bi-monthly	\$0.6514	\$0.8208	\$0.1694
1-inch meter	per unit, for 105+ units bi-monthly	\$0.6514	\$0.8208	\$0.1694
1½-inch meter	per unit, for 313+ units bi-monthly	\$0.6514	\$0.8208	\$0.1694
2-inch meter	per unit, for 417+ units bi-monthly	\$0.6514	\$0.8208	\$0.1694
3-inch meter	per unit, for 833+ units bi-monthly	\$0.6514	\$0.8208	\$0.1694
4-inch meter	per unit, for 1665+ units bi-monthly	\$0.6514	\$0.8208	\$0.1694
6-inch meter	per unit, for 1665+ units bi-monthly	\$0.6514	\$0.8208	\$0.1694
8-inch meter	per unit, for 1665+ units bi-monthly	\$0.6514	\$0.8208	\$0.1694
10-inch meter	per unit, for 1665+ units bi-monthly	\$0.6514	\$0.8208	\$0.1694

CITRUS HEIGHTS WATER DISTRICT

COMPARISON OF 2009 WATER RATES, FEES AND CHARGES TO PROPOSED 2010 RATES, FEES AND CHARGES

Type of Charge	Public Hearing Draft -- November 10, 2009 Applied Basis or Frequency	2009 Adopted	2010 Proposed	\$ Change
<i>Construction Meters</i>	per unit, for all units bi-monthly	\$1.7984	\$1.9110	\$0.1126
<i>North Ridge Country Club Meter</i>	per unit, for all units bi-monthly	\$1.7984	\$1.9110	\$0.1126
<i>Unannexed property (surplus water only)</i>	multiplier times annexed rate, applied to service charge and commodity charge	3	3	-----
Wheeling Water Charge (unless otherwise adopted by mutual aid agreement)	per acre-foot to San Juan WD	\$2.25	\$2.53	\$0.28
	per acre-foot to Sac. Suburban WD	\$33.16	\$37.34	\$4.18
	per acre-foot to Carmichael WD	\$33.16	\$37.34	\$4.18
	per acre-foot to Cal-American WC	\$33.16	\$37.34	\$4.18
	per acre-foot to City of Roseville	\$33.16	\$37.34	\$4.18
<u>Charges for Flat Rate Customer Accounts</u>				
Single Dwelling	bimonthly	\$81.57	\$87.75	\$6.18
Duplex Dwelling (per duplex side)	bimonthly	\$69.06	\$74.29	\$5.23
Condominium Dwelling	bimonthly	\$69.06	\$74.29	\$5.23
Apartments/Mobile Homes	bimonthly	\$69.06	\$74.29	\$5.23
Irrigation Rate	per irrigated acre bimonthly	\$104.36	\$112.27	\$7.91
Unannexed property (surplus water only)	multiplier times annexed rate	3	3	-----
Fire Sprinkler Service Charges				
4-inch and smaller	per service, bimonthly	\$48.71	\$52.61	\$3.90
6-inch	per service, bimonthly	\$63.45	\$68.53	\$5.08
6-inch; one-half shared	per service, bimonthly	\$31.72	\$34.26	\$2.54
6-inch; one-third shared	per service, bimonthly	\$21.15	\$22.84	\$1.69
8-inch	per service, bimonthly	\$76.95	\$83.11	\$6.16
8-inch; one-half shared	per service, bimonthly	\$38.48	\$41.56	\$3.08
10-inch	per service, bimonthly	\$103.72	\$112.02	\$8.30
12-inch	per service, bimonthly	\$137.42	\$148.41	\$10.99
Construction Water Charges	minimum charge	\$119.00	\$150.00	\$31.00
Schedule A - Projects	per lot	\$79.73	\$100.46	\$20.73
Schedule B - Trenches, Excavations & Grading	per 100 cubic yards	\$21.53	\$27.13	\$5.60
Schedule C - Tank Trucks	per 1,000 gallons	\$3.57	\$4.50	\$0.93
Schedule D - Metered Use	meter rate	-----	-----	-----
Schedule E - Non-Profit	per day	\$25.00	\$31.50	\$6.50
Plan Check Charges	minimum charge + per connection	\$450.00	\$500.00	\$50.00
	per connection	\$7.00	\$7.80	\$0.80
Inspection Charges				
Minimum	min. + per connect. + per main tie-in	\$1,020.00	\$1,130.00	\$110.00
Plus per connection	per connection	\$113.00	\$125.00	\$12.00
Plus per main tie-in	per main tie-in	\$563.00	\$780.00	\$217.00
AC pipe disposal charge	per foot, 4 feet minimum (\$200 min.)	\$0.00	\$50.00	\$50.00
Hydrostatic pressure test	each	\$169.00	\$215.00	\$46.00
Bacteriological water test (1st)	first test	\$169.00	\$185.00	\$16.00
Plus each additional sample	additional samples after first test	\$85.00	\$60.00	(\$25.00)
Weekend/After Hours	per hour (2 hr. minimum)	\$195.00	\$120.00	(\$75.00)
Holiday	per hour (2 hr. minimum)	\$195.00	\$150.00	(\$45.00)
Water Service Installation Charges				
¾-inch services w/meter	per service	\$4,640.00	\$3,925.00	(\$715.00)
1-inch service w/meter	per service	\$5,170.00	\$4,005.00	(\$1,165.00)
1½-inch & larger service w/meter	actual cost, with minimum charge	\$5,170.00	\$4,005.00	(\$1,165.00)
Service abandonments/relocations	actual cost			

CITRUS HEIGHTS WATER DISTRICT
COMPARISON OF 2009 WATER RATES, FEES AND CHARGES TO PROPOSED 2010 RATES, FEES AND CHARGES

Type of Charge	Public Hearing Draft -- November 10, 2009 Applied Basis or Frequency	2009 Adopted	2010 Proposed	\$ Change
Meter set charge:				
3/8 inch x 3/4 inch	per meter	\$0.00	\$390.00	\$390.00
3/4 inch	per meter	\$680.00	\$435.00	(\$245.00)
1 inch	per meter	\$745.00	\$510.00	(\$235.00)
1 1/2 inch	per meter	\$1,345.00	\$685.00	(\$660.00)
2 inch	per meter	\$1,660.00	\$895.00	(\$765.00)
>2 inch	actual cost			
Backflow prevention assembly installation charge				
3/4 inch	each	\$3,082.00	\$3,480.00	\$398.00
1 inch	each	\$3,345.00	\$3,715.00	\$370.00
1 1/2 inch	each	\$3,660.00	\$4,610.00	\$950.00
2 inch	each	\$4,220.00	\$4,665.00	\$445.00
>2 inch	actual cost			
Capacity Fees				
Residential- Multi-Family:				
Townhomes/Condominiums w/3/4-inch max.	per service + non-residential uses	\$3,536.00	\$3,536.00	\$0.00
Residential- Single Family:				
0 - 2.499 acres with 1-inch max.	per service	\$5,894.00	\$5,894.00	\$0.00
2.500 - 4.999 acres with 1 1/4-inch max.	per service	\$8,253.00	\$8,253.00	\$0.00
5.00 - 7.500 acres with 1 1/2-inch max.	per service	\$11,788.00	\$11,788.00	\$0.00
Over 7.500 acres with 2-inch max.	per service	\$18,861.00	\$18,861.00	\$0.00
Nonresidential Users:				
Based on service size, including, but not limited to, commercial, industrial, irrigation, commercial swimming pools, and clubhouse applications:				
3/8 inch	per service	\$2,358.00	\$2,358.00	\$0.00
3/4 inch	per service	\$3,536.00	\$3,536.00	\$0.00
1 inch	per service	\$5,894.00	\$5,894.00	\$0.00
1 1/4 inch	per service	\$8,253.00	\$8,253.00	\$0.00
1 1/2 inch	per service	\$11,788.00	\$11,788.00	\$0.00
2 inch	per service	\$18,861.00	\$18,861.00	\$0.00
3 inch	per service	\$37,722.00	\$37,722.00	\$0.00
4 inch	per service	\$58,940.00	\$58,940.00	\$0.00
6 inch	per service	\$147,350.00	\$147,350.00	\$0.00
8 inch	per service	\$212,184.00	\$212,184.00	\$0.00
10 inch	per service	\$341,852.00	\$341,852.00	\$0.00
12 inch	per service	\$506,884.00	\$506,884.00	\$0.00
Inclusion / Annexation Fee	per gross acre, 1/2 acre or greater minimum to 1/2 acre	\$1,660.00 \$830.00	\$1,850.00 \$925.00	\$190.00 \$95.00
Agenda-By-Mail Charge (e-mail delivery free)	per year	\$66.00	\$65.00	(\$1.00)
Standby Service Charge	per hour, 1 hour minimum	\$102.00	\$100.00	(\$2.00)
New Account Application Fee	per application	\$20.00	\$30.00	\$10.00
Returned Check Fee	per check	\$30.00	\$30.00	\$0.00
Late Payment Penalty	10% of overdue account balance	--	--	--
Turn-off Notice Service Charge	per occurrence	\$30.00	\$30.00	\$0.00
Disconnect / Reconnect Service Charge	per occurrence	\$60.00	\$60.00	\$0.00
Customer Account Deposit	per account	\$165.00	\$165.00	\$0.00
Construction Meter Deposit	per meter	\$1,100.00	\$1,015.00	(\$85.00)
Publication Cost	per account	\$23.00	\$23.00	\$0.00
Copy Charge	per page	\$0.10	\$0.10	\$0.00
Backflow Prevention Assembly Monitoring Charge	per assembly bimonthly	\$3.60	\$3.00	(\$0.60)
Fire Flow Certification Letter	per letter	\$0.00	\$30.00	\$30.00

Attachment D

Sample Bill



CITRUS HEIGHTS WATER DISTRICT
 6230 Sylvan Rd Citrus Heights CA 95610-5610
 PO Box 286 Citrus Heights CA 95611-0286

For Billing Inquiries Please call
 Tel: 916.725.6873 Monday - Friday
 Fax 916.725.0345 9:00 am to 5:00 pm

Visit our web site at www.chwd.org to pay your bill on-line

WATER STATEMENT

Account Number: 12345-9876543
 Account Name: Joe Customer
 Service Address: 123 MAIN ST
 Statement #: 123456
 Bill Date: 10/15/2009
 Billing Cycle 08/12/2009 – 10/12/2009

Service Type	Size	Meter No.	Service Dates	Readings		Units	Water Charge
				Previous	Current		
Domestic Meter	1"	54321678	08/08/2009 – 10/06/2009	1293	1403	110	\$111.14
Water Charge Detail		Rate Effective		Rate	Usage	Charge	
Service Charge		01/01/2009		50.04		\$ 50.04	
Tier 1 Usage Charge		01/01/2009		0.5055	52	\$ 26.28	
Tier 2 Usage Charge		01/01/2009		0.5948	52	\$ 30.92	
Tier 3 Usage Charge		01/01/2009		0.6514	6	\$ 3.90	
Total Current Water Charge							\$ 111.14

History	Read Date	Total Units	Days	Units/day	Gal/day
This Period	10/06/2009	110	58	1.89	1413.72
Last Year	10/07/2008	115	59	1.94	1451.12

One billing unit = 100 cubic feet (ccf) of water (748 gallons)

SPECIAL MESSAGE

Pay your bill 24/7 at www.chwd.org
 Quick, convenient, and secure
 Check it out !

Summary of Charges	
Previous Balance	\$ 88.37
Payment Received – Thank you	-88.37
Current Water Charge	111.14

Total Due by 10/15/2009 \$ 111.14

If payment is not received by the due date you will be subject to a 10% late fee.

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT IN THE RETURN ENVELOPE PROVIDED



CITRUS HEIGHTS WATER DISTRICT
 6230 Sylvan Rd Citrus Heights CA 95610-5610
 PO Box 286 Citrus Heights CA 95611-0286

For Billing Inquiries Please call
 Tel: 916.725.6873 Monday - Friday
 Fax 916.725.0345 9:00 am to 5:00 pm

check here for address and/or name change
 and note on back of payment coupon

Please include your Account Number on your check
 Make check payable to: **CITRUS HEIGHTS WATER DISTRICT**

Account Number: 12345-9876543
 Statement #: 123456
 Service Address: 123 MAIN ST
Due Date: 10/15/2009
Amount Due: \$111.14

Amount Enclosed: _____

JOE CUSTOMER
 123 MAIN ST
 CITRUS HEIGHTS, CA 95610

CITRUS HEIGHTS WATER DISTRICT
DEPT. LA 23168
PASADENA, CA 91185-3168

Attachment E

Water Shortage Contingency Plan and Water Conservation Ordinance



CITRUS HEIGHTS WATER DISTRICT

MANDATORY REQUIREMENTS – WATER CONSERVATION STAGES 1 – 5:

WATER CONSERVATION STAGE DECLARATION

Upon declaration or amendment by the Board of Directors of a specific Stage in effect, the following mandatory water conservation requirements shall be in effect.

The declaration of Short-Term Stage 4 or Stage 5 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

STAGE 1 – NORMAL WATER SUPPLY

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within five (5) working days or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.



CITRUS HEIGHTS WATER DISTRICT
Mandatory Requirements – Water Conservation Stages 1 - 5

STAGE 2 – WATER ALERT

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within five (5) working days or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 5 – 10%. Customers with "smart" irrigation timers or controllers are asked to set their controllers to achieve 90 to 95% of the evapotranspiration (ET) rate. Drip irrigation systems are excluded from this requirement.
9. Reduce indoor water use by 5 – 10%. Contact your water provider for tips and techniques to reduce indoor water use.
10. Users of construction meters and fire hydrant meters will be monitored for efficient water use.



CITRUS HEIGHTS WATER DISTRICT
Mandatory Requirements – Water Conservation Stages 1 - 5

STAGE 3 – WATER WARNING

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within two (2) working days or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 11 – 25%. Customers with "smart" irrigation timers or controllers are asked to set their controllers to achieve 75 to 89% of the evapotranspiration (ET) rate. Drip irrigation systems are excluded from this requirement.
9. Reduce indoor water use by 11 – 25%. Contact your water provider for tips and techniques to reduce indoor water use.
10. Restaurants shall serve water only upon request.
11. Users of construction meters and fire hydrant meters will be monitored for efficient water use.



CITRUS HEIGHTS WATER DISTRICT Mandatory Requirements – Water Conservation Stages 1 - 5

STAGE 4 – WATER CRISIS: SHORT-TERM

The declaration of Short-Term Stage 4 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within 24 hours or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 26 – 50%. Customers with "smart" irrigation timers or controllers are asked to set their controllers to achieve 50 to 74% of the evapotranspiration (ET) rate. Drip irrigation systems are NOT excluded from this requirement.
9. Reduce indoor water use by 26 - 50%. Contact your water provider for tips and techniques to reduce indoor water use.
10. Restaurants shall serve water only upon request.
11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.



CITRUS HEIGHTS WATER DISTRICT
Mandatory Requirements – Water Conservation Stages 1 - 5

STAGE 4 – WATER CRISIS: SHORT-TERM continued

12. Users of construction meters and fire hydrant meters will be monitored for efficient water use. Use of reclaimed water for construction purposes is encouraged.
13. Installation of new turf or landscaping is prohibited.



CITRUS HEIGHTS WATER DISTRICT
Mandatory Requirements – Water Conservation Stages 1 - 5

STAGE 4 – WATER CRISIS: LONG-TERM

The declaration of Long-Term Stage 4 water conservation requirements will be by the agency's Board of Directors in a regular or special session. A long-term declaration is for water shortage conditions expected for a duration of more than 45 days.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within 24 hours or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 26 – 50%. Customers with "smart" irrigation timers or controllers are asked to set their controllers to achieve 50 to 74% of the evapotranspiration (ET) rate. Drip irrigation systems are NOT excluded from this requirement.
9. Reduce indoor water use by 26 - 50%. Contact your water provider for tips and techniques to reduce indoor water use.
10. Restaurants shall serve water only upon request.
11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.



CITRUS HEIGHTS WATER DISTRICT
Mandatory Requirements – Water Conservation Stages 1 - 5

STAGE 4 – WATER CRISIS: LONG-TERM continued

12. Water for flow testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. Use of reclaimed water for construction purposes is encouraged.
13. Installation of new turf or landscaping is prohibited.
14. Water Crisis/Emergency tiered pricing will be implemented.
15. No commitments will be made to provide service for new water service connections.



CITRUS HEIGHTS WATER DISTRICT
Mandatory Requirements – Water Conservation Stages 1 - 5

STAGE 5 – WATER EMERGENCY: SHORT-TERM

The declaration of Short-Term Stage 5 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Landscape and pasture irrigation is prohibited.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired immediately. Water service will be suspended until repairs are made.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce indoor water use by more than 50%. Contact your water provider for tips and techniques to reduce indoor water use.
9. Restaurants shall serve water only upon request.
10. Water for flow testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. No potable water from the District's system shall be used for construction purposes including but not limited to dust control, compaction, or trench jetting. Use of reclaimed water for construction purposes is encouraged.
11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Installation of new turf or landscaping is prohibited.



CITRUS HEIGHTS WATER DISTRICT
Mandatory Requirements – Water Conservation Stages 1 - 5

STAGE 5 – WATER EMERGENCY: SHORT-TERM continued

13. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.



CITRUS HEIGHTS WATER DISTRICT
Mandatory Requirements – Water Conservation Stages 1 - 5

STAGE 5 – WATER EMERGENCY: LONG-TERM

The declaration of Long-Term Stage 5 water conservation requirements will be by the agency's Board of Directors in a regular or special session. A long-term declaration is for water shortage conditions expected for a duration of more than 45 days.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Landscape and pasture irrigation is prohibited.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes shall be repaired immediately. Water service will be suspended until repairs are made.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for commercial and multi-family residential ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce indoor water use by more than 50%.
9. Restaurants shall serve water only upon request.
10. Water for flow testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. No potable water from the District's system shall be used for construction purposes including but not limited to dust control, compaction, or trench jetting. Use of reclaimed water for construction purposes is encouraged.
11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Installation of new turf or landscaping is prohibited.



CITRUS HEIGHTS WATER DISTRICT
Mandatory Requirements – Water Conservation Stages 1 - 5

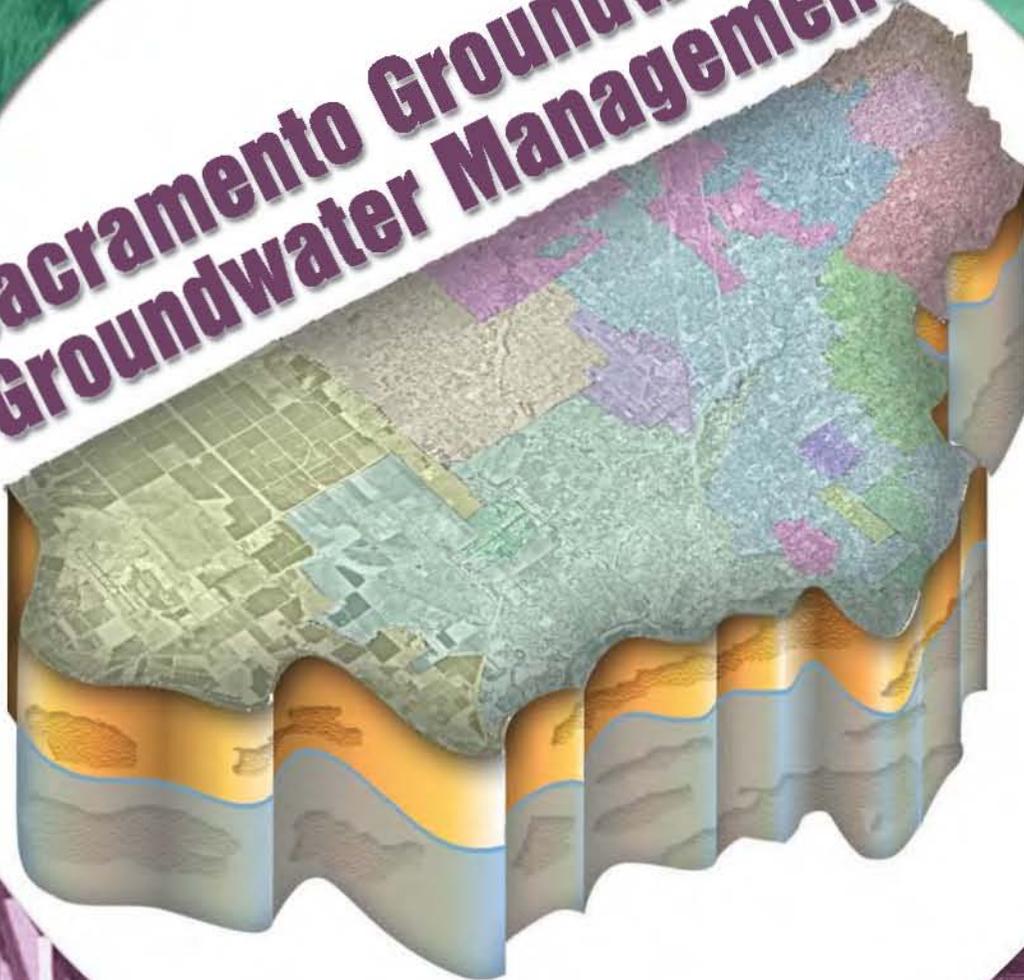
STAGE 5 – WATER EMERGENCY: LONG-TERM continued

13. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.
14. New connections to the District water distribution system will not be allowed.
15. Water Crisis/Emergency tiered pricing will be implemented.
16. No commitments will be made to provide service for new water service connections.

Attachment F

**Groundwater Management Plan
(Title Page and Table of Contents)**

**Sacramento Groundwater Authority
Groundwater Management Plan**



SGA

December 2003

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GROUNDWATER MANAGEMENT PLAN**

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**Water Quality Report
(Consumer Confidence Report)**



2008 Consumer Confidence Report

Published by the
San Juan Family of Water Agencies
P.O. Box 2157
Granite Bay, CA 95746

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.



Printed on recycled paper.

Once again, your drinking water continues to meet all state and federal drinking water standards.

CONTACT US

If you have any questions about this report or your water supply, please contact your local water provider. Each of the member agencies holds monthly board meetings that are open to the public as indicated below.



San Juan Water District

Contact Person:
Bill Sadler
(916) 791-1715
bsadler@sjwd.org
www.sjwd.org

Board Meetings:
2nd Wednesday
each month 7 p.m.
9935 Auburn-Folsom Road
Granite Bay



Fair Oaks Water District

Contact Person:
Michael Nisenboym, P.E.
(916) 967-5002 x113
mnisenboym@fowd.com
www.fowd.com

Board Meetings:
2nd Monday
each month 6:30 p.m.
10317 Fair Oaks Boulevard
Fair Oaks



Orange Vale Water Company

Contact Person:
John Wingerter
(916) 988-1693
jwingerter@orangevalewater.com

Board Meetings:
1st Tuesday
each month 6 p.m.
9031 Central Avenue
Orangevale



2008 Consumer Confidence Report

Published by the San Juan Family of Water Agencies

San Juan Water District • Citrus Heights Water District • Fair Oaks Water District • Orange Vale Water Company

The United States Environmental Protection Agency (USEPA) and the State Department of Public Health (Department) have established strict quality standards for drinking water. These standards are designed to protect consumers from waterborne disease organisms and harmful chemicals. Each year, USEPA requires public water systems to provide their consumers with a report containing information about drinking water quality and compliance with the standards. This Consumer Confidence Report (CCR) summarizes the most recent testing of your drinking water and includes a comparison of detectable constituents in your drinking water to those standards. This year's CCR concludes, once again, that your drinking water meets all federal and state drinking water standards. The San Juan Family of Water Agencies (Agencies) is committed to ensuring the delivery of a reliable, high-quality water supply at a reasonable cost to all consumers. The Agencies consist of four water providers: San Juan Water District, Citrus Heights Water District, Fair Oaks Water District, and Orange Vale Water Company. Together they serve northeastern Sacramento County and portions of south Placer County, including Granite Bay.

WHAT'S IN YOUR WATER?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

- Organic chemical contaminants, including synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- Radioactive contaminants, that can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Department of Public Health (Department) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

WHERE DOES YOUR WATER COME FROM?

Water from the Agencies comes from two sources: treated surface water and groundwater. San Juan Water District diverts and treats surface water from Folsom Lake. This treated water is then distributed to the Agencies. Orange Vale Water Company and San Juan Water District receive 100 percent of their supply from treated surface water. If you are a consumer of Citrus Heights or Fair Oaks water districts, your water is a mixture of treated surface water from San Juan Water District and groundwater from local wells.

- SJWD** - 100% surface water
- OVWC** - 100% surface water
- CHWD** - 98% surface water, 2% groundwater
- FOWD** - 82.6% surface water, 17.4% groundwater

Source water assessments have been conducted for all the water sources to enable the Agencies to understand the activities that have the greatest potential for contaminating the drinking water supplies. The groundwater sources were assessed in 2002 and the surface water source was evaluated in 2001. A new well for Citrus Heights Water District was assessed in 2008. These assessments were conducted in accordance with Department guidelines and

copies of the complete assessments are available for review at the respective agency offices.

San Juan Water District conducted the evaluation of the Folsom Lake source. It was found to be most vulnerable to potential contamination from the Folsom Lake State Recreation Area facilities, high-density housing and associated activities such as sewer and septic systems and fertilizer, pesticide and herbicide application, as well as illegal activities and dumping. The source water is treated using conventional filtration and disinfection that is designed to remove many contaminants. Again this year, your water meets all federal and state drinking water standards.

Citrus Heights and Fair Oaks water districts conducted assessments of their local groundwater wells. It was found that all the wells are vulnerable to commercial urban activities, such as active and historic gas stations, dry cleaners, leaking underground storage tanks, and sewer collection systems, none of which are associated with any detected contaminants.

Although Orange Vale Water Company does not currently utilize available local groundwater, assessments found that wells within their service area would be most vulnerable to rural grazing activities.

See how water flows from Mother Nature to you at www.sjwd.org

HOW TO READ THE CCR

Find your water supplier along the top of the chart. You will need to look at both San Juan surface water and the groundwater supplies if you receive water from Citrus Heights or Fair Oaks water districts. If you don't know who your water supplier is, we would be happy to help you. Please call San Juan Water District at 791-0115. You can then compare the levels of your water supply to the federal and state standards.

KEY TO ABBREVIATIONS

PPB	parts per billion or micrograms per liter (µg/L)
PPM	parts per million or milligrams per liter (mg/L)
MFL	million fibers per liter (>10µm long)
NTU	nephelometric turbidity units
µS/CM	microsiemens per centimeter
PCi/L	picocuries per liter
ND	not detected
NR	not required
N/A	not applicable
TOC	total organic carbon

Maximum Contaminant Level (MCL) — The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Public Health Goal (PHG) — The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Residual Disinfectant Level Goal (MRDLG) — The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap. no known or expected risk to health. MRDLGs are set by the U.S. Environmental Protection Agency.

Primary Drinking Water Standard (PDWS) — MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Regulatory Action Level (AL) — The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Notification Level (NL) — Health-based advisory level set by the Department for constituents with no MCL. This is not an enforceable standard, although requirements and recommendations may apply if detected above this level.

Maximum Residual Disinfectant Level Goal (MRDLG) — The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

Maximum Residual Disinfectant Level Goal (MRDLG) — The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap. no known or expected risk to health. MRDLGs are set by the U.S. Environmental Protection Agency.

SAN JUAN FAMILY OF WATER AGENCIES

2008 TABLE OF DETECTED CONSTITUENTS

DETECTED PRIMARY DRINKING WATER CONSTITUENTS regulated to protect your health

CONSTITUENT	UNITS	PHG or (MCLG) or (MRDLG)	San Juan Surface Water Including Orange Vale Water Company (a)				Citrus Heights Groundwater				Fair Oaks Groundwater				MAJOR SOURCES	
			RANGE	AVERAGE	YEAR SAMPLED	MCL or (MRDL)	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE		YEAR SAMPLED
Arsenic	PPB	0.004	ND	ND	2006	ND-3.3	ND	2008	10	2.2-3.1	2006	2.2-3.1	2.7	2006	Erosion of natural deposits	
Barium	PPM	2	ND	ND	2006	ND-0.1	ND	2008	1	ND	2006	ND	ND	2006	Erosion of natural deposits	
Fluoride	PPM	1	ND	ND	2006	0.15-0.26	0.18	2008	2.0	ND	2006	ND	ND	2006	Erosion of natural deposits	
Nitrate (as nitrate)	PPM	45	ND	ND	2008	5 - 16	8.9	2008	45	ND-3.6	2008	ND-3.6	ND	2008	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits	
Asbestos	MFL	7	ND - 0.2	ND	2006	ND	ND	2008	7	ND	2006	ND	ND	2001, 2008	Erosion of natural deposits	
Chlorine Residual - distribution system	PPM	[4]	0.12-1.1 (0.65-1.05)	0.67 (0.85)	2008	0.19-1.2	0.69	2008	[4]	0.13-0.99	2008	0.13-0.99	0.57	2008	Drinking water disinfectant added for treatment	
Total Trihalomethanes - distribution system	PPB	NONE	8-50 (13-34)	35 (24.8)	2008	5-47	29.8	2008	80	5-8-52	2008	5-8-52	20.8	2008	By-product of drinking water chlorination	
Haloacetic Acids - distribution system	PPB	NONE	8-27 (12-25)	19.5 (17.4)	2008	2-31	14.5	2008	60	2.5-32	2008	2.5-32	12.1	2008	By-product of drinking water chlorination	
Control of Disinfection By-Product Precursors (TOC) (raw water) (b)	PPM	NONE	1.3-1.8	1.4	2008	NR	N/A	N/A	TT = 2	NR	N/A	NR	N/A	N/A	Various natural and manmade sources	
CONSTITUENT	UNITS	PHG OR (MCLG)	LEVEL FOUND	# Sites Sampled/ # Sites Exceed AL	YEAR SAMPLED	LEVEL FOUND	# Sites Sampled/ # Sites Exceed AL	YEAR SAMPLED	MCL	LEVEL FOUND	# Sites Sampled/ # Sites Exceed AL	YEAR SAMPLED	LEVEL FOUND	# Sites Sampled/ # Sites Exceed AL	YEAR SAMPLED	MAJOR SOURCES
Turbidity (b)	% Samples	NONE	99.999	2008	TT = ≤0.3 NTU	NR	NR	N/A	NTU	NR	N/A	N/A	NR	N/A	Soil runoff	
Copper	PPM	0.3	1.3	ND (0.061)	2006 (2008)	30/0 (30/0)	30/0	2006	1.3	ND (0.061)	2006 (2008)	30/0	30/0	2007	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	

DETECTED SECONDARY DRINKING WATER CONSTITUENTS regulated for aesthetic qualities

CONSTITUENT	UNITS	PHG or (MCLG)	San Juan Surface Water Including Orange Vale Water Company				Citrus Heights Groundwater				Fair Oaks Groundwater				MAJOR SOURCES
			RANGE	AVERAGE	YEAR SAMPLED	MCL	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	
Color	UNITS	NONE	ND	ND	2006	ND-15	3.8	2008	15	ND	2006	ND	ND	2006	Naturally-occurring organic materials
Odor	UNITS	NONE	ND-2	1	2006	ND-1	ND	2008	3	ND-1	2006	ND	ND	2006	Naturally-occurring organic materials
Manganese	PPB	NONE	ND	ND	2006	ND-30	ND	2008	50	ND-30	2006	ND	ND	2006	Leaching from natural deposits
Chloride	PPM	NONE	ND-2.9	1.6	2006	14-19	15.8	2008	500	2.6-23	2006	2.6-23	6.7	2006	Runoff/leaching from natural deposits
Specific Conductance	µS/CM	NONE	39.4-85	60.3	2006	260-380	302.5	2008	1,600	120-550	2006	120-550	240	2006, 2008	Substances that form ions when in water
Sulfate	PPM	NONE	ND-6.6	3	2006	6.2-11	8.8	2008	500	4-28	2006	4-28	11.2	2006	Runoff/leaching from natural deposits
Turbidity	NTU	NONE	0.018-0.039	0.025	2008	0.32-3.8	1.3	2008	5	0.6	2006	0.6	0.6	2006	Soil runoff
Total Dissolved Solids	PPM	NONE	26-54	40.8	2006	190-280	227.5	2008	1,000	96-400	2006	96-400	184	2006	Runoff/leaching from natural deposits

DETECTED UNREGULATED DRINKING WATER CONSTITUENTS (c)

CONSTITUENT	UNITS	PHG or (MCLG)	San Juan Surface Water Including Orange Vale Water Company				Citrus Heights Groundwater				Fair Oaks Groundwater				MAJOR SOURCES
			RANGE	AVERAGE	YEAR SAMPLED	ML	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	
Hardness	PPM	NONE	16-34	23.6	2006	90-160	116.5	2008	NONE	44-210	2006	44-210	93	2006, 2008	Hardness is the sum of polyvalent cations present in the water, generally naturally occurring magnesium and calcium.
Sodium	PPM	NONE	1.8-2.7	2.2	2006	13-24	18.3	2008	NONE	5.4-32	2006	5.4-32	11.9	2006, 2008	Naturally occurring salt in the water
Calcium	PPM	NONE	4.2-10	6.8	2006	22-35	26.3	2008	NONE	11-43	2006	11-43	19.6	2006, 2008	Erosion of natural deposits
Magnesium	PPM	NONE	1.3-2.2	1.6	2006	8.4-14	12.4	2008	NONE	4-25	2006	4-25	9.3	2006, 2008	Erosion of natural deposits
Boron	PPB	NONE	ND	ND	2002	ND-110	ND	2004	1,000	ND	2002	ND	ND	2003	Erosion of natural deposits
Hexavalent Chromium	PPB	NONE	ND	ND	2006	ND-2	1.1	2006	NONE	ND	2006	ND	ND	2003	Erosion of natural deposits
Vanadium	PPB	NONE	ND	ND	2006	6.3-10	7.9	2004	50	ND	2006	ND	ND	2003	Erosion of natural deposits
Radon 222	pCi/L	NONE	ND	ND	2006	165	165	2008	NONE	114-333	2006	114-333	215	2005	Erosion of natural deposits

(a)--Data for OWWC Distribution System is shown in parenthesis

(b)--Only surface water sources must comply with PDWS for Control of Disinfection By-Product Precursors and turbidity.

(c)--Unregulated contaminant monitoring helps determine where certain contaminants occur and whether they need to be regulated. The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

IMPORTANT INFORMATION ABOUT RADON

Radon is a radioactive gas that you can't see, taste or smell. It is found throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will, in most cases, be a small source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. Fix your home if the level of radon in your air is 4 picocuries per liter of air (pCi/L) or higher. There are simple ways to fix a radon problem that aren't too costly. For additional information, call the California Radon Program (1-800-745-7236) or call EPA's Radon Hotline at (1-800-SOS-RADON).

A NOTE FOR SENSITIVE POPULATIONS

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Attachment H

2008 CUWCC Annual Report

Reporting Unit: **Citrus Heights WD** Year: **2008**

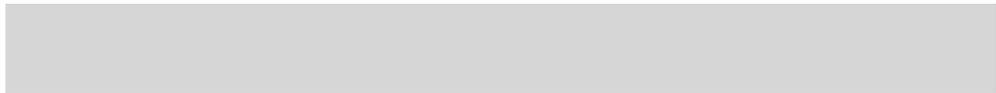
Supply Source Name	Quantity (AF) Supplied	Supply Type
San Juan Water District	17152.71	Local Watershed
CitrusHeights Water District	351.91	Groundwater

Total AF: 17504.62

Reporting Unit Name: **Citrus Heights WD** Submitted to CUWCC **04/20/2009** Year: **2008**

1. Total service area population 68950

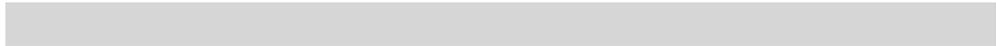
Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	16238	10437	13	8
2. Multi-Family	2193	2609	0	0
3. Commercial	647	1230	0	0
4. Industrial	0	0	0	0
5. Institutional	88	379	0	0
6. Dedicated Irrigation	358	1234	0	0
7. Recycled Water	0	0	0	0
8. Other	49	20	0	795.66
9. Unaccounted	NA	0	NA	791.96
Total	19573	15909	13	1595.62
	Metered		Unmetered	



Reporting Unit:
Citrus Heights WD

BMP Form
Status:
100% Complete

Year:
2008



- | | |
|---|------------|
| 1. Based on your signed MOU date, 01/01/1999, your Agency STRATEGY DUE DATE is: | 12/31/2000 |
| 2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys? | yes |
| a. If YES, when was it implemented? | 01/01/2000 |
| 3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys? | yes |
| a. If YES, when was it implemented? | 01/01/2000 |



Survey Counts:

	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	16251	2193
2. Number of surveys completed:	297	22

Indoor Survey:

3. Check for leaks, including toilets, faucets and meter checks	yes	yes
4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary	no	no
5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as	no	no

Outdoor Survey:

necessary

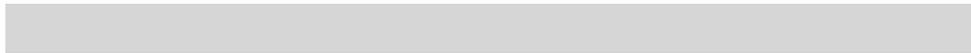
- | | | |
|--|---|-----|
| 6. Check irrigation system and timers | yes | yes |
| 7. Review or develop customer irrigation schedule | yes | yes |
| 8. Measure landscaped area (Recommended but not required for surveys) | yes | yes |
| 9. Measure total irrigable area (Recommended but not required for surveys) | yes | yes |
| 10. Which measurement method is typically used (Recommended but not required for surveys) | Measuring Tape | |
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | yes | yes |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? | yes | yes |
| a. If yes, in what form are surveys tracked? | spreadsheet | |
| b. Describe how your agency tracks this information. | Surveys and costs are tracked through invoices and excel spreadsheet provided by Irrigation Review contractor and through service requests generated by Citrus Heights Water District | |



- | | |
|--|-----|
| 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? | yes |
| a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as." | |
| Citrus Heights Water District does not conduct interior water audits due to liability issues. The | |

District offers outdoor water audits through its semi-annual newsletter and web site. Outdoor audits are also offered through the RWA web site. The District does include an indoor retrofit kit to all new residents that do not have water saving fixtures installed and to residents when they have a meter installed. Leak checks are conducted when a resident experiences an unexplained increase in their water bill and requests an inspection of their residence and property. Information on the District's Toilet replacement rebate program (see BMP #14) is included in all retrofit kits delivered and during water audits.





Reporting Unit: Citrus Heights WD	BMP Form Status: 100% Complete	Year: 2008
---	--	----------------------



1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no

a. If YES, list local jurisdictions in your service area and code or ordinance in each:

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? yes

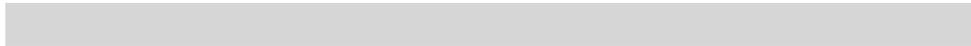
3. Estimated percent of single-family households with low-flow showerheads: 79%

4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no

5. Estimated percent of multi-family households with low-flow showerheads: 55%

6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

CHWD did not conduct a survey. Saturation was determined by physical count of resident packets delivered as a part of the meter retrofit program. Estimates were made in years when data was unavailable.



1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes

a. If YES, when did your agency begin implementing this strategy? 01/01/1998

b. Describe your targeting/ marketing strategy.
The District offers low-flow devices free at the District office and advertises the program through the semi-annual newsletter and participation at community events. The District also distributes these devices as part of the new resident program packet and when meters are installed.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
--	------------------------	-----------------

2. Number of low-flow showerheads distributed:	100	18
--	-----	----

3. Number of toilet-displacement devices distributed:	100	18
---	-----	----

4. Number of toilet flappers distributed:	0	0
---	---	---

5. Number of faucet aerators distributed: 200 36
6. Does your agency track the distribution and cost of low-flow devices? yes
- a. If YES, in what format are low-flow devices tracked? Manual Activity
- b. If yes, describe your tracking and distribution system :
Devices are tracked through inventory and invoices from the device manufacturer. Packets which include the devices mentioned above are distributed by field crews when a meter is installed and by the Water Conservation Specialist when called to a residence to investigate high water consumption or runoff. Installation of these devices through attrition due to remodeling was factored in as a percentage.

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? yes
- a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."
Neither the District nor the City of Citrus Heights nor the County of Sacramento have an ordinance requiring the installation of water saving devices. The District has undertaken the manual distribution of plumbing retrofit kits. The District is 99.9% metered. Targeting of Multi-family accounts is expected to begin in 2009.

Reporting Unit: Citrus Heights WD	BMP Form Status: 100% Complete	Year: 2008
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- 1. Does your agency own or operate a water distribution system? yes
- 2. Has your agency completed a pre-screening system audit for this reporting year? yes
- 3. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
 - a. Determine metered sales (AF) 15909
 - b. Determine other system verifiable uses (AF) 803.66
 - c. Determine total supply into the system (AF) 17504.62
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.95
- 4. Does your agency keep necessary data on file to verify the values entered in question 3? yes
- 5. Did your agency complete a full-scale audit during this report year? no
- 6. Does your agency maintain in-house records of audit results or completed AWWA M36 audit worksheets for the completed audit which could be forwarded to CUWCC? yes
- 7. Does your agency operate a system leak detection program? yes
 - a. If yes, describe the leak detection program:
The District monitors its system through pressure recorders, customer reports, and visual inspection by employees and crews who can react quickly to repair a detected or reported leak. The District has enlisted the assistance of a leak detection contractor to inspect portions of the district's system that has a history of leaks.

1. Total number of miles of distribution system line.	225
2. Number of miles of distribution system line surveyed.	0

C. "At Least As Effective As"

1. Is your agency implementing an "at least as effective as" variant of this BMP? yes

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

Water main leaks are typically repaired within two days and a leak repair report prepared by the responsible field operations personnel. These reports are reviewed and tabulated by management staff including plotting of leak locations and frequency on a water distribution system map. From these records, short and long term plans are developed for replacement of chronically leaking infrastructure. The district has been tracking leaks in this manner since 1973. Presently 93.4% of all water main leaks are occurring on coal-tar dipped and wrapped steel pipelines installed prior to the 1960's. This type of pipeline material represents only 4.1% of the District's water transmission and distribution system. CHWD's pre-screening system audit value for 2008 was .95.

Reporting Unit: **Citrus Heights WD** BMP Form Status: **100% Complete** Year: **2008**

1. Does your agency have any unmetered service connections? Yes
 - a. If YES, has your agency completed a meter retrofit plan? Yes
 - b. If YES, number of previously unmetered accounts fitted with meters during report year: 97
2. Are all new service connections being metered and billed by volume of use? Yes
3. Are all new service connections being billed volumetrically with meters? Yes
4. Has your agency completed and submitted electronically to the Council a written plan, policy or program to test, repair and replace meters? No
5. Please fill out the following matrix:

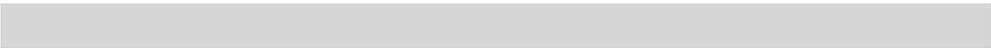
Account Type	Number of Metered Accounts	Number of Metered Accounts Read	Number of Metered Accounts Billed by Volume	Billing Frequency Per Year	Number of Volume Estimates
a. Single Family	16238	16238	16238	6	0
b. Multi-Family	2193	2193	21931	6	0
c. Commercial	647	647	647	6	0
d. Industrial	0	0	0	0	0
e. Institutional	88	88	88	6	0
f. Landscape Irrigation	358	358	358	6	0

1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no
 - a. If YES, when was the feasibility study conducted? (mm/dd/yy)
 - b. Describe the feasibility study:
2. Number of CII accounts with mixed-use meters: 387
3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. 2

1. Is your agency implementing an "at least as effective as" variant of this BMP? yes

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

The District installs meters on all new construction. The District has implemented and completed commercial and governmental/institutional meter retrofit programs. The District has implemented and completed a multifamily meter retrofit program. The District has implemented and completed its single family meter retrofit program. The District bills all of its commercial and governmental/institutional accounts and residential accounts on a three-tiered increasing block rate as of January 1, 2008.



Reporting Unit:
Citrus Heights WD

BMP Form Status:
100% Complete

Year:
2008

1. Number of Dedicated Irrigation Meter Accounts:	358
2. Number of Dedicated Irrigation Meter Accounts with Water Budgets:	6
3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF) during reporting year:	12
4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF) during reporting year:	14
5. Does your agency provide water use notices to accounts with budgets each billing cycle?	yes

1. Has your agency developed a marketing / targeting strategy for landscape surveys?	yes
a. If YES, when did your agency begin implementing this strategy?	01/01/1999
b. Description of marketing / targeting strategy: The District targets candidates for landscape surveys through the semi annual newsletter and personal contact with the owners. The District targets Large Landscape owners through a direct mail letter campaign. The District's conservation specialist schedules accounts for a landscape survey when it is discovered that the owner has a problem with runoff or a problem with their system is reported or notice high consumption at the property	
2. Number of Surveys Offered during reporting year.	358
3. Number of Surveys Completed during reporting year.	31
4. Indicate which of the following Landscape Elements are part of your survey:	
a. Irrigation System Check	yes
b. Distribution Uniformity Analysis	yes
c. Review / Develop Irrigation Schedules	yes
d. Measure Landscape Area	yes
e. Measure Total Irrigable Area	yes
f. Provide Customer Report / Information	yes
5. Do you track survey offers and results?	yes
6. Does your agency provide follow-up surveys for previously completed surveys?	no
a. If YES, describe below:	

1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets?	yes
2. Number of CII mixed-use accounts with landscape budgets.	2

Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. (From BMP 4 report) 2

Total number of change-outs from mixed-use to dedicated irrigation meters since Base Year.

3. Do you offer landscape irrigation training? yes

4. Does your agency offer financial incentives to improve landscape water use efficiency? no

Type of Financial Incentive:	Budget (Dollars/ Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates	0	0	0
b. Loans	0	0	0
c. Grants	0	0	0

5. Do you provide landscape water use efficiency information to new customers and customers changing services? yes

a. If YES, describe below:

The District has a program of contacting new residential customers and offering water use efficiency information. The service is free to the resident and the services offered include a water use review, a system check, timer operation instruction and suggestions are offered for increased efficiency.

6. Do you have irrigated landscaping at your facilities? yes

a. If yes, is it water-efficient? yes

b. If yes, does it have dedicated irrigation metering? no

7. Do you provide customer notices at the start of the irrigation season? yes

8. Do you provide customer notices at the end of the irrigation season? yes

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

Reporting Unit: **Citrus Heights WD** BMP Form Status: **100% Complete** Year: **2008**

	Single Family	Multi- Family
1. Number of residential dwelling units in the agency service area.	16,014	2,213
2. Coverage Goal =	= 1,400 Points	

1. Does your agency offer rebates for **residential** high-efficiency washers? no

Total Value of Financial Incentives

HEW Water Factor	Number of Financial Incentives Issued	Retail Water Agency	Wholesaler/ Grants (if applicable)	Energy Utility (if applicable)	TOTAL	POINTS AWARDED
2. Greater than 8.5 but not exceeding 9.5 (1 point)		\$ 0	\$ 0	\$ 0	\$ 0	
3. Greater than 6.0 but not exceeding 8.5 (2 points)		\$ 0	\$ 0	\$ 0	\$ 0	
4. Less than or equal to 6.0 (3 points)		\$ 0	\$ 0	\$ 0	\$ 0	
TOTALS:		\$ 0	\$ 0	\$ 0	\$ 0	0

For HEW incentives issued before July 1, 2004, select ONE of the following TWO options:

- Method One: Points based on HEW Water Factor
- Method Two: Agency earns 1 point for each HEW.

PAST CREDIT TOTALS:	0	\$ 0	0
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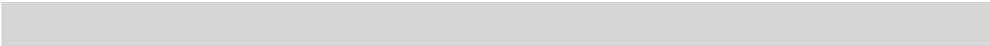
1. Average or Estimated Administration and Overhead \$ 0

2. Is the financial incentive offered per HEW at least equal to the marginal benefits of the water savings per HEW?



1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."



Reporting Unit:
Citrus Heights WD

BMP Form Status:
100% Complete

Year:
2008

1. How is your public information program implemented?

Retailer runs program without wholesaler sponsorship

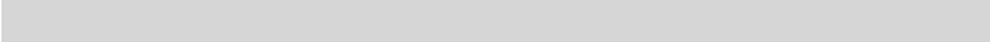
2. Describe the program and how it's organized:

The District publically promotes water conservation through its semi annual newsletter, by providing speakers to community groups and schools, by prominently displaying conservation information on its web site and with messages on customer's bills. The District is an active participant in the Regional Water Authority's (RWA) regional water efficiency program which produces public service announcements in print ads and on radio and television. The District also participates in numerous fairs and community events with a booth and distributes free conservation materials.

3. Indicate which and how many of the following activities are included in your public information program:

Public Information Program Activity in Retail Service Area	Yes/No	Number of Events
a. Paid Advertising	yes	13
b. Public Service Announcement	yes	823
c. Bill Inserts / Newsletters / Brochures	yes	4
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	1
f. Special Events, Media Events	yes	5
g. Speaker's Bureau	yes	4
h. Program to coordinate with other	yes	

government
agencies,
industry and
public interest
groups and
media



1. Annual Expenditures (Excluding Staffing)	29222
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1. Is your AGENCY implementing an "at least as effective as" variant of this BMP?	No
---	----

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."



Reporting Unit:
Citrus Heights WD

BMP Form Status:
100% Complete

Year:
2008

1. How is your public information program implemented?
Retailer runs program without wholesaler sponsorship

2. Please provide information on your region-wide school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	1	300	0
Grades 4th-6th	yes	10	650	0
Grades 7th-8th	yes	0	0	0
High School	no	0	0	0

4. Did your Agency's materials meet state education framework requirements? yes

5. When did your Agency begin implementing this program? 01/01/1994

1. Annual Expenditures (Excluding Staffing) 9127

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

The District also promotes water conservation in the schools through its annual poster contest. The District conducts the contest in conjunction with three other agencies and the three winners from each District are showcased in the conservation calendar. In 2008, 728 Students participated and each was awarded a T-shirt and callander. The three winners received savings bonds.

Reported as of 10/29/09

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:
Citrus Heights WD

BMP Form Status:
100% Complete

Year:
2008

- | | |
|--|----|
| 1. Has your agency identified and ranked COMMERCIAL customers according to use? | no |
| 2. Has your agency identified and ranked INDUSTRIAL customers according to use? | no |
| 3. Has your agency identified and ranked INSTITUTIONAL customers according to use? | no |

Option A: CII Water Use Survey and Customer Incentives Program

4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? If so, please describe activity during reporting period: yes

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	732	0	156
b. Number of New Surveys Completed	0	0	2
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	2

CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	yes	no	yes
f. Evaluation of all water-using apparatus and processes	yes	no	yes
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	no	yes

Agency CII Customer Incentives	Budget (\$/Year)	# Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	0	0
i. Loans	0	0	0

j. Grants	0	0	0
k. Others	0	0	0

Option B: CII Conservation Program Targets

5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? yes

6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? yes

7. **System Calculated** annual savings (AF/yr):

CII Programs	Avg Savings (AF/yr)	# Device Installations	Annual Savings/Program (AF/yr)
a. Ultra Low Flush Toilets	.035004	0	0
b. Dual Flush Toilets	.041748	0	0
c. High Efficiency Toilets	.041748	0	0
d. High-Efficiency Urinals	.069086	13	.898118
e. Non-Water Urinals	.0921146	0	0
f. Commercial Clothes Washers (only coin-op; not industrial)	.116618	0	0
g. Cooling Tower Conductivity Controllers	1.03225	0	0
h. Food Steamers	.25	0	0
i. Ice Machines	.834507	0	0
j. Pre-Rinse Spray Valves	.084701	6	.508206
k. Steam Sterilizer Retrofits	1.538	0	0
l. X-ray Film Processors	2.57	0	0

Total System Calculated Savings: 1.406324

8. **Estimated** annual savings (AF/yr) from agency programs not including the devices listed in Option B. 7., above:

CII Programs	Annual Savings (AF/yr)
a. Site-verified actions taken by agency: High consumption calls or indications of high consumption on reports generated after the meters are read on a particular cycle on all CII accounts are visited by district personnel. Consumption history is analyzed and suggestions are made on ways to reduce indoor and	156

outdoor water use. These events often generate an initial water efficiency review. The majority of these visits result in finding a leak or an inefficient irrigation system.

b. Non-site-verified actions taken by agency*: 38 (x 25%)
 The District Newsletter is sent to all CII customers promoting it's CII programs. The District also participates in RWA's CII outreach efforts.

*Note: Agencies may credit **100%** of estimated annual savings of interventions that have been site verified and **25%** of estimated annual savings of interventions that have not been site verified. (BMP 9 E.4.c.)

TOTAL CII Program Performance Target Savings: 166.906324

	This Year	Next Year
1. Budgeted Expenditures	6000	6000
2. Actual Expenditures	2625	

1. Is your agency implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

The District is actively pursuing water efficiency reviews and partnering with the Regional Water Authority's Large Landscape Grant Program for its commercial and governmental/Institutional accounts. Rebates for replacement of high flush volume toilets are offered to all accounts. The District does not have any identified industrial accounts within it boundaries. The District has completed the upgrade of its computer software and will be able to identify and target the top 20% of water users by the end of 2008. The District was 99.9% metered at the end of 2008.

Reporting Unit: **Citrus Heights
WD** BMP
Form
Status: **100%
Complete** Year: **2008**

Water Service Rate Structure Data by Customer Class

1. Single Family Residential

- a. Rate Structure Increasing Block
- b. Total Revenue \$ 2,171,619
from Commodity
Charges
(Volumetric
Rates)
- c. Total Revenue \$ 4,673,972
from Customer
Meter/Service
(Fixed) Charges

2. Multi-Family Residential

- a. Rate Structure Increasing Block
- b. Total Revenue \$ 544,320
from Commodity
Charges
(Volumetric
Rates)
- c. Total Revenue \$ 813,358
from Customer
Meter/Service
(Fixed) Charges

3. Commercial

- a. Rate Structure Increasing Block
- b. Total Revenue \$ 315,479
from Commodity
Charges
(Volumetric
Rates)
- c. Total Revenue \$ 317,380
from Customer
Meter/Service
(Fixed) Charges

4. Industrial

a. Rate Structure Service Not Provided

b. Total Revenue \$ 0
from Commodity
Charges
(Volumetric
Rates)

c. Total Revenue \$ 0
from Customer
Meter/Service
(Fixed) Charges

5. Institutional / Government

a. Rate Structure Increasing Block

b. Total Revenue \$ 82,345
from Commodity
Charges
(Volumetric
Rates)

c. Total Revenue \$ 30,438
from Customer
Meter/Service
(Fixed) Charges

6. Dedicated Irrigation (potable)

a. Rate Structure Increasing Block

b. Total Revenue \$ 286,984
from Commodity
Charges
(Volumetric
Rates)

c. Total Revenue \$ 89,332
from Customer
Meter/Service
(Fixed) Charges

7. Recycled-Reclaimed

a. Rate Structure Service Not Provided

b. Total Revenue \$ 0
from Commodity
Charges
(Volumetric
Rates)

c. Total Revenue \$ 0
from Customer
Meter/Service
(Fixed) Charges

8. Raw

a. Rate Structure Service Not Provided

b. Total Revenue \$ 0
from Commodity
Charges
(Volumetric
Rates)

c. Total Revenue \$ 0
from Customer
Meter/Service
(Fixed) Charges

9. Other

a. Rate Structure Increasing Block

b. Total Revenue \$ 6,721
from Commodity
Charges
(Volumetric
Rates)

c. Total Revenue \$ 13,078
from Customer
Meter/Service
(Fixed) Charges

Select Either Option 1 or Option 2:

**1. Option 1: Use
Annual Revenue As
Reported**

$$V/(V+M) \geq 70\%$$

Selected

V = Total annual revenue
from volumetric rates

M = Total annual revenue
from customer meter/service
(fixed) charges

**2. Option 2: Use
Canadian Water &
Wastewater
Association Rate
Design Model**

$$V/(V+M) \geq V'/(V'+M')$$

V = Total annual revenue
from volumetric rates

M = Total annual revenue
from customer meter/service
(fixed) charges

V' = The uniform volume rate
based on the signatory's long-run
incremental cost of service

M' = The associated meter
charge

a. If you
selected Option
2, has your
agency
submitted to the
Council a

completed
Canadian Water
& Wastewater
Association rate
design model?

b. Value for **V'**
(uniform volume
rate based on
agency's long-
run incremental
cost of service)
as determined
by the Canadian
Water &
Wastewater
Association rate
design model:

c. Value for **M'**
(meter charge
associated with
V' uniform
volume rate) as
determined by
the Canadian
Water &
Wastewater
Association rate
design model:



1. Does your agency
provide sewer service?
(If YES, answer
questions 2 - 7 below,
else continue to section
D.)

No

2. Single Family Residential

a. Sewer
Rate
Structure

b. Total \$ 0
Annual
Revenue

c. Total \$ 0
Revenue
from
Commodity
Charges
(Volumetric
Rates)

3. Multi-Family Residential

a. Sewer
Rate
Structure
b. Total \$ 0
Annual
Revenue
c. Total \$ 0
Revenue
from
Commodity
Charges
(Volumetric
Rates)

4. Commercial

a. Sewer
Rate
Structure
b. Total \$ 0
Annual
Revenue
c. Total \$ 0
Revenue
from
Commodity
Charges
(Volumetric
Rates)

5. Industrial

a. Sewer
Rate
Structure
b. Total \$ 0
Annual
Revenue
c. Total \$ 0
Revenue
from
Commodity
Charges
(Volumetric
Rates)

6. Institutional / Government

a. Sewer
Rate
Structure
b. Total \$ 0
Annual
Revenue
c. Total \$ 0

Revenue
from
Commodity
Charges
(Volumetric
Rates)

7. Recycled-reclaimed water

a. Sewer
Rate
Structure

b. Total \$ 0
Annual
Revenue

c. Total \$ 0
Revenue
from
Commodity
Charges
(Volumetric
Rates)

1. Is your agency
implementing an "at
least as effective as"
variant of this BMP?

No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

Citrus Heights Water District billed on volumetric rates during 2008. All customer classes were billed on a metered volumetric rate plus a base rate based on meter size. The District has begun adjusting its rate structure toward meeting the $V/(V+M) \geq 70\%$ formula; however, achieving this formula will be a gradual process over a series of years as the District builds financial reserves to withstand the revenue fluctuations that may occur under this formula as well as giving customers time to modify their consumption habits to adapt to a new pricing structure.

Reporting Unit:
Citrus Heights WD

BMP Form Status:
100% Complete

Year:
2008

1. Does your Agency have a conservation coordinator? yes

2. Is a coordinator position supplied by another agency with which you cooperate in a regional conservation program ? yes

a. Partner agency's name: Regional Water Authority

3. If your agency supplies the conservation coordinator:

a. What percent is this conservation coordinator's position? 40%

b. Coordinator's Name Joseph Scherrer

c. Coordinator's Title Special Programs Coordinator

d. Coordinator's Experience in Number of Years 19

e. Date Coordinator's position was created (mm/dd/yyyy) 01/01/1986

4. Number of conservation staff (FTEs), including Conservation Coordinator. 2

1. Staffing Expenditures (In-house Only) 98000

2. BMP Program Implementation Expenditures 130178

1. Is your agency implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

D. Comments

Reporting Unit:
Citrus Heights WD

BMP Form Status:
100% Complete

Year:
2008

1. Is a water waste prohibition ordinance in effect in your service area? yes

a. If YES, describe the ordinance:

The ordinance prohibits gutter flooding, requires recirculating systems in decorative fountains and evaporative coolers, and automatic shutoff valves for ponds. The ordinance also has provisions for different stages of conservation with each stage having more restrictions on outside water use.

2. Is a copy of the most current ordinance(s) on file with CUWCC? yes

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

Unknown

Unknown

1. Indicate which of the water uses listed below are prohibited by your agency or service area.

a. Gutter flooding yes

b. Single-pass cooling systems for new connections yes

c. Non-recirculating systems in all new conveyor or car wash systems no

d. Non-recirculating systems in all new commercial laundry systems no

e. Non-recirculating systems in all new decorative fountains yes

f. Other, please name yes
Automatic shut off valves on ponds

2. Describe measures that prohibit water uses listed above:

The District issues violation notices to customers who are in violation of the waste water ordinance. The District imposes a \$25 fine if the customer receives a third violation notice.

Water Softeners:

3. Indicate which of the following measures your agency has supported in developing state law:

a. Allow the sale of more efficient, demand-initiated regenerating DIR models. no

b. Develop minimum appliance efficiency standards that:

i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. no

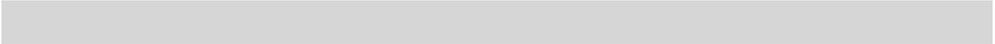
ii.) Implement an identified maximum number of no

gallons discharged per gallon of soft water produced.

c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. no

4. Does your agency include water softener checks in home water audit programs? no

5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? no



1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."



Reporting Unit:
Citrus Heights WD

BMP Form
 Status: **100%
 Complete** Year: **2008**

Number of Non-Efficient Toilets Replaced With 1.6 gpf Toilets During Report Year

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes
Replacement Method	SF Accounts	MF Units
2. Rebate	294	33
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total	294	33

Number of Non-Efficient Toilets Replaced With 1.28 gpf High-Efficiency Toilets (HETs) During Report Year

	Single-Family Accounts	Multi-Family Units
6. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes
Replacement Method	SF Accounts	MF Units
7. Rebate	22	3
8. Direct Install	0	0
9. CBO Distribution	0	0
10. Other	0	0
Total	22	3

Number of Non-Efficient Toilets Replaced With 1.2 gpf HETs (Dual-Flush) During Report Year

Single-Family Accounts	Multi-Family Units
-----------------------------------	-------------------------------

Attachment I

Public Information Samples

WATER CONSERVATION TIPS:

Water use outside the home can account for more than 60 percent of the water we use. With three dry years under our belts and a hot Sacramento summer heading our way, we must continue to look for ways to be water efficient. Here are some simple things you can do to conserve water this summer.

Check for and fix leaky pipes – Leaks in your system will cost you money. Leaks commonly include running toilets and broken sprinkler heads. We ask that you repair leaks immediately, saving you both water and money.

Water your landscape only when needed – Most experts recommend infrequent deep watering to promote a healthy landscape and efficient watering. Reduce your watering time and frequency during cooler weather and during the spring and fall when days are shorter. Make sure to shut off your irrigation system during rainy periods when Mother Nature is providing all the water your landscape needs.

Mow your lawn longer – Keeping your lawn a little longer (about three inches high) during summer months will keep it healthier because there is more surface area on the grass and the longer blades help reduce the amount of water it needs by providing more shade to the soil. This is also the best time to mulch your lawn, rather than bag mow, as it will provide additional shade and reduce the amount of water your lawn needs.

Keep it short & cool – Watering for shorter, more frequent intervals allows the water to soak into the ground rather than run off into the gutter or roadside ditch. Watering between 10 p.m. and 10 a.m. will also minimize evaporation.

Know your plants – Read the instructions on how to most efficiently water your shrubs and plants and adjust your watering as needed. Most shrubs and plants – particularly rose bushes – require significantly less water than your lawn.

Your favorite restaurants are also helping to conserve by only serving water to their customers upon request. Look for the District's new water conservation table tents in your favorite restaurant reminding you to conserve water.

For more water conservation tips and information, visit our website at www.chwd.org. To sign up for a free irrigation analysis, contact CHWD at (916) 725-6873. ●

2010 Budget and Rate Workshop

The Citrus Heights Water District Board of Directors will begin work on the 2010 budget in September with a public workshop on the proposed budget and charges for water service. The District took extreme measures to control its costs in 2009, but the District's cost for treated surface water from San Juan Water District will increase again in 2010. Mark your calendar with the upcoming workshop and public hearing dates.

Workshop: Tuesday, September 8, 2009

Public hearing: Tuesday, November 10, 2009

Both the workshop and public hearing are open to the public and will begin at 6:30 p.m. The meetings will be held at the District office at 6230 Sylvan Road, Citrus Heights, CA 95610.

Home Water System Safety and Maintenance Tips

If you own a home, you know that there are a lot of maintenance chores that must be performed on a regular basis. There are the normal, expected tasks like mowing the lawn and cleaning the lint trap of your dryer. Then there are the less regular tasks that you may forget until your home "reminds" you—things like cleaning the rain gutters, flushing your water heater and maintaining your swimming pool. Read on for important tips on maintaining your water system at home.

Water Heater Flushing Tip

Common water taste and odor issues, as well as water pressure problems, can often be traced back to the water heater. A water heater should be flushed for five to 10 minutes at least once each year to ensure it is operating at peak efficiency, saving you money on your heating bill and saving water. Follow the water heater manufacturer's directions, which generally recommend connecting a garden hose to the tank outlet and draining the tank into a safe area such as a bathtub, work sink, flower garden or lawn.

It costs less than fifty cents worth of water to flush a standard water heater. And, by directing flushed water onto your landscape or lawn, you create a beneficial use for the discharged water. If you have questions about flushing your water heater, call the District at (916) 725-6873.

Fire Hydrant Safety

Fire hydrants are a vital part of our water system and public safety. The District maintains 2,500 fire hydrants within its service area. Be careful you do not block fire hydrants with vehicles, fences or landscaping. A minimum of three feet of cleared space should be maintained around each fire hydrant, and vehicles should park a minimum of 15 feet away from fire hydrants.

Water Meter Box Damage

Did you know that homeowners are responsible for any damage to water meter boxes? Keeping your water meter box clear of debris not only provides safe access for the District to read your meter, it means it is easily visible and less likely to be accidentally damaged. If your meter box is damaged, contact the District at (916) 725-6873. ●

PROJECT UPDATE: Bonita Way Well

Construction is complete on the Bonita Way Well, which can pump up to 2,000 gallons of water per minute. The new well is another way the District is working to ensure the continued reliability of our water supply. ●

REBATES

If you are looking for ways to save water and money, consider replacing your older, less water-efficient toilets (3.5 gallon per flush (gpf) or higher). You may be eligible for a rebate of up to \$125 on a new, ultra-low-flush toilet, which uses only 1.6 gpf; or up to \$175 on a new, high efficiency toilet, which uses only 1.28 gpf. Both rebates are part of CHWD's conservation program, in cooperation with the Sacramento Regional County Sanitation District and the Regional Water Authority.

CHWD is also participating in a cooperative washing machine rebate program with SMUD. This program allows CHWD to provide 100 eligible customers with a \$50 rebate on top of a rebate up to \$200 already being offered by SMUD to their customers with electric water heaters. CHWD also offers the \$50 rebate on top of a rebate up to \$75 already being offered by PG&E for their customers with gas water heaters. For more information, visit www.chwd.org/rebates. ●

CHWD PEOPLE: CHWD Newest Team Member

Teresa Gallman joined CHWD in April as its new customer service representative. As one of the first people to greet you when you call or enter the District office, Teresa upholds CHWD's philosophy of providing excellent customer service.

Teresa is responsible for assisting customers with their water service accounts and bills. She most recently worked at SureWest and brings 10 years of customer service experience to the District. Teresa is enjoying being a part of CHWD's customer service team and getting to know the District's customers. ●



Teresa Gallman, customer service representative

POSTER CONTEST WINNERS



CHWD employee Rex Meurer with runner-up Grace Geniella and her teacher Ronette Belasco

This year marked the 13th annual Citrus Heights Water District Water Conservation Poster Contest. A total of 728 students in 4th, 5th and 6th grades submitted posters based on this year's theme: "How I Conserve H₂O for Tomorrow." First place winner Devon Smith, in 6th grade at Citrus Heights Elementary School, won a \$100 savings bond. The two runners-up are Samantha Nishimura, in 6th grade at Trajan Elementary School, and Grace Geniella, in 4th grade at Oakview Elementary School. Each runner-up received a \$50 savings bond and each winner's school also received \$100. ●

BILL PAYMENT OPTIONS:

CHWD provides several convenient ways for you to pay your bill:

Online at www.chwd.org/payment – Our web bill pay site allows you to quickly and easily pay your bill with your credit or debit card and is VeriSign certified, assuring you a high level of security for your transaction.

Electronic Funds Transfer – Your water bill payment can be automatically withdrawn from your checking or savings account — just visit www.chwd.org and click on the "Sign up for EFT" icon. Complete and submit the authorization form for this free service and you're on your way to having one less thing to worry about.

And, as always, you can mail your payment or bring it to the District office at 6230 Sylvan Road, Citrus Heights, CA 95610.



First place winner Devon Smith (left) and runner-up Samantha Nishimura (right)



Inside:

CHWD Receives Full Water Allocations for 2009
 Summer Water Conservation Tips
 Poster Contest Winners
 Home Water System Safety and Maintenance
 2010 Budget & Rate Meetings Scheduled

PRESORTED STANDARD
 U.S. POSTAGE PAID
 CITRUS HEIGHTS, CA
 PERMIT NO. 393

Mailing Address

P.O. Box 286
 Citrus Heights, CA
 95611-0286

Street Address

6230 Sylvan Road
 Citrus Heights, CA
 95610-5610

Office Hours

8am – 5pm M-F

24-Hour Phone:

(916) 725-6873

Fax: (916) 725-0345

Web: www.chwd.org

Directors

Allen B. Dains,
 President

Charles T. Rose,
 Vice President

Joseph M. Dion,
 Director

Robert A. Churchill,
 General Manager/
 Secretary

David B. Kane,
 Assistant General
 Manager/Treasurer

Nancy E. Alaniz,
 Assessor/Collector

ECRWSS

Postal Customer and Water Consumer in Citrus Heights Water District

CHWD in the Community

CHWD participated in the annual Get W.E.T. event on Saturday, May 16. Get W.E.T. (Water Education Today) is a fun, interactive event for the whole family to become aware of the importance of water and conservation. The eighth annual event was held at the American River Water Education Center next to Folsom Lake in Granite Bay. Visitors to CHWD's booth played games, won prizes and learned about how they can conserve water at home. CHWD also took part in the Earth Day event at Wal-Mart in Citrus Heights on April 22. ●



Clockwise from left, CHWD employees Teresa Gallman, Paul Dietrich, Rex Meurer and Kelly Drake at CHWD's booth at the Get W.E.T. Festival in May.



CITRUS HEIGHTS WATER DISTRICT

waterline

In This Issue:

- Summer Water Conservation Tips
- Poster Contest Winners
- Home Water System Safety and Maintenance
- 2010 Budget and Rate Meetings

Summer 2009 | Volume 18 | Number 2

CHWD Receives Full Water Allocations for 2009

CHWD Asks Water Customers to Continue Using Water Efficiently

The Sacramento region has seen three consecutive dry years and according to the United States Bureau of Reclamation (USBR), the final snow survey of the 2008-2009 season indicated that the snowpack water content was 66 percent of normal Statewide. While this is still low, the early May storms have resulted in a small increase in available water supplies. Due to this increase, the San Juan Family of Water Agencies—of which CHWD is a member—will receive full water allocations from USBR this year. Following this news, the CHWD Board of Directors has voted to move back to a Stage 1 – Normal Water Supply for 2009.

CHWD asks its customers to continue taking steps to use water efficiently. Every drop still counts and we must still conserve water to prepare for another possible dry year.

CHWD works closely with its water customers to maximize water efficiencies and provide water efficiency tips and best practices. One way CHWD helps is by offering a free irrigation analysis to its residential and commercial customers.

Call CHWD at (916) 725-6873 to schedule your free water analysis.

CHWD and SRPD Working Together

CHWD and the Sunrise Recreation & Park District (SRPD) have a history of working together to enhance SRPD's water efficiencies. This partnership has led SRPD to pass a resolution declaring support of CHWD's request for reductions in water use.

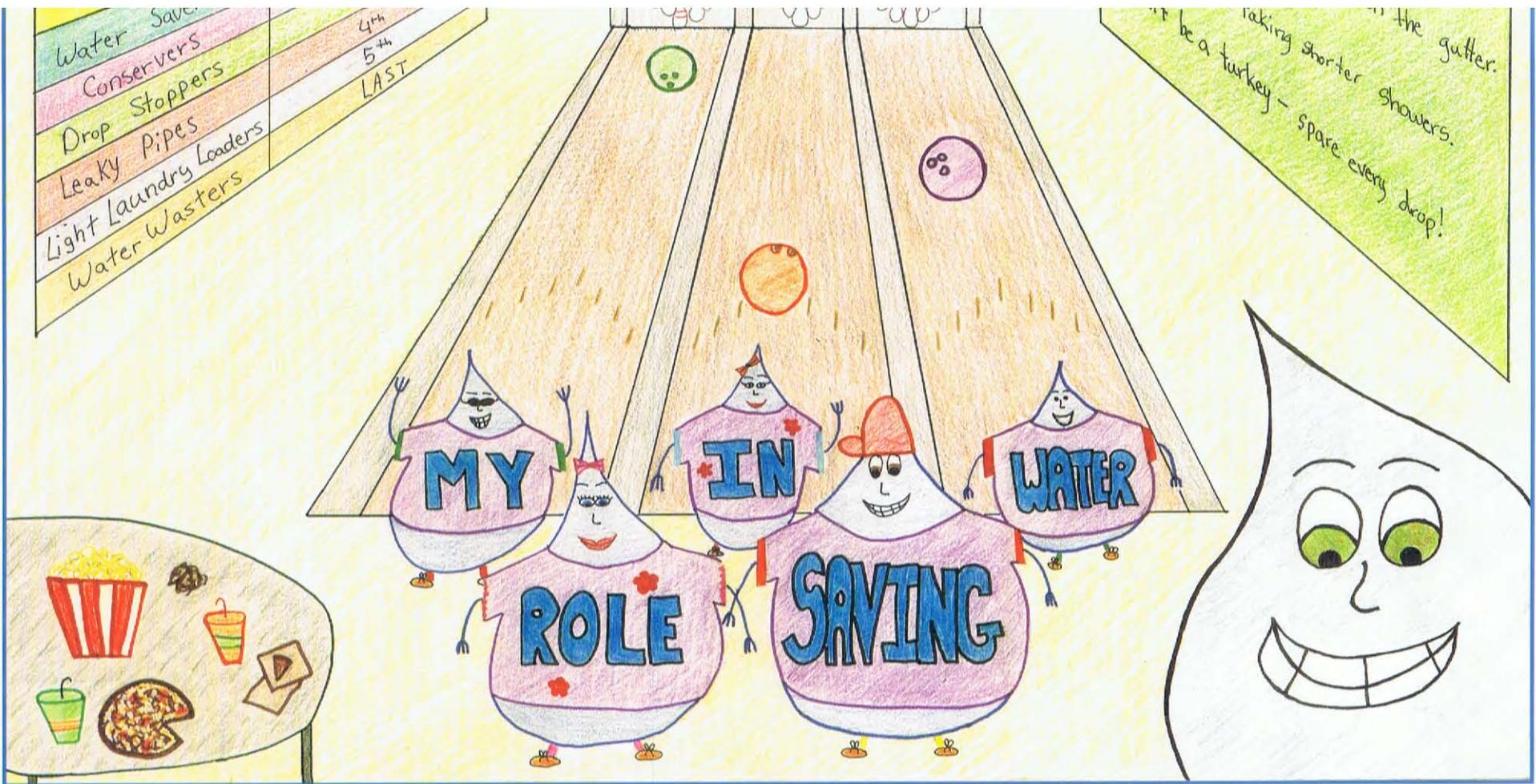
The partnership between CHWD and SRPD started more than 10 years ago with an irrigation analysis at one park that resulted in park staff raising sprinkler heads, changing nozzles and making other modifications as recommended by the analysis. Since then, CHWD has performed irrigation reviews at all SRPD parks in CHWD's



Rusch Community Park in Citrus Heights has reduced its water use by 25-30 percent

service area and has sponsored two California Department of Water Resources grants, through its affiliation with the Regional Water Authority, for SRPD. The grants provided funding to SRPD for the technology needed to provide precision control of its irrigation system and for a weather station that automatically calculates the Evapotranspiration Rate—a daily reference percentage indication of how much water plants have used—and wirelessly adjusts the controllers in the field to most efficiently water the landscape.

With our recent drought conditions, SRPD has agreed to reduce its water use by 20 percent; however, it is exceeding this goal with a total water savings of 25-30 percent. Read this issue's water conservation tips to see how you can implement some of the same water conservation techniques used by SRPD. ●



Shanna Rindal

**6th Grade, Green Oaks Fundamental School, Mrs. Williams
Orange Vale Water Company**

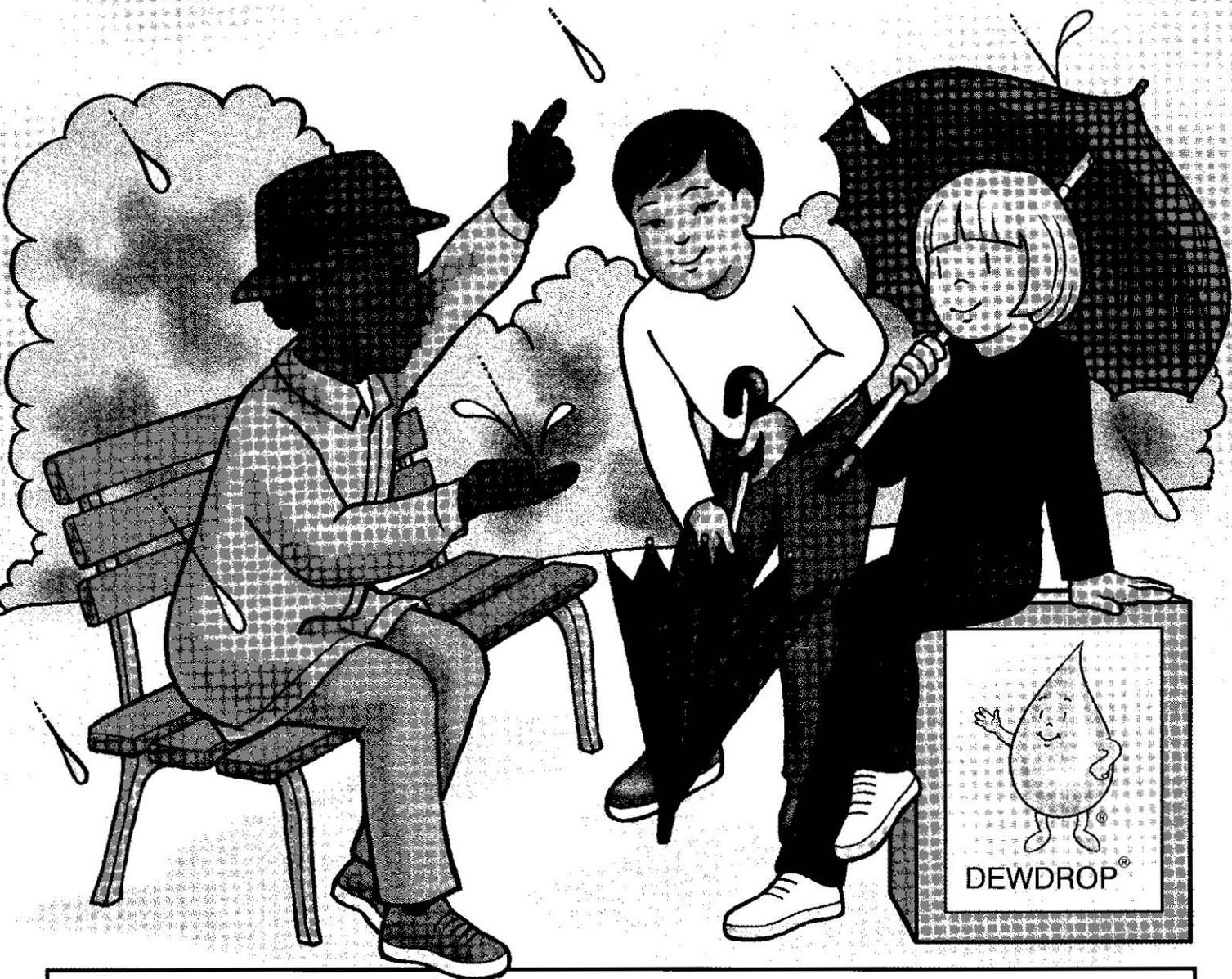
This calendar is sponsored by:

Citrus Heights Water District	(916) 725-6873
Fair Oaks Water District	(916) 967-5723
Orange Vale Water Company	(916) 988-1693
San Juan Water District	(916) 791-2663

**2009
Water Awareness
Poster Contest
Calendar**

We appreciate the effort of all the students who entered a poster in the contest and want to thank all the teachers and students for their participation.

RESPECTING THE WATER CYCLE

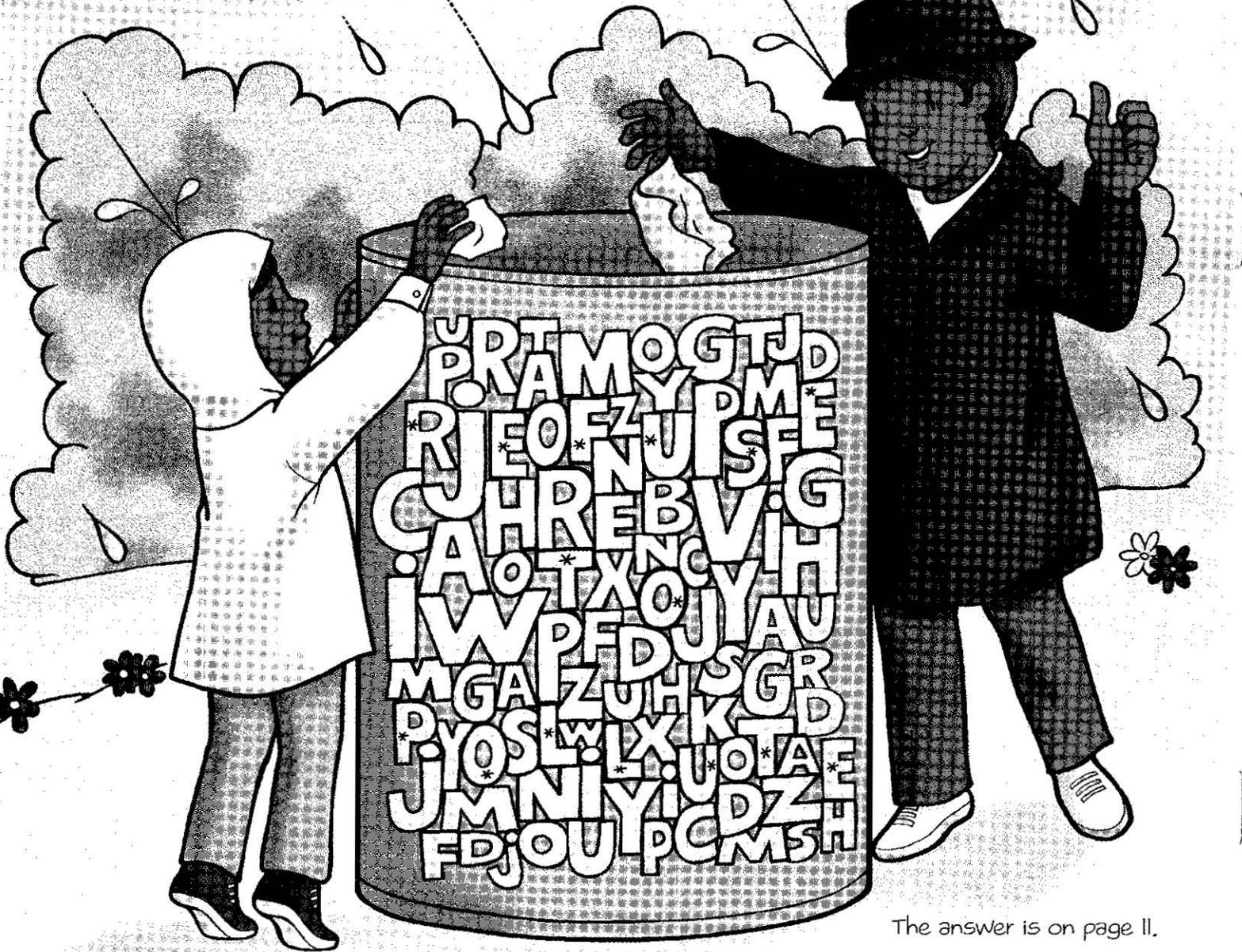


This coloring and activities
book belongs to

THE WATER CYCLE IS IMPORTANT TO ALL OF US!

Never throw trash in the water or on the ground.

To read the secret message, color the letters that have a *.



The answer is on page 11.

You can help keep our water cycle going strong!

Citrus Heights Water District

For additional information contact:

Citrus Heights Water District at: (916) 725-6873 or e-mail: scherrer@chwd.org

Attachment J

Board Resolution Adopting Plan

To be inserted upon final plan approval from USBR.

Neptune Certificate of Warranty

Neptune T-10, HP Turbine, Tru/Flo® Compound Cold Water Meters

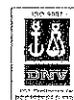
1. Terms of Limited Warranty.

With respect to its Neptune T-10, HP TURBINE, TRU/FLO COMPOUND Water Meters (collectively the "Water Meters"), Neptune Technology Group Inc. ("Neptune") warrants the following on meters sold on or after 11/1/92:

The Water Meters will be, at the later of (i) the date of original purchase from Neptune or (ii) the date of original shipment from Neptune authorized distributor of Water Meters (that later date is referred to as "the Date of Shipment") and will remain for a period of 18 months from the Date of Shipment, or 12 months from date of installation, free from manufacturing defects in workmanship and material.

- (a) **Maincase.** The no-lead high copper alloy or Brass maincase of the Water Meters will be at the Date of Shipment free from manufacturing defects in workmanship and material for the life of the Water Meter.
- (b) **Frost Protection.** All Neptune T-10 Cold Water Meters shipped with a synthetic polymer or cast iron bottom cap will, commencing upon the Date of Shipment, be warranted against chamber damage for a period of 10 years.
- (c) **Registers.** Standard, roll sealed registers of the Water Meters will be at the Date of Shipment, and shall remain for the following periods, free from manufacturing defects in workmanship and material for a period of 10 years. The performance of the Water Meters Pulsor HM remote is guaranteed for 1 year from Date of Shipment. The ARB®, ProRead™ (ARB VI), and E-Coder™ (ARB VII) system registers are warranted for 10 years from Date of Shipment. All ProRead encoder receptacles shipped after January 1, 2001 shall be warranted for five years from the Date of Shipment. All other components and parts are covered under Neptune's standard one year material and workmanship guarantee.
- (d) **Meter Accuracy for Neptune T-10.** Neptune T-10 Meters are warranted to meet or exceed, as listed herein, accuracy standards of the AWWA standard C700-95 for a period of: (i) five (5) years from Date of Shipment for 5/8", 3/4" and 1" meters; (ii) for a period of two (2) years from the Date of Shipment for 1 1/2" and 2" meters; or (iii) the applicable registration shown below, whichever occurs first. Neptune further guarantees that the Neptune T-10 will perform to at least Repaired Meter Accuracy Standards, according to AWWA Manual M 6 Chapter 5 (1999) Table 5.3 for an additional ten (10) years or the registration shown below, whichever occurs first.
- (e) **Meter accuracy for HP Turbine and TRU/FLO.** The HP Turbine and TRU/FLO Compound Cold Water Meters will perform, for a period of one (1) year from the Date of Shipment, to American Water Works Association ("AWWA") accuracy standards for new water meters.

SIZE	EXTENDED LOW FLOW ACCURACY	NEW METER ACCURACY	REPAIRED METER ACCURACY
5/8 & 5/8" x 3/4"	1/8 US gpm @ 95% 5 years or 500,000 gallons	500,000 gallons	1,500,000 gallons
3/4"	1/4 US gpm @ 95% 5 years or 750,000 gallons	750,000 gallons	2,250,000 gallons
1"	3/8 US gpm @ 95% 5 years or 1,000,000 gallons	1,000,000 gallons	3,000,000 gallons
1 1/2"	3/4 US gpm @ 95% 2 years or 1,000,000 gallons	1,600,000 gallons	5,000,000 gallons
2"	1 US gpm @ 95% 2 years or 2,700,000 gallons	2,700,000 gallons	8,000,000 gallons



W METER 04 05

Attachment K
Meter Calibration and Maintenance

Citrus Heights Water District
USBR Water Management Plan
2009 Update

For Cold Water Meters

DISPLACEMENT METERS (AWWA C700)													
Size in.	Maximum Rate (All Meters)				Intermediate Rate (All Meters)				Minimum Rate (New and Rebuilt)①				Maximum (Repaired)①
	Flow Rate gpm	Test Quantity		Accuracy Limits percent	Flow Rate gpm	Test Quantity		Accuracy Limits percent	Flow Rate gpm	Test Quantity		Accuracy Limits percent	Accuracy Limits percent (min.)
		gal.	ft. ³			gal.	ft. ³			gal.	ft. ³		
5/8	15	100	10	98.5 - 101.5	2	10	1	98.5 - 101.5	1/4	10	1	95 - 101	90
5/8 x 3/4	15	100	10	98.5 - 101.5	2	10	1	98.5 - 101.5	1/4	10	1	95 - 101	90
3/4	25	100	10	98.5 - 101.5	3	10	1	98.5 - 101.5	1/2	10	1	95 - 101	90
1	40	100	10	98.5 - 101.5	4	10	1	98.5 - 101.5	3/4	10	1	95 - 101	90
1-1/2	50	100	10	98.5 - 101.5	8	100	10	98.5 - 101.5	1-1/2	100	10	95 - 101	90
2	100	100	10	98.5 - 101.5	15	100	10	98.5 - 101.5	2	100	10	95 - 101	90

Size in.	Maximum Rate				Intermediate Rate				Minimum Rate			
	Flow Rate gpm	Test Quantity		Accuracy Limits percent	Flow Rate gpm	Test Quantity		Accuracy Limits percent	Flow Rate gpm	Test Quantity		Accuracy Limits percent
		gal.	ft. ³			gal.	ft. ³			gal.	ft. ³	
1-1/2	80	200	20	98 - 102	35	100	10	98 - 102	12	100	10	98 - 102
2	120	300	30	98 - 102	50	200	20	98 - 102	16	100	10	98 - 102
3	250	500	50	98 - 102	75	300	30	98 - 102	24	100	10	98 - 102
4	400	1000	100	98 - 102	125	500	50	98 - 102	40	100	10	98 - 102
6	1000	2000	200	98 - 102	200	500	50	98 - 102	80	1000	100	98 - 102
8	1500	3000	300	98 - 102	300	1000	100	98 - 102	140	1000	100	98 - 102
10	2200	5000	500	98 - 102	500	1000	100	98 - 102	225	1000	100	98 - 102
12	3300	7000	700	98 - 102	700	2000	200	98 - 102	400	1000	100	98 - 102

Size in.	Maximum Rate				Intermediate Rate②				Minimum Rate			
	Flow Rate gpm	Test Quantity		Accuracy Limits percent	Flow Rate gpm	Test Quantity		Accuracy Limits percent	Flow Rate gpm	Test Quantity		Accuracy Limits percent
		gal.	ft. ³			gal.	ft. ³			gal.	ft. ³	
1-1/2	90	300	30	98.5 - 101.5	10	100	10	98.5 - 101.5	4	100	10	98.5 - 101.5
2	120	300	30	98.5 - 101.5	10	100	10	98.5 - 101.5	4	100	10	98.5 - 101.5
3	275	600	60	98.5 - 101.5	20	100	10	98.5 - 101.5	8	100	10	98.5 - 101.5
4	500	1000	100	98.5 - 101.5	20	1000	100	98.5 - 101.5	15	100	10	98.5 - 101.5
6	1100	2500	250	98.5 - 101.5	40	1000	100	98.5 - 101.5	30	1000	100	98.5 - 101.5
8	1800	4000	400	98.5 - 101.5	50	1000	100	98.5 - 101.5	50	1000	100	98.5 - 101.5
10	3000	6000	600	98.5 - 101.5	75	1000	100	98.5 - 101.5	75	1000	100	98.5 - 101.5
12	4000	8000	800	98.5 - 101.5	100	1000	100	98.5 - 101.5	120	1000	100	98.5 - 101.5

Meter Size in.	Minimum Rate (95 percent min. accuracy limit)		Cross-Over Rate (90-103 percent accuracy limit)		Maximum Rate (98.5-101.5 percent accuracy limit)				
	Flow Rate gpm	Test Quantity		Flow Rate gpm	Test Quantity		Flow Rate gpm	Test Quantity	
		gal.	ft. ³		gal.	ft. ³		gal.	ft. ³
4	④	100	10	25 - 35	1000	100	750	2000	200
6	④	100	10	50 - 60	1000	100	1500	5000	500
8	3	100	10	50 - 60	1000	100	2500	5000	500
10	3	100	10	55 - 65	1000	100	4000	8000	800

Meter Size in.	Minimum Rate (95 percent min. accuracy limit)		Intermediate Rate (98.5-101.5 percent accuracy limit)		Maximum Rate (98.5-101.5 percent accuracy limit)				
	Flow Rate gpm	Test Quantity		Flow Rate gpm	Test Quantity		Flow Rate gpm	Test Quantity	
		gal.	ft. ³		gal.	ft. ³		gal.	ft. ³
4	10	1000	100	20	1000	100	750	2000	200
6	20	1000	100	40	1000	100	1500	5000	500
8	30	1000	100	50	1000	100	2500	5000	500
10	35	1000	100	75	1000	100	4000	8000	800

Attachment L

CHWD Policies and Procedures

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : WATER SERVICE
POLICY TITLE : METERING OF COMMERCIAL WATER SERVICES
POLICY NUMBER: 8410
DATE ADOPTED : NOVEMBER 5, 1996
DATE AMENDED : FEBRUARY 6, 2001

8410.00 METERING OF COMMERCIAL SERVICES

Citrus Heights Water District requires meters for all Commercial services. Meters shall typically be installed at the point of connection to the District main notwithstanding existing metered services.

8410.10 DEFINITION:

“Commercial” shall be defined as all accounts except Government Accounts and the following Dwelling Unit Accounts: Single Family Residences, Duplexes, Condominiums/Townhomes, Apartments, and Mobile Homes.

Notwithstanding businesses in a home and/or clubhouses, properties containing a combination of commercial accounts and dwelling unit accounts shall be considered commercial for meter installation and billing purposes.

8410.20 METERING REQUIREMENTS

New commercial services, including conversions of existing non-commercial services to commercial use, shall be metered at the expense of the property owner/developer. New commercial services will be billed immediately upon metered water consumption.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : WATER SERVICE
POLICY TITLE : METERING OF APARTMENT COMPLEX AND MOBILE HOME
DEVELOPMENT WATER SERVICES
POLICY NUMBER : 8405
DATE DRAFTED : DECEMBER 31, 1997
DATE ADOPTED : FEBRUARY 6, 2001
DATE AMENDED :

8405.00 METERING OF APARTMENT COMPLEX AND MOBILE HOME
DEVELOPMENT SERVICES

Citrus Heights Water District requires meters for all Apartment Complex and Mobile Home Development services including service for domestic, irrigation, swimming pool, clubhouse and/or other uses. Meters shall typically be installed at the point of connection to the District's water main.

8405.10 DEFINITIONS

“Apartment Complexes” shall be defined as properties containing a multiple dwelling unit(s) consisting of three (3) units or more that are not individually owned.

“Mobile Home Developments” shall be defined as properties containing dwellings that reside in a multi-unit mobile home development.

8405.20 METERING REQUIREMENTS

New Apartment Complex and New Mobile Home Development services shall be metered at the expense of the property owner/developer.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : WATER SERVICE
POLICY TITLE : METERING OF SINGLE DWELLING, DUPLEX DWELLING,
AND CONDOMINIUM/TOWNHOME DWELLING WATER
SERVICES
POLICY NUMBER : 8404
DATE ADOPTED : JANUARY 21, 1997
DATE AMENDED : APRIL 1, 2003
AUTHORITY : SB 229

8404.00 METERING OF SINGLE DWELLING DUPLEX DWELLING,
AND CONDOMINIUM/TOWNHOME DWELLING SERVICES

Water service to single dwelling, duplex dwelling and condominium/townhome dwelling residences in the District shall be metered on or before December 31, 2006 in compliance with the District's USBR/CVPIA Water Conservation Plan. Such a timeline will enable residential customers to receive a minimum of twelve (12) months of water consumption history prior to mandatory conversion from annual billing on a flat rate basis to bi-monthly billing based on a metered basis beginning with January, 2008 water consumption.

8404.01 NEW SERVICES

California State Senate Bill (SB) 229 has required the installation of meters on all new services, including single, duplex, condominium/townhome dwelling services, in the District beginning January 1, 1992. Water meters shall be installed on these services and read on a frequency of not less than bi-monthly.

8404.05 EXISTING SERVICES

The District shall install water meters on services to single dwelling, duplex dwelling, and condominium/townhome services in a method that provides for:

- a. Cost effectiveness.
- b. Reduction of multiple visits to site by District personnel.
- c. Minimal disruption of customer service.

As such, water meters shall be installed by and at the expense of the District at all service locations at which the District has, at its sole discretion, an occasion to perform maintenance or construction activities on its facilities.

8404.10

VOLUNTARY METERING OF SINGLE DWELLING, DUPLEX
DWELLING AND CONDOMINIUM/TOWNHOME DWELLING
SERVICES

With a Federally mandated requirement to meter all residential accounts by January 2008, and the intent to do so by December 31, 2006 Citrus Heights Water District hereby establishes a voluntary metering program open to all District resident-owners of single, duplex, condominium/townhome dwellings.

Citrus Heights Water District will install meters at District expense on qualifying accounts on a “first come, first served” basis. The schedule of installation will be established based upon the District’s receipt of a signed “water meter installation” application. The installation schedule will be wholly dependent on the availability of District resources to facilitate the installation subject to quantities established by the Board of Directors.

Citrus Heights Water District will allow resident-owners that elect to participate in the voluntary program the choice of converting from the annual flat rate billing to billing on the metered consumption rate. The District will supply resident-owners with consumption figures and resulting charges based on the metered consumption. The resident-owner must decide in writing whether or not to convert to the metered rate. The decision to convert will not be subject to change. Once water use to a property is billed based upon a metered rate, a metered billing rate shall continue to remain in effect regardless of changes in ownership or tenancy.

Citrus Heights Water District will also offer the choice of converting from the annual flat rate billing to billing on the metered consumption rate to those other residential accounts, which have been equipped with water meters in accordance with SB 229, this Policy's Section 8404.05, or equipped with water meters for any other reason.

Resident-owners that voluntarily elect to convert from the annual flat rate billing to billing on the metered consumption rate may do so at any time during the year by completing the Request for billing on the metered rate section of the water meter installation application. Conversion to the metered billing rate will begin with the next regular bi-monthly meter reading schedule for the appropriate meter reading route following receipt and approval of the application. Annual flat rate payments received in advance will be prorated based upon the calendar day of the year corresponding to the beginning meter reading date for metered billing purposes. Advance annual flat rate payments received in excess of the prorated flat rate charge will not be refunded but will be credited to the resident-owner’s meter account.

Accounts for which flat rate charges are delinquent or properties upon which a lien is recorded are eligible for conversion to metered billing upon satisfaction of the delinquency or lien including outstanding penalties and interest.

8404.50

BILLING

Billing shall be on a flat-rate annual basis pursuant to Accounts Receivable Policies 7151, 7152 or 7153 unless one of the following conditions apply:

- a. A voluntary conversion to metered billing per Section 8404.10 is requested.
- b. A mandatory conversion to metered billing per the District's Water Conservation Ordinance is necessitated.
- c. A new dwelling is constructed or occupied for the first time after December 31, 1997.

8404.60 WATER METER SIZES

The following water meter sizes shall apply based upon occupancy:

a. Single Dwelling - Detached

Defined: One single detached or stand-alone residential dwelling unit on a parcel of land not exceeding 2.499 gross acres.
Occupancy Code: SFR
Meter Size: 1"

b. Single Dwellings - Detached

Defined: Two single detached or stand-alone residential dwelling units on a parcel of land not exceeding 2.499 gross acres. The second residence is typically a secondary dwelling unit on the parcel such as a guest quarters or an independent apartment unit.
Occupancy Code: SFR
Meter Size: 1"

c. Single Dwelling - Attached

attached dwelling
Defined: One single residential dwelling unit on a parcel of land not exceeding 0.500 gross acres that is by common wall to another similar single on a separate parcel of land.
Occupancy Code: SFC
Meter Size: 3/4"

d. Duplex Dwelling - Two sides

Defined: One residential building containing two attached dwelling units on a parcel of land not exceeding 2.499 gross acres in which the parcel of land is served through one District water service.

Occupancy Code: DPR

Meter Size: 1"

d. Duplex Dwelling - One side

Defined: One residential building containing two attached dwelling units on a parcel of land not exceeding 2.499 gross acres in which each dwelling unit is served by an independent District water service.

Occupancy Code: DPS

Meter Size: 3/4"

e. Condominium/Townhome

Defined: One residential building containing three or more attached dwelling units in which each dwelling unit is served by an independent District water service. Water service may include or exclude service for a nominal amount of irrigation contiguous to the dwelling unit.

Occupancy Codes: CTI or CTE

Meter Size: 3/4"

f. Residential Parcels 2.500 acres and larger

Defined: The following water service and meter sizes shall apply to one or two single detached or stand-alone residential dwelling units on a parcel of land as follows:

Occupancy Code: SFR

<u>Acreage</u>	<u>Water Service Size</u>	<u>Water Meter Size</u>
2.500-4.999 acres	1 1/4" maximum	1" maximum
5.000-7.500 acres	1 1/2" maximum	1 1/2" maximum
Over 7.500 acres	2" maximum	2" maximum

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : WATER SERVICE
POLICY TITLE : METERING OF WATER SERVICES - GENERAL
POLICY NUMBER : 8400
DATE ADOPTED : JANUARY 21, 1997
DATE AMENDED : FEBRUARY 6, 2001

8400.00 METERING OF SERVICES – GENERAL

Citrus Heights Water District believes that metering of all water services is an effective means of maintaining and improving the close control of water system operations. This “close control” is necessitated by the increasing challenges in obtaining adequate water supplies and the increasing costs of providing water service to its consumers.

- Metering provides a basis for assessing users equitably.
- Metering provides a database for system performance studies, for planning future facilities, and aids in the evaluation of conservation measures.
- Metering improves accountability for water delivered through the system and, therefore, facilitates management decisions.

The District receives a majority of its water supply from the United States Bureau of Reclamation (USBR) via Folsom Lake. This surface water is purchased from San Juan Water District (SJWD) that in turn contracts with the USBR for a surface water supply. As a water conservation measure, the USBR requires that Citrus Heights and other SJWD affiliated water purveyors to install water meters to measure the water consumption of all customers. The SJWD interim renewal contract with the USBR requires the installation of water measuring devices and billing based on metered consumption by February 2005. California State Senate Bill (SB) 229 has required the installation of meters on all new services in the District since January 1, 1991.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : WATER SERVICE
POLICY TITLE : WATER SERVICE CATEGORIES AND SIZES
POLICY NUMBER : 8000
DATE DRAFTED : DECEMBER 6, 2000
DATE ADOPTED :
DATE AMENDED :

8000.00 WATER SERVICE CATEGORIES AND SIZES

General description of policy goes here.

8000.10 Water Service Types

8000.11 Definitions

Commercial

Domestic

 Single Family Residential

 A detached structure

 Under one roof

 Designed for or occupied exclusively by one family living independently

 Dwelling unit has its own kitchen

 One parcel with ownership of vested in a sole property owner

 One water service provided to the parcel

 Water for irrigation is not provided through an independent water service connection and meter

 RD5 (5 units per acre)

 Halfplexes (see above)

 A detached structure

 Under one roof

 Designed for or occupied exclusively by two families living independently of each other

 Each dwelling unit has its own kitchen

 Each dwelling unit is on its own parcel with ownership of each dwelling vested in a sole property owner

 One water service provided each parcel

 Water for irrigation is not provided through an independent water service connection and meter

 RD10 (10 Units per acre)

living Duplex Residential
A detached structure
Under one roof
Designed for or occupied exclusively by two families independently of each other
Each dwelling unit has its own kitchen
One parcel with ownership of both dwellings vested in a sole property owner
One water service provided to the parcel
Water for irrigation is not provided through an independent water service connection and meter
RD10 (10 units per acre)

owner Townhome/Condominium Residential
A single or multiple family structure
Under one roof
Designed for or occupied exclusively by one or more families living independently of each other
Each dwelling unit has its own kitchen
Ownership of each dwelling vested in a sole property

One water service provided to each dwelling unit
Water for irrigation is provided through an independent water service connection and meter
> RD10 (greater than 10 units per acre)
Private roads

Apartment Complex
A multiple family structure(s)
Designed for or occupied exclusively by two or more families living independently of each other
Each dwelling unit has its own kitchen
Ownership of all dwellings in the complex vested in a sole property owner
>RD 10 (greater than 10 units per acre)

Mobile Home Development
> RD 10 (greater than 10 units per acre)

Irrigation
Fire Service (Combination)
Sampling Station

8000.50 Water Service Sizes

Water services shall be sized to properly reflect the water demand characteristics at or upon the property to which service is provided. In determining the proper size of a water service, the District shall take into account the following criteria:

1. Water Demands, current and future
2. Pressure required

3. Water meter flow specifications

Typical Water Meter Flow Characteristics

<u>Meter Type/Size</u>	<u>AWWA Standard Operating Range</u>
<u>Displacement</u>	
5/8"	1 to 20 gpm
3/4"	2 to 30 gpm
1"	3 to 50 gpm
1.5"	5 to 100 gpm
2"	8 to 160 gpm
<u>Turbine</u>	
1.5"	n/a
2"	4 to 160 gpm
3"	8 to 350 gpm
4"	15 to 630 gpm
6"	30 to 1400 gpm
8"	50 to 2400 gpm
10"	75 to 3800 gpm
<u>Compound</u>	
2"	2 to 160 gpm
3"	4 to 320 gpm
4"	6 to 500 gpm
6"	10 to 1000 gpm
<u>Fire Service w/bypass</u>	
4"	2 to 700 gpm
6"	4 to 1600 gpm
8"	7 to 2800 gpm
10"	12 to 4400 gpm

Water Service and Meter Size Ranges by Water Use Category

<u>Type of Service</u>	<u>Minimum</u>	<u>Meter Size Maximum</u>	<u>Typical</u>
Commercial	3/4"	Determined by water demand	1" to 2"
Residential			
Single Family			
0 to 2.499 acres	1"	1"	1"
2.500 to 4.999 acres	1"*	1"	1"
5.000 to 7.500 acres	1"	1 1/2"	1" to 1 1/2"
Over 7.500 acres	1"	2"	1" to 2"
Duplex	1	1"	1"
Townhome/Condominium	3/4"***	3/4"	3/4"
Multi Family	1"	Determined by water demand	1 1/2" to 2"
Irrigation	3/4"	Determined by water demand	2"
Fire Service	6"	Determined by water demand	6" to 8"
Sampling Station	5/8"	5/8" x 3/4"	5/8"

* may have 1 1/4" water service and 1" meter setter

**may have 1" water service with 1" meter setter

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : FIRE HYDRANT OPERATION AND MAINTENANCE
POLICY NUMBER : 5930
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :
AUTHORITY :

5930.00 FIRE HYDRANT OPERATION AND MAINTENANCE

A Fire Hydrant Operation and Maintenance Program shall be prepared, implemented and maintained to be used as a tool to assist the District in maintaining its fire hydrants in a sound and reliable operating condition. In order to support this policy, each public fire hydrant in the District system shall be inspected and periodic maintenance performed a minimum of once every two years.

5930.01 Public Fire Hydrants

Public fire hydrants shall generally be defined as those fire hydrants located immediately adjacent to a public street or right-of-way or within a public utility easement, or easement granted to Citrus Heights Water District. Said public fire hydrants shall typically be in unsecured locations and immediately accessible for public fire protection purposes by the fire protection agency.

5930.02 Private Fire Hydrants

Private fire hydrants shall generally be defined as those fire hydrants not defined in Section 5930.01 above. Maintenance of private fire hydrants may be performed by the District at the request and expense of the property owner.

5930.03 Contents of the Program

The Fire Hydrant Operation and Maintenance Program shall identify and outline the steps for operating and maintaining the public fire hydrants, including, but not limited to, the following:

- a. Frequency of periodic inspection and maintenance checks
- b. Maintenance items to be performed
- c. Procedures for inspecting and testing fire hydrants
- d. Procedures for placing inoperable or damaged fire hydrants out of service and facilitation of restoration of service
- e. Methodology (routing and sequence) for performing bi-annual maintenance
- f. Minimum access clearances to be maintained around fire hydrants
- g. Steps needed to protect hydrants from damage
- h. Records to be maintained, including installation, inspection, and repair reports

- i. Specifications on each type of hydrant in the District=s system, including assembly diagrams and parts lists
- j. Coordination with Water Distribution System Flushing Program
- k. Coordination with the fire protection agency having jurisdiction

5930.04 Preparation, Review and Amendment of the Program

The Fire Hydrant Operation and Maintenance Program shall be prepared under the direction of the General Manager. The Program shall be reviewed every two years or more often as necessary to ensure the accuracy of the information and effectiveness of the procedures outlined therein. Revision or amendment of the Program shall typically be performed before beginning a new two-year inspection, testing and maintenance cycle.

5930.05 Implementation of the Program

The Maintenance and Construction Superintendent is responsible for implementing and maintaining the Program, under the direction of the General Manager.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : WATER QUALITY MONITORING
POLICY NUMBER : 5900
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :
AUTHORITY : US ENVIRONMENTAL PROTECTION AGENCY
SAFE DRINKING WATER ACT
CALIFORNIA DEPT OF HEALTH SERVICES (DOHS) OFFICE OF
DRINKING WATER, DOMESTIC WATER QUALITY &
MONITORING REGULATIONS CHAPTER 15, TITLE 22

5900.00 WATER QUALITY MONITORING

Water quality control begins through proper water resource development and management. The Water Quality Monitoring of both supply and distribution is a major objective of the District. The District shall maintain its supply and distribution facilities effectively and efficiently as reasonably expected giving emphasis to delivering a safe and quality drinking water to its customers.

A Water Quality Monitoring Plan shall be prepared and adopted by Resolution of the Board of Directors. The Plan shall be filed with the State of California Department of Health Services (DOHS) Office of Drinking Water. Copies of the Plan shall be maintained at the District's Administrative Office, Emergency Operations Center (EOC), and other locations as determined by the General Manager.

5900.01 Contents of the Plan

The Water Quality Monitoring Plan shall identify and outline the monitoring requirements mandated by law and the District's resulting compliance plan, including, but not limited to, the following:

- a. Water sampling requirements and criteria
- b. Bacteriological Site Sampling Plan
- c. Data collection, recording, record keeping, and reporting requirements
- d. Sanitary survey - specific to groundwater well fields
- e. Operator Educational Training and Certification
- f. Chemical treatment
- g. Safe Drinking Water Act Laws - supportive to the plan

5900.02 Preparation, Review, and Amendment of the Plan

The Water Quality Monitoring Plan shall be prepared under the direction of the General Manager. The Plan shall be reviewed every two years or more often as necessary to

ensure the accuracy of the information and effectiveness of the procedures outlined therein.

5900.03 Implementation of the Plan

The Water Quality Monitoring Plan shall be implemented under the direction of the General Manager. Primary day-to-day responsibility for implementing and maintaining the Plan is delegated to the Water Quality Superintendent.

5900.04 Exception to the Plan

Monitoring of the District=s supply of surface water upstream from the points of delivery to the Citrus Heights Water District=s transmission and distribution piping system is the responsibility of San Juan Water District.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : VEHICLE AND EQUIPMENT MAINTENANCE
POLICY NUMBER : 5800
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :
AUTHORITY :

5800.00 VEHICLE AND EQUIPMENT MAINTENANCE

A Vehicle and Equipment Maintenance Program shall be prepared, implemented, and maintained to ensure that the District's mechanical resources are readily functional and reliable for operation. The routine execution of vehicle maintenance is considered essential to the proper operation, safety, and performance of District vehicles. Inspection of vehicles and equipment shall be performed at weekly intervals, or more often as prescribed. Inspections shall be documented in writing and deficiencies noted. Periodic maintenance shall be scheduled based upon the vehicle or equipment manufacturer's recommendations.

5800.01 Implementation of the Program

Scheduling of inspections, maintenance, and repairs shall be the day-to-day responsibility of the Water Quality Superintendent for groundwater production facilities and the Maintenance and Construction Superintendent for all vehicles and other equipment.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : RECYCLING OF MATERIALS
POLICY NUMBER : 5760
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :
AUTHORITY :

5760.00 RECYCLING OF MATERIALS

The Citrus Heights Water District recognizes the benefits of recycling to the environment and the community. The District supports the recycling and reuse of renewable materials used in the course of business and operations at the District. Whenever possible and practical, the District shall seek to recycle the waste, used or scrap materials that it produces. Although the District will seek to redeem these materials for their scrap or salvage value, the primary goal is to recycle the greatest amount of materials possible and to reduce the volume of materials entering the waste stream, even if it does not produce direct revenues for the District.

5760.01 Recycling of Used Water Works Materials

To the extent possible and practical, the District will recycle the metal products from its used or scrap water works materials. These may include metals such as iron, brass, and copper that are typically found in many of the water works components that are periodically replaced by the District. Revenues received from the sale of these materials to recycling vendors shall be deposited in the District=s Operating Reserves account.

5760.02 Recycling of Office Materials

To the extent possible and practical, the District will recycle the waste products resulting from its office and corporation yard activities. These typically include paper, cardboard and aluminum. Revenues received from the sale of these materials to recycling vendors shall be deposited in the District=s Operating Reserves account.

5760.03 Recycling of Waste Oil

To the extent possible and practical, the District will recycle waste oil produced from the operation of District equipment. Waste oils, as a class of hazardous material, must be disposed of by a registered oil recycler who is called for removal of these materials on an as-needed basis. All waste oil will be stored, handled and disposed in compliance with California Health and Safety Code, Cal-OSHA and all other applicable regulations.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : DISPOSAL OF SURPLUS PROPERTY
POLICY NUMBER : 5750
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :

5750.00 DISPOSAL OF SURPLUS PROPERTY

Real or personal District property that is surplus to the needs of the District shall be sold by public bid.

5750.01 Disposal of Real Property

Real property that has been determined by the Board of Directors to be surplus to the needs of the District shall be sold by public bid. Notice of sale shall be published in a newspaper of general circulation at least once each week for two successive weeks. The notice shall contain a description of the property; a statement of time and place where bids are to be opened and read; and a statement of the time in which bids are to be accepted or rejected.

The notice of sale may contain any reservation by the District of easements or other interests; a statement if higher oral bids are to be received at the opening; a minimum acceptable price; and any other term or condition with regard to the transfer of title.

Bids for the purchase of real property will be accepted or rejected by the Board of Directors. Documents for the conveyance of title to real property will be executed by the President of the Board upon authorization by the Board of Directors.

5750.02 Disposal of Personal Property

Personal property that has been determined by the General Manager to be surplus to the needs of the District may be returned to the original vendor for full value less a restocking charge, used as a trade-in toward the purchase of new materials or equipment; or sold by public bid. Personal property whose value is negligible due to age, obsolescence, deterioration or wear, shall be disposed of or recycled in a manner provided by law.

Personal property with an estimated value of \$4,000 or less shall be disposed as surplus with the authorization of the General Manager. Personal property with an estimated value of greater than \$4,000 shall be disposed as surplus with the authorization of the Board of Directors. Surplus personal property may be consigned to a public auction service to meet the public bidding requirement.

5750.03 Revenue from Disposal of Surplus Property

All revenue received from the disposal of surplus property, whether real or personal, shall be deposited in the District=s Operating Reserve Account unless otherwise specified by the Board of Directors.

Citrus Heights Water District Policy Handbook
 Policy #5700 – Records Retention and Destruction
 Appendix A
 Records Retention and Disposal Schedule

Record Description	Years Records Retained	Destroy by Cremation or Shredding
Accounting Records{tc \l1 "Accounting Records}		
Bank Deposits	2	Yes
Bank Statements	5	Yes
Purchase Orders (retained copy)	2	Yes
Warrants, Checks (with backup)	10	Yes
Journal Entries	10	Yes
Ledgers	7	Yes
Trial Balance (general ledger)	2	Yes
Balance Due Reports	2	Yes
Assessment Roll Splits/Changes	5	Yes
Assessor's Parcel Maps - Superceded Map Pages	10	No
Certificates of Sale	7	Yes
Certificates of Redemption/Rescission	7	Yes
Bonds and Payment Coupons	5	Yes
Budgets	5	Yes
Audits	Perm.	Yes
Improvement Districts	Life + 4	Yes
Insurance (District)	Life + 10	Yes
Loans and Grants	7	Yes
Treasurer and Assessor Collector's Reports	10	Yes
Title Reports	2	Yes
Registers		Yes
Cash Receipts	7	Yes
Security Deposit	5	Yes
Payroll	2	Yes
Warrant/Voucher	5	Yes
Meter Readings and Billing Registers	7	Yes
Depreciation Schedules	5	Yes
Budgeted Cash Receipts & Disbursements	3	Yes
Remittance Advice	2	Yes
Payroll/Personnel{tc \l1 "Payroll/Personnel}		
Authorizations, Misc.	Life + 3	Yes
Accident Reports, Injury Claims and Settlements	Life + 5	Yes
Deferred Compensation Annual Summary	2	Yes
DMV Reports	3	Yes
Earnings Records	Life + 3	Yes
Employee Individual Personnel Files	Perm.	
Employment Tests & Scores	2	Yes
Employment Applications	Life + 1	Yes
Officials' Bonds	Life + 4	Yes
Garnishments	Life + 2	Yes
Immigration Act Affidavits	Life	Yes
Insurance Records (employees)	Life	Yes
Job Descriptions (obsolete)	7	Yes
Job Postings	3	Yes

Record Description	Years Records Retained	Destroy by Cremation or Shredding
Job Recruitment Packets	3	Yes
Performance Evaluations & Disciplines	Life + 3	Yes
Medical Histories	Life	Yes
Retirements	Life	Yes
Time Cards	5	Yes
EEOC Form 4	5	Yes
Operations Records{tc \II "Operations Records}		
Bacteriological Summaries	5	No
Chemical Analysis Reports	10	No
Annual Report to State Health Department (domestic)	10	No
Customer Complaints	5	No
Sanitary Surveys	10	No
Water Rights{tc \II "Water Rights}		
District	Perm.	
San Juan Water District	Perm.	
Water Rights Studies	Perm.	
Maintenance Records{tc \II "Maintenance Records}		
Construction Photos/Slides/Videos	10	Yes
Work Requests by Facility	2	Yes
Construction Work Orders	Life + 1	Yes
Restricted Materials Permit	2	Yes
Daily Work Reports	10	Yes
Equipment Certificates OSHA	Life	Yes
Underground Service Alert	2	Yes
Vehicle/Equipment Maintenance	Life + 1	No
Engineering{tc \II "Engineering}		
Distribution System Plans and Specifications	Perm.	
Individual Facility Plans and Specifications	Perm	
Licenses and Permits (to operate)	Life	No
Construction Inspections	Perm.	No
Construction Photos/Slides/Videos	Perm.	No
Reports and Studies	10	No
Master Plans	20	
Feasibility Studies	10	
Encroachment Permits (by others)	Life	No
Facility Correspondence	8	Yes
Bids and Proposals	5	Yes
Submittals	2	Yes
Contract Drawings	Perm.	Yes
As-Built Drawings	Perm.	No
Maps -- Parcel Maps, Prior and Current	Life	Yes
Construction Water Permits	Life + 1	Yes
Property{tc \II "Property}		
Rights of Way and Easements / Quitclaims	Perm.	No
Encroachments	Perm.	No
Deeds	Perm.	
Abstracts of Title, Prelim. Title Rpts & Litigation Guarantee	2	No
Miscellaneous{tc \II "Miscellaneous}		
Correspondence	3	No
Correspondence, legal	3	Yes
Suits, Claims, Liens, Bankruptcies	Perm.	

Record Description	Years Records Retained	Destroy by Cremation or Shredding
Reports, Committee	2	Yes
Reports, Staff	3	Yes
Environmental	3	Yes
Water Availability	3	Yes
Legislation	Life	Yes
Conflict of Interest Statements	7	Yes
Agreements	Life + 1	Yes
Legal Opinions	10	Yes
Annexations and Detachments / Inclusions and	Perm.	Yes
Education	2	Yes
Elections	5	Yes
Minutes of Board Meetings	Perm.	No
Minutes of Other Public Agency Board Meetings	1	No
Office Equipment	Life	No
Policies, Rules and Regulations	Life	No
News Releases	2	No
District Newsletters	5	No
Purchasing Records{tc \11 "Purchasing Records}		
Purchase Orders (with backup)	8	Yes
Inventory records	7	Yes
Requisitions	7	Yes
Disposal of Surplus/Excess Property	7	Yes
Bids & Quotes	5	Yes
Disposal of Surplus Equipment and Materials	7	Yes
Correspondence	3	Yes
Agreements (maintenance)	Life + 3	Yes

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : RECORDS RETENTION AND DESTRUCTION
POLICY NUMBER : 5700
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED : MARCH 7, 2000
AUTHORITY : GOVERNMENT CODE SECTIONS 34090, 53921, 60200-60203;
EVIDENCE CODE SECTION 1551

5700.00

RECORDS RETENTION AND DESTRUCTION

The District shall establish and implement a Records Management Program to support its operations, to ensure the preservation of vital records, and to ensure compliance with applicable statutes regarding public agency records. A Records Retention and Disposal Schedule, included as Appendix A to this Policy, shall be established and implemented to ensure that records are retained for the period prescribed by law, and that records no longer required by the District for legal or operational purposes are destroyed.

5700.01 Preparation, Review and Amendment of the Schedule

The Records Retention and Disposal Schedule shall be prepared under the direction of the General Manager, and reviewed by District Legal Counsel to ensure compliance with applicable statutes. The Schedule shall be reviewed every five (5) years or more often as necessary to ensure that retention periods continue to meet statutory requirements and that retention and destruction schedules continue to support the operational needs of the District.

5700.02 Implementation of the Records Management Program

The Records Management Program shall be implemented under the direction of the General Manager. Primary day-to-day responsibility for implementing and maintaining the Program is delegated to the District's Office Administrator.

5700.03 Definitions

The following definitions shall apply to terms used within this Policy:

Records: Includes documents, pictures, video recordings audio recordings, books, paper, microfilm, computer printouts, and computer disks or tapes.

Permanent Records: All records specified with the Records Retention Schedule for "Permanent" or "Perm" retention, including: records relating to real property; the minutes, resolutions and ordinances of the Board of Directors; court and legal records; personnel files; plans, records and maps of the distribution system; and Health Department records.

Life: Refers to the active life of the record in question. The active life of the record has ended when the purpose or activity for which the record was established ceases to exist. For example, the "life" of a vehicle maintenance record is the duration of time that the District owns and maintains the vehicle. In this example, a retention period of "Life + 1" means that the record will be retained for one year beyond the date where the District no longer owns the vehicle.

5700.10 Retention of Records

Criteria used to determine the need to retain a record include: statutory requirements; the function and purpose of the record; the information content; the use of the record; and the uniqueness of the record (whether the information in the record exists elsewhere). In general, records should be retained for a minimum of two (2) years (Government Code §34090(d)). However, specific state and federal laws may require longer, or shorter, retention periods. The following records are some specific exceptions to the two-year retention period.

5700.11 Permanent Records

Permanent records are kept indefinitely as described in Government Codes §60200-60203. The following records are defined as permanent under this policy:

- a) Records affecting the title to real property, or liens.
- b) The minutes, resolutions and ordinances of the Board of Directors.
- c) Court/legal records.
- d) Individual employee personnel files.
- e) Pipelines (as-built and operation).
- f) Plans and Specifications.
- g) Health Department records.

Changes in statutory requirements may revise existing authorizations to destroy records, or may authorize destruction of records previously prohibited.

5700.12 Records Reproduced in Another Media

A record may be destroyed before the two (2) year period if the record is microphotographed; reproduced by electronically recorded video images on magnetic surfaces; recorded in the electronic data processing system; recorded on optical disk, reproduced on film; or other medium. Records reproduced in any of these media must have no permit additions, deletions, or changes to the original documents, and must be fully legible and accurate. The records must also be fully accessible for public reference as the original records (Government Code §34090.5(c)). A true copy of archival quality of the reproduction must be kept in a safe and separate place for security reasons. A Microfilm Certificate of Authenticity shall be produced at the beginning and ending of each file on magnetic or other medium (Evidence Code §1551).

5700.13 Audit Records

All records required for a financial audit must be retained for a period of seven (7) years and must have been properly audited prior to disposal or destruction.

5700.14 Bonds and Payment Coupons

Bonds and payment coupons that are paid or canceled may be destroyed after a retention period of seven (5) years upon approval by the Treasurer.

5700.20 Destruction and Disposal of Records

Destruction of records shall be in accordance with the Records Retention and Disposal Schedule, as authorized by the General Manager or his/her designee. The following methods of destruction shall apply in the absence of any specified method in the Schedule.

5700.21 Financial/Fiscal Records

Financial/Fiscal records shall be destroyed by cremation or shredding.

5700.22 Confidential Records

Records of a confidential nature shall be destroyed by cremation or shredding.

5700.22 Other Records

Other records whose destruction methods are not specified in the Records Retention and Disposal Schedule, or not otherwise specified in the preceding sections of this Policy, may be disposed of by recycling or other non-destructive means. The General Manager or his/her designee shall determine the appropriate method of destruction and disposal, within the requirements and guidelines set forth in this Policy.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : LIABILITY CLAIMS
POLICY NUMBER : 5600
DATE ADOPTED : NOVEMBER 6, 2001
DATE AMENDED :
AUTHORITY : CALIFORNIA GOVERNMENT CODE SECTION 910 ET SEQ.

5600.00 LIABILITY CLAIMS HANDLING

All liability claims made against the District shall be investigated and settled fairly and expeditiously where legal liability is determined. Decisions regarding the disposition of a claim shall be based on the merits of the claim.

5600.01 Claims Reporting

All incidents involving damage to property not owned by the District, or injury to non-employees of the District, shall be reported promptly to the General Manager or Assistant General Manager. All claims made against the District, regardless of their legal sufficiency or timeliness, shall be reported promptly to the General Manager or Assistant General Manager. The General Manager or Assistant General Manager or their designees shall report the claim to the District's liability insurance carrier in accordance with claims reporting procedures set forth by the insurance carrier.

5600.02 Investigation of Claims

Investigation of claims or potential claims against the District shall be performed under the direction of the General Manager or Assistant General Manager. All District employees, upon becoming aware of a claim or potential claim, shall contact the General Manager or Assistant General Manager as quickly as possible; and shall gather and preserve evidence regarding the claim as quickly as possible. Evidence can include, but is not limited to: photographs; videotape recordings; written reports about the incident; drawings; notes; diagrams; and witness information including names, addresses, telephone numbers, and statements made, if any.

5600.03 Contact with Claimants

Information concerning a claim or potential claim shall be provided only to appropriate District employees, District legal counsel, the District's liability insurance carrier and law enforcement investigators. District employees shall not make statements to a potential claimant regarding the District's liability in an incident. In cases where the claim has been referred to the District's liability insurance carrier, calls or inquiries from the claimant should be referred to a designated representative of the liability insurance carrier.

SUBMISSION OF LIABILITY CLAIMS

Before the District may act upon a claim, the claimant must present a written claim to the District. Claims may be submitted on a claim form provided by the District, or any other written document from the claimant that adequately describes the claim as set forth in the California Government Code § 910 and § 910.2.

5600.11 Timeliness

Claims for personal injury or damage to personal property must be presented to the District within six (6) months of the cause of action unless otherwise provided by law.

5600.12 Rejection of Sufficient and Timely Claims

The District can only legally reject those claims that are timely and sufficiently presented. It shall be the policy of the District to reject claims in writing whenever possible. A claim that is not rejected in writing within 45 days of presentation to the District shall be deemed rejected by operation of law on the 45th day. If the claim is rejected in writing, the claimant has six months in which to file suit. If the claim is allowed to be rejected as a matter of law, the claimant has two years in which to file suit.

5600.13 Insufficient Claims

If a claim does not comply with the sufficiency requirements as set forth in the California Government Code, the District shall notify the claimant in writing within 20 days of the presentation that the claim is insufficient and set forth the deficiency.

5600.14 Late Claims

Claims filed late shall be rejected specifically because they are late unless accompanied by an application for leave to file a late claim as set forth in Section 5600.15 of this Policy. Late claims shall not be considered or rejected on their merits. Such claims shall be returned to the claimant; and the District shall, in writing, inform the claimant that the claim is being returned without action because it was not presented within the time required by law.

5600.15 Application to Present a Late Claim

Late claims may only be considered if accompanied by an application for leave to file a late claim. Said application must be presented within one year of the accrual of the cause of action, must have a written claim form attached, or any other written document from the claimant that adequately describes the claim as set forth in the California Government Code § 910 and § 910.2, and must set forth the reason for the delay in filing the claim. The District shall consider such applications that meet these requirements, and may either approve the application and consider the claim on its merits, or deny the application to present a late claim.

The District shall inform the claimant in writing of the District's denial of application to

present a late claim. The written denial must advise the claimant of the amount of time allowed under the California Government Code for challenging the denial in court.

5600.20

CONSIDERATION AND DISPOSITION OF LIABILITY CLAIMS

Claims presented to the District in a sufficient and timely manner shall be considered by the District, and either accepted or rejected on their merits.

5600.21

Review of Claims by Board of Directors

Except as otherwise specified in this Policy, liability claims against the District shall be presented to the Board of Directors for consideration. The Board of Directors shall be presented with a copy of the written claim and any supporting documentation or information necessary to make a decision on the disposition of the claim.

5600.22

Review and Settlement of Claims of \$500 or Less

The General Manager is authorized to review and settle liability claims for damages not exceeding five hundred dollars (\$500.00) in value, provided that the claim meets the legal sufficiency and timeliness requirements and that the claim is for property damage only and does not have any apparent potential for a related bodily injury claim. Claims that are settled by the General Manager without review by the Board of Directors shall be reported in writing at the next regular meeting of the Board of Directors following settlement of the claim.

5600.23

Release Forms

The District shall require the claimant to provide a signed release form as a condition of settlement for all claims exceeding five hundred dollars (\$500.00) in value. The District shall also require the claimant to provide a signed release form for any claim involving bodily injury, or occurrences with the potential for a bodily injury claim. In claims of five hundred dollars (\$500.00) or less in value, the District may, at the discretion of the General Manager, not require the claimant to provide a signed release form in cases where such a requirement may cause a cooperative claimant to reconsider the proposed settlement and/or consult an attorney.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : EASEMENTS
POLICY NUMBER : 5550
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :
AUTHORITY :

5550.00 EASEMENTS

Water distribution and transmission facilities to be owned and maintained by Citrus Heights Water District shall be located in easements granted to and for the exclusive use of the District unless otherwise located within road rights-of-way or public utility easements (PUE) dedicated to the County or City.

5550.01 Granting of Easement

Facilities requiring easements shall be identified by the General Manager in the project planning stages. A draft Grant of Easement document on the District's form shall be prepared by the project engineer and submitted for review prior to or concurrent with approval of the water distribution system plan. The draft document will be retained by the District subject to verification that the constructed facilities are contained within the described easement. Upon verification by the District that the facilities are properly located, submittal to the District of a final executed and notarized Grant of Easement document will be requested from the project engineer.

District easements shall be for the sole and exclusive use of the District.

5550.02 Acceptance of Easement

Acceptance by the District of any interest in an easement granted to the District shall be by adoption of a Resolution of Acceptance by the Board of Directors.

5550.03 Abandonment or Quitclaim of Easement

In the event it is determined by the District that it has no current or future interest in a District easement, said easement may be abandoned by execution of a Quitclaim Deed on behalf of the District. Abandonment of a District easement shall be by adoption of a Resolution by the Board of Directors and execution of a Quitclaim Deed by the Board President.

5550.04 Easement Encroachment

The District, by virtue of its ownership of water transmission and distribution facilities in public utility easements (PUE) and District easements, has the right to unimpeded access

to its facilities for construction, reconstruction, operations, and maintenances purposes. The District has the right to expect that no structure or obstruction be placed within the easement in such a location as to hinder the District's access to its easement and/or facility. In the event that an obstruction must be removed in order for the District's employees to gain access to District facilities within an easement, the District shall not be obligated to replace or relocate said obstruction. Furthermore, the District reserves the right to seek reimbursement from the responsible property owner for costs associated with District removal of said obstruction.

5550.05 Recording of Easements and Quitclaim Documents

Upon acceptance of an easement granted to the District, said document shall be forwarded by the District to the County Recorder's Office for recording. The original recorded District easement document shall be returned to and retained by the District.

Upon approval and execution of a Quitclaim Deed on behalf of the District, said document shall be forwarded by the District to the County Recorder's Office for recording. Upon District return receipt of the recorded Quitclaim Deed, the District shall retain a copy for its files and forward the original to the party to whom the easement was quitclaimed.

5550.06 Storage of Easements and Quitclaim Deeds

The original recorded District Easement documents and copies of the Quitclaim Deeds shall be stored in the District's administrative office vault. Copies of the documents may also be attached or included with any applicable project construction documentation.

5550.07 Mapping of Easements and Quitclaim Deeds

A general District map shall be prepared and maintained showing the location of District easements.

5550.08 Easement Database

The District's assessor's parcel information database shall denote the existence and recording data for District easements on a parcel by parcel basis.

RECORDED AT THE REQUEST OF
AND RETURN TO:

CITRUS HEIGHTS WATER DISTRICT
P.O. BOX 286
CITRUS HEIGHTS, CA 95611-0286

EXEMPT FROM TRANSFER TAX
(Revenue and Taxation Code Section 11922)

NO FEE FOR RECORDING
(Government Code Section 6103)

Space above for Recorder's use only

COUNTY APN: _____
LOCATION: _____

GRANT OF EASEMENT
TO
CITRUS HEIGHTS WATER DISTRICT

(Names of Grantor), for a valuable consideration, receipt of which is hereby acknowledged, does hereby grant to CITRUS HEIGHTS WATER DISTRICT, a political subdivision of the State of California formed pursuant to Division 11 of the Water Code, a right-of-way and easement to construct, reconstruct, operate, maintain and/or repair water pipelines together with any and all appurtenances appertaining thereto; together with the perpetual right of ingress thereto and egress there from for the purpose of exercising and performing all of the rights and privileges granted herein; said pipelines and appurtenances to be of such size(s) and character as the grantee may determine, on, over, across and under all that certain real property, situate in the County of Sacramento, State of California particularly described as follows:

Insert Legal Description or Exhibit References Here

Any use of this easement by the Grantor or by the Grantor's assignees or successors in interest which is not compatible or interferes with the construction, reconstruction, operation, maintenance or repair of the water pipelines and appurtenances shall not be allowed. Each proposed use by the Grantor shall be reviewed and approved in writing by the District prior to the construction or use of the easement by the Grantor. The Grantor at the Grantor's sole expense shall remove in a timely manner any use not approved by the District. The Grantor further understands, agrees and acknowledges by execution of this document, that any use approved by the District shall not in any way limit the District's rights granted herein. Even if the District has approved the use, the District retains the right to remove any or all part of the approved use to allow the District to use the easement at any time pursuant to the District's rights granted herein. The District shall be liable for no cost for removal or replacement. Following the exercise of any use by the District, the cost of replacement of any approved use shall be borne at the sole expense of the Grantor.

In witness thereof, Grantors have hereunto subscribed their names this _____ day of _____,
_____.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : CONSULTANT / PROFESSIONAL SERVICES SELECTION
POLICY NUMBER : 5400
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :

5400.00 CONSULTANT / PROFESSIONAL SERVICES SELECTION

The procurement of consulting and professional services for the Citrus Heights Water District shall be on the basis of documented competence and qualifications for the types of services to be performed and at a fair, competitive and reasonable price.

5400.01 Consulting and Professional Services - Definition

For the purposes of this policy, the term consulting and professional services shall be used to mean any specialized services performed by firms or persons who are qualified, by education, experience, licenses or certification in a particular field. Types of services may include, but are not limited to: engineering; architectural; financial; public relations; legal; and human resources. Examples of work product output are: Reports; studies; plans; specifications; legal opinions; written or graphic materials for publication; etc.

5400.02 Selection Process

Consulting and professional services shall be selected for use by the District based on a competitive proposal process. Recommended award for the service shall be based on documented competence and qualifications for the types of services to be performed and at a fair, competitive and reasonable price, and not based solely on the lowest cost proposal submitted. The competitive proposal process may be waived in cases where a consulting firm has satisfactorily performed the previous stage of a project (e.g., a pre-design), has acquired extensive background and working knowledge of the work to be performed, or is a highly recognized authority in the field or area of work to be performed.

5400.03 Procurement

The procurement and/or contracting of consulting and professional services shall be performed in compliance with the District's Policy No. 6500, Purchasing and Procurement.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES

POLICY TYPE : OPERATIONS
POLICY TITLE : RELOCATION OF WATER METERS
POLICY NUMBER : 5310
DATE ADOPTED : MAY 8, 2007
DATE AMENDED :
AMENDMENTS :

5310.00 RELOCATION OF WATER METERS

5310.10 Property Owner Request for Water Meter Relocation

Relocation of a water meter from an existing location to another location shall be permitted at the sole discretion of the District. All property-owner-requested relocations shall require a written authorization and agreement signed by the property owner or the owner's authorized representative which shall include the following items prepared by the District:

- A. A written estimate of the costs for performing the relocation work;
- B. The District's estimated schedule for performing the work; and
- C. A site map showing the proposed relocation.

5310.20 Payment Requirement

The District shall require payment in full of the estimated cost of the relocation work at the time that the property owner's written authorization is submitted.

5310.30 Performance of Water Meter Relocation Work

Work to relocate water meters and related equipment shall be performed only by the District or its authorized representatives.

5310.40 District-Initiated Water Meter Relocation

Relocation of water meters may be performed by the District at the District's expense when it is determined that the relocation is in the best interest of the District.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES

POLICY TYPE : OPERATIONS
POLICY TITLE : MAINTENANCE OF WATER METERS
POLICY NUMBER : 5300
DATE ADOPTED : MAY 8, 2007
DATE AMENDED :
AMENDMENTS :

5300.00 MAINTENANCE OF WATER METERS

5300.10 Responsibility for Maintenance of Water Meters

Water meters are the property of the District and a part of the District's water distribution system. All maintenance and repair work on water meters and related equipment and facilities shall be performed by the District or its authorized representatives.

5300.20 Repairs to Water Meters

The District shall repair or replace water meters at its sole discretion. When a water meter is determined to be non-operational or is removed for repair, property owners may be billed for water consumption using an estimate based on previous consumption history at the discretion of the Assessor/Collector or his or her designee.

5300.30 Access to Water Meters

Property owners are responsible for maintaining unrestricted and unobstructed access at all times to District water meters and other District equipment and facilities located on their property. Access shall be maintained in a manner that allows the District at all times to read, inspect, maintain, repair or replace the water meter. Access that is restricted by vegetation, landscaping materials or features, fencing, parking of vehicles or other obstructions shall be remedied by the property owner at the property owner's sole expense. Any restriction or obstruction not remedied by the property owner within 30 calendar days of written notification from the District may be remedied by the District. The District shall hold the property owner or the owner's legally-authorized representative responsible for any costs incurred by the District in remedying the restriction or obstruction.

5300.40 Damage to Water Meters

Damage to water meters and other equipment and facilities such as water meter boxes, valves, water meter setters, or curb stops, shall be repaired or replaced by the District and

may be billed to the property owner at the sole discretion of the Assessor/Collector or his or her designee. Property owners shall be notified of damage in writing by the District. Tampering with water meters or other District facilities is a punishable offense under Section 498 of the Penal Code of the State of California.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : URBAN WATER MANAGEMENT PLAN
POLICY NUMBER : 5200
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :
AUTHORITY : California Urban Water Management Planning Act of 1983 (AB797),
California Water Code, Division 6, Part 2.6, Sections 10610-10656

5200.00 URBAN WATER MANAGEMENT PLAN

The Citrus Heights Water District shall prepare and adopt an Urban Water Management Plan and update it at least every five years pursuant to the aforementioned authorities. The Plan shall be adopted by resolution of the Board of Directors following a noticed public hearing for review of the Plan. The Plan shall be filed with the California Department of Water Resources. A copy of the Plan shall be kept on file in the District offices for public inspection and review.

The Urban Water Management Plan provides a planning guideline for managing the District's water resources. The responsibility of the District for managing its operations and water resources may not be relegated strictly to the Plan; and the Board shall actively manage District policy as new information and decision-making criteria become available.

5200.01 Preparation, Review and Amendment of the Plan

The Urban Water Management Plan shall be prepared under the direction of the General Manager. The Plan shall be reviewed every five years or more often as necessary to ensure the effectiveness of the procedures outlined therein.

5200.02 Implementation of the Plan

The Urban Water Management Plan shall be implemented under the direction of the General Manager. Primary day-to-day responsibility for implementing and maintaining the Plan is delegated to the Special Programs Coordinator.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : CONFINED SPACE ENTRY PROGRAM
POLICY NUMBER : 5130
DATE ADOPTED : JANUARY 7, 1997
DATE AMENDED :
AMENDMENTS :

5130.00 CONFINED SPACE ENTRY PROGRAM

The District will implement, and cause to remain in effect, a Confined Space Entry Program. The District will conduct initial and on-the-job confined space entry safety training as well as First Aid and Cardiopulmonary Resuscitation certification training for all employees designated as confined space workers. Refresher training will be conducted at least annually with periodic exercises scheduled during the calendar year.

This Policy prescribes minimum standards for preventing employee exposure to confined space hazards as required by the California Administrative Code, General Safety Orders, Title 8, Article 108, dated August 4, 1995.

District Management recognizes the dangers associated with entry into a confined space as defined by the California Administrative Code. Employees are required to share that concern by practicing safe working habits for their own benefit as well as that of their fellow employees. District policy and federal law requires that employees be provided places of employment from recognized safety hazards and with proper tools and equipment necessary to accomplish their work assignment in as safe a manner as possible.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : PARTICIPATION IN JOINT PROJECTS WITH OTHER AGENCIES
POLICY NUMBER : 5120
DATE ADOPTED : FEBRUARY 18, 1997
DATE AMENDED : OCTOBER 6, 1998

5120.00 PARTICIPATION IN JOINT PROJECTS WITH OTHER AGENCIES

The District supports participation in joint projects with other public and/or private entities when, in the judgment of the District, such participation will serve the best interest of the District and its customers. The District shall enter into joint projects only by formal written agreement and only after addressing the areas outlined in this Policy to fully examine the costs, benefits and both the short-and long-term impact upon the District.

5120.01 Cost/Benefit Analysis

A cost/benefit analysis shall be performed on any proposed joint project to determine the full range of project benefits to be derived by the District and its customers, and the potential costs to the District and other participants, prior to negotiating an agreement for a joint project.

5120.02 Capital Outlay

The full extent of any proposed capital outlays, including any ancillary costs and contingencies, construction engineering/management and financing costs, how such costs will be allocated among the project participants and how such costs will be controlled shall be determined and documented as part of a formal written agreement among the joint project participants, prior to beginning work on the joint project.

5120.03 Operating Costs

The full extent of any proposed operating costs, including startup costs and ongoing operation and maintenance expenses, shall be estimated. The responsibilities of the participants for payment of costs, how accountability for those responsibilities will be assured, and how costs will be controlled, shall be determined and documented as part of a formal written agreement among the joint project participants, prior to beginning work on the joint project.

5120.04 Risk Management

The manner in which risks and liabilities during the construction and/or operation of the joint project will be assigned and managed, and how the District will be protected against such risks and liabilities, shall be determined and documented as part of a formal written agreement among the joint project participants, prior to beginning work on the joint project.

5120.05 Ownership of Facilities

If the joint project includes the construction of facilities and/or the acquisition of equipment or property, the ownership of those facilities, including whether or not the District will receive equity ownership in either physical facilities or project capacity and whether or not any such equity ownership will be transferrable, shall be determined and documented as part of a formal written agreement among the joint project participants, prior to beginning work on the joint project.

5120.06 Change in Proposed Project Conditions

If, at any time prior to executing a final project agreement, there are any material changes in the conditions of the joint project, any previously prepared analyses or reviews shall be revised or repeated if necessary in order to ensure an accurate representation of current project conditions. Changes that may warrant revision or re-analysis include, but are not limited to: changes in the number or composition of project participants; changes in project cost estimates or cost-sharing formulae; changes in project scope; or changes in proposed joint project agreement itself. The agreement shall specify the manner in which any proposed material changes in project scope, participation, project costs or cost sharing among participants will be addressed by the participants after the agreement has been executed.

5120.07 Waiver of Joint Project Procedure

The Board of Directors may waive the requirements of this joint project participation procedure in part or in whole if, in the opinion of the Board, the scope or nature of the project is such that the joint project participation procedure is not warranted due to the dollar value or nature of the project being considered.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : MUTUAL AID
POLICY NUMBER : 5110
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :
AUTHORITY : California Emergency Services Act (Government Code, Chapter 7 of
Division 1 of Title 2)

Standardized Emergency Management System (SEMS) Regulations
(California Code of Regulations, Chapter 1 of Division 2 of Title 19)

5110.00 MUTUAL AID

The Citrus Heights Water District supports the sharing of resources with other public agencies during emergencies such as fires, floods, storms, earthquakes or other conditions where response is likely to be beyond the resources of a single agency. The District will provide mutual assistance in accordance with the California Emergency Services Act and any mutual aid agreements to which the District may be a signatory.

5110.01 Mutual Aid Agreements

The District shall enter into mutual aid agreements with and among other public agencies when such agreements will be beneficial for specifying the conditions under which aid is rendered or accepted and the conditions for reimbursement for equipment, supplies and personnel made available on an emergency basis. Execution of mutual aid agreements shall be authorized by the Board of Directors.

5110.02 Requests for Mutual Aid by the District

Requests for mutual aid by the District will be made during an emergency upon the authorization of the General Manager; or, in the absence of the General Manager, by the Incident Commander of the Emergency Operations Center.

5110.03 Requests for Mutual Aid from the District

Requests for mutual aid from the District during an emergency will be reviewed and approved by the General Manager; or, in the absence of the General Manager, by the Incident Commander of the Emergency Operations Center. District resources for mutual aid shall be extended only when it is determined that those resources will not be needed by the District for its own emergency response duties.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : EMERGENCY OPERATIONS PLAN
POLICY NUMBER : 5100
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :
AUTHORITY : California Emergency Services Act (Government Code, Chapter 7 of
Division 1 of Title 2)

Standardized Emergency Management System (SEMS) Regulations
(California Code of Regulations, Chapter 1 of Division 2 of Title 19)

California Health & Safety Code Section 4029

5100.00 EMERGENCY OPERATIONS PLAN

An Emergency Operations Plan to ensure continuity of Citrus Heights Water District services and operations in the event of actual or potential emergency situations shall be implemented and maintained pursuant to the aforementioned authorities. The District shall prepare and adopt an Emergency Operations Plan and review and update as needed to ensure that the Plan remains current and consistent with District operations. Adoption shall be by Resolution of the Board of Directors. The Plan shall set forth the District's emergency response organization, outline the circumstances under which the Emergency Operations Center (EOC) is activated, and provide a strategy and method for emergency management activities. Copies of the Plan shall be maintained at the District's EOC, the District Administrative Office and other locations as determined by the General Manager to facilitate accessibility to the Plan.

5100.01 Preparation, Review and Amendment of the Plan

The Emergency Operations Plan shall be prepared under the direction of the General Manager. The Plan shall be reviewed every two years or more often as necessary to ensure the effectiveness of the procedures outlined therein.

5100.02 Implementation of the Plan

The Emergency Operations Plan shall be implemented under the direction of the General Manager. Primary day-to-day responsibility for implementing and maintaining the Plan is delegated to the Assistant General Manager.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : PUBLIC WORKS PROJECTS
POLICY NUMBER : 5055
DATE DRAFTED : AUGUST 31, 1999
DATE ADOPTED :
DATE AMENDED :
AUTHORITY :

5055.00 PUBLIC WORKS PROJECTS

General description of policy goes here.

5055.50 Award of Contract

Subsection description/details go here.

5055.80 Resolution of Acceptance

Upon completion of a Public Works Project, the Board of Directors shall formally accept the project by adopting a Resolution of Acceptance. The Resolution shall contain the name of the project contractor, the date that the contract was awarded, the date that the contract was executed and the date that the project was completed. The format and contents of the AResolution of Acceptance≡ follow as Attachment 1 to this Policy.

5055.90 Notice of Completion

Upon adotion of a Resolution of Acceptance, the District Secretary shall prepare and and have recorded with the appropriate County Recorder, a Notice of Completion. The format and contents of the ANotice of Completion≡ follow as Attachment 2 to this Policy.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : CAPITAL IMPROVEMENT PLAN
POLICY NUMBER : 5050
DATE ADOPTED : JANUARY 2, 1996
DATE AMENDED : SEPTEMBER 15, 1998
AUTHORITY :

5050.00 CAPITAL IMPROVEMENT PLAN

A Capital Improvement Plan shall be prepared, implemented, and maintained to be used as a planning tool to assist the District in construction and replacement of capital facilities required to provide water service to current and future customers.

5050.01 Contents of the Plan

The Capital Improvement Plan shall identify and quantify potential capital improvement projects including but not limited to the following:

- ∃ New Transmission Main Construction
- ∃ New Distribution Main Construction
- ∃ Water Meter Retrofits
- ∃ Transmission Main Replacement*
- ∃ Transmission Main Rehabilitation
- ∃ Distribution Main Replacement*
- ∃ Fire Hydrant Replacement*
- ∃ Water Production Facilities
- ∃ Water Treatment Facilities
- ∃ Water Storage Facilities
- ∃ Miscellaneous Projects

(*) see Section 5050.05

5050.02 Preparation of Plan

The Capital Improvement Plan shall be prepared under the direction of the General Manager and presented to the Board of Directors for review and consideration.

5050.03 Adoption of the Plan

The Capital Improvement Plan and revisions or amendments thereto shall be adopted by Resolution of the Board of Directors after conducting a duly noticed public hearing to receive comments on the Plan.

5050.04 Review and Amendment of the Plan

The Capital Improvement Plan shall be reviewed annually or more often as necessary. Adoption of a revised or amended Plan shall typically be performed in September of each year prior to establishing a schedule of Connection Fees for the following year.

5050.05 Administration of the Plan

The Board of Directors retains the authority to consider and separately approve all capital improvement projects contained in the Plan except for those, as noted with an asterisk (*) in Section 5050.01, associated with replacement of existing District water transmission facilities having a diameter of 12 inches or less, replacement of existing District water distribution facilities having a diameter of 10 inches or less and replacement of existing fire hydrants.

The Board of Directors hereby delegates the selection and scheduling of facilities for replacement to the General Manager subject to adequate funding being available.

Estimated construction or replacement dates contained in the Capital Improvement Plan are planning estimates only and shall not be considered as a commitment to construct or replace said facilities.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : MASTER PLAN
POLICY NUMBER : 5040
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :
AUTHORITY :

5040.00 MASTER PLAN

The Citrus Heights Water District shall develop and implement a Master Plan document to support the mission of the District. The purpose of the Master Plan is to provide a sound basis for establishing goals and making decisions concerning current and future District operations.

5040.01 Contents of the Plan

Elements covered with the Master Plan may include, but are not limited to, areas such as water supply, finances, capital improvements, environmental impacts, and organizational issues pertinent to the mission of the District. Any elements that will serve to support future planning and decision making may be incorporated as part of the Master Plan.

5040.02 Preparation of the Plan

The Master Plan shall be prepared under the direction of the General Manager and presented to the Board of Directors for review and consideration. A consultant may be retained at the discretion of the Board to assist in the preparation of the Plan. Selection of a consultant will be performed in compliance with Consultant Selection Policy 5400.

5040.03 Adoption of the Plan

The Master Plan and revisions or amendments thereto shall be adopted by Resolution of the Board of Directors after conducting a duly noticed public hearing to receive comments on the Plan.

5040.04 Review and Amendment of the Plan

The Master Plan shall be reviewed every five years following its initial adoption, or more often as necessary.

5040.05 Administration of the Plan

The Board of Directors retains the authority to consider and separately modify, approve or deny all matters contained in the Plan.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : NEWSLETTER
POLICY NUMBER : 5010
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :
AUTHORITY :

5010.00 NEWSLETTER

Citrus Heights Water District considers the development of public involvement, knowledge and confidence an essential part of fulfilling its responsibility to its customers. Citrus Heights Water District accepts the challenge to instill confidence in drinking water, the image of the water-supply community and the District. Keeping consumers involved and informed about water issues is a multi-faceted process that may occur in many forms. The District keeps the public apprised of topics relevant to the drinking water profession by producing Waterline, a semi-annual newsletter.

5010.10 Distribution

The Waterline newsletter will be produced at District expense and distributed to every postal address within the District twice a year in the months of May and November. Distribution shall take place after voting has occurred in election years. The publication will include activities and programs sponsored by the District and all topics relating to system and operational status, conservation, and issues related to the safety of drinking water.

5010.20 Professional Services

A public relations consultant may be retained at the discretion of the Board of Directors consistent with the Consultant Selection Policy 5400.

Newsletter printing and folding shall typically be performed under contract by an independent contractor subject to the competitive bid process.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : OPERATIONS
POLICY TITLE : PUBLIC INFORMATION
POLICY NUMBER : 5000
DATE ADOPTED : MARCH 18, 1997
DATE AMENDED :
AUTHORITY :

5000.00 PUBLIC INFORMATION

The Citrus Heights Water District supports the dissemination of public information as a means of informing the public about the District's mission, services and operations; and as a means of promoting greater awareness of water issues that may be of interest to District customers.

5000.01 Public Information -- Definition

For the purposes of this policy, public information shall be defined as any District programs, techniques or communications intended to disseminate information to the public at large. Public information may include, but is not limited to, the following types of items: Board of Directors agendas; notices of public meetings; news releases; letters to the editor; interviews with media representatives, newsletters; brochures, new resident information packets, notices mailed with customer bills, and presentations made to public and civic organizations.

5000.02 Media Contacts

The General Manager or his/her designee and/or the President of the Board of Directors or his/her designee shall handle all contacts with the media. Employees shall channel any and all media requests through the General Manager or his/her designee for approval before granting interviews or disseminating information.

5000.03 Dissemination of Information

The Board of Directors and/or the General Manager or his/her designee shall disseminate information on all matters pertaining to the District permitted by law directly to individuals, or indirectly to the community through direct mailings, news releases, advertisements, posting of public notices, etc.

CITRUS HEIGHTS WATER DISTRICT
POLICIES AND PROCEDURES MANUAL

POLICY TYPE : WATER SERVICE
POLICY TITLE : METERING OF GOVERNMENTAL WATER SERVICES
POLICY NUMBER: 8420
DATE ADOPTED : DECEMBER 10, 1996
DATE AMENDED : FEBRUARY 6, 2001

8420.00 METERING OF GOVERNMENTAL SERVICES

Citrus Heights Water District requires meters for all Governmental services. Meters shall typically be installed at the point of connection to the District main notwithstanding existing metered services.

8420.10 DEFINITION:

“Governmental” shall be defined as “all independent and dependent political subdivisions of the State of California.” These include: San Juan Unified School District; Sunrise, Carmichael and Orangevale Recreation and Park Districts; Sacramento Metropolitan and South Placer Fire Protection Districts; Sylvan Cemetery District; Sacramento Municipal Utility District; Citrus Heights Water District; and Cities and Counties within the service area.

8420.20 METERING REQUIREMENTS

New governmental services shall be metered at the expense of the property owner or governmental agency. All services equipped with meters, except those for Citrus Heights Water District, will be billed immediately upon metered water consumption.
